

## FWH 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
		Report on new tenant satisfaction measures to Regulator of Social Housing	Housing Companies Operational Manager	Sep-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
Delivering Safe and Sustainable Homes	4. 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	5. Fulfil the requirements of the Building Safety Act	Monitor and action any further requirements of the Act impacting FWH	Strategy & Delivery Manager	Apr-24
Delivering Safe and Sustainable Homes	7. Refine and implement asset management & 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	8. 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 & Strategic Support Officer	Mar-25
Running a Viable Business	9. Carry out mid-year review of the financial business plan	Implement actions arising from value for money review of void costs	Strategy & Delivery Manager	Jun-24
Running a Viable Business		Present mid-year review of business plan, including stress testing, back to Board	Senior Financial Analyst	Oct-24
Running a Viable Business	10. Implement actions arising from financial controls audit	Implement actions arising from financial controls audit	Senior Financial Analyst	May-24
Running a Viable Business	11. 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	12. Remain available for acquisition opportunities	Explore and model the CHAP scheme as a potential future route for affordable acquisition of properties and understand its implications within the Council's Housing Strategy	Strategy & Delivery Manager & Senior Financial Analyst	May-24
Increasing the Supply of Affordable Housing in the Borough	13. 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	14. Develop proposed lease arrangement for Fulton Road	Develop proposed lease agreement with the Council for Fulton Road	Strategy & Delivery Manager & Senior Financial Analyst	Jun-24
Increasing the Supply of Affordable Housing in the Borough	15. Engage Council on future of company	Engage Council on future of company beyond use of current loan funding	Strategy & Delivery Manager	Ongoing