



**Muirhouse  
Housing  
Association**

## Summary Delivery Plan 2021-2022

Activity	Lead Officer	Timescale
<b>Objective 1 – Enhance our Housing Service</b>		
Achieve our key performance target for 2021/22	Interim Chief Executive	March 2022
Carry out review of rent setting policy and procedures	Interim Chief Executive/ Housing Team	October 2021
Implement Action Plan from 2019 tenants' satisfaction survey	Interim Chief Executive/ Housing Team	August 2021
Review Tenant Participation Policy and Strategy and develop a consultation timetable	Governance & Compliance Manager	September 2021
<b>Objective 2 – Enhance our Housing Quality</b>		
Deliver planned maintenance programme, Year 1 of 2021 to 2023	Interim Chief Executive/ Asset Management Officer	March 2022
Manage implementation of newly procured contracts including reactive & void repairs, stair cleaning and garden maintenance	Asset Management Officer	December 2021
Enhancing landlord safety compliance, H&S reporting to Board, staff and tenants	Asset Management Officer	July 2021
<b>Objective 3 – Maintain our Financial Sustainability</b>		
External validation of 2021-22 business plan, budgets and business planning assumptions	Interim Chief Executive	May 2021
Review of treasury management and loan portfolio	Interim Chief Executive	August 2021
Develop knowledge on EESSH2, zero carbon initiatives and impact on 30-year property improvement costs utilising external support where considered necessary	Interim Chief Executive/ Asset Management Officer	March 2022

**Objective 4 – Strengthen our Governance**

Strategic Options Appraisal work to be performed and reported to Board	Interim Chief Executive	November 2021
Carry out a full review of policy and procedures	Governance and Compliance Manager	February 2022
Implementation of Annual Assurance Statement Improvement Plan	Governance and Compliance Manager	September 2021

**Objective 5 – Support our Team**

Implement the performance management framework	Interim Chief Executive	June 2021
Develop and implement action plan from lessons learned from 2020 staff survey and IIP Reaccreditation	Interim Chief Executive	December 2021
Enhance relationship between Board & staff	Interim Chief Executive/ Board	March 2022

**Objective 6 – Strengthen our Community Partnerships**

Explore further service sharing arrangements with local RSLs/Archie/partners	Interim Chief Executive	March 2022
Explore funding or joint funding opportunities with locally-based organisations, Community Chest Fund applicants and organisations operating in the Muirhouse area	Interim Chief Executive	March 2022