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| SUBJECT: | ANNUAL REPORT TO TENANTS 2018/19 |
| DIRECTORATE: | HOUSING AND REGENERATION |
| REPORT AUTHOR: | CHRIS MORTON, RESIDENT INVOLVEMENT MANAGER |

1. Purpose of Report

- 1.1 This report sets out the details of the annual report to tenants and leaseholders 2018/19 as required by Homes England, the regulator for social housing in England.

2. Executive Summary

- 2.1 There is a requirement by Homes England to produce and submit an annual report to tenants and leaseholders each year. The report for 2018/19 sets out performance from 1 April 2018 to 31 March 2019. It must be developed in consultation with tenants and in accordance with the guidance set out by Homes England. The draft report is shown in appendix one. Please note that as this is a draft document and might alter prior to publication.

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 2018/2019

- 4.1 The main theme of the report is to show the successes achieved by housing and to report performance information for 2018/19. The performance includes rent arrears, satisfaction with repairs, repair appointments kept, percentage of ASB resolved and void turnaround times.
- 4.2 The secondary theme of the report is around celebrating some of the good news stories that happen in Lincoln.

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 and delivered to all tenants.

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 as a result of the report.

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

- Failure to deliver a good quality and honest annual report could lead to reduction in tenant satisfaction with services.

9. Recommendation

9.1 Members are asked to approve the contents of the report and provide feedback.

Is this a key decision? No

Do the exempt information categories apply? No

Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply? No

How many appendices does the report contain? One

List of Background Papers: None

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