

Priority for 2024/25	Key Tasks for 2024/25	Task Owner	Due Date	RAG	January 2025 Update
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 and remains challenging in this financial year, in part due to continued issues with benefit payments. A deep dive report on income will come to the December Board and changes to the delivery of the income service are being considered by the Head of Housing & Neighbourhoods
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	Mar-25		National TSM results and benchmarking shared with the Board following the report to Board on i4B and FWH satisfaction and the Council's wider plans for responding to the new measures and upcoming regulatory inspection. The Quality Assurance and Standards Manager will periodically report to the Board on progress - next report scheduled for March
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	Ongoing		First complaints report presented at October Board
4. Re-tender Home Counties housing management contract	Re-tender Home Counties housing management contract	Strategy & Delivery Manager	Complete		The contract was put out to tender on 4th October 2024. It is anticipated that bids will be received from both Mears and Pinnacle. The procurement process took place, and in January 2025, the Board approved awarding the contract to Pinnacle. Mears did not submit a bid.
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		Compliance reporting has been successfully implemented into the scorecard as planned. Monthly monitoring of compliance performance will continue, with a six-monthly report from the i4B management team included in the forward plan
6. Fulfil the requirements of the Building Safety Act	Develop the Building Safety Case for Lexington	Strategy & Delivery Manager	Complete		No further requirements at present
	Review and respond to the Regulator's response to the submission	Strategy & Delivery Manager	Sep-24		No response from Regulator as yet
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		Reporting on disrepair has increased via the bi-monthly performance report, and the Boards continue to have a greater focus on disrepair. Regular reports on all live and recently closed cases are now being received from Legal, with this information to be brought into financial monitoring
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	Mar-25		Draft strategy presented at December Board, further work required to assess the financial impact on the Companies.
	Develop and agree a stock rationalisation approach	Strategy & Delivery Manager & Senior Financial Analyst	Mar-25		To be presented to December Board meeting as part of strategy, informed by previously agreed Asset Disposal Policy
	Explore grant funding opportunities for energy efficiency	Strategy & Delivery Manager	Dec-24		No current opportunities identified, but grant horizon scanning forms part of regular contact with Climate team (e.g. Social Housing Decarbonisation Fund)
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		Performance continues to be monitored through monthly reports, and while some progress has been made, void times remain high. A deep dive session was held in September, with valuable discussions involving colleagues from each stage of the voids process. Key actions were identified and will be implemented and monitored to assess whether further improvements can be achieved.
	Implement actions arising from value for money review of void costs	Strategy & Delivery Manager	Complete		Wates have been contacted to confirm the agreed final outcome of this piece of work £3043.87 credit note agreed following Wates and Ridge meetings
	Carry out re-let voids pilot and review outcomes	Strategy & Delivery Manager	Sep-24		The pilot has now concluded. At the September Board meeting, the Board agreed to explore options for continuing the pilot or a similar scheme due to positive results
	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 to date. The situation will continue to be monitored
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	Complete		Presented as part of the December Finance report

11. Implement actions arising from financial controls audit	Implement actions arising from financial controls audit	Senior Financial Analyst	Complete		Process improvements implemented and responses sent to Internal Audit team
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 December
13. Continue street property acquisition programme	Acquire 25 properties in 2024-25	Strategy & Delivery Manager	Mar-25		i4B remains on track to meet its acquisition target. Year-to-date, 18 street properties and 9 units at Tailor Court and Creek Mews have been purchased. Additionally, 3 properties are currently in conveyancing and are expected to complete within the year.
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
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		The Board will continue to be presented with new build opportunities on an ad hoc basis, either through the regular opportunities report or separate reports. The purchase of the 9 units at Tailor Court and Creek Mews was successfully completed in August 2024.
16. Engage Council on future of company	Engage Council on future of company beyond use of current loan funding	Strategy & Delivery Manager	Ongoing		The Council's application for the Local Authority Housing Fund (LAHF) has been accepted. As a result, the purchase of the five properties will now be handled by the Council. No funding was drawn down for this acquisition so there are no negative financial implications for i4B, and as per the October opportunities report i4B is beginning to consider re-entering the market and building up its pipeline based on price caps at current loan rates