

Ref:

Called in

Yes/No

THE THANET DISTRICT COUNCIL

RECORD OF DECISION OF CABINET

Cabinet Member

Councillor Helen Whitehead

Relevant Portfolio:

Deputy Leader and Cabinet Member for Housing

Date of Decision:

26 September 2024

Subject:

Tenant and Leaseholder Services Annual Report 2023/24 and Annual Complaints Performance and Service Improvement Report 2023/24

Key Decision

No

In Forward Plan

Yes

Brief summary of matter:

Cabinet considered a report recommending publishing of two reports produced by the councils Tenant and Leaseholder Services:

- Tenant and Leaseholder Services Annual Report 2023/24;
- Annual Complaints Performance and Service Improvement Report 2023/24.

Decision made:

Cabinet agreed to:

1. Note and approve the Tenant and Leaseholder Services Annual Report 2023/24;
2. Note the Complaints Performance and Service Improvement Report 2023/24.

Reasons for decision:

The publishing of the two reports is recommended for the following reasons:

- The Regulator for Social Housing tells us we must provide timely and relevant information to support the effective scrutiny by tenants of their landlords performance and such provision must include the publication of an annual report. The annual report should include information on repairs and maintenance budgets;
- The Social Housing Regulation Act 2023 has strengthened the powers of the Housing Ombudsman. Housing providers must show compliance with the Housing Ombudsman's complaint handling code. One of the requirements is to publish an Annual Complaints Performance and Service Improvement Report 2023/24

Alternatives considered and why rejected:

The option to reject or amend the proposed reports was rejected. These reports are supported by Cabinet and are a regulatory requirement.

Details of any conflict of interest declared by any executive Member who has been consulted and of any dispensation granted by the Standards Committee:

None

Author of Officer report:

Sally O'Sullivan, Head of Tenant and Leaseholder Services

Background papers

Annual report 23_24 - cabinet report - Google Docs
#1 DRAFT V4 TLS Annual Report
#2 DRAFT V4 TLS Annual Report
#3 DRAFT V4 TLS Annual Report-compressed
#4 DRAFT V4 TLS Annual Report

Statement if decision is an urgent one and therefore not subject to call-in:

None

Last date for call in:

4 October 2024