



OFFICIAL

**Bolsover District Council**

**Meeting of the Housing Liaison Board on 21 October 25**

**Agenda Item 5: Update on Tenant Engagement Strategy Action Plan**

<b>Classification:</b>	This report is Public
<b>Report By:</b>	Tenant Engagement Officer

This report forms the six-monthly update on progress against the Action Plan.

**Action Plan Update (Appendix 5.1)**

In relation to Action Plan progress, please see appendix 5.1 for full details. Officers have been progressing the following key activity:

Action	Update
1.3 a & 1.3 c	<p>Promotion of Tenant Engagement through new tenancy visits and the Tenant census. Since 1<sup>st</sup> April 2025- 30<sup>th</sup> September 25 16 tenants have expressed an interest in being involved. All have been contacted. Of these 12 have now registered to be involved, 6 of whom have registered following promotion by Housing Assistants (Tenancy) and the Tenant Engagement Officer at New Tenancy Visits.</p> <p>A number of tenants who have had Welfare Adaptions completed have been consulted on the Welfare Adaption Policy review in July 2025.</p> <p>RANT members consulted on Decent Homes Standard 2 consultation in August 25.</p>
1.4 a	<p>Evaluation forms completed for Challenge and Change Review on Grounds Maintenance.</p> <p>20 Feedback forms completed from tenants on Locality Groups held in July and August 2025.</p>
2.2 b	<p>Tenant Census Form developed to capture desired communication options. Volume of email address on file increased significantly. 903 have been completed and processed, with approximately 200 more received and to be processed (as of 07.10.25.25).</p>
2.3 a	<p>Gov.notify used to circulate 2850 Tenant Newsletter May 2025.</p>

Action	Update
3.1 a & c	Housing Service standards developed and approved at HLB 22.07.25. To be implemented by March 2026.
3.1 b	<p>Five Locality events held in July and August 2025 at four geographical locations, including one evening meeting. Compliments, comments and complaints information was presented.</p> <p>This is covered in a separate report item 11. Further locality events are to be planned for February/March 2026. Topics for suggestions include update on Stock Condition Survey and planned improvement works.</p>
3.4 a	Annual Report 2024/25 to be released in November 25 Bolsover Homes Newsletter, tenants agreed to retain design.
3.5 b	Joint Tenant Conference with CBC and Rykneld Homes held 14.05.25. BDC delivered a workshop. Planning for next Joint Tenant Conference commenced September 2025.
3.5 c	TEO attended TPAS Scrutiny training 17.04.25.
3.5 d	Tenants invited to attend TPAS Tenant Scrutiny Members meetup on-line 30 <sup>th</sup> April 25 and 12 <sup>th</sup> Nov 25.
3.6 b & d	1 tenant has been recruited as a new member of Challenge and Change for the review on Anti-Social Behaviour. The review commenced in June 25. Due to complete March/April 2026.
3.6 e	<p>Site visits to completed voids undertaken on 12<sup>th</sup> June 25. Tenants evaluated the quality of the works against the criteria and confirmed the lettable standard is being met.</p> <p>Tenant Evaluation forms completed June 2025 on Grounds Maintenance Review.</p>
4.1 a	Promotion of edition 10 of Bolsover Homes via Facebook.
4.3 b	Feedback form completed for Locality Groups on compliments, comments and complaints.
4.3 c	From April 25 additional information is being provided on repair satisfaction. Information now includes the number of satisfaction surveys completed and the percentage of jobs completed. This is reported to RANT.

### **RECOMMENDATION(S)**

1. That progress against the action plan, as stated, is reviewed and members provide feedback on current activity.

## Links to Council Ambition: Customers, Economy, Environment and Housing

Ambition: Customers

Priorities:

- *Improving the customer experience and removing barriers to accessing information and services*
- *Continuous improvement to service delivery through innovation, modernisation and listening to customers*

Ambition: Housing

Priority:

- *Building more, good quality, affordable housing, and being a decent landlord*

## DOCUMENT INFORMATION

Appendix No	Title
1.	Tenant Engagement Strategy 2023- 2026 – Action Plan Update October 2025