



OFFICIAL

**Bolsover District Council**

**Meeting of the Housing Liaison Board on 20 April 2026**

**Update on Tenant Engagement Strategy**

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

**PURPOSE/SUMMARY OF REPORT**

- To inform the Board of current tenant engagement activity, and provide an update on the proposed Tenant Engagement Strategy 2026 -2029 following tenant consultation.

**REPORT DETAILS**

**1. Action Plan Update**

This update provides the final progress report for the 2023–2026 Action Plan. Full details of the Action Plan’s progress can be found in Appendix 1. Officers have continued to advance the following key activities:

Action	Update
1.3 a & 1.3 c	Promotion of Tenant Engagement through new tenancy visits and the Tenant census. Between 1 October 2025- 31 March 2026, 74 tenants have expressed an interest in being involved. All have been contacted. Of these fourteen have now registered to be involved.  Tenant consultation on the review of the Communal Area and Mobility Scooter Policies took place on 9 April 2026.
2.2 b	Tenant Census Form developed to capture desired communication options. Volume of email address on file increased significantly. At 31 March 2026, 2678 received (56% of current tenants), 2,166 inputted with no further action.
2.3 a	The tenant magazine was circulated to 3,147 tenants via Gov.Notify in November 2025.
3.1 a & c	Housing Service standards developed and approved at HLB 22.07.25. Three further service standards developed – ASB, Domestic Abuse and Equality, Diversity and Inclusion- see Agenda item 9 – Communications.

Action	Update
3.1 b	Two Locality events held on 23 March 2026 and 8 April 2026, with a further two sessions to be held during April 2026. One evening session was planned but no tenants attended. Current tenant Engagement opportunities were discussed, and the proposed Tenant Engagement Strategy 2026-2029 was presented.
3.5 b	Planning a Joint tenant event with CBC and Rykneld Homes in September 2026. TEO attends monthly RING online meetings. TEO and HSDO attended Tpas National Engagement Professionals Conference 04.03.26.
3.5 c	Nine tenants attended inhouse training by Tpas on 26.03.26. The training covered interpreting data and questioning/challenging skills. All tenant feedback rated the training as excellent.
4.1a	Tenant Magazine (Bolsover Homes) survey completed in March 2026 to obtain tenant feedback for future design and articles.
4.2	You said We Did article included in Issue 11 Tenant Magazine.
4.3 a	Check It, Change It Champions launched March 2026. Surveys sent for feedback on Bolsover Homes Magazine.
4.3 b	Feedback forms completed for Locality Groups on the proposed Tenant Engagement Strategy 2026- 2029.
4.3 c	RANT have suggested introducing a QR code to capture repair satisfaction.

## 2. Update on the Proposed Tenant Engagement Strategy 2026-2029

The proposed Tenant Engagement Strategy 2026-2029 was presented to the Board at its January 2026 meeting. The draft strategy document will be circulated at the meeting.

Following the January 2026 meeting, the draft Strategy was shared with tenants through Locality Group sessions to enable review and gather feedback. To date, two sessions have taken place, with a further two sessions scheduled. A verbal report on completion of the sessions will be provided at the meeting.

During the sessions, discussions focused on:

- Tenant perceptions of good tenant engagement
- The importance and value of tenant involvement
- A brief overview of the history of tenant engagement at Bolsover
- The proposed Tenant Engagement Strategy

Tenants were asked to identify which existing engagement activities should stop or continue and to suggest any new approaches they would like to see introduced.

All tenant feedback and suggestions will be used to develop the Tenant Engagement Action Plan for 2026–2029.

All responses will be considered before the final version of the Strategy is presented to the Customer Service Scrutiny Committee and Executive.

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### **RECOMMENDATION(S)**

1. That progress against the action plan, as stated, is reviewed and members provide feedback on current activity.
2. That members of the Board note tenant feedback on the Proposed Tenant Engagement Strategy.

<b>Links to Council Ambition: Customers, Economy, Environment and Housing</b>
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Ambition: Customers
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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*

<b>DOCUMENT INFORMATION</b>	
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<b>Appendix No</b>	<b>Title</b>
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1.	Tenant Engagement Strategy 2023- 2026 – Action Plan Update April 2026.
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