

**HRA Business Plan 2012/13
ACTION PLAN**

Action	Corporate Housing Objectives	Responsibility for Achievement	Target Date	6-Month Progress Report <i>(To be completed in October 2012)</i>
Housing General				
1) Review the credibility and appropriateness of the new HRA Financial Plan and the associated treasury management arrangements within its first year of operation, with formal officer reviews on a quarterly basis and reviews by the Housing Scrutiny Panel on a half-yearly basis.	HO 1 / 2 / 3 / 4 / 5	Director of Finance / Director of Housing	Mar 2013	
2) Consider additional appropriate housing improvements and service enhancements, funded from additional resources available to the HRA from April 2013, once the available additional funding is known.	HO 1 / 2 / 3 / 4 / 5	Director of Housing	Feb 2013	
3) Successfully complete the implementation of the electronic records and document management system (Information @Work) within the Housing Directorate	HO 1 / 2 / 3	Asst Director of Housing (Private Sector & Resources)	Mar 2013	
4) Undertake a Tenant Satisfaction Survey using the STAR survey form by HouseMark, whereby the results can be benchmarked with other landlords	HO 2 / 3 / 4	Principal Housing Officer (Strategy & Information)	Sept 2012	
Housing Management				
5) Consider whether the Council should use the new fixed term flexible tenancies allowed under the Localism Act 2011 and, if so, formulate a Tenancy Scheme setting out the proposed operation of the scheme	HO 2	Asst Director of Housing (Operations)	Dec 2012	
6) Work in partnership with Harlow and Uttlesford DCs to formulate a West Essex Tenancy Strategy, setting out the expected approach to be taken by all housing providers in West Essex to the provision of secure/assured/ fixed-term tenancies	HO 1 / 2	Director of Housing	Jan 2013	

7) Undertake a major review of the Housing Allocations Scheme, considering whether or not to use the flexibilities provided by the Localism Act 2011, including the application of a local residence requirement, and update the Allocations Scheme accordingly.	HO2	Asst Director of Housing (Operations)	Mar 2013	
8) Consider whether or not the Home Ownership Grant Scheme (which enables tenants to purchase their own home and vacate their Council property for occupation by a housing applicant) should be re-introduced in 2013/14	HO 1	Housing Resources Manager	Sept 2012	
9) Introduce a facility for tenants to apply for the housing on-line.	HO 1 / 2	Housing Options Manager	Dec 2012	
10) <i>(Subject to Cabinet approval)</i> Develop the Council's Social Housing Fraud Initiative, by doubling the number of Housing Fraud staff in 2012/13 and creating a Senior Housing Officer (Fraud) post to lead the small team	HO 1 / 2	Director of Housing	July 2012	
11) Purchase the freehold of land and properties at Marden Close, Chigwell Row, from Trust for London and either redevelop the site or convert the 20 existing bedsits into 10 one bedroom flats	HO 1 / 2 / 3	Director of Housing	March 2013	
12) Appoint a suitable organisation to act as the Council's Development Agent to undertake a new Council Housebuilding Programme	HO 1 / 2 / 3 / 5	Director of Housing	Dec 2012	
13) Select the Council-owned (mainly difficult-to-let garage) sites suitable for development and formulate the Council Housebuilding Programme accordingly	HO 1 / 2 / 3 / 5	Director of Housing	Sept 2012	
14) Create a part-time Housing Development Officer post, to assist the Director of Housing to undertake the "client" role for the Development Agent contract and to work in partnership with housing associations for the development of affordable housing on non-Council sites	HO 2 / 3	Director of Housing	Sept 2012	
15) Introduce the Leasehold Services module of the OHMS integrated housing system, to improve the efficiency of the leasehold service	HO 1 / 2 / 5	Housing Resources Manager	March 2013	

16) <i>(Subject to Cabinet approval)</i> Create a new post of Under-occupation Officer, to encourage underoccupying Council tenants to move to smaller accommodation and to provide practical help, support and advice to older and/or vulnerable under-occupying tenants wanting to move.	HO 1 / 2	Housing Manager (Older People's Services)	Oct 2012	
17) <i>(Subject to Cabinet approval)</i> Expand the Garden Maintenance Service for Older and Disabled Tenants in order to assist a greater number of tenants, by doubling the annual grant provided to Voluntary Action Epping Forest (VAEF)	HO 2	Asst. Director of Housing (Operations)	Jul 2012	
18) Review the level of service provided by VAEF's Garden Maintenance Service for Older and Disabled Tenants, in order to determine the additional cost of providing a higher and more regular level of service to tenants, in time for consideration of the priorities for the use of any increased funding available for additional housing improvements and service enhancements from April 2013	HO 1 / 2	Asst. Director of Housing (Operations)	Jan 2013	
19) <i>(Subject to Cabinet approval)</i> Undertake a programme to provide and empty on a regular basis 21 additional dog waste bins on Council housing estates	HO 2	Area Housing Managers (North) and (South)	Oct 2012	
20) Introduce the "Tell us Once" initiative for the Housing Service, enabling residents to automatically notify the Council of births and deaths through registration with the Registrar of Births, Deaths and Marriages	HO 1 / 2	Housing Options Manager	May 2012	
Tenant Participation				
21) Introduce a new Tenants Scrutiny Panel, to scrutinise the performance of the Housing Service and to undertake service reviews	HO 1 / 2 / 3 / 4	Principal Housing Officer (Strategy & Information)	Dec 2012	
22) Train tenants of the Tenants and Leaseholders Federation and recognised tenants associations to undertake periodic "mystery shopping" exercises on the Council's housing services, and for other social housing providers	HO 2 / 3 / 4	Tenant Participation Officer	Dec 2012	

Supporting People and Supported Housing

23) Complete the installation of CCTV cameras at all the Council's sheltered housing schemes around the District, monitored live by the Council's 24-hour Careline Control Centre	HO 2	Housing Manager (Older People's Services)	Sept 2012	
24) Introduce a programme of providing scooter stores at sheltered housing schemes	HO 2	Housing Assets Manager	Mar 2013	
25) <i>(Subject to Cabinet approval)</i> Introduce a free Handyperson Service operated by; (a) the Council's Housing Repairs Service for all older tenants in sheltered housing schemes; and (b) Voluntary Action Epping Forest (VAEF) for all older tenants in non-sheltered housing, funded by a grant from the Council	HO 3	Asst. Director of Housing (Property)	Oct 2012	
26) <i>(Subject to Cabinet approval)</i> Undertake a programme to convert existing toilets in communal areas of housing community halls and sheltered scheme lounges for full disabled use	HO 2 / 3	Housing Assets Manager	Mar 2013	
27) <i>(Subject to Cabinet approval)</i> Undertake a programme to install Key Safes outside the front doors of all properties in sheltered housing schemes, free of charge, to enable easier access to properties by emergency services and tenants' visitors	HO 2	Housing Manager (Older People's Services)	Mar 2013	

Housing Repairs and Maintenance

See Action Plan within the Repairs and Maintenance Business Plan at Appendix 1

Key to Corporate Housing Objectives

HO 1 - Value for Money

HO 2 - Housing Management

HO 3 - Repairs and Maintenance

HO 4 - Tenant Participation

HO 5 - Housing Finance

Appendix 3

