

**Decision Session: Cabinet Member for
Health, Housing & Adult Social Services**

27 September 2011

Report of Assistant Director of Housing and Public Protection

Tenants and Leaseholders Annual Report 2010-11

Summary

1. The housing landlord function is regulated by the Tenant Services Authority (TSA). It is a statutory requirement that social landlords produce and distribute an annual performance report to their tenants by the 1st of October each year. The purpose of this report is to ask the Cabinet Member to approve the 2010/11 Tenants and Leaseholders Annual Report (Attached at Annex 1) and agree that it be sent out with the Autumn edition of housing's quarterly newsletter, Streets Ahead, to ensure efficiency savings are made.

Background

2. In producing the report the TSA expects social landlords to adhere to the following:
 - Involve tenants in determining the content and appearance of the report – the process is considered as important as the content.
 - Inform the wider tenant body of the TSA standards.
 - Show honest, transparent year-end performance against those standards.
 - Provide tenants with relevant, easy to grasp information that supports their ability to scrutinise and challenge their landlord.
3. This is the second year of producing an annual report. Guidance and good practice identified by the TSA and feedback obtained from the Housing Quality Network have been drawn upon. In addition tenants' views gleaned from the 283 survey returns following distribution of last year's report have also been used to shape the new report. Whilst the overall response was positive, tenants wanted in particular to see savings made in producing the 2010-11 report.

Consultation

4. As outlined above, a key requirement in developing the report is the involvement of tenants in determining content and appearance. A

working group of 15 tenants have been involved in the production of the report. They set out a clear remit for the 2010-11 report which is aligned with the guidance and feedback referred to above:

- To retain the best of the 2009/10 report and build on it;
- To be shorter and focus on content that matters to tenants;
- To use the colour coded 4 housing outcomes throughout;
- To make significant cost savings;
- To have an introduction written by tenants, for tenants;
- To use photos that show all age groups, not just older tenants;
- To include contacts for key service areas;
- To limit comparison with other landlords, focusing instead on internal standards & targets.

5. York Residents' Federation have been kept informed of progress and will consider the annual report at their meeting on 15th September 2009. Verbal feedback from their meeting will be provided at the Cabinet Member Decision Session.
6. The tenant working group expressly want the limited space available to focus on content that directly affects tenants and leaseholders. A separate report will be made available (website only) to cover the strategic housing functions. As a set, the two reports will report on the full housing service.

Options

7. Option 1 – To approve the attached Tenants and Leaseholders Annual Report 2010-11 and agree it is sent out with Streets Ahead.
8. Option 2 – Not to approve the attached Tenants and Leaseholders Annual Report 2010-11. Agreeing Option 2 will delay the publication of the report resulting in failure to meet regulatory requirements and increased costs.

Analysis

9. The Tenants and Leaseholders Annual Report 2010-11 is attached at Annex 1. Critical differences from last years report are the length which is much shorter (even allowing for 14 size font size) and the cost saving to be achieved by sending the 2010-11 report out to tenants with the Autumn edition of Streets Ahead. Table 1 overleaf sets out the savings achievable. By packing and posting both documents together, a saving of £5k can be achieved against last year's report.

Table 1 Cost comparison of dispatch methods

Delivery 8,677 copies	2009	2010
Streets Ahead post and packing	£3,453	n/a
Annual Report post and packing	£5,920	n/a
Both documents - post and packing	£9,373	£4,168

10. To achieve the £5k saving, both documents must be complete and with the printer by Wednesday 28.09.11. Failing to meet this date, will cause despatch costs to increase to the 2009/10 level. Following approval, the report will be made available on housing's website. Hard copies will reach tenants from 3rd October onwards.

Corporate Priorities

11. The production of the Tenants and Leaseholders Annual Report 2010-11 supports the corporate priorities of being an Inclusive and Effective Organisation.

Implications

12. The implications associated with this report are:
- **Financial** – The cost of producing the Tenants and Leaseholders Annual Report 2010-11, including alternative formats and distribution with Streets Ahead is estimated at £4,500 to be met from within existing budgets.
 - **Human Resources (HR)** N/A
 - **Equalities** – The report considers equalities information and will be made available in different languages and formats on request.
 - **Legal** N/A
 - **Crime and Disorder** N/A
 - **Information Technology (IT)** N/A
 - **Property** N/A
 - **Other** N/A

Risk Management

13. In compliance with the council's risk management strategy there are no direct risks other than failing to meet regulatory requirements.

Recommendations

14. The Cabinet Member is asked to:

- Agree Option 1 - To approve the attached Tenants and Leaseholders Annual Report 2010-11 and that it is sent out with Streets Ahead.

Reason: To ensure that Housing meets its regulatory requirements, appropriate information is available to tenants allowing them to scrutinise Housing's performance and to achieve value for money.

Contact Details

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	Report Approved	Yes	Date 13/09/11
Specialist Implications Officer(s) <i>Financial:</i> Jayne Close <i>Accountant</i> Tel: 554175 Tel No.			
Wards Affected: <i>List wards or tick box to indicate all</i>			All <input checked="" type="checkbox"/>
For further information please contact the author of the report			

Background Papers:

TSA - A New Regulatory Framework
Annual report to Tenants 2009/10

Annexes:

Annex 1 Tenants and Leaseholders Annual Report 2010/11