

i4B 2025/26 Business Priorities

| Housing Company Objective | Priority for 2025/26 | Key Tasks for 2025/26 | Task Owner | Due Date | RAG | February 2026 Update |
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| Providing a Consistently Good Housing Service | 1. Monitor results of new tenant satisfaction measures | Monitor the result of new tenant satisfaction measures and provide regular reporting on tenant satisfaction every 6 months | Specialist Housing Service Manager | Dec-25 | Completed | The most recent tenant satisfaction report was presented at the November 2025 Board away day, showing an increase in overall satisfaction compared to the figures reported in July 2025. Across the portfolio, there were 45 responses, which represents a small sample size given the overall stock. Further work is needed to improve response rates and enhance tenant satisfaction on the whole. To support progress on Tenant Satisfaction Measures (TSMs), Housing Management will present a Housing and Tenant Satisfaction Improvement Programme at the December Board meeting. |
| Providing a Consistently Good Housing Service | 2. Improve income collection performance | Monitor and improve income collection performance | Specialist Housing Service Manager | Dec-25 | Completed | Rent collection continues to be monitored through monthly performance reports and at the time of writing was trending 1.45% up on last year at 92.61%, although still falling below the 98.5% collection target. To support improvement, HMS are implementing a new dashboard to monitor performance and will be providing the Board with more detailed analysis of performance and trends. |
| 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 | Specialist Housing Service Manager | Dec-25 | On Track | The most recent review of complaints and TSM's was in May 25, with a further review due to be presented at the December 25 Board meeting. |
| Providing a Consistently Good Housing Service | 4. Implement new Home Counties housing management contract | Implement new Home Counties housing management contract | Strategy & Delivery Manager | Complete | Completed | i4B officers continue to hold weekly meetings with Pinnacle, following the onboarding of the new contract, ensuring a strong and collaborative. Pinnacle will attend Board meetings twice a year, with the next scheduled set for March 2026 |
| Delivering Safe and Sustainable Homes | 5. Refine and implement asset management and decarbonisation strategy | Develop and implement asset management and decarbonisation strategy | Senior Finance Analyst & Head of Housing Property Services | Ongoing | | The Asset Management Strategy was approved by the Board in September 2025. Following approval, i4B officers will now work with Property Services to carry out stock condition surveys on properties currently rated EPC D with no potential for improvement. Once the condition of the properties has been assessed, officers will use the strategy to plan and implement the necessary works |
| | | Explore grant funding opportunities for energy efficiency | Strategy & Delivery Manager | Ongoing | | No current opportunities identified, but grant horizon scanning forms part of regular contact with Climate team (e.g. Social Housing Decarbonisation Fund) |
| 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 | | The Board continue to focus on disrepair and reporting on the current cases has increased to bi-monthly. Regular reports on all live and recently closed cases are now being received from Legal, with this information shared with finance colleagues to support accurate budget monitoring. |
| Delivering Safe and Sustainable Homes | 7. Maintain health and safety compliance | Continue to monitor and report on health and safety compliance | Head of Housing Property Services & Strategic Support Officer | Ongoing | | Following the referral to the Regulator, Property Services have placed a strong emphasis on compliance. Work is ongoing to ensure all recommended actions are fully implemented and closed. Additionally, the organisational structure within Property Services has been revised, and compliance managers with expertise in fire and electrical safety have been recruited to drive improvements. |
| Running a Viable Business | 8. Carry out actions to improve voids performance | Review improvement actions on voids performance, monitor and carry out actions accordingly | Head of Housing Property Services | Dec-25 | Completed | i4B officers continue to chair weekly voids meetings to monitor progress on each property. The Board requested separation of historic voids from recent voids to provide clearer data insights, with an agreed cut-off date of 1 August. There is evidence of improved void turnaround times, driven by these regular meetings and the continuity of surveying services currently provided by Property Services. Officers remain confident that further improvements will be achieved as the focus on reducing void turnaround times continues. |
| Running a Viable Business | 9. Improve the management of housing and property costs through SLAs and contracts | Continue to monitor and manage costs through SLA agreements, including the new Home Counties contract | Head of Change & Customer Insight & Senior Financial Analyst | Ongoing | | Monthly SLA meetings continue to take place to monitor performance across all service areas. Budget monitoring reviews are currently underway to strengthen forecasting and expenditure control. 2026-27 SLA renewal discussions are currently in progress. |
| Increasing the Supply of Affordable Housing in the Borough | 10. Identify and appraise potential acquisitions | Acquire 15 street properties in 2025/26 | Strategy & Delivery Manager | Mar-26 | On Track | i4B remains on track to meet its acquisition target. Year-to-date, three properties have been purchased, with a further three in the final stages of conveyancing, scheduled for completion in December. An additional twelve properties are currently progressing through conveyancing. i4B will continue to build its acquisition pipeline in line with agreed price caps and prevailing loan rates throughout the remainder of 2025/26. |
| Increasing the Supply of Affordable Housing in the Borough | 11. Continue to seek the best strategy to ease Council pressures and deliver unique opportunities | Identify and appraise potential block acquisitions and new build opportunities | Strategy & Delivery Manager | Ongoing | | Information on potential block acquisitions and new-build opportunities will be presented to the Board on an ad hoc basis, either through the regular Opportunities Report or via separate reports as required. |