

Cabinet Housing Committee Forward Plan 2024-2025

| Title | Objective | Format | Officer/Interested Party/Partner |
|---|--|------------------------------|--|
| Council – 21 February 2025 | | | |
| 2025/26 Final Budget Proposals – HRA and General Fund | | | |
| 17 March 2025 - (Deadline 24th 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 |
| Housing and Tenancy Fraud Annual Update | <i>To provide the Committee with an overview of the Counter Fraud Enforcement Unit’s work on housing and tenancy fraud over the previous year.</i> | Information/Discussion Paper | Counter Fraud and Enforcement Unit, Head of Service |
| 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 |
| 23rd April 2025 – (Deadline 8th April) | | | |
| Quarter 4 2024 – 25 Housing Performance Report | <i>To provide the Committee with key performance information relation to voids, arrears, day to day repairs, ASB and complaints.</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 |

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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 |
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| 6 monthly Tenant Satisfaction Measures (TSM) Tracker Update | <i>Feedback and insight from the 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 |
| End of Year 2024-25 Housing Revenue Account (HRA) Budget Monitoring Report | <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 |
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| 16 July 2025 – (Deadline 30th June) | | | |
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| 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 1 2024 – 25 Housing Performance Report | <i>To provide the Committee with key performance information relation to voids, arrears, day to day repairs, ASB and complaints.</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 |
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