

Area Panels: 21 to 24 May 2018

Briefing Paper: Annual Report 2018

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 2018 report will be similar to the previous year's style, with some changes to keep it fresh. Each section highlights the difference we have made over the past year, and looks ahead to our plans for the coming year. We have included performance figures for how we have been doing in key areas such as building new homes, rent collection and complaint handling.

Opportunities for residents to be involved in the report

As well as going to Area Panels for your feedback, the report will go to the 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 and be involved.

We really appreciate you taking the time to look at the annual report; we would like to know what you think about the content of the report:

- Does it make sense?
- Is it easy to read?
- Is there anything you're unsure about?
- Do you have any suggestions to improve it?

Next steps

Your feedback will be noted at the Area Panel meetings and any changes will be made to the draft designed version. The Homing In Editorial Board will also have the opportunity to review the report before the final edition is presented to Housing & New Homes Committee on 13 June 2018 for approval.

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