

* **Housing
Services -
priorities for 2012-13**

Wednesday 23 May 2012
Housing Management Sub-Committee



Outline of key priority areas:

1. Responding to national reforms

2. Technical Services

3. Estate Services



* Responding to national reforms

1. Implementing self-financing

Transitory year where we need to implement:

- ‘behind the scenes’ financial modelling systems and budgetary processes
- strategic priorities for asset management
- strategic priorities for reinvestment of monies saved and generated
- robust ‘self-assessment’ systems

* September Committee: refreshed business plan



* Responding to national reforms

2. Reviewing our Allocations Policy

As a result of Localism Act.

Timeline:

- Staff and tenant consultations - Feb-May
- Draft revised policy to Committee - July
- Statutory consultation period - Aug-Sept
- Final policy to Committee for approval - Oct



* Responding to national reforms

3. Welfare Reform Act

Risks to our business:

- Increasing levels of rent arrears
- Increasing levels of evictions
- Vulnerable tenants

Risks to our tenants:

- Debt - legal and illegal lenders
- Eviction
- Increasing support needs



* Responding to national reforms

3. Welfare Reform Act, continued

- 44% (836) of our tenants on housing benefit
- Changes commence April 2013
- Project plan to be agreed to proactively manage the wide-ranging impacts across the business:
 - Preventing rent arrears
 - Strengthening our advice services
 - Reviewing rent arrears procedures
 - Supporting vulnerable tenants
 - Encouraging employment/skills programmes



* Responding to national reforms

4. Regulatory changes

- TSA now abolished replaced by a statutory committee within the Homes and Communities Agency (HCA)
- National housing standards remain
- Tenant Involvement standard strengthened
- Tenancy standard significantly changed, in-line with Localism Act.

5. Right to Buy

- Increased discount in London from £16,000 to £75,000
- Currently 2 live applications
- Business plan and asset management strategy need to plan for replacing each sold property, as is required.



* Asset Management Strategy & Plans

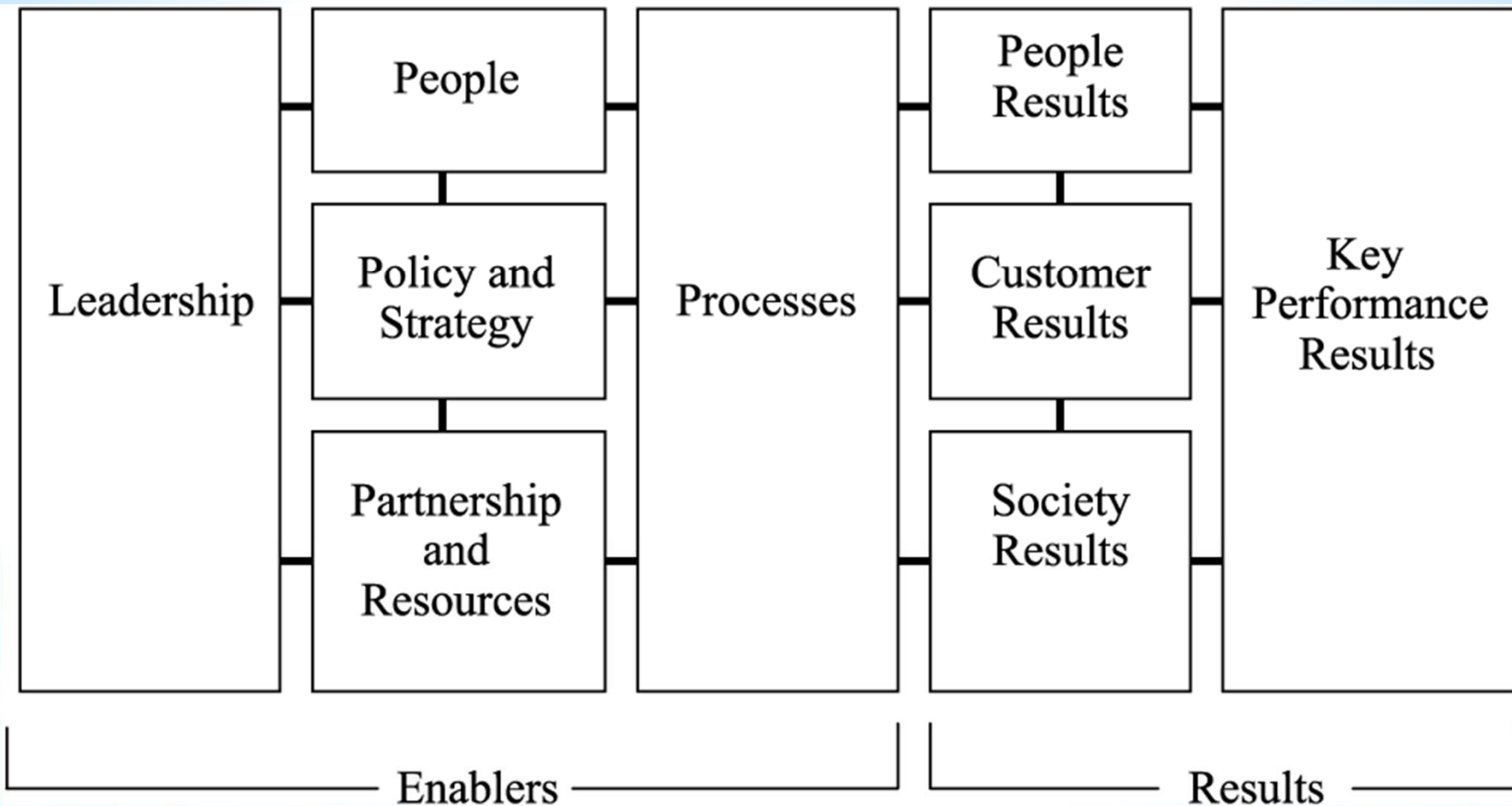
* Define Strategy

- Define Purpose
- Agree content
- Consult
- Approval

* Implement Plans

- Time / Resources
- Cost
- Quality & Value

*Service Transformation Plan



* Areas of Improvement

- * People & Performance Management Change Management
- * QMS - Quality management system
- * Process Management - Business process improvement
- * Technology - Call centre, Orchard
- * New Project Management system and approach
- * EDRM - electronic document records management
- * Use of Financial Data to inform service delivery
- * H & S and Compliance monitoring
- * Workforce Planning / Resource Management
- * Improved Information & Knowledge Management
- * Improved Access to Services

Estate Services

Estate Standards

Estate Plans

Major Projects

Volunteering opportunities

Estate Standards

- Common standards of gardening and cleaning for all estates
- Local variations agreed with residents



Estate Plans

- Everything happening on estate in the year
- Priorities based on resident feedback



Major Projects

- Middlesex Street housing and community centre
- Great Arthur House Cladding
- Avondale Square
- Avondale Square development



Volunteering opportunities

- Love Your Estate
- Good Neighbour Scheme
- Summer events

