Area	Action	Owner	Due date	January 2024 update
Voids performance				Report to January Board on voids hit squad showing early signs of improvement.
	Monitor and scrutinise impact of voids improvement			Continues to be an action in 2024-25 Business Plans; action and deadline to be
	actions, including hit squad, on performance & costs	Strategy & Delivery Manager	Dec-23	updated for next review
	Progress VfM review with Ridge	Strategy & Delivery Manager	Dec-23	Ridge review to be presented to February Board
				Supplier in place, pilot likely to run until Q1 of 2024-25 - action and deadline date
	Run and analyse results of re-let voids pilot	Strategy & Delivery Manager	Jun-24	updated
	Consider disposal of void Home Counties properties	Strategy & Delivery Manager	Ongoing	Mears-managed voids are being reviewed on a case-by-case basis
				Early signs of performance improvement seen - new dedicated officers have now
Income recovery &	Monitor and scrutinise impact of improvement actions,			been recruited and BEAM have been appointed to assist with tenancy
arrears management	including new staffing arrangements, on rent collection &			sustainment. Continuing to monitor across 2024-25 business plan; deadline to be
<u></u>	arrears performance	Strategy & Delivery Manager	Dec-23	updated for next review
Asset management & energy efficiency	Finalise stock condition costings and develop asset			
	management strategy	Senior Financial Analyst	Nov-23	Action overdue, but due to be completed for start of 2024-25 business plan
	Finalise energy efficiency costings and develop			
	decarbonisation strategy	Senior Financial Analyst	Nov-23	Action overdue, but due to be completed for start of 2024-25 business plan
				Deadline updated - to follow on from work above, and will be presented to the
	Agree stock rationalisation approach	Senior Financial Analyst	Sep-24	Board for agreement
	Identify and bid for energy efficiency grant funding			
	opportunities	Strategy & Delivery Manager	Ongoing	No current opportunities
	Identify legal escalation routes to gather information on			Discussions held with Legal, and challenging to escalate further beyond repeated
	asset management & energy efficiency works from third			rounds of legal letters outlining obligations under leases; however, letters will
	party freeholders	Strategy & Delivery Manager	Completed	continue to be sent out on a periodic basis
	Closely monitor and scrutinise management of disrepair			Reporting on disrepair has increased via the monthly performance report, and the
	cases	Strategy & Delivery Manager	Ongoing	Boards continue to have a greater focus on disrepair
Housing management costs				SLA review presented alongside 2024-25 Business Plan, which reflects recent
	Agree costs for 2024-25 SLA, and review the			changes to management arrangements; SLA to be agreed alongside Business
	effectiveness of new management arrangements	Strategy & Delivery Manager	Mar-24	Plan at March Cabinet
				In progress with Procurement - deadline will be updated to reflect final
	Begin review of Mears contract	Strategy & Delivery Manager	Jan-24	procurement date of September 2024
	Identify legal escalation routes to gather information on			Discussions held with Legal, and challenging to escalate further beyond repeated
	service charges, ground rent, insurance, etc. from third			rounds of legal letters outlining obligations under leases; however, letters will
	party freeholders	Strategy & Delivery Manager	Completed	continue to be sent out on a periodic basis
	Carry out audit into financial controls and agree			
	improvement actions	Strategy & Delivery Manager	Jan-24	Audit fieldwork is progressing
Tax efficiency	Complete EY tax planning review	Senior Financial Analyst	Completed	
	Implement actions from EY tax planning review	Senior Financial Analyst	Completed	i ü
	Introduce business tax planning exercises	Senior Financial Analyst	Jun-24	To be introduced beginning from June
VfM for tenants				Early signs of performance improvement seen - new dedicated officers have now
	Monitor and scrutinise the impacts of the restructure and		1	been recruited and BEAM have been appointed to assist with tenancy
	other improvement actions on affordability and tenancy		1	sustainment. Continuing to monitor across 2024-25 business plan; deadline to be
	sustainment	Strategy & Delivery Manager	Dec-23	updated for next review
	Carry out 2024/25 rent setting with continued view		1	
	towards tenant affordability	Strategy & Delivery Manager	Mar-24	Rent setting policies agreed for 2024-25 in line with sector best practice
	Monitor tenant satisfaction performance and direction of			Six-monthly reports presented to Board; included in 24-25 Business Plans
	travel	Strategy & Delivery Manager	Mar-24	alongside complaints actions