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Bolsover District Council

Meeting of the Housing Liaison Board on 28th July 2026

Agenda Item 4: Contractors

Classification:	This report is Public
Report By:	Assistant Director of Housing Management & Enforcement

This report seeks the Boards comments on a proposed Contractor Code of Conduct and a Council Capital Works Tenant Satisfaction Questionnaire.

Background

The regulator for Social Housing Consumer Standard's applies to the Council as a Registered Provider. We do however have contractors we appoint who carry out work on our behalf.

It is clear within the standards that the Council must ensure that contractors are working to the same standard when undertaking work on behalf of the Council.

We have formal contracts which set out the services we are paying for, with agreed timescales for delivery and allows for performance monitoring. As well as regular contract monitoring meetings to ensure the contractor is performing as we require, the contract would allow for an escalation process if this was not the case. As part of the contract, we require evidence of Health and Safety Compliance, Safeguarding training, Asbestos awareness, insurance and a waste carrier licence if appropriate.

It is essential that contractors treat our tenants with fairness and respect, provide identification upon arrival, leave home's neat and tidy and keep tenants updated on what they are doing.

Under the Competence and Conduct Standard which will be in place from 1st October 2026, Registered Providers must maintain high professional standards across the workforce and have an employee Code of Conduct. We must also ensure that contractors meet these specific skills, knowledge, and conduct requirements when delivering housing services.

It is proposed that we formally adopt and issue a Code of Conduct for Contractors to ensure that we are compliant in this area. This would be issued to all contractors and be available to tenants, so they know what to expect, and how to raise concerns if they have them.

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At **Appendix 1 is a draft Code of Conduct for Contractors** for review and discussion.

We have a large capital programme in which we seek to maintain high-quality homes for our tenants and to meet Decent Homes Standards. These improvements are largely undertaken by contractors. We would like to gain feedback from tenants on the quality of the work undertaken as well as the behaviour of the contractors especially with regards to how they communicate with tenants and whether they treat tenants with fairness and respect.

This feedback is important to us as it helps drive service improvements

At **Appendix 2 is a draft Tenant Satisfaction Questionnaire** we would like to issue to all tenants after capital works have been completed.

RECOMMENDATION(S)

1. That members of the Board consider the proposed Code of Conduct for Contractors and draft Tenant Satisfaction Questionnaire and provide any comments, before we commence issuing these.

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*
- *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*

Target HOU04: Work 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

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1.	Draft Contractor Code of Conduct
2	Draft Council Capital Programme – Customer Satisfaction Questionnaire