

## i4B 2024/25 Key Tasks

Housing Company Objective	Priority for 2024/25	Key Tasks for 2024/25	Task Owner	Due Date	RAG	July 2024 Update
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		Rent collection KPI monitored through monthly performance reports; performance is currently below target but expected to improve following resolution of issues with benefit payments, which will give a more accurate picture of collection performance
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	Sep-24		First report on new TSMs presented to Board, with a further report due in September which will provide the national picture on tenant satisfaction. Based on initial results for i4B and the Council, which put them below London and national averages, a large-scale project is required over the coming months to identify and implement targeted improvements to delivery of service. This is being taken forward by the Council Management Team/Director of Housing Services and the Board will receive more information on this in September; deadline updated to then
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		Plans to be aligned with reporting on tenant satisfaction and the new regulatory consumer standards - first report due in September
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		Procurement has been slightly delayed due to resourcing, but is expected to go out to tender in September. The contract is being extended in the meantime to ensure there is cover. The action will therefore not meet the deadline but will be progressed as soon as possible, and cover will be provided by Greystone for as long as is required under the terms of the contract
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	Complete		True Compliance is fully set up, and performance will be reported as part of scorecard from September onwards. Monthly monitoring of compliance performance will continue, with a six-monthly report from the i4B management team added to the forward plan
Delivering Safe and Sustainable Homes	6. Fulfill the requirements of the Building Safety Act	Develop the Building Safety Case for Lexington	Strategy & Delivery Manager	Complete		Completed - Quintain will contact officers if further information is required in future, and if the safety case is requested by the Building Safety Regulator
Delivering Safe and Sustainable Homes	7. Continue to effectively monitor and manage disrepair	Review and respond to the Regulator's response to the submission Continue to effectively monitor, manage and report on disrepair cases	Strategy & Delivery Manager Head of Housing Property Services & Strategic Support Officer	Sep-24 Ongoing		No response from Regulator as yet Reporting on disrepair has increased via the bi-monthly performance report, and the Boards continue to have a greater focus on disrepair. Detailed financial reporting is being worked on - reporting terms have been agreed with the Legal team, and the first report on all live and recently closed cases has now been received
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		Meetings being held with Finance, Asset Management and Climate teams to determine strategic approach to asset management and decarbonisation. Modelling from stock condition and energy surveys confirms that forecast capital requirements on company - including works to improve EPC ratings of those below C - are overall affordable. On track
		Develop and agree a stock rationalisation approach	Strategy & Delivery Manager & Senior Financial Analyst	Oct-24		To follow on from above work and tie in with company asset disposal policy which the Board have now approved
		Explore grant funding opportunities for energy efficiency	Strategy & Delivery Manager	Dec-24		No current opportunities identified, but grant horizon scanning will form part of meetings with Climate team
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		To be monitored through monthly performance reports. Performance shows signs of progress but times remain high and Board have requested a deep dive session into this
		Implement actions arising from value for money review of void costs	Strategy & Delivery Manager	Jun-24		Action slightly overdue, to be resolved by end of July. A final meeting is being scheduled to reach an agreement on contentious items and to finalise the issuance of a credit note back to i4B
		Carry out re-let voids pilot and review outcomes	Strategy & Delivery Manager	Sep-24		Pilot likely to run through first six months for 2024/25. The first 5 or so void cases from C&C have had positive feedback from the surveyor in terms of timing, cost and quality. Once the pilot has progressed, a detailed report will come back to the Board
		Consider disposal of Home Counties properties	Strategy & Delivery Manager	Ongoing		Mears-managed voids are being reviewed on a case-by-case basis, with no recommended disposals so far
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		On track
Running a Viable Business	11. Implement actions arising from financial controls audit	Implement actions arising from financial controls audit	Senior Financial Analyst	Aug-24		Deadline updated following presentation of final report to Board. Process improvements are in place, and draft process notes to formalise this are with the Finance team to comment and agree by the deadline
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		To be picked up by the Senior Financial Analyst for the business plan stress test review in September
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		i4B remains on track to meet this target, with 12 properties purchased in Q1 and over 20 properties in conveyancing and expected to complete within the year
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		Information on potential block acquisitions will be presented to the Board on an ad hoc basis, either via the regular opportunities report or via separate reports
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		Information on potential new build opportunities will be presented to the Board on an ad hoc basis, either via the regular opportunities report or via separate reports. The July opportunities report will include information on the acquisition of 9 units at Tailor Court and Creek Mews which is due to complete in August

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		A £40m provision for potential further funding to i4B has been allocated in the Council's 2024/25 budget; the impact of the new Local Authority Housing Fund on i4B's pipeline will be determined pending a decision from incoming Government. Conversations with the Council are taking place regarding new loan finance to fund further street property acquisitions, and the July opportunities report will also request approval on a proposal to draw down funding for the acquisition of a portfolio of 5 units
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