

For publication

Annual Report to Tenants 2018/19 (H000)

Meeting: Cabinet

Date: 22nd October 2019

Cabinet portfolio: Housing

Report by: Liz Cook – Assistant Director Housing

For publication

1.0 Purpose of report

1.1 To seek Cabinet approval for the Annual Report to Tenants 2018/19 as required by the Homes England (HE), the social housing regulator to be published and distributed.

2.0 Recommendations

2.1 That the Annual Report to Tenants is approved.

2.2 That a copy of the Annual Report is published on the council's website and issued to all tenants and households in the Borough through 'Our Homes' within 'Your Chesterfield'.

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 HE Regulatory standards, what has been achieved during the year and planned service improvements for the following year.

3.3 The annual report for 2018/19 (attached at Appendix A) will be published on the website and as the 'Our Homes' part of the next edition of 'Your Chesterfield'.

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

4.0 Financial implications

4.1 There are no financial implications associated with the production of the Annual Report.

5.0 Legal Implications

5.1 None

6.0 Risk management

Description of the Risk	Impact	Likelihood	Mitigating Action	Impact	Likelihood
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Failure to produce the report	Medium	Low	Use of routinely provided data to ensure report can be developed in a timely manner	Low	Low
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7.0 Equalities Impact Assessment (EIA)

7.1 In the production of its own guidelines and regulations the HE 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.

8.0 Recommendations

8.1 That the Annual Report to Tenants is approved.

8.2 That a copy of the Annual Report is published on the council's website and issued to all tenants and households in the Borough through 'Our Homes' within 'Your Chesterfield'

9.0 Reasons for recommendations

9.1 To comply with regulatory requirements

Decision information

Non key decision number	145
Wards affected	All

Links to Council Plan priorities	<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>
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Document information

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<p>Background documents</p> <p>These are unpublished works which have been relied on to a material extent when the report was prepared.</p>	
<p>Appendices to the report</p>	
Appendix A	Draft Annual Report to Tenants 2018/19