

Area	Action	Owner	Due date	January 2024 update
Voids performance	Monitor and scrutinise impact of voids improvement actions, including hit squad, on performance & costs	Strategy & Delivery Manager	Dec-23	Report to January Board on voids hit squad showing early signs of improvement. Continues to be an action in 2024-25 Business Plans; action and deadline to be updated for next review
	Progress VfM review with Ridge	Strategy & Delivery Manager	Dec-23	Ridge review to be presented to February Board
	Run and analyse results of re-let voids pilot	Strategy & Delivery Manager	Jun-24	Supplier in place, pilot likely to run until Q1 of 2024-25 - action and deadline date updated
	Consider disposal of void Home Counties properties	Strategy & Delivery Manager	Ongoing	Mears-managed voids are being reviewed on a case-by-case basis
Income recovery & arrears management	Monitor and scrutinise impact of improvement actions, including new staffing arrangements, on rent collection & arrears performance	Strategy & Delivery Manager	Dec-23	Early signs of performance improvement seen - new dedicated officers have now been recruited and BEAM have been appointed to assist with tenancy sustainment. Continuing to monitor across 2024-25 business plan; deadline to be 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
	Agree stock rationalisation approach	Senior Financial Analyst	Sep-24	Deadline updated - to follow on from work above, and will be presented to the 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 asset management & energy efficiency works from third party freeholders	Strategy & Delivery Manager	Completed	Discussions held with Legal, and challenging to escalate further beyond repeated rounds of legal letters outlining obligations under leases; however, letters will continue to be sent out on a periodic basis
	Closely monitor and scrutinise management of disrepair cases	Strategy & Delivery Manager	Ongoing	Reporting on disrepair has increased via the monthly performance report, and the Boards continue to have a greater focus on disrepair
Housing management costs	Agree costs for 2024-25 SLA, and review the effectiveness of new management arrangements	Strategy & Delivery Manager	Mar-24	SLA review presented alongside 2024-25 Business Plan, which reflects recent changes to management arrangements; SLA to be agreed alongside Business Plan at March Cabinet
	Begin review of Mears contract	Strategy & Delivery Manager	Jan-24	In progress with Procurement - deadline will be updated to reflect final procurement date of September 2024
	Identify legal escalation routes to gather information on service charges, ground rent, insurance, etc. from third party freeholders	Strategy & Delivery Manager	Completed	Discussions held with Legal, and challenging to escalate further beyond repeated rounds of legal letters outlining obligations under leases; however, letters will 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	Final report presented to Board in October 2024
	Implement actions from EY tax planning review	Senior Financial Analyst	Completed	Action to introduce tax planning reviews as below
	Introduce business tax planning exercises	Senior Financial Analyst	Jun-24	To be introduced beginning from June
VfM for tenants	Monitor and scrutinise the impacts of the restructure and other improvement actions on affordability and tenancy sustainment	Strategy & Delivery Manager	Dec-23	Early signs of performance improvement seen - new dedicated officers have now been recruited and BEAM have been appointed to assist with tenancy sustainment. Continuing to monitor across 2024-25 business plan; deadline to be updated for next review
	Carry out 2024/25 rent setting with continued view 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 travel	Strategy & Delivery Manager	Mar-24	Six-monthly reports presented to Board; included in 24-25 Business Plans alongside complaints actions