

Report of the Chief Executive

HOUSING SERVICE ANNUAL REPORT 2018/191. Purpose of report

To seek approval for the Housing Service Annual Report. This is a regulatory requirement of the Regulator of Social Housing's Tenant Involvement & Empowerment Standard.

2. Detail

The Regulator of Social Housing sets out the regulatory framework for social housing in England. The framework is a number of standards that registered providers are expected to meet. The consumer standards apply to all registered providers, including local authorities.

A specific expectation of the Tenant Involvement and Empowerment consumer standard is the provision of 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.

An annual report must include information on repairs and maintenance budgets and complaints, including number, nature and the outcome. Apart from these two specific expectations there is no guidance on what should be included in the report.

Following approval, the Annual Report will be designed into a variety of formats including for the Council website and as a booklet for customers.

Recommendation

The Committee is asked to RESOLVE that the Housing Service Annual Report 2018/2019 be approved.

Background papers

Nil