

BOLSOVER DISTRICT COUNCIL

Meeting of the Executive on 2nd March 2026

Housing Service Performance Update Q2-Q3 2025-2026

Report of the Portfolio Holder for Housing

Classification	This report is Public.
Contact Officer	Victoria Dawson, Assistant Director Housing Management

PURPOSE/SUMMARY OF REPORT

The purpose of the report is to provide Members with performance information for Q2 and Q3 2025/2026 to understand progress made in meeting actions under the Regulator for Social Housing Improvement Plan, as well as an update on specific areas of activity for the Housing Service.

REPORT DETAILS

1. Background

- 1.1 The Regulator for Social Housing (RSH) requires the Executive to have oversight of the Housing Service. This is an information report to keep Members informed of the Housing Service's performance information for Q2 and Q3 25/26 to provide an update regarding actions under the Regulator for Social Housing Improvement Plan as well as an update on other key pieces of work of the Housing Service.
- 1.2 The Tenant Satisfaction Measures (TSM) were introduced by the Government, in April 2023 and are designed to help monitor how well landlords are doing at providing quality homes and services, and to understand how they can make improvements. The Council, as a registered provider with more than 1,000 dwellings, is required to annually publish performance information regarding compliance with the Tenant Satisfaction Measures (TSMs). These are split into two parts, 10 performance measures collected through landlord held management information and 12 customer perception survey measures. In order to monitor compliance, we report these figures quarterly to the Housing Liaison Board as well as the operational Housing Stock Management Group.
- 1.3 The Council is also required to publish information on our complaint performance. The Annual Complaint Handling and Service Improvement

Report must be published by September each year, and to ensure we monitor compliance with timescales and trend data, this information is also presented to the Housing Liaison Board and Housing Stock Management Group.

2. Details of Proposal or Information

Tenant Satisfaction Measures 2025/2026

- 2.1 As set out above, Tenant Satisfaction Measures (TSMs) perception measures relate to a tenant survey and contain 12 prescribed questions every housing provider asks.
- 2.2 This year's survey commenced on 28th November 2025, this was a mixture of emails and paper copies. To date we have received 569 responses (as at 6th February 2026) which equates to 11.9% responses.
- 2.3 There has been no change to the survey questions that the Council includes, but a more automated approach is being used for respondents requiring further contact re repairs, downsizing and involvement in engagement due to software updates.
- 2.4 The data reported in Appendix 1 is in-year data and will change as we close the survey to responses and complete final analysis however this suggests that satisfaction is higher this year with overall satisfaction at 87.9% compared to 86% last year.
- 2.5 Appendix 2 is the year to date data for the management measures. Performance is generally on track and comparable to Quarter 3 last year. The number of anti-social behaviour cases has been amended following a review of data and is now at a lower rate. Complaint numbers are lower compared with the same period last year. Our compliance with the Decent Homes Standard has significantly improved due to stock surveys and improved data quality/analysis.
- 2.6 BS02 relates to the percentage of properties that require a fire risk assessment. This is recorded at 97.7% as 2 sheltered schemes annual re-inspections are delayed due to the extension of the fire risk assessment company's contract. These have been arranged and we are confident that by the end Quarter 4 this will be 100%.
- 2.7 BS04 relates to water safety checks required. The lower percentage relates to the new 20 properties at Woburn House. water samples were taken but has no formal Risk Assessment. We have just procured a new supplier, and this is high priority for them during Quarter 4.

Housing Service Key Performance Indicators

- 2.8 The Council Plan "The Future 2024-2028". This describes the key role we play in supporting the District, through the provision and delivery of key

services that are essential to everyday life. The plan also outlines our four main aims:

- Customers - providing excellent and accessible services
- Economy - drive growth, promote the district and be business and visitor friendly
- Environment - protect the quality of life for residents and businesses, meet environmental challenges and enhance biodiversity
- Housing - deliver social and private sector housing growth

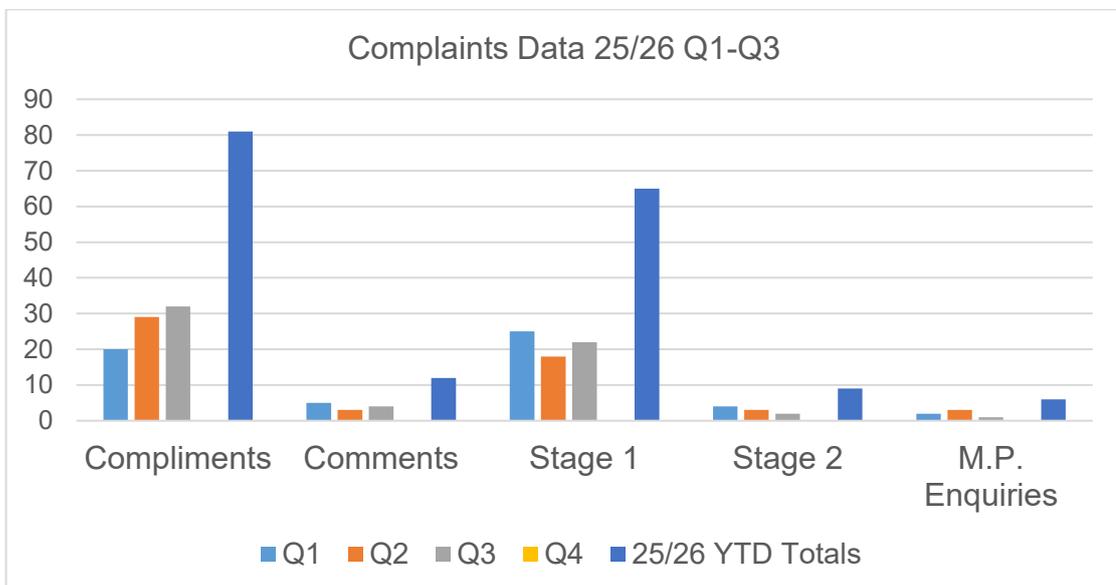
As a Housing Service we have developed a number of Key Performance Indicators (KPIs) that show how we are contributing to the Council's Ambitions. A summary of current performance is attached at Appendix 3.

Complaints Performance 2025/2026

2.9 Complaints are handled corporately, but with Housing working closely with the Customer Service, Standards & Complaints Manager we publish quarterly reports to tenants at Housing Liaison Board and in the bi-annual newsletters.

2.10 The table below shows a breakdown of Compliments, Comments and Complaints received during the year 2024/2025 for the Housing Service, including Dragonfly Management.

	Q1	Q2	Q3	Q4	25/26 YTD Totals
Compliments	20	29	32		81
Comments	5	3	4		12
Stage 1	25	18	22		65
Stage 2	4	3	2		9
M.P. Enquiries	2	3	1		6



- 2.11 It should be noted that these only relate to those complaints which would fall under the Housing ombudsman remit and so exclude any CCC's in connection to the Homeless Team or the Allocations Team.
- 2.12 Using the information we obtain from complaints the Housing Department has made improvements for the benefits of tenants. These are reviewed regularly and documented within the Bolsover Homes newsletter. Service changes as a result of complaints have included the gas team ensuring their system stipulates whether it is a morning or afternoon appointment.

Regulator for Social Housing Improvement Plan

- 2.13 The Council was inspected in August 2024 and received a C2 grading which recognised the Council has provided assurance and met the consumer standards in many areas, but identified some areas where improvement is needed.
- 2.14 The Housing Team, continues to work with the Regulator to develop an improvement plan to address the key themes they have identified as well as looking at how we can continue to demonstrate continuous compliance with the standards and strive for a C1 grading.
- 2.15 We last met with the Regulators on 4th February. They were pleased with the progress we are making and agreed that we have been able to evidence continued compliance with the vast majority of the Consumer Standards. We have discussed a road map to submitting a regrade request and the steps we need to take and evidence we need to provide to get to this position. Two main areas are outstanding.
- 2.16 We are required to demonstrate we have a process in place for the future delivery of Stock Condition Surveys and how this data is feeding into the 30 year business plan.
- 2.17 We are also required to demonstrate we are delivering fair and equitable outcomes to tenants. We need to recognise and understand the individual and whole tenant base. We then need to use this data to shape the services we provide to benefit all our tenants. We have launched an "all about you form" in which we ask tenants for information about them and their household, specifically about preferred method of communication, any vulnerabilities or disabilities and whether they require any adjustments to the way we communicate with them. We have been advised we need all this information about all our tenants before we can consider a regrade and we have been proactively collating this information.

Bolsover Housing Updates

Warm Homes Social Fund

- 2.18 Warm Homes Social Fund is a government fund which allows Local Authorities and Registered Providers to install energy efficiency upgrades and low carbon measures to their housing stock.

- 2.19 The programme seeks to raise the energy performance of as many social homes currently below Energy Performance Certificate (EPC) band C up to that level as possible by 2030, as part of the journey for the social housing stock towards Net Zero by 2050.
- 2.20 On 23rd June 2025, Executive agreed to match fund the government grant, giving us £1.6m over 3 years to carry out work to approx. 100 properties.
- 2.21 A series of measures are being considered to achieve the required improvements for our properties. These could include, Heat Pumps, Photovoltaics, additional loft insulation, External Wall Insulation etc.
- 2.22 Bolsover has initially targeted 26 homes to upgrade for this year. To guarantee we spend this years' allocation, we have identified a total of 62 properties which we are surveying to assess their suitability for the scheme.
- 2.23 We are working with our appointed contractor Phoenix Gas Services (Stoke on Trent) to confirm suitable properties. Once these have been identified, a PAS2035 compliant design is then proposed.
- 2.24 Tenants have been engaged via an initial/ introductory letter, followed by a further letter. These have been hand delivered by Housing and Property Services staff, meeting most tenants face-to-face to outline the goals of the scheme and emphasising the benefits of warmer homes and cheaper running costs to the tenants. Current Status is as follows:-

Properties Identified	62
Appointments booked	18
Assessments Carried out	23
Appointments to be booked	12
Tenants Refusal (withdrawn from Yr1)	3
On Hold (various reasons)	6
Designs Complete ready for install	11

Awaabs Law

- 2.25 Awaab's Law, was introduced in the Social Housing Regulation Act 2023. This followed the death of Awaab Ishak, a two-year old child living with his parents who sadly passed away from a respiratory condition, which was found to be caused by damp and mould in the flat.
- 2.26 From 1st October 2025 social landlords must investigate and fix dangerous damp and mould in set time periods, as well as repair all emergency hazards within 24 hours. There will be a phased implementation of Awaab's Law, in late 2026 the requirements will expand to apply to a wider range of hazards, excess cold and excess heat; falls; structural collapse; fire, electrical and explosions; and hygiene hazards. In 2027 the requirements of Awaab's Law

will expand to the remaining hazards as defined by the HHSRS (excluding overcrowding)

- 2.27 We have established an online triage form to enable tenants to easily report damp and mould in their property. This allows for photos and videos to be uploaded so we can triage the issue and take appropriate action. We have improved the website content around damp and mould as well as articles in the November edition of the Bolsover Homes Tenant Newsletter.
- 2.28 As at 3rd February 2025 we had received 164 reports of damp and mould which have been assessed under Awaabs Law. This represents 3.28% of all housing stock. These reports have generated 193 inspections and 228 work orders. We have successfully inspected all significant hazards within the 10 day requirement and 89.7% of emergencies were inspected within the 24 hours requirement. Where we were out of time, this related to no access from the tenant. These inspections revealed that 70 of the triaged cases were out of scope of Awaabs Law but will be dealt with in normal repairing time scales.
- 2.29 The number of reports received and our performance against the legislative targets will be reported at Housing Stock Management Group. We will need to closely monitor the impact that compliance with this legislation has on the wider team, as it is anticipated this will create additional resource pressures.

Electrical Safety in the Social Rented Sector

- 2.30 Electrical safety regulations previously limited to the private rented sector have now been formally extended to the social rented sector with effect from 1st November 2025. There is a requirement for mandatory electrical safety checks at least every five years. This applies to new tenancies from 1st December 2025, and all existing tenancies from 1st May 2026.
- 2.31 In addition it is a requirement that a copy of the Electrical Installation Condition Report (EICR) report is issued to social tenants within 28 days of inspection, or to any new tenant before they occupy the property. A copy of the EICR report can be issued to the tenant in person, by post or electronically
- 2.32 Alongside this, the Regulator of Social Housing has created a new Tenant Satisfaction Measures focused on Electrical Safety which measures whether landlords are completing the legally required 5 year electrical checks. They have also updated the Consumer Standards Code of Practice to explicitly incorporate electrical safety compliance, and strengthened the requirements about record keeping in this area. In addition, they have reinforced existing obligations for landlords to notify the regulator of electrical safety compliance failures or overdue remedial work.
- 2.33 We currently report on Electrical Compliance to the RSH and going forward will also take this information to the Housing Stock Management Group. As at the end of 31st December 2025 (quarter 3) 99.05% of the 4863 properties which required an EICR had an in date certificate. Of the 46 properties which were out

of date, plans were in place to ensure these were completed before 31st March 2026. Discussions are taking place with the legal department regarding access issues and steps that can be taken.

Open Housing System

- 2.34 In April 2025, Executive approved the upgrade of the Housing Management System from Open Housing to One Housing, with a number of additional modules to improve functionality. The initial build phase has now been completed. We are just waiting for the first data to be imported.
- 2.35 As part of the transition we are moving the system to a Cloud based SaaS solution. This will allow us to eliminate the need for investment into costly on-premises infrastructure, ensure that additional updates and system maintenance are all included, reducing the burden on our internal IT resource and avoid additional costs. It will also provide business continuity and risk reduction with high availability service and disaster recovery mechanisms. This work is also on going with a view to moving over by the summer.
- 2.36 The Tenant Portal provides expansion on our existing OpenAccess Portal that is currently used for Bolsover Homes choice based letting. The tenant portal will act in a similar way, allowing the user to create an account to log in, from here tenants will be able to access their rent account via a secure login mechanism and interact with us on a self-serving basis to perform tasks such as managing tenancy/occupants, setting up a direct debit, raising a communication/viewing existing communication with the housing team and raising repairs/booking appointments. The SMS element is to facilitate outbound communication to tenants.

HRA Business Plan

- 2.37 The purpose of the HRA Business Plan is to act as a strategic, financial framework for managing the Council's Housing Stock. It details the short to medium term plans as reflected in the Medium Term Financial Plan (5 years) and provides a long term (30 year) forecast on stock investment and financial planning. The plan is based upon the financial delivery of the Council's key housing objections together with achieving the Government standards.
- 2.38 Finance will lead on procuring a HRA business model, working with housing to use the stock condition data, and rent projections plus HRA Capital Financing requirements, the model shall be flexible enough to provide alternative plans in terms of phasing of work within a manageable risk environment. Ideally any model should also allow for distinct financial business cases to be completed for any future projects for consideration.
- 2.39 The model will also need to allow for the option for rent-convergence which has recently been announced by the Government from 2027/28. We

are currently exploring procurement with a view to having a model operational and reporting by July 2026.

National Housing Updates

Rent Convergence

- 2.40 On 30 June 2025, the Government announced a 10 year social housing rent settlement from April 2026 at Consumer Price Inflation (CPI) +1%. Alongside the 10-year rent settlement, the Government announced consultation would follow on how to implement Rent Convergence to bring all social rents into line with a standard formula rent creating greater fairness for tenants.
- 2.41 The Rent Convergence consultation ended on 27 August 2025, with an announcement last month in which it was confirmed that rent convergence could be implemented from 2027/28. Weekly rents will be permitted to rise by £1 over and above CPI plus one per cent and then by £2 from 2028, until “formula rent” is reached. This is only for properties for which the rent has not yet reached the formula rent level

Decent Homes 2

- 2.42 The Decent Homes Standard (DHS) was first implemented in 2001, and last updated in 2006, acting as a technical standard specifying minimum criteria that social landlords must meet to ensure their properties are decent.
- 2.43 The Government has published its response to the consultation on a reformed Decent Homes Standard (DHS), which ran from 2 July to 12 September 2025. The consultation sought views on modernising the existing standard and extending it beyond the social rented sector to cover privately rented homes for the first time.
- 2.44 This marks a significant step in the ongoing reform of housing quality regulation as the new DHS will apply to both the social rented sector and the private rented sector, with all properties needing to meet the standard by 2035. As an overview the new DHS will require the following
- **Criterion A – A home must be free of the most dangerous hazards** - Homes will be required to be free from the most serious risks to health and safety. This will be assessed by reference to the Housing Health and Safety Rating System, with properties needing to be free from Category 1 hazards.
 - **Criterion B – A home must be in a reasonable state of repair** - A property will not meet this criterion where its condition falls below an acceptable standard. In particular, a home will be non-decent where either one or more key building components is not in a reasonable state of repair, or where two or more other building components are not in a reasonable state of repair.
 - **Criterion C – A home must provide core facilities and services** - In order to meet this criterion, **flats** must provide at least three of the following facilities:

- a kitchen with adequate space and layout;
- an appropriately located bathroom and WC;
- adequate insulation against external noise; and
- common entrance areas in blocks of flats that are of adequate size and layout.

In order to meet this criterion, **houses** must provide at least two of the following facilities:

- a kitchen with adequate space and layout;
- an appropriately located bathroom and WC; and
- adequate insulation against external noise.

In addition, homes must be fitted with child-resistant window restrictors, capable of being overridden by an adult, on windows that present a risk of falls to children.

- **Criterion D – A home must provide thermal comfort**

Homes must offer a reasonable degree of thermal comfort. This includes meeting applicable Minimum Energy Efficiency Standards.

- **Criterion E – A home should be free of damp and mould**

Homes will be treated as non-decent where landlords have failed to address damp and mould.

Minimum Energy Efficiency Standard in Social Rented Homes

- 2.45 The Government published its consultation ‘Improving the energy efficiency of socially rented homes in England’ in July 2025. The consultation outcome was published on 28 January 2026 which has resulted in introducing Minimum Energy Efficiency Standards (MEES) for the social rented sector for the first time, with the aim of improving energy efficiency, reducing fuel poverty, and contributing to national net-zero goals.
- 2.46 All social rented homes must reach EPC Band C (or an equivalent standard) by 1 April 2030. With regards to the MEES element the government is introducing a phased compliance model. Compliance can be demonstrated using any one of the following metrics, Fabric performance, Smart readiness, Heating system efficiency. From 1 April 2039, homes must meet EPC C under a second metric, unless a valid exemption applies.
- 2.47 Government also confirmed transitional arrangements. Homes that have already achieved an EPC C rating prior to the introduction of new EPCs will be recognised as compliant until the certificate expires.

RICS Consultation on Stock Condition Surveys

- 2.48 The Royal Institution of Chartered Surveyors (RICS) has released a draft Residential Stock Condition Survey Code of Practice for consultation, running from 8 December 2025 to 9 February 2026. The proposed Code aims to establish a consistent, professionalised, and sector-wide standard for carrying out stock condition surveys.
- 2.49 It is intended that the Code be used by housing associations, local authorities, ALMOs, and any organisation responsible for residential stock.
- 2.50 There have been a number of major policy and regulatory changes in the housing sector around Decent Homes Standards and Awaab's Law. These changes have significantly increased expectations around data accuracy, transparency, and resident safety. The proposed code is to recognise the critical role Stock Condition Surveys in demonstrating regulatory compliance, and informing strategic planning as well as ensuring they are considered a professional activity rather than a simple data-collection exercise.

Crisis Resilience Fund

- 2.51 The Crisis Resilience Fund is a UK Government-funded initiative running from 1 April 2026 to 31 March 2029, replacing the Household Support Fund and Discretionary Housing Payment grant. £1 billion to English local authorities to support low-income households facing immediate financial shocks (e.g., unexpected bills, disasters) and to build long-term financial resilience. This fund consists of four strands:
- Crisis Payments, to assist residents in financial difficulties
 - Housing Payments, which replace Discretionary Housing Payments
 - Resilience Services, to prevent residents reaching financial crisis, and
 - Community Co-ordination, to improve connections between sources of support.
- 2.52 Funding is provided to upper-tier councils (e.g. Derbyshire County Council). In the first two years of the scheme, funding for Housing Payments will be allocated directly to lower-tier councils (e.g. district and borough councils). Derbyshire's allocation is £9.008m per year, not including Housing Payments.
- 2.53 We have previously used the Household Support Fund to provide financial support to vulnerable households to support household prevention and to assist those with Council Tax Arrears. The new fund will be focused on advice, guidance and resilience-building support and we are liaising with Derbyshire County Council who administer the fund in our area, about a fixed term Tenancy Sustainment Officer who would look to prevent crisis by helping residents maintain their tenancies, manage rent arrears, access benefits, and improve financial stability.

Competency Standards for Housing Managers

- 2.54 Between February and April 2024, the Government consulted on proposals to introduce a new, regulatory standard relating to the competence and conduct of social housing staff.
- 2.55 On 2nd July 2025 government announced that the Competence and Conduct Standard for Social Housing would be implemented from October 2026, with a three-year transition period for most providers.
- 2.56 Further details have now been published which requires us to ensure that all “relevant staff” possess the skills, knowledge, experience, and behaviours necessary to deliver high quality services. We must also ensure that we have taken steps to ensure that staff employed by contractors also meet the competence and conduct expectations.
- 2.57 We must adopt and maintain a written policy covering, learning & development, appraisals and performance management, management of poor performance and role-specific expectations of competence. In addition, we must by October 2026 implement a clear, up-to-date code of conduct for housing employees.

3 Reasons for Recommendation

- 3.1 The Regulator for Social Housing has emphasised there needs to be greater oversight of the Housing Service by Executive. This is an information report to keep Members informed of the Housing Services performance information for Q2 and Q3 25/26 to provide an update regarding actions under the Regulator for Social Housing Improvement Plan as well as an update on other key pieces of work of the Housing Service.

4 Alternative Options and Reasons for Rejection

- 4.1 Not applicable to this report as providing an overview of performance and for information only.

RECOMMENDATION(S)

That the performance information, and updates against the Regulator for Social Housing Improvement Plan are noted.

Approved by Councillor Phil Smith, Portfolio Holder for Housing

IMPLICATIONS:

<p><u>Finance and Risk</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Details: There are no financial implications rising directly from this report.</p> <p style="text-align: right;">On behalf of the Section 151 Officer</p>
<p><u>Legal (including Data Protection)</u> Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Details: Any legal implications are contained within the body of the report</p> <p style="text-align: right;">On behalf of the Solicitor to the Council</p>
<p><u>Staffing</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Details: There are no staffing implications rising directly from this report.</p> <p style="text-align: right;">On behalf of the Head of Paid Service</p>
<p><u>Equality and Diversity, and Consultation</u> Yes <input type="checkbox"/> No <input type="checkbox"/> <i>(Please speak to the Equality and Diversity Officer for advice)</i></p> <p>Details:</p>
<p><u>Environment</u> Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment. <i>(Please speak to the Climate Change Officer for advice)</i></p> <p>Details:</p>

DECISION INFORMATION:

<p><input checked="" type="checkbox"/> Please indicate which threshold applies:</p>	
<p>Is the decision a Key Decision? A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in income or expenditure to the Council above the following thresholds:</p>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
<p>Revenue (a) Results in the Council making Revenue Savings of £75,000 or more or (b) Results in the Council incurring Revenue Expenditure of £75,000 or more.</p>	(a) <input type="checkbox"/> (b) <input type="checkbox"/>

Capital (a) Results in the Council making Capital Income of £150,000 or more or **(b)** Results in the Council incurring Capital Expenditure of £150,000 or more.

(a)

(b)

District Wards Significantly Affected:

(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)

Please state below which wards are affected or tick **All** if all wards are affected:

All

Is the decision subject to Call-In?

(Only Key Decisions are subject to Call-In)

Yes

No

If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? *(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)*

Yes

No

Consultation carried out:

(this is any consultation carried out prior to the report being presented for approval)

Yes

No

Leader Deputy Leader Executive SLT
Relevant Service Manager Members Public
Other

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

Ambition: Customers

Priorities:

- *Continuous improvement to service delivery through innovation, modernisation and listening to customers*
- *Improving the customer experience and removing barriers to accessing information and services*
- *Promoting equality, diversity, and inclusion, and supporting and involving vulnerable and disadvantaged people*

Ambition: Housing

Priority:

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

DOCUMENT INFORMATION:

Appendix No	Title
1	Tenant Satisfaction Measures Perception Measures 25/26
2	Tenant Satisfaction Measures Management Information Q1- Q3 25/26
3	Housing Key Performance Indicators Q1- Q3 25/26

Background Papers

(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive, you must provide copies of the background papers).