



OFFICIAL

Bolsover District Council

Meeting of the Housing Liaison Board on 28 July 2026

Agenda Item 13: Communications

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

PURPOSE/SUMMARY OF REPORT

- To update the Board on the Housing Service Standards.

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

At April 2026 meeting the Board agreed three further standards for the following services:

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

The Anti-Social Behaviour service standard has been recommended by the Challenge and Change tenant group and approved at Customer Services Scrutiny Committee on 15 June 2026.

The proposed leaflet for the Housing Service Standards is attached at appendix 1.

RECOMMENDATION(S)

That the Board approves the attached Housing Service Standards leaflet for use.

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

Appendix No	Title
1.	Housing Service Standards Leaflet