

**For publication**

**Annual Report to Tenants 2016/17 (HC000)**

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Meeting:	Cabinet
Date:	19 December 2017
Cabinet portfolio:	Homes and Customers
Report by:	Assistant Director - Housing

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**For publication**

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**1.0 Purpose of report**

- 1.1 To seek Member approval for the Annual Report to Tenants 2016/17 as required by the Homes and Communities Agency (HCA), the social housing regulator.

**2.0 Recommendations**

- 2.1 That the Annual Report to Tenants is approved.
- 2.2 That a full copy of the Annual Report is published on the council's website and an article is published in the January edition of 'Our Homes' directing tenants to the website and giving them the option of being sent a hard copy.

**3.0 Report details**

- 3.1 Since 2010, housing providers have been required to produce an Annual Report to Tenants.
- 3.2 An Annual Report for each year ending 31 March, should be made available to tenants and should include details of

performance against the HCA's Regulatory standards, that has been achieved during the year and planned service improvements for the following year.

- 3.3 The Annual report for 2016/17 (attached at **Appendix A**) will be published on the website with key facts published in Our Homes. Through the website and Our Homes tenants will be able to request a hard copy of the full report if they wish to have one.
- 3.4 Prior to 2016 the report had been produced as a full colour document with photographs and been printed and posted to all tenants (approximately 9,300). However indications from the tenant communications service user group were that the report was not widely read. Indeed, very few comments about the document from tenants have ever been received.

### **Summary of contents**

- 3.5 The report includes details on performance, service delivery and future improvements in relation to the following areas:
- Repairs and maintenance
  - Allocating Homes
  - Rent Collection
  - Tenancy and Estate Management
  - Careline
  - Value for Money and Financial Sustainability

## **4.0 Financial implications**

- 4.1 There are no financial implications associated with the production of the Annual Report. The decision to provide the report online and through the Our Homes newsletter saves approximately £10,000 per annum. It also makes available substantial officer time to concentrate on more direct forms of tenant involvement and to carry out further tenant consultation about how they want the report to be presented and delivered.

## **5.0 Risk management**

Description	Impact	Likelihood	Mitigating	Impact	Likelihood
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of the Risk			Action		
Failure to produce the report	Medium	Low	Project plan in place for the production of the report	Low	Low

## **6.0 Equalities Impact Assessment (EIA)**

- 6.1 In the production of its own guidelines and regulations the HCA have completed an Equality Impact Assessment on the whole regulatory framework, including the Annual Report to Tenants. We will produce individual equality impact assessments when reporting any changes in subsequent policy, practice and procedure.

## **7.0 Recommendations**

- 7.1 That the Annual Report to tenants is approved.
- 7.2 That a full copy of the Annual Report is published on the council's website and an article is published in the January edition of 'Our Homes' directing tenants to the website and giving them the option of being sent a hard copy.

## **8.0 Reasons for recommendations**

- 8.1 To comply with regulatory requirements

### **Decision information**

<b>Key decision number</b>	<i>697</i>
<b>Wards affected</b>	<b>All</b>
<b>Links to Council Plan priorities</b>	<p>To make Chesterfield a thriving borough</p> <p>To improve the quality of life for local people</p> <p>To provide value for money services</p>

### **Document information**

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<b>Background documents</b> These are unpublished works which have been relied on to a material extent when the report was prepared.	
<b>Appendices to the report</b>	
Appendix A	Annual Report to Tenants 2016/17