

## Tenant and Leaseholder Services Annual Reports

<b>Cabinet</b>	26 September 2024
<b>By</b>	Sally O'Sullivan, Head of Tenant and Leaseholder Services
<b>Cabinet Portfolio Member</b>	Cllr Helen Whitehead, Deputy Leader and Cabinet Member for Housing
<b>Key Decision</b>	no
<b>Decision classification</b>	Unrestricted
<b>Call in status</b>	n/a
<b>Ward:</b>	All

### Purpose of the Report

To provide the Cabinet with two reports that are required by regulation to be published on the councils website. The reports are:

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

### Recommendation(s):

Cabinet is asked to :

- Note and approve the Tenant and Leaseholder Services Annual Report 2023/24
- Note the Complaints Performance and Service Improvement Report 2023/24

## 1. Summary of Reasons

- 1.1 Thanet District Council is a registered provider of social rented homes and as such must be compliant with regulation and legislation that governs social housing.
- 1.2 Both reports are required by legislation and regulation. The Annual Complaints Performance and Service Improvement Report is already published on the Council's website and it must be published by the 30 June 2024.

## 2. Background

- 2.1 Thanet District Council is a registered provider of social rented homes and as such is regulated by the Regulator for Social Housing (RSH).
- 2.2 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.
- 2.3 The Social Housing (Regulation) Act 2023, increases the Powers of the Housing Ombudsman (HO). This means we must be compliant with the HO Complaint Handling Code.
- 2.4 The HO Complaint Handling Code requires us to publish an Annual Complaints Performance and Service Improvement Report. This must be reported to the landlord's governing body (or equivalent). The governing body's response to the report must be published alongside this.
- 2.5 The Annual Complaints Performance and Service Improvement Report 2023/24 has already been published on the councils website and can be found here:  
<https://www.thanet.gov.uk/info-pages/policies-and-reports/>

### **3.0 Access to the Reports**

- 3.1 The reports must 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 reports will be available to take away at Community Events

### **4. Alternative Options**

- 4.1 The Cabinet can request some or all of the reports to be amended/rewritten. This is not recommended as they have both been written using data extracted from council systems and supported with anecdotal evidence from officers and residents. The Annual Complaints Performance and Service Improvement Report has in any event already been published and information contained therein has been supplied to the Housing Ombudsman. This is therefore not the preferred option.
- 4.1 The preferred option is for Cabinet to note and approve both reports. This will ensure that the Council is fully compliant with the relevant legal provisions that pertain to these reports.

## **5. Consultation**

- 5.1 There is no requirement for statutory or public law consultation. .
- 5.2 The reports have however been reviewed and commented on by the Thanet Tenant and Leaseholder Group and by the Housing Cabinet Advisory Group.

## **6. Corporate Implications**

### **6.1 Finance and Resources**

- 6.1.1 There are no financial implications arising directly from this report.

### **6.2 Legal and Constitutional**

- 6.2.1 The Social Housing (Regulation) Act 2023 (the Act) empowered the Housing Ombudsman to issue a code of practice about the procedures members of the Scheme should have in place for considering complaints. It also placed a duty on the Ombudsman to monitor compliance with a code of practice that it has issued. The code of practice requires landlords with 1000 properties or more to make annual submissions by 30 June in respect of complaint handling and tenant satisfaction measures.
- 6.2.2 Publication of the annual Tenant and Leaseholder report ensures that the Council is compliant with requirements set by the Regulator for Social Housing. The report must provide details of performance, achievements and future plans which can be scrutinised by tenants and leaseholders.

### **6.3 Council Policies and Priorities**

- 6.3.1 To deliver the housing we need.

### **6.4 Risk**

- 6.4.1 The council needs to publish an Annual Report to be compliant with the Consumer Standards as set by the Regulator for social housing.
- 6.4.2 The council needs to publish an Annual Complaints Performance and Service Improvement Report to be compliant with the Housing Ombudsman's Complaint Handling Code. The Cabinet's response to the Annual Complaints Performance and Service Improvement Report 2023/24 must be published alongside the report.

## **6.5 Climate Change and Biodiversity**

6.5.1 No impact

## **7. Equality, Equity and Diversity Implications**

7.1 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.

## **8. Crime and Disorder Implications and Community impact**

8.1 None

## **9. Subject History**

9.1 None

## **Appendices**

Annex 1 - Annual Report 2023~~4~~/24~~5~~

## **Background Papers**

None

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### **Report Sign Off**

**Legal** Ingrid Brown- Head of Legal Services and Monitoring Officer

**Finance** Matthew Sanham (Head of Finance and Procurement)