

Bolsover District Council

Housing Tenancy Updates 2024

Would you like to receive correspondence from us electronically?

We continually look at how we can keep improving the information we send you and one way is to give you the option of receiving generic housing correspondence via email rather than receiving a hard copy.

If you wish to receive to specify email as a preferred method of contact please scan the QR code below or visit selfservice.bolsover.gov.uk/service/Council_Tenant_Contact_Information



Tenant Participation – we need you!

Would you like to be involved in shaping the future delivery of the housing service? We are inviting tenants to a number of workshops to work alongside officers

- Wednesday 17th April – Bolsover Assembly Rooms – 1:30 – 4pm
- Thursday 18th – Clowne Community Centre 10.30 – 1:30pm
- Wednesday 24th Shirebrook Miners Welfare – 10:30 – 1:30pm
- Thursday 25th The Post Mill Centre – South Normanton 10am – 1pm

Places are limited so to register your interest please call 01246 242424 or email tenantparticipation@bolsover.gov.uk specifying which location you are interested in attending.

Access – Gas Services, repairs and stock condition survey

As a landlord we have a legal duty to carry out an annual gas servicing at your property. We are committed to your safety and take our responsibility on gas safety very seriously. We require you as a tenant to allow us access to carry out these checks. Your tenancy agreement specifies you will allow access upon written notice, and we will always try and work around your availability. However, a failure to allow access may mean we take action to force access, by way of a court injunction.

Over the next 12 months we will be undertaking a comprehensive stock condition survey. This is an inspection of the inside and outside of your home. These help us to assess the age and condition of each building element, so we can plan possible future improvements. Doing the survey also helps us to make sure all homes are safe and maintained. Access will be required to undertake these inspections and we will work with tenants to find suitable times.

XL Bully Ban

From 1st February 2024, it is illegal to own an XL Bully unless your dog has been exempted. You can apply for a certificate of exemption to legally keep your dog. Information about how to do this can be found on GOV.UK.

As part of the process to exempt your dog, you will need third-party liability insurance, which is insurance against your dog injuring other people. Your dog must be microchipped (which is already a legal requirement).

Your dog will also need to be neutered. If your dog is less than one year old on 31 January 2024, they must be neutered by 31 December 2024. If your dog is older than one year old on 31 January 2024, they must be neutered by 30 June 2024.

Once your dog has been exempted you must adhere to the conditions otherwise you could be committing a criminal offence and your dog could be seized. You must inform us that you have an XL Bully in your home. We will then ask you for a copy of your Certificate of Exemption and proof of Third Party Public Liability Insurance. If you fail to provide this, we will report this to the police and follow our own enforcement procedures.

If you believe that a dangerous dog is being kept by one of our tenants illegally, please contact us to report this after you have contacted the police.

Dragonfly Development Ltd (Dragonfly)

Dragonfly Development Ltd (Dragonfly) a wholly owned company of the Council undertake a number of services for the Council and our tenants. This includes housing repairs and upgrades, new build housing accommodation, and engineering and drainage services.

Dragonfly staff will be required to carry Dragonfly ID badges and when vehicles and uniforms get replaced new branding will be introduced there too. If we send subcontractors to your property, then we will still inform you of their identity in advance and they too will be required to carry ID showing the company they have been sent from. Please ensure you ask to see ID badges and if in doubt or if you have any concerns, please call the council on 01246 242424 where we will be happy to verify any of the Dragonfly team or subcontractor identity.

