

i4B 2024/25 Key Tasks

Housing Company Objective	Priority for 2024/25	Key Tasks for 2024/25	Task Owner	Due Date
Providing a Consistently Good Housing Service	1. Monitor and improve income collection performance	Monitor and improve income collection performance	Housing Companies Operational Manager	Mar-25
Providing a Consistently Good Housing Service	2. 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	Housing Companies Operational Manager	Jul-24
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-24
Providing a Consistently Good Housing Service	4. Re-tender Home Counties housing management contract	Re-tender Home Counties housing management contract	Strategy & Delivery Manager	Aug-24
Delivering Safe and Sustainable Homes	5. Fully implement True Compliance	Fully implement True Compliance, including setting up reporting widgets to be incorporated into the housing management performance reports	Head of Housing Property Services & Strategic Support Officer	Jun-24
Delivering Safe and Sustainable Homes	6. Fulfil the requirements of the Building Safety Act	Develop the Building Safety Case for Lexington	Strategy & Delivery Manager	Apr-24
		Review and respond to the Regulator's response to the submission	Strategy & Delivery Manager	Sep-24
Delivering Safe and Sustainable Homes	7. Continue to effectively monitor and manage 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	8. Refine and implement asset management and decarbonisation strategy	Develop and implement asset management and decarbonisation strategy	Senior Finance Analyst & Head of Housing Property Services	Sep-24
		Develop and agree a stock rationalisation approach	Strategy & Delivery Manager & Senior Financial Analyst	Oct-24
		Explore grant funding opportunities for energy efficiency	Strategy & Delivery Manager	Dec-24
Running a Viable Business	9. 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	Mar-25
		Implement actions arising from value for money review of void costs	Strategy & Delivery Manager	Jun-24
		Carry out re-let voids pilot and review outcomes	Strategy & Delivery Manager	Jul-24
		Consider disposal of Home Counties properties	Strategy & Delivery Manager	Ongoing
Running a Viable Business	10. Carry out mid-year review of the financial business plan	Present mid-year review of business plan, including stress testing, back to Board	Senior Financial Analyst	Oct-24
Running a Viable Business	11. Implement actions arising from financial controls audit	Implement actions arising from financial controls audit	Senior Financial Analyst	May-24
Running a Viable Business	12. Introduce regular tax planning exercises	Introduce regular tax planning exercises to improve forecasting and implement tax efficiencies where required	Senior Financial Analyst	Jun-24
Increasing the Supply of Affordable Housing in the Borough	13. Continue street property acquisition programme	Acquire 25 properties in 2024-25	Strategy & Delivery Manager	Mar-25
Increasing the Supply of Affordable Housing in the Borough	14. Identify and appraise potential block acquisitions	Identify and appraise potential block acquisitions	Strategy & Delivery Manager & Senior Financial Analyst	Ongoing
Increasing the Supply of Affordable Housing in the Borough	15. Identify and appraise the potential acquisition or leasing of new builds	Review the market for new build opportunities and identify and appraise the potential acquisition or leasing of new builds	Strategy & Delivery Manager & Senior Financial Analyst	Ongoing
Increasing the Supply of Affordable Housing in the Borough	16. Engage Council on future of company	Engage Council on future of company beyond use of current loan funding	Strategy & Delivery Manager	Ongoing