



Report to: Portfolio Holder for Housing Housing

Decision Date: 8 April 2025

Portfolio Holder: Councillor Lee Brazier

Director Lead: Suzanne Shead, Director of Housing, Health and Well Being

Report Summary	
<b>Type of Report</b>	Open report/ non-key decision
<b>Report Title</b>	Refreshed Landlord Strategy 2025
<b>Purpose of Report</b>	To provide the Council with an updated Landlord Strategy that has been amended to account for legislative and operating environment changes including a summary workplan that has informed business plans for 2025-26 for approval.
<b>Recommendations</b>	That, noting consultation has been undertaken with the tenant engagement board in March 2025, the Portfolio Holder for Housing approves the updated Landlord Strategy which contributes to all of the Council's ambitions set out in the Community Plan.
<b>Alternative Options Considered</b>	None
<b>Reason for Recommendation</b>	To ensure the Council have an up to date strategy to inform its priorities for the next two years
<b>Decision Taken</b>	As per the recommendations.

## 1.0 Background

1.1 The Landlord Strategy 2022-2027 has been in place for three years and was due a review this year. Specifically, the 2025 refresh outlines Newark & Sherwood District Council's vision and strategic approach for managing its social housing.

1.2 The strategy aims to enhance the quality of life for residents and support the ambitions of the Community Plan 2023-27. It emphasizes the importance of social housing in providing affordable homes and enabling residents to establish roots in the community.

1.3 By the end of the strategy, the Council aims to:

- Achieve over 90% customer satisfaction.
- Maintain top quartile tenant satisfaction through Tenant Satisfaction Measures.
- Foster positive relationships with tenants through proactive engagement.
- Ensure sound data across 100% of housing stock to drive investment.
- Understand the scale and costs of decarbonising homes.

1.4 The strategy contributes to various Council strategies, including housing, asset management, climate change, customer experience, tenant engagement, crime and disorder, and digital strategies.

1.5 The Housing Revenue Account (HRA) is a ring-fenced fund for managing the Council's homes and related services. The strategy provides direction for using these resources and assets, ensuring long-term management and maintenance, achieving social housing goals, and developing new social housing.

1.6 The operating environment has changed significantly with the introduction of the Social Housing (Regulation) Act 2023 encompassing significant changes for social housing landlords around tenant engagement, accountability and transparency, building safety and a new approach to regulation including Tenant Satisfaction Measures.

1.7 Following discussions with involved tenants on rent setting, budgets and priorities in December 2024, this strategy has also been discussed at the Tenant Engagement Board in March 2025 to ensure that it has captured priorities and is informed by feedback from tenants.

## **2.0 Proposal**

This Strategy has been updated to inform a high level action plan that will drive improvements in services over the next two years. The Strategy is at Appendix A.

## **3.0 Implications**

In writing this report and in putting forward recommendations, officers have considered the following implications: Data Protection; Digital & Cyber Security; Equality & Diversity; Financial; Human Resources; Human Rights; Legal; Safeguarding & Sustainability and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.

### **3.1 Financial Implications - FIN25-26/8133**

This report has no financial implications. Activities and projects referred to within the strategy are either funded through existing budgets or will be funded through separate reports where additional funding is needed.

### **3.2 Equalities Implications**

This strategy has not previously been subject to an Equality Impact Assessment, this will be completed with tenants as soon as possible with the outcomes being discussed with the Portfolio Holder - Housing.

**Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

None