

**Decision of Cabinet Member for Homes and Safer Communities** 18<sup>th</sup> September 2014

Report of Assistant Director, Housing and Community Safety

**2013-14 Tenants and Leaseholders Annual Report**

**Summary**

1. The housing landlord function is regulated by the Homes & Communities Agency (HCA).<sup>1</sup>
2. To meet regulatory requirements, social landlords are required to
  - i. publish information about complaints each year, including their number and nature, and the outcome of the complaints;
  - ii. provide timely and relevant performance information to support effective scrutiny by tenants which must include the publication of an annual report.
3. This paper seeks approval of the draft 2013-14 Tenant & Leaseholder Annual Report (Annex 1) ensuring compliance with regulation and value for money.

**Background / Consultation**

4. This is CYC's fifth tenant-led annual report and the second produced with the Tenant Scrutiny Panel (TSP). The regulator requires tenants to be fully involved fully in the process, ensuring a 'warts and all' approach is taken to ensure tenants receive honest, informative information.
5. At their first session, TSP agreed the broad parameters for this year's report. We then held in-depth sessions on each of housing's four themes. This allowed designated members to select the content they felt would be most relevant and interesting to the wider audience. Sections were then brought together for agreement at TSP's August meeting. This process allowed focused and detailed work to be undertaken whilst keeping ownership of the full report with the tenant panel. The final draft was approved at their meeting 15<sup>th</sup> September.
6. Tenant Scrutiny Panel's chosen emphasis in this year's report has been to promote the 2014 Tenant Satisfaction Survey. Through encouraging

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<sup>1</sup> HCA "The regulatory framework for social housing in England from April 2012"

an increased response to the survey they aim to help redress the 8% drop in returned surveys seen in the 2013 survey (40% 2013; 48% 2012).

7. Overall, the content and design is built on the best of previous years' reports retaining a familiar look and feel thereby making it easy for tenants to assess and compare our performance.
8. The table below shows the per copy cost of producing the report and distributing it with the autumn issue of Streets Ahead.

2009/10	2010/11	2011/12	2012/13
£1.32	£0.49	£0.59	£0.29

Costs this year are not expected to increase above the 2012/13 level but savings are unlikely.

## Options

9. Option 1 – To approve, subject to minor amendments from Tenant Scrutiny Panel 15<sup>th</sup> September, the 2013-14 Tenants and Leaseholders Annual Report and agree it is despatched with the October 14 Streets Ahead. This would meet the regulatory requirement and achieve value for money.
10. Option 2 – Not to approve the 2013-14 Tenants and Leaseholders Annual Report. This would put at risk our ability to mail the report out with Streets Ahead, resulting in increased costs of circa £5k.

## Corporate Priorities

11. The production of the Tenants and Leaseholders Annual Report 2010-11 supports the corporate priority: an *Inclusive and Effective Organisation*.

## Implications

12. The implications associated with this report are:
  - **Financial** – The cost of producing the 2013-14 Tenants and Leaseholders Annual Report, including alternative formats, and distributing it with Streets Ahead is estimated at £2,600 to be met from existing Housing Revenue Account budgets.
  - **Human Resources (HR)** N/A
  - **Equalities** – The report will be available by email (Readaloud), in large print or CD for customers who receive Streets Ahead in those

formats. Braille and other language versions can be made available on request.

- **Legal** N/A
- **Crime and Disorder** N/A
- **Information Technology (IT)** N/A
- **Property** N/A
- **Other** N/A

## Risk Management

13. If the final report fails to be with the printers 22<sup>nd</sup> September
- We will incur increased costs of circa £5k for a separate mailing
  - There will be a delay or failure to meet a regulatory requirement.

## Recommendations

14. Cabinet Member is asked to:

- Agree Option 1 - To approve the 2013-14 Tenants and Leaseholders Annual Report, subject to minor amendments from Tenant Scrutiny Panel 15<sup>th</sup> September, enabling despatch with October Streets Ahead.

Reason: To ensure Housing meets its regulatory requirement;  
 To enable tenants and leaseholders to scrutinise performance;  
 To achieve value for money.

## Contact Details

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		<b>Report Approved</b>	√	<b>Date</b>	10 <sup>th</sup> September 2014
<b>Wards Affected:</b> <i>List wards or tick box to indicate all</i>		All <input checked="" type="checkbox"/>			
<b>For further information please contact the author of the report</b>					

## Annexes:

Annex 1 2013-14 Tenants and Leaseholders Annual Report