

Title: Annual Report for Tenants 2023/24

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Meeting Date: 23 July 2024

1. Purpose

- 1.1 To share with the board the draft Housing Leeds Annual Report for Tenants 2023/24, for comment and to seek support to publish. The report is attached as appendix 1.

2. Main points:

- 2.1 In line with the [Transparency, Influence and Accountability Consumer Standard](#), we are required to produce an annual report for tenants. We produce an accessible online text only version, coupled with an interactive pdf published on social media and shared in our tenant comms.
- 2.2 This year's report follows the same broad format, presenting information in four sections called 'Your Home', 'Your Rent', 'Your Voice' and 'Your Neighbourhood', mirroring the themes of the Regulator for Social Housing's Consumer Standards.
- 2.3 To comply with the requirements of the Transparency, Influence and Accountability (TIA) standard we include content on our performance against the tenant satisfaction measures (TSM's), a range of information on our performance in delivering our landlord service, who our accountable persons are and their role, performance in managing complaints, how tenant input has helped influence what we do, how we have learnt from complaints and our improvement actions and priorities for the year ahead.
- 2.4 In trying to develop annual report content in line with good practice, we also include:
 - TSM performance information for both 22/23 and 23/24 year-end – and how this compares to a group of 16 comparable landlords.
 - Content that shows how we are providing services to support residents, for example, helping those residents who may be struggling with the cost of living to maximise their income and benefit entitlement.
 - Small customer facing case studies or quotes from residents – for example on the positive impact of investment work.
- 2.5 Our approach to sharing with residents includes promoting this in the monthly email to the 42,000 tenants with an email address, posts on social media (with a countdown of summary posts in the preceding days) and circulation to staff. Ward Members are made aware via an item in the corporate Ward Member update. We will also share with tenants, residents and community groups.

- 2.6 Last year, sharing on Facebook reached 1.7k people, 104 engaging with the post in some way, clicking on links, leaving a comment, sharing the post, and reacting to it. On Twitter, the Annual Report reached 1.2k people with 168 engagements. The tenant email featuring the Annual Report was opened by 18,184 people, achieving 495 individual views of the digital version and 59 of the text only accessible version. The current [online text only version](#) has been viewed 1,235 times since publication.
- 2.7 We have consulted with the Tenant Voice Panel on their preferences and what like most and least about the previous annual report to inform the current draft. For example, there was a view that we include content about how we support residents with their general welfare. To this end, we include information about our tenancy check in process/activity, a case study about support to reduce arrears and an example of our partnership work with Yorkshire Water to help maximise income.

3. Recommendations

- 3.1 For the board to review the draft Annual Report for 2023/24 and agree sign-off for publication w/c 29 July 2024 or make any final comments.