

Housing Operations Board – Forward Plan 2025

Contents:

Key Objective for 15 January 2025

The Board must prioritise and decide which policies to take forward to the appropriate meetings throughout 2025. Decisions should focus on major/significant policies requiring immediate attention or those aligned with strategic goals.

Meeting Dates and Core Agenda

1. 15 January 2025

- Standing Items:
 - Performance Monitoring
 - Policies to be approved
 - Housing Improvement Plan Update
 - Feedback from Tenant Engagement Group
- Additional Key Items
 - Forward Plan
 - HRA Business Planning
 - Voids Report
 - Tenant Satisfaction Survey Report
 - Update on Housing Strategy Consultation
 - Regulator of Social Housing Update

2. 12 March 2025

- Standing Items
 - Policies to be approved
 - Housing Improvement Plan Update
 - Feedback from Tenant Engagement Group
- Additional Key Items:
 - Housing Strategy & Homelessness & Rough Sleepers Strategy
 - New KPI Dashboard Sign-Off
 - Housing Improvement Plan Programme Refresh
 - Resident Engagement Strategy & Building Safety Engagement Strategy
 - Q3 2024/25 KPI Reporting

3. 14 May 2025

- Standing Items
 - Performance Monitoring
 - Policies to be approved
 - Housing Improvement Plan Update
 - Feedback from Tenant Engagement Group
- Additional Key Items:
 - Q4 2024/25 KPI Reporting

- Review of Current Housing Strategy Progress

4. 9 July 2025

- Standing Items
 - Performance Monitoring
 - Policies to be approved
 - Housing Improvement Plan Update
 - Feedback from Tenant Engagement Group
- Additional Key Items:
 - Q1 2025/26 KPI Reporting
 - Annual HRA Business Plan Review
 - Decent Homes Standard Compliance Update

5. 24 September 2025

- Standing Items
 - Performance Monitoring Q2 2025/26 KPI Reporting
 - Policies to be approved
 - Housing Improvement Plan Update
 - Feedback from Tenant Engagement Group
- Additional Key Items:
 - Progress on the Stock Condition Survey

6. 19 November 2025

Standing Items

- Performance Monitoring
- Policies to be approved
- Housing Improvement Plan Update
- Feedback from Tenant Engagement Group
- Additional Key Items

Policies Requiring Prioritisation on 15 January 2025

1. **Review Policy List:** Finalise priorities
2. **Agree on Sign-Off Mechanism:** Agree process for approving policies

ref	Category	Title	major/significant?	Comments
1.1	Allocations & Lettings	Allocations & Lettings Policy	yes	Major project
1.2		Alternative Accommodation (Decant) Policy	completed	With HOB
1.3		Mutual Exchange Policy		
2.1	Estate Management	Estate Management Policy	yes	
2.2		Mobility Scooter Policy		

3.1	H&S and Compliance	Compliance Policy	yes	
4.1	Leasehold Management	Leasehold Management Policy	yes	
5.1	Rents & Charges	Compensation Reimbursement Policy		
5.3		Recharge Policy		
5.4		Rent Arrears Policy including former tenant arrears policy		
5.5		Service Charge Policy	yes	
6.1	Repairs & Maintenance	Aids & Adaptations Housing Policy for GBC Tenants		
6.2		Cyclical Planned Works Policy (Planned Maintenance Policy)	yes	
6.3		Damp & Mould Policy	approved	Approved and published
6.4		Disrepair Policy		
6.5		Repairs Policy	yes	
6.6		Voids Policy		
7.1	Resident Support	Complaints Policy	approved	Approved and published
7.2		Domestic Abuse Policy		
7.3		Sheltered Housing Policy		
7.4		Vulnerable Residents Policy		
8.1	Tenancy Management	Abandonment Policy		
8.2		ASB & Hate Crime Policy	yes	
8.3		Death of a Tenant Policy		
8.4		Pets Policy		
8.5		Squatting and Unauthorised Occupancy Policy		
8.6		Subletting and Lodging Policy		
8.7		Succession Policy		

8.8		Tenancy Strategy & Policy / Tenancy Agreements / Tenancy Fraud Policy	yes	Major project
-----	--	---	-----	---------------

Appendix : Other Agenda Items to Consider

Items to consider:

1. **Governance:**
 - Attendance tracking and representation monitoring.
 - Escalation and remediation of issues.
 - Documentation standards and updates.
2. **General Reporting:**
 - HRA Business Plan updates (Julian/Annalisa).
 - Housing Service Plan progress.
 - Legislative updates impacting housing.
3. **Specific Reporting:**
 - Housing Improvement (Transformation) Plan progress (Julian/Annalisa).
 - Decent Homes Standard updates (Ernie Gray).
 - Health & Safety exception reporting.
 - Stock Condition Survey updates.
 - Tenant Satisfaction Measures (Service Insight & Improvement).
 - Complaints and lessons learned, including Ombudsman self-assessments.
 - Performance against regulatory standards and KPIs.
4. **Homelessness, Advice, and Allocations:**
 - Updates on the Homelessness Plan.
 - Rough sleeping progress and key outcomes (Siobhan Kennedy).
5. **Neighbourhood Housing:**
 - Grounds maintenance.
 - Cleaning updates.
 - Anti-Social Behaviour (ASB) performance and challenges.
 - Tenancy audits and sustainment efforts.
6. **Leaseholders:**
 - Updates on Section 20 processes.
 - Service charges and arrears progress.