



OFFICIAL

Bolsover District Council

Meeting of the Housing Liaison Board on 20 April 2026

Bolsover Homes Newsletter

Classification:	This report is Public
Report By:	Tenant Engagement Officer

This report is to advise members of the Board of feedback from a recent tenant survey on the Tenants Newsletter Bolsover Homes. The purpose of this report is to provide information on the next planned edition of tenant newsletter Bolsover Homes.

REPORT DETAILS

Background

A priority of the current Tenant Engagement Strategy action plan (4.1) is to “Publish and promote our tenant magazine and encourage tenants to become actively involved in its production.”

This milestone has been reviewed to be able to involve tenants in the contents/style of the newsletter. To deliver this action a survey on the last newsletter (issue 11) was created. In March 26 the survey was sent to 50 tenants who have registered an interest in communications. We received 13 responses.

Survey Feedback

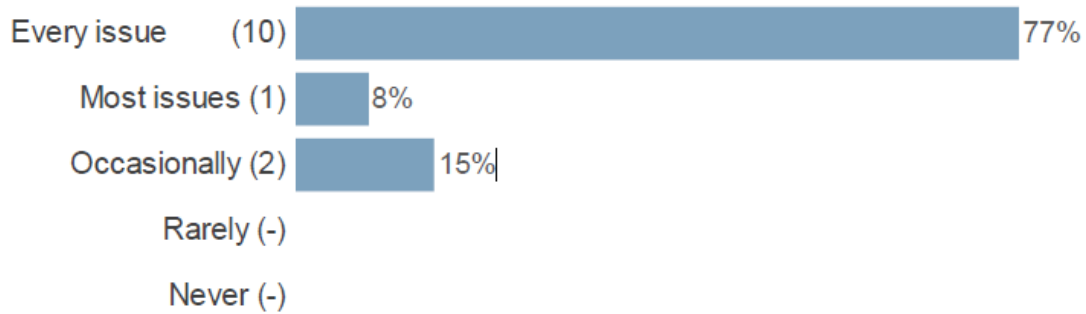
The survey had thirteen questions on issue 11 (November 2025):

- Q1. Did you receive Issue 11 of Bolsover Homes (November 2025)?
- Q2. How often do you read the magazine?
If occasionally, rarely or never please give your reason why?
- Q3. What would make you more likely to read the magazine?
- Q4. Where we have an email contact for you, Bolsover Homes is now issued electronically. Do you prefer the magazine in: Digital format (email, website), printed format or both
- Q5. Did you read all the articles?
- Q6. Which articles did you find most useful?
- Q7. Were there any articles you did not find useful/interesting? If so, which articles?

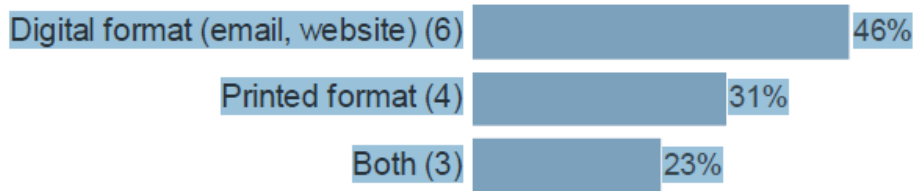
- Q8. How easy is the magazine to read and understand?
- Q9. Would you prefer to receive information in visual articles or by written text?
- Q10. Are there any housing/tenancy topics or information you would like to be included in a future magazine?
- Q11. Is there anything you dislike about the current magazine?
- Q12. Do you have any comments on layout/design of the magazine?
- Q13. Do you prefer the contents listed on the cover or in the inside?

Feedback

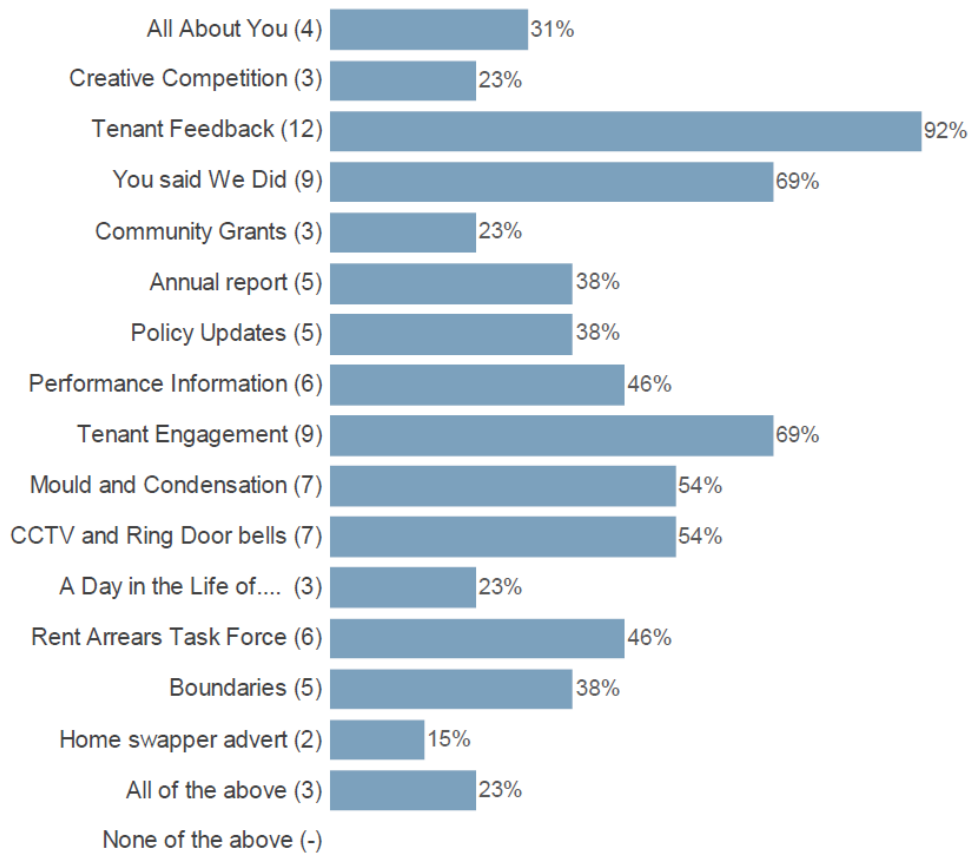
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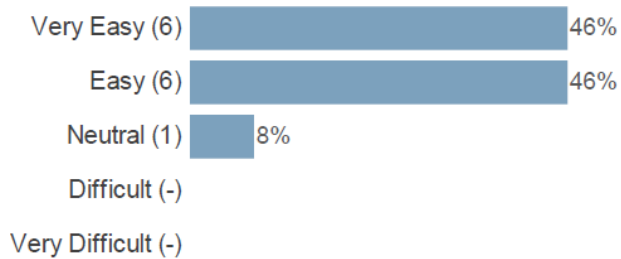
Q4. Where we have an email contact for you, Bolsover Homes is now issued electronically. Do you prefer the magazine in:



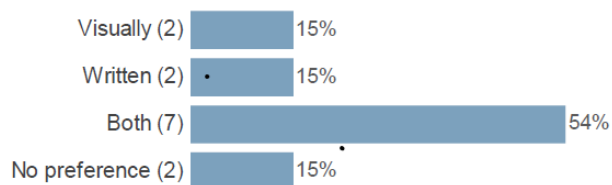
Q6. Which articles did you find most useful?



Q8. How easy is the magazine to read and understand?



Q9. Would you prefer to receive information in visual articles or by written text?



Q13. Do you prefer the contents listed on the cover or in the inside?



Next Edition (Issue 12)

A working group has been established to review and shape the design and content of future magazine editions.

A new template has been developed, and the magazine will include the following eight main sections:

- **Contents and Welcome** – located on the inside cover, including a welcome article
- **Tenants Talk**
- **Influence and Engagement**
- **Performance**
- **Safety and Quality**
- **Newsround**
- **Team Spotlight**
- **Supporting You**

The articles for issue 12, under each section, are detailed in Appendix 1.

We are also seeking a tenant representative to join the working group to help shape and agree the content of future editions.

Future Edition (issue 13)

The working group will commence working on issue 13 in May 2026. We are seeking the Boards suggestions for articles within the new sections.

RECOMMENDATION(S)

1. That members of the Board review the contents of the report and comments received.
2. That members of the Board agree if there are specific suggestions they want to see taken forward for content in issue 13 of Bolsover Homes.

Links to Council Ambition: Customers, Economy, Environment and Housing
Ambition: Customers
Priorities: <ul style="list-style-type: none">○ <i>Improving the customer experience and removing barriers to accessing information and services</i>

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

- *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*