

Activity	Responsible	Priority	Target date
Stock investment			
Develop a 30 year investment plan supported by detailed 5 year investment plan ensuring compliance with Decent homes standard including new requirements of Decent Homes 2 -MILESTONE	Assett and Planned Manager		
Develop a 5 year stock investment plan informed by up to date stock condition survey data-MILESTONE	Assett and Planned Manager		
Review and update a detailed Asset management strategy with key objectives and targets aligned to delivery plan	Assett and Planned Manager		
Repairs and maintenance			
Ensure robust processes and contract management in place for new repairs, maintenance and voids contract	Responsive Repairs and Voids Manager		
Ensure performance management of repairs and maintenance contract in place to monitor required improvements in service delivery	Responsive Repairs and Voids Manager		
Ensure strict protocols in place with new contractor for triage particularly around damp, mould and condensation and requirements under Awaab's Law	Responsive Repairs and Voids Manager		
Ensure effective processes in place for data management, validation and systems monitoring	Responsive Repairs and Voids Manager Housing Policy and Projects Manger		
Ensure processes in place to robustly manage and monitor compliance with Awaab's Law	Responsive Repairs and Voids Manager		
As part of a wider integrated approach to DMC, introduce analysis systems, risk profiling and similar exercises to identify high risk properties and tenancies associated with DMC	Responsive Repairs and Voids Manager Housing Services Manager		
Develop and implement, in partnership with your new contractor, a repairs recovery plan to ensure repairs and maintenance performance is consistently in line with targets in your policy	Assett and Planned Manager		
Develop a performance framework for aids and adaptations to be signed off within the governance structure	Assett and Planned Manager		
Compliance			
Develop an overarching compliance dashboard in line with best practice	Building Safety Manager		

Activity	Responsible	Priority	Target date
Tenant data			
Develop household data strategy	Tenant Partnership Manager		
Create a robust plan for tenant data collection and use	Tenant Partnership Manager		
Ensure skills and resource in place to analyse and use tenant data to drive service improvements	Housing Policy and Projects Manager		
Review corporate EDI strategy to consider additional guidance for housing	Tenant Partnership Manager		
Training			
Ensure relevant EDI training in place for staff and contractors	Tenant Partnership Manager		
Bring in customer experience training for all staff and contractors	Housing Policy and Projects Manager		
Tenant scrutiny			
Continue to develop involvement and tenant scrutiny	Tenant Partnership Manager		
Consider how you hear the voices of different groups including rural tenants	Tenant Partnership Manager		
Service standards			
Work with tenants to review service standards	Tenant Partnership Manager		
Clear plan with timeframes for review of standards work	Housing Policy and Projects Manager		
Complaints			
Develop process for using complaints insights in timely way to drive service improvements	Housing Projects & Performance Manager		
Develop stronger process for/evidence of learning from complaints- both through individual cases and themes	Housing Projects & Performance Manager		
Service and performance data			
Develop real time data for sharing with tenants to see improvements over time	Housing Policy and Projects Manager		
Communication			
Ensure tenants have information and acces to services through non digital channels	Housing Projects & Performance Manager		
Review website page for complaints to link to housing page clearly form corporate page	Housing Projects & Performance Manager		

Activity	Responsible	Priority	Target date
Partnership working			
Collate clearer evidence of the partnership work that the landlord service does with others to support tenants	Area Housing Manager		
Safety of shared spaces			
review service standards with tenants	Estates Compliance Officer Tenant Partnership Manager		
review communal areas policy with tenants	Estates Compliance Officer Tenant Partnership Manager		
Work with tenants to monitor service standards through scheduled estate walk abouts, block or neighbourhood champions, tenant feedback and review of any complaints	Estates Compliance Officer		
ASB & DA			
review service standards for ASB with tenants	Area Housing Manager Tenant Partnership Manager		
Clearly define ASB to ensure accurate monitoring and treated separately to low level complaints	Area Housing Manager		
Ensure effective triage for ASB linked to service standards with effective monitoring in place	Area Housing Manager		
Monitor effectiveness of tenant experience to improve service delivery and increase satisfaciton	Area Housing Manager		
Domestic abuse			
Monitor work In respect of Domestic Abuse especially in respect of resource for complex cases	Sstrategic Project Lead - Dimestic Abuse		
Hate crime			
Hate crime training for staff	Community Safety Manager		
Look at communication and engagement with tenants around hate crime to raise awareness	Area Housing Manager		

Activity	Lead	Priority	Target
Allocations			
Review allocations and lettings along with refusals data to ensure no changes to policy or process required	Area Housing Manager		
Tenure			
Introductory and Secure Tenancy Agreements to be reviewed with tenants	Area Housing Manager Housing Services Manager Tenant Partnership		
Review of reporting requirements for lettings to ensure all data provided in one report for operations, strategic monitoring and trend analysis	Area Housing Manager Housing Services Manager		
Tenancy fraud			
Training on tenancy fraud for staff to raise awareness and ensure reporting	To be confirmed		