

Tenant and Leaseholder Services Annual Report

Cabinet meeting	21 September 2023
Report Author	Sally O’Sullivan Head of TLS
Portfolio Holder	Cllr Helen Whitehead, Deputy Leader and Cabinet Member for Housing
Status	For Decision
Classification:	Unrestricted
Key Decision	no
Ward:	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 council’s 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 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 .

3.0 Next Steps

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

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

Corporate Consultation

Finance: Chris Blundell, Director of Corporate Services

Legal: Sameera Khan, Interim Head of Legal and Monitoring Officer