

**KETTERING BOROUGH TENANTS FORUM**

**14th July 2011**

**ANNUAL REPORT FOR TENANTS 2011/12**

This report asks the Tenants Forum to consider the format and content of the Annual Report to Tenants for 2011/12.

This report is for decision

1. Last year, the Council published its first Annual Report to Tenants. This was in response to a regulatory requirement from the Tenants Services Authority that all social landlords should publish an annual report so that tenants could see how well their landlords were managing and maintaining their homes and neighbourhoods. A copy of the Council’s report for 2009/10 is attached for information.
2. The Council has now started work on preparing the second annual report which will be for the financial year 2010/11. The plan is to submit a draft report to the Tenants Forum in September for discussion and approval, and to publish the final version in early October. A summary of the annual report will be in the December edition of Connect. The Tenants Reading Panel will be asked to check and approve the text of both versions.
3. We want to ensure that the Annual Report to Tenants is written in plain English (as far as possible!) and provides clear information about the issues which matter to tenants. As a result, members of the Tenants Forum are asked for their views on the format and content of this year’s annual report.
4. In coming to your view, you may wish to consider the following questions:

**What did you like and dislike about the first Annual Report to Tenants?**

* Was the report honest and open when looking at our performance rather than self-congratulatory?
* Was there anything missing that you would like to see in this year’s report?
* Was there anything in the report for last year that was irrelevant or not needed?

**How do you want the report for 2010/11 to look?**

* Should there be more or less text?
* Should we use bullet points more?
* Should we include more tables and graphs?
* Should there be more photographs?
* Should we include case studies to show the human side of what we do?

**What information should we include in the report for 2010/11?**

* Achievements?
* Information on our performance *and* cost base?
* How well we are doing compared to previous years?
* Comparisons with other landlords?
* Areas where we need to improve?
* Our plans for next year?

1. To assist the Tenants Forum in coming to a view, a number of annual reports from other landlords will be available at the Forum to show how other councils and housing associations approached their own annual reports. These reports were identified by a number of national tenants’ organisations such as TAROE and TPAS as excellent examples of annual reports.
2. Following discussion at Tenants Forum, the first draft of the report will be prepared and circulated to the Chair and Vice Chair for comment. The final draft will be on the agenda for the meeting of the Tenants Forum in September.

John Conway

Head of Housing