

Committee	Dated:
Housing Management and Almshouses Sub Committee	26 September 2016
Subject: Annual Report for Tenants 2015-16	Public
Report of: Director of Community and Children's Services	For Information
Report author: Amy Carter, Community and Children's Services	

Summary

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

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

The report has been designed to be user-friendly and can be made available to residents in different formats if required.

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, and its responsibilities transferred to the Homes & Communities Agency. However, the regulatory framework set out 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 report for 2015-16 is attached as Appendix 1.

Summary of our performance

4. Overall, the City's Housing Services are provided to very high standards. Key achievements include:

- £13.1 million collected in rent. This represents a collection rate of 98.8%.
- 82% of our residents are satisfied or very satisfied with the cleanliness of their scheme or estate.
- 99% of our 24-hours emergency repairs completed in time.

5. The highlights of the satisfaction data included in this Annual Report for tenants have been gathered from the Annual Estate Satisfaction Survey. The data is currently being analysed, and a full report will be brought to members shortly.

Corporate & Strategic Implications

6. The Annual Report positively contributes to the Department's strategic objectives. Monitoring and reporting performance to tenants helps to ensure greater efficiencies, engagement with our service-users and on-going service improvements. This contributes towards Priority 4 - Homes and communities: Developing strong neighbourhoods and ensuring people have a decent place to live; and Priority 5 - Efficiency and effectiveness: Delivering value for money and outstanding services.

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.

Conclusion

8. In conclusion, the Annual Report enables us to demonstrate the performance of our housing service to our residents. We would welcome members' views on the report for future editions.

Appendices

The Annual Report for Tenants 2015-16 is attached at Appendix 1.

Amy Carter

Projects & Improvements Manager, Housing & Neighbourhoods

T: 020 7332 1653

E: amy.carter@cityoflondon.gov.uk