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Bolsover District Council

Meeting of the Housing Liaison Board on 27 January 2026

Agenda Item 8: Tenant Engagement Strategy

Classification:	This report is Public
Report By:	Assistant Director of Housing Management & Enforcement Tenant Engagement Officer

Background

The current Tenant Engagement Strategy was implemented in July 2023 and is due for revision. The strategy requires updating to ensure it remains current, relevant, achievable and continues to meet both the Regulator of Social Housing Transparency, Influence and Accountability Standard and the aims and objectives of the Council and its tenants.

The revised Tenant Engagement Strategy sets out four new clear objectives:

- Objective 1 – Ensure two-way information and communication
- Objective 2 – Provide accessible and varied ways to achieve meaningful engagement which adds value
- Objective 3 – Empower tenants to influence and scrutinise landlord services, strategies, and policies
- Objective 4 – Ensure tenants views are welcomed, respected and acted upon to drive continuous improvement

These objectives will be delivered by a new action plan. This will set out the actions we propose to take to help us meet the four objectives and demonstrate to tenants and leaseholders our commitment to work in partnership with them to help shape and improve the services we offer.

Once formally approved, the revised strategy and action plan will be monitored on a six-monthly basis by the Housing Liaison Board, as per existing practice. This will ensure it remains current, relevant and achievable and continues to meet the aims and objectives of the Council and its tenants.

Tenants will be consulted on the proposed Tenant Engagement Strategy. All responses will be considered before the final version of the strategy is presented to the Customer Service Scrutiny Committee and Executive.

RECOMMENDATION(S)

1. That members of the Board review the proposed new Tenant Engagement Strategy in appendix 1 and provide initial comments prior to wider tenant consultation.

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*

Target HOU04: Working towards compliance with the Social Housing Consumer Standards, ensuring tenants' voice is key when developing new council housing policies, procedures, and improvements.

DOCUMENT INFORMATION

Appendix No	Title
1.	Draft Proposed Tenant Engagement Strategy 2026-2029