

# Tenant and Leaseholder Services Annual Report

<b>Extraordinary Overview and Scrutiny Panel</b>	19 September 2023
<b>Report Author</b>	Sally O'Sullivan, Head of Tenant and Leaseholder Service
<b>Portfolio Holder</b>	Cllr Helen Whitehead, Deputy Leader and Cabinet Member for Housing
<b>Status</b>	For Information
<b>Classification:</b>	Unrestricted
<b>Key Decision</b>	no
<b>Ward:</b>	All

## Executive Summary:

This report invites members of the Overview and Scrutiny Panel to review the Tenant and Leaseholder Services Annual Report, prior to gaining cabinet approval to publish on the Councils website.

## Recommendation(s):

The Overview and Scrutiny Panel are asked to review the The Tenant and Leaseholder Services Annual Report.

## 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. The regularly standards can be accessed via the link below

<https://www.gov.uk/guidance/regulatory-standards>

## **Risk Management**

The Regulator for Social Housing sets Consumer Standards that registered providers of social housing must comply with which includes having an accurate, up-to-date evidenced understanding of the condition of their homes, as well maintaining safe homes for the tenants

The Tenant Involvement and Empowerment standard further 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 agreed Corporate Statement includes a priority to improve the 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.

- 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: -

- *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 Regulator of Social Housing (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 council's website for interested parties to view.
- 2.2 This is our second annual report.
- 2.3 The report highlights KPIs 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 will be made available to any interested parties by publishing it on the council's website.
- 3.2 The web publication will be accessible for the partially sighted, in a plain text version by using a web reader.
- 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 .

## **4.0 Next Steps**

- 4.1 Following approval by Cabinet, to publish Annual Report on the councils website

Contact Officer: Sally O'Sullivan, Head of Tenant and Leaseholder Services  
Reporting to: Bob Porter Director of Place

### **Annex List**

*Annex 1-3: TLS Annual Report 2022/23*

### **Corporate Consultation**

**Finance: Chris Blundell (Director of Corporate Services - Section 151)**  
**Legal: Sameera Khan - Interim Head of Legal & Monitoring Officer**