

<b>SUBJECT:</b>	<b>DRAFT ANNUAL REPORT TO TENANTS AND LEASEHOLDERS 2016/17</b>
<b>DIRECTORATE:</b>	<b>HOUSING AND REGENERATION</b>
<b>REPORT AUTHOR:</b>	<b>CHRIS MORTON, RESIDENT INVOLVEMENT MANAGER</b>

## **1. Purpose of Report**

- 1.1 This report sets out the details of the annual report to tenants and leaseholders 2016/17 as required by the Homes and Communities Agency, the regulator for social housing in England.

## **2. Executive Summary**

- 2.1 There is a requirement by the Homes and Communities Agency (HCA) to produce and submit an annual report to tenants and leaseholders by 1 October each year. The report for 2016/17 sets out performance from 1 April 2016 to 31 March 2017. It must be developed in consultation with tenants and in accordance with the guidance set out by the HCA. The draft report is shown in Appendix one.

## **3. Background**

- 3.1 The annual report must contain performance information relating to the council's landlord function.
- 3.2 This year's annual report has again been developed in consultation with tenant representatives through the Lincoln Tenants' Panel and the Editorial Panel.

## **4. Theme and Content of the Annual Report to Tenants and Leaseholders 2016/2017**

- 4.1 The main theme of the report is around celebrating some of the amazing tenants we have and telling their fantastic stories. For example there is an article about a tenant who received an M.B.E and one about a tenant who set up a community bingo club.
- 4.2 In addition to these stories the report also compares the council's performance information between 2015/2016 and 2016/17 and performance against set targets (e.g. rent arrears collection, repair times etc.). It also celebrates some of the successes we have achieved as a council.

## **5. Next Steps**

- 5.1 Further amendments will be made to the report to take into account any feedback. The report will be published on the council's website by 1 October 2017, as

required by the HCA and will be delivered to tenants by the end of October.

## **6. Strategic Priorities**

### **6.1 Let's deliver quality housing**

The annual report when published will help to deliver the council's strategic priority of 'Let's deliver quality housing.' This is because the report provides performance information to tenants and allows them to see how well we have performed as their landlord. It then allows tenants to use the information to challenge us to improve and hold us to account. The report also celebrates areas where we have been successful and this will demonstrate how we deliver quality housing.

## **7. Organisational Impacts**

### **7.1 Finance (including whole life costs where applicable)**

There are no direct financial implications as a result of the report

### **7.2 Legal Implications including Procurement Rules**

There are no legal implications.

### **7.3 Equality, Diversity & Human Rights**

There are no direct equality, diversity or human rights implications as a direct result, however the report is designed with a minimum text of 11pt and copies can be supplied in alternative formats e.g. large print, different languages.

## **8. Risk Implications**

### **8.1 (i) Key risks associated with the preferred approach**

- Not publishing the annual report to tenants by the deadline of 1 October 2017.
- Failure to deliver a good quality and honest annual report to tenants by the deadline could lead to reduction in tenant satisfaction with services.

## **9. Recommendation**

### **9.1 Members are asked to note the contents of the report.**

<b>Is this a key decision?</b>	No
<b>Do the exempt information categories apply?</b>	No
<b>Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?</b>	No
<b>How many appendices does the report contain?</b>	One
<b>List of Background Papers:</b>	None

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