

<b>Committee</b>	<b>Date:</b>
Housing Management & Almshouses Sub Committee	14 September 2015
<b>Subject:</b> Annual Report for Tenants 2014-15	<b>Public</b>
<b>Report of:</b> Director of Community & Children's Services	<b>For Information</b>

### **Summary**

This report presents Members with our fifth Annual Report for Tenants.

Producing an Annual Report is a regulatory requirement and is good practice within the housing sector. It allows us to comply with national standards to ensure that social landlords are accountable to their tenants and provide them with clear information.

The report has been designed to be user-friendly and available to residents in different formats. As in previous years, tenants have been involved in agreeing the content.

Overall, we have delivered a high performing housing service.

### **Recommendation**

Members are asked to:

Note the content of the Annual Report, which will then be made available to tenants.

### **Main Report**

#### **Background**

1. In 2010, the Tenant Services Authority (TSA) introduced a requirement for all housing providers to produce an annual performance report for their tenants. The TSA was abolished in April 2012, its responsibilities transferred to the Homes & Communities Agency. However, the regulatory framework laid down by the TSA remains in place and it is accepted practice that annual reports continue to be produced.

#### **Current Position**

2. Producing the report each year helps to build a picture of our work and achievements on a rolling basis for a range of stakeholders, including tenants, Members and the regulator.
3. The draft report for 2014-15 is attached as Appendix 1. Final proofreading will be done immediately prior to printing.

4. Since last year, we have delivered the summary report to each household. A full breakdown of all our results would be very lengthy and expensive to produce. We also have received feedback, in previous years, from some residents who asked us to reduce the amount of information we send out to them. Therefore, we now print the summary report only. Residents can request a more detailed breakdown of the data if they prefer.

### **Summary of our performance**

5. As we have streamlined our estate satisfaction survey process this year to bring it in line with our estate plans, we do not have any new satisfaction data at the point of writing this report. New data will be provided in the 2015/16 report and will be also brought to this Sub Committee in the next Housing Update Report (July 2016).
6. Overall, the City's Housing Services are provided to very high standards. Key achievements include:
  - 98.7% rent collection rate – slightly higher than last year's already excellent figure of 98.5%. This is a great result given the financial pressures facing many of our residents and credit should be given to the Income recovery Team, the Rents team and Estate Staff for their hard work to help achieve this.
  - Our latest satisfaction data shows 82% of households are satisfied with the overall service we provide on their estate.
  - Providing support to 99% of vulnerable tenants who require help to maintain their tenancy (in sheltered accommodation or in general needs properties) exceeds our target of 95%.
  - 97% of tenants indicated that they were either very satisfied or satisfied with the Repairs Service following a visit to their home to carry out work.

### **Financial and Risk Implications**

7. Producing the Annual Report meets a regulatory requirement and therefore reduces the risk of intervention from the regulator. Monitoring and reporting on performance on a regular basis reduces the risk of poor performance.

### **Strategic Implications**

8. The Annual Report positively contributes to the Department's strategic objectives. Monitoring and reporting performance to tenants helps to ensure greater efficiencies, value for money, engagement with our service-users and on-going service improvements.

## **Appendices**

- Appendix 1 – Annual Report for Tenants

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