

FWH 2023/24 Key Tasks

Housing Company objective	Priority for 2023/24	Key tasks for 2023/24	Task owner	Due date
Delivering safe and sustainable homes	1. Monitor health and safety compliance	Continue short-term monitoring and reporting of each compliance area	Head of Housing Property Services / Strategic Support Officer	Jun-23
		Monitor implementation of True Compliance system for FWH	Head of Housing Property Services / Strategic Support Officer	Dec-23
Delivering safe and sustainable homes	2. Implement plan in response to Building Safety Act	Develop and implement project plan to ensure compliance with Building Safety Act	Head of Housing Property Services / Strategic Support Officer	Apr-23
Delivering safe and sustainable homes	3. Develop decarbonisation strategy	Use results of energy modelling work to develop an FWH decarbonisation strategy, which may include stock rationalisation where appropriate	Strategic Asset Manager / Strategic Support Officer	Sep-23
Delivering safe and sustainable homes	4. Develop disrepair policy	Review disrepair cases	Head of Housing Property Services / Strategic Support Officer	Jun-23
		Develop disrepair policy	Head of Housing Property Services / Strategic Support Officer	Jun-23
Increasing the supply of affordable housing in the borough	5. Explore future financing arrangements with Council	Explore new financing arrangement with Council that allows companies to forward borrow	Strategy and Delivery Manager	Sep-23
Increasing the supply of affordable housing in the borough	6. Review feasibility of a block acquisition	Work with consultants to review market for potential block acquisitions, which would include adapted properties	Operational Director Property and Assets / Strategy and Delivery Manager	Sep-23
Increasing the supply of affordable housing in the borough	7. Review feasibility of new build purchases	Work with consultants to review market for new build opportunities, which would include adapted properties	Operational Director Property and Assets / Strategy and Delivery Manager	Sep-23
Increasing the supply of affordable housing in the borough	8. Review feasibility of re-entering street property market	Review street property market in June 2023	Operational Director Property and Assets / Strategy and Delivery Manager	Jun-23
		Dependent on review, consider re-entering street property market	Operational Director Property and Assets / Strategy and Delivery Manager	Jul-23
Running a viable business	9. Carry out project to reduce arrears	Review sign-up process and tenancy sustainment approach	Head of Housing and Neighbourhoods / Strategic Support Officer	Jun-23
		Review rent collection and arrears management processes	Head of Housing and Neighbourhoods / Strategic Support Officer	Jun-23
		Evaluate historic highest arrears cases to assess ongoing suitability	Head of Housing and Neighbourhoods / Strategic Support Officer	Jun-23

Running a viable business	10. Implement VfM strategy	Implement actions outlined in value for money strategy	Strategic Support Officer	Dec-23
Running a viable business	11. Reduce void costs	Implement project plan to reduce void costs	Head of Housing Property Services	May-23
Running a viable business	12. Significantly improve void turnaround times	Implement project plan to significantly improve void turnaround times	Head of Housing Property Services	May-23
Running a viable business	13. Explore potential stock rationalisation	Review financial and energy performance of properties following energy modelling work	Strategic Support Officer	Jun-23
		Consider potential disposals for under-performing properties	Strategic Support Officer	Jul-23
		Carry out other disposals as appropriate	Strategic Support Officer	Ongoing
Providing a consistently good housing service	14. Review tenant satisfaction	Review initial results following implementation of new tenant satisfaction measures	Head of Housing and Neighbourhoods	Jun-23
		Report on new tenant satisfaction measures to Regulator of Social Housing	Head of Housing and Neighbourhoods	Jun-23
		Review results of transactional feedback from tenants	Head of Housing and Neighbourhoods	Jun-23
		Identify and carry out actions to improve tenant satisfaction	Head of Housing and Neighbourhoods	Dec-23
Providing a consistently good housing service	15. Improve complaints oversight and monitoring	Review complaints policies and procedures for FWH	Complaints and Casework Manager / Strategic Support Officer	Sep-23