

Summary Delivery Plan 2019-2020

Activity	Lead Officer	Timescale
Objective 1 – Deliver Excellent Housing Services		
Achieve our ambitious key performance targets in 2019/20	Chief Executive	March 2020
Seek external customer service excellence accreditation	Chief Executive	March 2020
Carry out 3-year full scale tenants' satisfaction survey, and develop an Action Plan	Housing Services Team Leader	January 2020
Review Tenant Participation Policy and Strategy and develop a consultation timetable	Chief Executive/ Housing Services Team Leader	October 2019
Objective 2 – Provide Quality Homes in an Attractive Environment		
Re-procure reactive repairs service	Chief Executive/ Asset Management Officer	March 2020
Engage environmental architect support	Chief Executive/ Asset Management Officer	March 2020
Deliver planned maintenance programme, year 2 of 2018 to 2021	Chief Executive/ Asset Management Officer	March 2020
Objective 3 – Build Stronger Communities		
Produce an annual report on outcomes from our investment in the Community	Housing Services Team Leader	December 2019
Pursue Relocation plans for our offices and explore options for the creation of a new community hub	Chief Executive	December 2020
Objective 4 – Demonstrate Strong Financial Management and Value for Money		
Apply a moderate rent increase in 2019-20 of 2% on rents	Finance & Corporate Services Manager	March 2020
Review the Value for Money Strategy	Finance & Corporate Services Manager	December 2019
Explore further service sharing arrangements with local RSLs/partners	Finance & Corporate Services Manager	Ongoing
Pursue recruitment of new Board Members with emphasis on skills that supplement those of existing Board Members	Chief Executive	Ongoing
Undertake governance self-assessment review	Chief Executive	December 2019

Objective 5 – Develop our Leadership and Staff		
Annual review of staff learning and development plans	Chief Executive	August 2019
Extend IIP (Investors in People) Accreditation	Chief Executive	October 2021
Introduce online governance portal	Finance & CS Manager	March 2020
Objective 6 – Seek and maximise our opportunities for growth		
Explore the opportunity for stock transfer	Chief Executive	March 2020
Seek opportunity for new build provision with partners	Chief Executive	March 2020
Explore business development opportunities for MH4	Chief Executive	March 2020
Create a business development strategy for our trading arm	Chief Executive	March 2020
Strengthen the MH4 Board with skills and experience that support the Community Chest project.	Chief Executive	March 2020