

FWH 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 and improve results of tenant satisfaction measures | Housing Companies Operational Manager | Mar-26 |
| | | Report on new tenant satisfaction measures to Regulator of Social Housing | 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. Maintain Regulatory Compliance | Fulfill all reulatory requirements | Strategic Support Officer | Ongoing |
| 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 |
| Running a Viable Business | 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 and Delivery Manager | Ongoing |
| Increasing the Supply of Affordable Housing in the Borough | 10. Develop proposed lease arrangement for Fulton Road | Develop proposed lease agreement with the Council for Fulton Road | Strategy & Delivery Manager & Senior Financial Analyst | Apr-25 |
| Increasing the Supply of Affordable Housing in the Borough | 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 |