

**Appendix A of Executive Report: HRA Business Plan Action Plan 2019 – 2025**

| <b>Task No.</b> | <b>What will we do?</b>  | <b>When will we do it by?</b> | <b>Responsible Officer?</b>  | <b>What does success look like?</b>  |
|-----------------|--|-------------------------------|--|--|
| <b>1</b>        | We will implement our proposed Capital Investment Programme and carefully monitor its impact on tenants and our properties.  | Ongoing                       | Property & Commercial Services Manager<br>Housing & Environmental Health Service Manager | The programme will be running throughout the district with tenants seeing visible improvements in their properties.  |
| <b>2</b>        | We will utilise the additional funding bids for energy efficiency, using example 'off-gas' properties to evidence viability. | 2019-2021                     | Property & Commercial Services Manager<br>Property Management Team Leader                | More energy efficient homes with working examples of alternative energy sources in our 'off-gas' properties to illustrate viability for future funding bids. |
| <b>3</b>        | Continue reviewing our rural needs housing provision.  | Ongoing                       | Rural Housing Enabler  | Housing needs surveys continue to be routinely completed and rural exception sites are permitted for development.  |
| <b>4</b>        | Complete stock condition surveys on 10% of our stock every year.   | Ongoing                       | Property & Commercial Services Manager   | An informed and detailed database will be produced to inform our planned repairs and investment programme.   |
| <b>5</b>        | Once available, we will use our new IT provisions to better manage our Asset repairs and capital investment programme.       | Ongoing                       | Property & Commercial Services Manager<br>Property Improvement Team Leader               | Staff will be confident with the new IT provisions and funding bids will be part of a wider planned programme of investment.                                 |
| <b>6</b>        | Write and implement a Council Adaptation Policy.   | 2020                          | Housing Strategy Officer   | The publishing of a policy which will clearly state the procedure for Council adaptation requests.   |
| <b>7</b>        | Review our supported housing provision and consider options to expand this.  | 2020                          | Housing & Environmental Health Service Manager<br>Housing Strategy Officer               | The review will be complete with any recommendations taken forward for further vetting and future bidding.   |
| <b>8</b>        | Continue trying to increase tenant participation and update our Tenant Participation Strategy.                               | Ongoing                       | Housing Strategy Officer<br>Tenant Participation Officer                                 | We will have a representative and increased number of residents engaging with us, and a new Tenant Participation Strategy.                                   |

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| 9  | Monitor the use of our flexible fixed-term tenancies as part of our wider Tenancy Policy.   | Ongoing (first reviews 2021) | Housing Tenant Services Team Leader  | Tenancy data will be monitored quarterly and any adaptations to the Tenancy Policy made as and when required.  |
| 10 | Continue to monitor our county-wide Allocation Policy.  | Ongoing                      | Housing Tenant Services Team Leader  | Allocations data monitored and changes in policy agreed county-wide.   |
| 11 | Use additional funding to improve safety of our communal areas and work to best-practice.   | 2019 - 2021                  | Property & Commercial Services Manager                                     | Communal areas will be of a safe and decent standard, and these standards maintained.  |
| 12 | As opportunities arise, consider demolishing garages/surplus land to provide additional affordable housing.                           | Ongoing                      | Head of Operational Services   | Council owned garage sites will be utilised to their full potential, including using them for residential development.   |
| 13 | Complete an options appraisal for the implementation of service charges for our tenants living in blocks.                             | 2020                         | Housing Strategy Officer<br>Housing & Environmental Health Service Manager | Options appraisal complete and if appropriate, project work to commence to consult our tenants and implement the preferred option.                                   |
| 14 | Provide and/or replace carbon monoxide detectors to all relevant tenants.   | 2019 - 2021                  | Property & Commercial Services Manager                                     | All relevant tenants will have working Carbon Monoxide alarms and funding will be secured to repair and replace these as required.                                   |
| 15 | Consider new and alternate ways to gather resident feedback on our repairs process.   | Ongoing                      | Housing Strategy Officer<br>Property Improvement Team Leader               | A new and effective feedback tool will have been decided on and the process of collecting feedback started.  |
| 16 | Ensure Local Lettings Initiatives are implemented for relevant new build schemes allocated via North Yorkshire Home Choice.           | Ongoing                      | Housing Tenant Services Team Leader  | All relevant properties will include a Local Lettings Initiative to ensure local connection is a key consideration in allocating properties throughout the district. |
| 17 | Ensure that Section 106 money is drawn down and made best use of to either develop or acquire new affordable housing in the district. | Ongoing                      | Head of Operational Services   | Section 106 funds will be utilised to their maximum and will help to fund the development and acquisition of new affordable housing within the district.             |

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| <b>18</b> | Increase the amount of empty homes we are able to bringing back into use.   | Ongoing | Empty Homes Officer  | More empty homes in the district will be brought back into use for our residents.  |
| <b>19</b> | Review provisions in the Enforcement team to ensure maximum effectiveness.  | 2020    | Head of Operational Services<br>Housing & Environmental Health Service Manager                                       | The Enforcement team will be adequately staffed and reaching its potential.  |
| <b>20</b> | We will complete a thorough review of our housing Community Centres throughout the district.                              | 2020    | Housing & Environmental Health Service Manager   | An appraisal will be completed and if required, project work to commence to consult our tenants and implement the preferred option.      |
| <b>21</b> | The HRA will help towards achieving our corporate commitment to build 200 new homes by 2020.                              | 2020    | Head of Operational Services   | 200 new homes will be built in the district by 2020.   |
| <b>22</b> | Try to meet, and look to exceed, the Government's one-for-one replacement target on properties sold through Right to Buy. | Ongoing | Head of Operational Services   | Continued building of new affordable homes in the district, greater or in-line with properties sold through the Right to Buy initiative. |
| <b>23</b> | Implement a Void Management Strategy to reduce property void times  | 2020    | Housing Strategy Officer<br>Housing & Environmental Health Service Manager<br>Property & Commercial Services Manager | Property void times will be reduced with less rental loss.   |
| <b>24</b> | Bid for new funding available to help increase affordable housing or improve current housing stock.                       | Ongoing | Head of Operational Services   | Funding bids will be placed as suitable opportunities arise.   |
| <b>25</b> | Maintain the Government's new Social Rent setting guidance and consider writing a Rent Policy.                            | 2020    | Housing Strategy Officer   | A local rent setting policy will be written and adhered to in regards to Social and Affordable Rent.                                     |