

## i4B 2025/26 Key Tasks

Housing Company Objective	Priority for 2025/26	Key Tasks for 2025/26	Task Owner	Due Date
Providing a Consistently Good Housing Service	1. Monitor and improve results of tenant satisfaction measures	Monitor the result of new tenant satisfaction measures and provide regular reporting on tenant satisfaction every 6 months	Housing Companies Operational Manager	Mar-26
Providing a Consistently Good Housing Service	2. Improve income collection performance	Improve income collection performance	Housing Companies Operational Manager	Mar-26
Providing a Consistently Good Housing Service	3. Monitor complaints using improved portal	Monitor complaints using new improved portal and implement regular reporting to the Board on complaints oversight	Housing Companies Operational Manager	Dec-25
Providing a Consistently Good Housing Service	4. Implement new Home Counties housing management contract	Implement new Home Counties housing management contract	Strategy & Delivery Manager	Sep-25
Delivering Safe and Sustainable Homes	5. Refine and implement asset management & decarbonisation strategy	Develop and implement asset management and decarbonisation strategy with full financial modelling	Strategic Support Officer & Senior Financial Analyst	May-25
Delivering Safe and Sustainable Homes	6. Improve the monitoring and management of Disrepair	Continue to effectively monitor, manage and report on disrepair cases	Head of Housing Property Services & Strategic Support Officer	Ongoing
Delivering Safe and Sustainable Homes	7. Monitor and maintain health and safety compliance	Monitor and maintain health and safety compliance	Strategic Support Officer	Ongoing
Delivering Safe and Sustainable Homes	8. Monitor and carry out actions to improve voids performance	Review improvement actions on voids performance, monitor and carry out actions accordingly	Head of Housing Property Services & Strategic Support Officer	Mar-26
Running a Viable Business	9. Improve the management of housing and property costs through SLAs and contracts	Ensure the SLAs and contracts deliver value for money	Strategy & Delivery Manager	Ongoing
Running a Viable Business	10. Identify and appraise potential block opportunities	Continue to explore and review block acquisition opportunities	Strategy & Delivery Manager & Senior Financial Analyst	Ongoing
Running a Viable Business	11. Continue to seek the best strategy to ease Council pressures and deliver unique opportunities	Continue to seek and review potential acquisition opportunities	Strategy & Delivery Manager	Ongoing