

ARUN DISTRICT COUNCIL

REPORT TO HOUSING AND CUSTOMER SERVICES WORKING GROUP ON 16 MARCH 2021

PART A : REPORT

SUBJECT:	ANNUAL REPORT FOR TENANTS 2019/20
-----------------	--

REPORT AUTHOR:	Satnam Kaur, Group Head of Residential Services
DATE:	January 2021
EXTN:	37714
PORTFOLIO AREA:	Residential Services

EXECUTIVE SUMMARY:

This report sets out the Council's Annual Report to Tenants 2019/20 as required by the regulator standards set out by the Regulator for Social Housing (RSH).

RECOMMENDATIONS:

Members are asked to note the contents of the Annual Report to Tenants 2019/20.

1.0 BACKGROUND:

1.1 Our Annual Report to tenants looks at our performance in the five key areas that have been set out by the RSH, called Consumer Standards.

1.2 These five Consumer Standards are:

- a) Tenant Involvement and Empowerment
- b) Tenancy Standard
- c) Home Standard
- d) Neighbourhood and community
- e) Value for Money

1.3 The Annual Report 2019/20 is attached as Appendix 1.

2.0 PROPOSAL(S):

2.1 To note the Council's Annual Report to Tenants 2019/20.

3.0 OPTIONS:

3.1 There are no other options to consider as it is a regulatory requirement to publish an annual report.

4.0 CONSULTATION:		
Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		✓
Relevant District Ward Councillors		✓
Other groups/persons (please specify) Members of the Housing and Customer Services Working Group		
5.0 ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)		
Financial		✓
Legal		✓
Human Rights/Equality Impact Assessment		✓
Community Safety including Section 17 of Crime & Disorder Act		✓
Sustainability		✓
Asset Management/Property/Land		✓
Technology		✓
Other (please explain)		
6.0 IMPLICATIONS:		
N/A		

7.0 REASON FOR THE DECISION:
7.1 To ensure that ADC is meeting its regulatory responsibilities as set out by the RSH Consumer Standard.

8.0 BACKGROUND PAPERS:
