

# Tenant and Leaseholder Services Annual Report

<b>Meeting</b>	20 October 2022
<b>Report Author</b>	Sally Osullivan (Tenant and Leaseholder Services Manager)
<b>Portfolio Holder</b>	Cllr Jill Bayford, Cabinet Member for Housing & Community Services
<b>Status</b>	For Decision
<b>Classification:</b>	Unrestricted
<b>Key Decision</b>	Yes
<b>Reasons for Key</b>	An Executive Decision that involves the approval to publish the Tenant and Leaseholder Services Annual Report.
<b>Ward:</b>	All

## Executive Summary:

This report seeks authority for the council to publish the Tenant and Leaseholder Services Annual Report to the Councils website.

The Council would print and post a copy of the annual report to those that requested it

## Recommendation(s):

Cabinet is asked to authorise the following:

1. To publish the Tenant and Leaseholder Services Annual Report to the Councils website.

## Corporate Implications

### Financial and Value for Money

There are no direct financial implications arising from this report.

### Legal

There are no direct legal implications arising from this report.

### Risk Management

The Regulator for Social Housing sets Consumer Standards that registered providers of social housing must comply with.

The Tenant Involvement and Empowerment Standard tells us we must provide timely and relevant performance information; and such provision must include the publication of an

annual report.

The Tenant and Leaseholder Services need to publish an Annual Report to be compliant with the Consumer Standards as set by the Regulator for social housing

## **Corporate**

The council's Corporate Statement sets out its commitment to, 'Improve standards and safety in homes across all tenures.

## **Equality Act 2010 & Public Sector Equality Duty**

*Members are reminded of the requirement, under the Public Sector Equality Duty (section 149 of the Equality Act 2010) to have due regard to the aims of the Duty at the time the decision is taken. The aims of the Duty are: (i) eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act, (ii) advance equality of opportunity between people who share a protected characteristic and people who do not share it, and (iii) foster good relations between people who share a protected characteristic and people who do not share it.*

*Protected characteristics: age, sex, disability, race, sexual orientation, gender reassignment, religion or belief and pregnancy & maternity. Only aim (i) of the Duty applies to Marriage & civil partnership.*

This report relates to the following aim of the equality duty: -

- *To advance equality of opportunity between people who share a protected characteristic and people who do not share it*
- *To foster good relations between people who share a protected characteristic and people who do not share it.*

There are not considered to be any adverse impacts for people with protected characteristics directly arising from this report. However TLS provides services to tenants and leaseholders with a range of protected characteristics and vulnerabilities.

## **Corporate Priorities**

This report relates to the following corporate priorities: -  
(delete as appropriate)

- *Communities*

## **1.0 Introduction and Background**

- 1.1 Thanet District Council is a registered provider of social rented homes. The Tenant and Leaseholder Services (TLS) team provides tenancy management and maintenance services to the tenants of Thanet District Council.
- 1.2 The RSH 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.

## **2.0 Performance reporting**

- 2.1 TLS provides quarterly reports on their operational performance against a range of key indicators. The reports are scrutinised by the Thanet Tenant and Leaseholder Group (TTLG) - Sub Performance Group. Cabinet and OSP also scrutinise the reports. The reports are made available on the Councils website for interested parties to view.
- 2.2 The TLS transitioned in-house from the ALMO in October 2020, therefore its first full financial year in operation was 2021/22. This is the year that our first Annual Report focuses on.
- 2.3 The report highlights KPI's from across the financial year and includes financial data where relevant. We have brought in a human element by adding photos and case studies.

## **3.0 Access to the Annual Report**

- 3.1 The annual report would be made available to any interested parties by publishing it on the Councils website.
- 3.2 The web publication will be accessible through a webreader
- 3.3 The web page will include an equalities statement that invites interested parties to request a printed document or in another format
- 3.3 The Annual Report will be available to take away at Community Events

## **3.0 Next Steps**

- 3.1 Next actions will follow if approval is gained:
  - To publish the report on the Councils website

Contact Officer: *Sally Osullivan (Tenant and Leaseholder Services Manager)*  
Reporting to: *Bob Porter (Acting Corporate Director of Place)*

### **Corporate Consultation**

**Finance:**

**Legal:**

**THANET DISTRICT COUNCIL  
RECORD OF DECISION OF CABINET / INDIVIDUAL CABINET  
MEMBER**

*(Delete the inapplicable)*

Name of Cabinet Member:

Relevant Portfolio:

Date of Decision:

Subject:

Key Decision: Yes/No

In the Forward Plan: Yes/No

**Brief summary of matter:**

*(Enter text here)*

**Decision made:**

*(Enter text here)*

**Reasons for decision:**

*(Enter text here)*

**Alternatives considered and why rejected:**

*(Enter text here)*

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

*(Enter text here)*

**Author and date of officer report:**

*(Enter text here)*

**Background papers:**

*(Enter text here)*

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

*(Enter text here)*

Signature:

*(Only needed if an individual Cabinet Member Decision - Delete when completing template)*