

i4B 2023/24 Key Tasks

| Housing Company objective | Priority for 2023/24 | Key tasks for 2023/24 | Task owner | Due date |
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| Increasing the supply of affordable housing in the borough | 1. Explore future financing arrangements with Council | Explore new financing arrangement with Council that allows companies to forward borrow | Strategy and Delivery Manager | Sep-23 |
| Increasing the supply of affordable housing in the borough | 2. Review feasibility of a block acquisition | Work with consultants to review market for potential block acquisitions, which would include adapted properties | Operational Director Property and Assets / Strategy and Delivery Manager | Sep-23 |
| Increasing the supply of affordable housing in the borough | 3. Review feasibility of new build purchases | Work with consultants to review market for new build opportunities, which would include adapted properties | Operational Director Property and Assets / Strategy and Delivery Manager | Sep-23 |
| Increasing the supply of affordable housing in the borough | 4. Review feasibility of re-entering street property market | Review street property market in June 2023 | Operational Director Property and Assets / Strategy and Delivery Manager | Jun-23 |
| | | Dependent on review, consider re-entering street property market | Operational Director Property and Assets / Strategy and Delivery Manager | Jul-23 |
| Running a viable business | 5. Carry out project to reduce arrears | Review sign-up process and tenancy sustainment approach | Head of Housing and Neighbourhoods / Strategic Support Officer | Jun-23 |
| | | Review rent collection and arrears management processes | Head of Housing and Neighbourhoods / Strategic Support Officer | Jun-23 |
| | | Evaluate historic highest arrears cases to assess ongoing suitability | Head of Housing and Neighbourhoods / Strategic Support Officer | Jun-23 |
| Running a viable business | 6. Implement VfM strategy | Implement actions outlined in value for money strategy | Strategic Support Officer | Dec-23 |
| Running a viable business | 7. Reduce void costs | Implement project plan to reduce void costs | Head of Housing Property Services | May-23 |
| Running a viable business | 8. Significantly improve void turnaround times | Implement project plan to significantly improve void turnaround times | Head of Housing Property Services | May-23 |

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| Running a viable business | 9. Explore potential stock rationalisation | Review financial and energy performance of properties following energy modelling work | Strategic Support Officer | Jun-23 |
| | | Consider potential disposals for under-performing properties | Strategic Support Officer | Jul-23 |
| | | Carry out other disposals as appropriate, e.g. Home Counties properties | Strategic Support Officer | Ongoing |
| Delivering safe and sustainable homes | 10. Monitor health and safety compliance | Continue short-term monitoring and reporting of each compliance area | Head of Housing Property Services / Strategic Support Officer | Jun-23 |
| | | Monitor implementation of True Compliance system for i4B | Head of Housing Property Services / Strategic Support Officer | Dec-23 |
| Delivering safe and sustainable homes | 11. Implement plan in response to Building Safety Act | Develop and implement project plan to ensure compliance with Building Safety Act | Head of Housing Property Services / Strategic Support Officer | May-23 |
| Delivering safe and sustainable homes | 12. Develop decarbonisation strategy | Use results of energy modelling work to develop an i4B decarbonisation strategy, which may include stock rationalisation where appropriate | Strategic Asset Manager / Strategic Support Officer | Sep-23 |
| Delivering safe and sustainable homes | 13. Develop disrepair policy | Review disrepair cases | Head of Housing Property Services / Strategic Support Officer | Jun-23 |
| | | Develop disrepair policy | Head of Housing Property Services / Strategic Support Officer | Jun-23 |
| Providing a consistently good housing service | 14. Review tenant satisfaction | Review initial results following implementation of new tenant satisfaction measures | Head of Housing and Neighbourhoods | Jun-23 |
| | | Review results of transactional feedback from tenants | Head of Housing and Neighbourhoods | Jun-23 |
| | | Identify and carry out actions to improve tenant satisfaction | Head of Housing and Neighbourhoods | Dec-23 |
| Providing a consistently good housing service | 15. Improve complaints oversight and monitoring | Review complaints policies and procedures for i4B | Complaints and Casework Manager / Strategic Support Officer | Sep-23 |