



OFFICIAL

**Bolsover District Council**

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

**Communications**

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

**PURPOSE/SUMMARY OF REPORT**

- To update the Board on the Easy Read Tenancy Agreement and Housing Service Standards.

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**Easy Read Tenancy Agreement**

The draft Easy Read Tenancy Agreement was presented to the Board on 27 January 2026. Following tenant feedback, revisions have been made and additional consultation has now been completed to ensure the document reflects the changes requested by tenants.

These changes have been approved by tenants, with comments “superb” and “perfect”.

The final version of the Easy Read Tenancy Agreement is now available to use at sign up appointments for new tenants. The document is available in English and Polish (see appendix 1)

**Housing Service Standards**

The Board approved the introduction of Housing Service Standards at the July 2025 meeting. The board approved service standards for the following services:

- General
- Rent Collection
- Allocations
- Tenancy Management
- Repairs and Maintenance
- Tenant Involvement
- Managing your Estate
- Compliment, Comments and Complaints

- Performance

The Board agreed that 3 further standards were to be introduced for:

- Anti-Social Behaviour
- Domestic Abuse
- Equality, Diversity and Inclusion.

These have now been drafted and a leaflet produced (see appendix 2).

The Challenge and Change group are undertaking a review Anti-Social Behaviour. The draft ASB service standard has been written by the Challenge and Change group (see appendix 3) and will need to be also approved at Customer Services Scrutiny Committee on completion of the review.

Once approved the ASB service standard will be included in the Service Standards leaflet.

### **RECOMMENDATION(S)**

1. That members of the Board note the final version of the Easy Read Tenancy Agreement.
2. That members of the Board confirm their agreement to the 3 additional service standards.

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

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**

<b>Appendix No</b>	<b>Title</b>
1.	Easy Read Tenancy Agreement
2.	Draft Housing Service Standards Leaflet
3.	Draft Anti-Social Behaviour Service Standard