



OFFICIAL

Bolsover District Council

Meeting of the Housing Liaison Board on 22nd October 2024

Agenda Item 7: Draft Housing Annual Report 2023-24

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

Background

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. We are in the process of producing a Tenant friendly version of the Perception Survey Results

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 have produced a Tenant friendly version as explained within Agenda item 5.

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, and the Housing Liaison Board confirmed at the last meeting the format and content that Tenants would like to see included.

OFFICIAL

The draft Housing Annual Report 2023-24 is attached at Appendix 1

RECOMMENDATION(S)

1. That members of the group review the draft Housing Annual Report 2023-24 and provide comment prior to this being published in the November 2024 Newsletter.

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 2023-24