

Cabinet Housing Committee Forward Plan 2024-2025

Title	Objective	Format	Officer/Interested Party/Partner
15 January 2025 – (Deadline 30th December)			
Property Compliance Performance and stock condition project update	<i>To provide the Committee with an understanding of our property compliance status and the planned improvements needed to address areas of non-compliance</i>	Information/Discussion Paper	Interim Housing Transformation Director / Head of Technical and Investment
Consumer Standard Improvement Plan	<i>To provide the Committee with a copy of the Improvement Plan developed to resolve areas of non-compliance with the Regulator of Social Housing's Consumer Standards.</i>	Information/Discussion Paper	Director of Governance and Customer Services
Quarter 3 2024 - 25 Tenant Satisfaction Measures (TSM) Tracker Update	<i>Feedback and insight from the quarter 3 phone surveys with tenants carried out on behalf of CBC by Acuity. These surveys provide our results for the perception-based Tenant Satisfaction Measures.</i>	Information/Discussion Paper	Director of Housing – Customer and Community Services
Quarter 3 2024 - 25 Housing Complaints and Compliments Report	<i>To provide an overview of housing related complaints and compliments from quarter 3, identifying key areas of dissatisfaction and areas for learning and service improvement.</i>	Information/Discussion Paper	Director of Housing – Customer and Community Services
Communal Areas Project	<i>To update the Committee on the ongoing project to improve the cleaning and maintenance of Communal Areas.</i>	Information/Discussion Paper	Head of Building Services
Draft HRA budgets and performance targets 2025-2026	TBC	TBC	Director of Finance and Assets / Head of Finance and IT
Quarter 2 2024-25 Housing Revenue Account (HRA) Budget Monitoring Report – 30 September 2024	<i>To provide a monitoring position statement for the HRA against the budget approved by Council on 23 February 2024, highlighting any key variances.</i>	Information/Discussion Paper	Director of Finance and Assets / Head of Finance and IT
Updates from the Tenant and Leaseholder Panels	<i>To highlight the ongoing activities of the Tenant and Leaseholder Panels and provide an additional opportunity for tenant and leaseholder voices to be heard.</i>	Information/Verbal Update	Tenant and Leaseholder Representatives

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Review of the Housing Committee Forward Plan	<i>To provide the Committee with opportunities to identify any additional areas they may wish to scrutinise.</i>	Information/Discussion	Director of Governance and Customer Services
Briefing Note - Housing Sector Insight	<i>To provide the Committee with an overview of recent developments in the housing sector and provide opportunities for horizon scanning.</i>	Information	Director of Governance and Customer Services
10 March 2025 - (Deadline 18th February)			
Property Compliance Performance and stock condition project update	<i>To provide the Committee with an understanding of our property compliance status and the planned improvements needed to address areas of non-compliance</i>	Information/Discussion Paper	Interim Housing Transformation Director / Head of Technical and Investment
Consumer Standard Improvement Plan	<i>To provide the Committee with a copy of the Improvement Plan developed to resolve areas of non-compliance with the Regulator of Social Housing's Consumer Standards.</i>	Information/Discussion Paper	Director of Governance and Customer Services
Quarter 3 2024-25 Housing Revenue Account (HRA) Budget Monitoring Report – 31 December 2024	<i>To provide a monitoring position statement for the HRA against the budget approved by Council on 23 February 2024, highlighting any key variances.</i>	Information/Discussion Paper	Director of Finance and Assets / Head of Finance and IT
Updates from the Tenant and Leaseholder Panels	<i>To highlight the ongoing activities of the Tenant and Leaseholder Panels and provide an additional opportunity for tenant and leaseholder voices to be heard.</i>	Information/Verbal Update	Tenant and Leaseholder Representatives
Review of the Housing Committee Forward Plan	<i>To provide the Committee with opportunities to identify any additional areas they may wish to scrutinise.</i>	Information/Discussion	Director of Governance and Customer Services
Briefing Note - Housing Sector Insight	<i>To provide the Committee with an overview of recent developments in the housing sector and provide opportunities for horizon scanning.</i>	Information	Director of Governance and Customer Services

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11 June 2025 – (Deadline 27th May)			
Property Compliance Performance and stock condition project update	<i>To provide the Committee with an understanding of our property compliance status and the planned improvements needed to address areas of non-compliance</i>	Information/Discussion Paper	Interim Housing Transformation Director / Head of Technical and Investment
Consumer Standard Improvement Plan	<i>To provide the Committee with a copy of the Improvement Plan developed to resolve areas of non-compliance with the Regulator of Social Housing’s Consumer Standards.</i>	Information/Discussion Paper	Director of Governance and Customer Services
Quarter 4 2024 - 25 Tenant Satisfaction Measures (TSM) Tracker Update	<i>Feedback and insight from the quarter 4 phone surveys with tenants carried out on behalf of CBC by Acuity. These surveys provide our results for the perception-based Tenant Satisfaction Measures.</i>	Information/Discussion Paper	Director of Housing – Customer and Community Services
Quarter 4 2024 - 25 Housing Complaints and Compliments Report	<i>To provide an overview of housing related complaints and compliments from quarter 4, identifying key areas of dissatisfaction and areas for learning and service improvement.</i>	Information/Discussion Paper	Director of Housing – Customer and Community Services
Quarter 4 2024-25 Housing Revenue Account (HRA) Budget Monitoring Report – 31 March 2025	<i>To provide a monitoring position statement for the HRA against the budget approved by Council on 23 February 2024, highlighting any key variances.</i>	Information/Discussion Paper	Director of Finance and Assets / Head of Finance and IT
Housing Risk Register	<i>To review the strategic risks relating to housing from the Council’s Risk Register.</i>	Information/Discussion Paper	Director of Governance and Customer Services
Updates from the Tenant and Leaseholder Panels	<i>To highlight the ongoing activities of the Tenant and Leaseholder Panels and provide an additional opportunity for tenant and leaseholder voices to be heard.</i>	Information/Verbal Update	Tenant and Leaseholder Representatives
Review of the Housing Committee Forward Plan	<i>To provide the Committee with opportunities to identify any additional areas they may wish to scrutinise.</i>	Information/Discussion	Director of Governance and Customer Services

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Briefing Note - Housing Sector Insight	<i>To provide the Committee with an overview of recent developments in the housing sector and provide opportunities for horizon scanning.</i>	Information	Director of Governance and Customer Services
16 July 2025 – (Deadline 30th June)			
Property Compliance Performance and stock condition project update	<i>To provide the Committee with an understanding of our property compliance status and the planned improvements needed to address areas of non-compliance</i>	Information/Discussion Paper	Interim Housing Transformation Director / Head of Technical and Investment
Consumer Standard Improvement Plan	<i>To provide the Committee with a copy of the Improvement Plan developed to resolve areas of non-compliance with the Regulator of Social Housing’s Consumer Standards.</i>	Information/Discussion Paper	Director of Governance and Customer Services
Acuity Surveys Overview for 2024-25 and Quarter 1 2025-26 Tenant Satisfaction Measures (TSM) Tracker Update	<i>Feedback and insight from the quarter 1 phone surveys with tenants carried out on behalf of CBC by Acuity. These surveys provide our results for the perception-based Tenant Satisfaction Measures. This report will also include an annual overview of results and trends for 2024-2025.</i>	Information/Discussion Paper	Director of Housing – Customer and Community Services
Quarter 1 2025 - 26 Housing Complaints and Compliments Report	<i>To provide an overview of housing related complaints and compliments from quarter 1, identifying key areas of dissatisfaction and areas for learning and service improvement.</i>	Information/Discussion Paper	Director of Housing – Customer and Community Services
Quarter 1 2025-26 Housing Revenue Account (HRA) Budget Monitoring Report – 30 June 2025	<i>To provide a monitoring position statement for the HRA against the budget approved by Council, highlighting any key variances.</i>	Information/Discussion Paper	Director of Finance and Assets / Head of Finance and IT
Updates from the Tenant and Leaseholder Panels	<i>To highlight the ongoing activities of the Tenant and Leaseholder Panels and provide an additional opportunity for tenant and leaseholder voices to be heard.</i>	Information/Verbal Update	Tenant and Leaseholder Representatives

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