

Area Panel: 3,4,5,6 June 2019

Briefing Paper: Annual Report 2019

1. Background

We have been providing an Annual Report to council tenants and leaseholders since 2010. The regulatory framework for social housing in England from the Homes and Communities Agency (HCA) sets out the requirements for the council to publish the report. The HCA requirements are that the following areas are included:

- Information on the repairs and maintenance budget
- Timely and relevant information
- Support for tenants to build capacity and be more effectively involved

The layout of the 2019 report will follow on from the previous year's style. Each section is broken down into achievements and what's next for the year ahead. We have included performance figures for how we have been doing in key areas such as building new homes, gas safety compliance, rent collection, complaint handling and improving our housing website.

2. Opportunities for residents to be involved in the report

As well as going to Area Panels for your feedback, the report will go to Homing In Editorial Board. Quotes from residents have been used to support the achievements for the service, when relevant. Our social media pages – Twitter and Facebook are other ways for residents to provide feedback to be involved.

We really appreciate you taking the time to look at the annual report; we would like to know if you think it makes sense and is easy to read and we would welcome any comments you have.

3. Next steps

Your feedback will be noted from this meeting and any changes will be made to the draft version. The Homing In Editorial Board will have the opportunity to review the fully designed version of the report before the final edition is presented to Housing Committee on 19 June 2019 for approval.

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