

FWH 2022-23 Draft Key Tasks

Housing Company objective	Priority for 2022/23	Key tasks for 2022/23	KPI (where relevant)	Task owner	Due date
Delivering safe and sustainable homes	1: Implement the transfer of the Granville New Homes properties to i4B and the HRA	Transfer 25 properties to i4B		Strategy and Delivery Manager	Apr-22
		Transfer 84 properties and one leaseholder to Brent Council		Strategy and Delivery Manager	Apr-22
Delivering safe and sustainable homes	2: Establish a suite of compliance policies and standards to ensure legal compliance	Develop a comprehensive set of compliance policies and standards		Strategic Support Officer/Head of Housing Property Services	Mar-23
		Implement and monitor set of policies and standards		Strategic Support Officer/Head of Housing Property Services	Mar-23
Delivering safe and sustainable homes	3: Establish a suite of performance monitoring metrics to give the Board assurance on compliance levels	Map performance monitoring metrics to policies and standards, and identify new metrics as necessary		Strategic Support Officer/Head of Housing Property Services	Mar-23
		Monitor performance against this set of metrics		Strategic Support Officer/Head of Housing Property Services	Mar-23
Delivering safe and sustainable homes	4: Carry out an audit of the new compliance suite	Review policies, standards and metrics at an appropriate time to ensure their effectiveness		Strategic Support Officer/Head of Housing Property Services	Mar-23
Delivering safe and sustainable homes	5: Commission review of energy performance data for current stock	Commission a consultant to review existing stock to understand current energy performance data		Head of Housing Property Services	Oct-22
Delivering safe and sustainable homes	6: Commission review to understand what work is required to bring stock up to an average of EPC B	Carry out an analysis to determine what work will be required to bring the stock up to an average of EPC B		Head of Housing Property Services	Jan-23
Delivering safe and sustainable homes	7: Model cost implications of bringing stock up to an average EPC B rating and develop a funding strategy for financing a carbon reduction works programme	Carry out an analysis to understand the financial implications and cost of improving energy performance and explore options for potential funding		Head of Housing Property Services	Mar-23
Increasing the supply of affordable housing in the borough	8: Remain available as an RP to support the Council's affordable housing aspirations	Work with the Council and private sector partners to identify affordable new build housing opportunities		Strategy and Delivery Manager	Ongoing
		Review financial model and potential grant funding opportunities as schemes materialise		Senior Finance Analyst	Ongoing
Running a viable business	9: Reduce void times	Implement voids improvement plan and monitor performance	Void times; void rent loss	Head of Housing Property Services	Jun-22
Running a viable business	10: Develop an Asset Management Strategy for FWH	Work with the Council's Asset Management Team to develop long-term asset management strategy		Head of Housing Property Services	Mar-23
		Work with external third party freeholders to develop longer-term asset management plans		Head of Housing Property Services	Mar-23
Running a viable business	11: Review void and repair costs	Commission review of void and repair costs		Head of Housing Property Services	Jul-22
		Agree a programme of improvements based on findings	Void costs; repairs costs	Head of Housing Property Services	Sep-22
		Review current performance with regard to value for money		Strategy and Delivery Manager/Senior Finance Analyst	Jun-22

Running a viable business	12: Develop and implement a value for money strategy for FWH	Agree value for money targets	Void costs; repairs costs	Strategy and Delivery Manager/Senior Finance Analyst	Jun-22
		Draft and agree value for money strategy		Strategy and Delivery Manager/Senior Finance Analyst	Sep-22
		Implement value for money strategy		Strategy and Delivery Manager/Senior Finance Analyst	Mar-23
Running a viable business	13: Review approach to former tenant arrears	Review FTA levels	Former tenant arrears	Head of Housing & Neighbourhoods	May-22
		Recover or write off FTAs where possible		Head of Housing & Neighbourhoods	May-22 / Ongoing
Providing a consistently good housing service	14: Monitor tenant satisfaction	Carry out biennial STAR survey to monitor tenant satisfaction	Tenant satisfaction	Head of Housing & Neighbourhoods	Dec-22