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Bolsover District Council

**Meeting of the Tenant Participation Review and Development Group on 16th
July 2024**

Agenda Item 9: Housing Annual Report

Classification:	This report is Public
Report By:	Assistant Director of Housing Management & Enforcement

The Tenant Involvement and Empowerment Standard 2017 specifically required the Registered providers provide *“timely and relevant performance information to support effective scrutiny by tenants of their landlord’s performance in a form which registered providers seek to agree with their tenants. Such provision must include the publication of an annual report which should include information on repair and maintenance budgets”*

In 2023 members of the group agreed the content of the Councils 2022-23 Annual Report. This became a 4 page document published within Issue 7 Bolsover Homes Newsletter, November 2023 (Appendix 1.)

The Regulator for Social Housing has updated the Consumer Standards with effect from 1st April 2024. The Tenancy, Influence and Accountability Standard which specifies the Councils duties with regards to performance information states we must *“collect and provide information to support effective scrutiny by tenants of their landlord’s performance in delivering landlord services.”*

Specifically, we must annually publish performance information regarding compliance with the Tenant Satisfaction Measures (TSMs). We have provided the information to the Regulator of Social Housing and published two reports on the Councils website which contain performance with regards to the Landlord Management Data and the Tenancy Perception Survey, as explained within Agenda item 4.

The Council is also required to publish information on our complaint performances. The Annual Complaint Handling and Service Improvement Report is on the Councils website, and we are in the process of producing a Tenant friendly version as explained within Agenda item 5.

Additionally quarterly complaints monitoring will also be reported to the group as explained within Agenda item 6.

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The revised Standard does still require the Council to provide some additional information to tenants about:

- “a) how they are performing in delivering landlord services and what actions they will take to improve performance where required*
- b) how they have taken tenants’ views into account to improve landlord services, information and communication*
- c) how income is being spent, and*
- d) their directors’ remuneration and management costs.”*

It is our intention that a Housing Annual Report is still produced although this will now focus on achievements over the past financial year as well as planned priorities for the coming year. This report will also contain the financial information required and examples of where we have made improvements as a result of tenant feedback. We do not intend to recreate all the information contained within the TSM or complaints report.

RECOMMENDATION(S)

1. That members of the group review the Housing Annual Report 2022-23 and agree required performance information to be included in the Annual Report 2023-24

Links to Council Ambition: Customers, Economy, Environment and Housing	
Ambition: Housing	
Priority: Maintaining and improving property and housing management standards and ensuring that standards and living conditions in the district contribute towards better health outcomes for all	
Target HOU4: Work towards compliance with the Social Housing Consumer Standards, ensuring tenants’ voice is key when developing new council housing policies, procedures, and improvements.	

DOCUMENT INFORMATION	
Appendix No	Title
1.	Housing Annual Report 2022-23