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## Bolsover District Council

### Meeting of the Housing Liaison Board on 27 January 2026

#### Agenda Item 11: Communications

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

#### PURPOSE/SUMMARY OF REPORT

- To inform the Board of the introduction of an easy read tenancy agreement.
- To seek suggestions from the Board on information to issue to tenants with the rent increase letter.

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#### **Easy Read Tenancy Agreement**

##### Background

The Regulator for Social Housing Consumer Standards were updated with effect from 1<sup>st</sup> April 2024, and were designed to protect tenants and to ensure they receive high quality services.

The Transparency, Influence and Accountability Standard states:

##### Tenure:

80. As part of setting out their approach to tenancy management, registered providers should help tenants understand both their own responsibilities and those of their landlord in relation to their tenancy.

82. As part of meeting 2.3.1g, registered providers should be able to demonstrate how they have taken into account the needs of vulnerable households in their approach to tenancy management.

We are to introduce an easy read tenancy agreement. This will be a shorter, simplified version of the tenancy agreement with photographs. This will assist tenants with additional needs, literacy issues and non-readers to understand the terms of their tenancy agreement. A Polish translated version will also be available.

We have consulted a number of tenants individually on the easy read tenancy agreement to obtain their feedback on the design, content and pictures.

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The tenants gave feedback as follows:

- All agreed the easy read tenancy agreement was understandable.
- Certain photographs did not clearly illustrate the specific clause in the tenancy agreement.
- Some tenants commented that they already know the terms of their tenancy which assisted them interpret the photographs

Tenants have made suggestions on a number of photographs that require changing. Once these changes have been made, by our Communications Team, the Tenant Engagement Officer will carry out a further consultation with tenants, including attending new tenant sign up appointments in February 26.

### **Rent Increase Letter Housing/Tenancy Updates 2026**

Rent increase letters will be issued to all tenants at the end of February 2026. This provides an opportunity to send additional Tenancy information to all tenants. An example of information provided in 2024 is attached on appendix 2.

Officer suggestions to include in 2026 are:

- Dragonfly update
- “All about you” form
- Damp and Mould
- Stock Condition Survey Update

We are seeking suggestions from the Board on what housing/tenancy updates they want to include with the rent increase letters.

### **RECOMMENDATION(S)**

1. That members of the Board note the contents of the report on the introduction of an Easy Read Tenancy Agreement.
2. That members review and make suggestions for Housing/Tenancy updates to be included with the rent increase letter 2026.

<b>Links to Council Ambition: Customers, Economy, Environment and Housing</b>
<p>Ambition: Customers</p> <p>Priorities:</p> <ul style="list-style-type: none"><li>○ <i>Continuous improvement to service delivery through innovation, modernisation and listening to customers</i></li><li>○ <i>Improving the customer experience and removing barriers to accessing information and services</i></li></ul> <p>Ambition: Housing</p> <p>Priority:</p> <ul style="list-style-type: none"><li>○ <i>Building more, good quality, affordable housing, and being a decent landlord</i></li></ul>

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

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**

<b>Appendix No</b>	<b>Title</b>
1.	Easy Read Tenancy Agreement
2.	Example of Housing Tenancy Updates 2024