

Housing Departmental Service Plan 2011-12 (Comprising Housing Services, Housing Strategy and Needs and Property Services)



Code & Title	Assigned To	Due Date
Housing Services		
SP11_HCS01 Use our community safety action group to identify and target emerging crime patterns in our community	Corporate Head-Housing;	31-Mar-2012
SP11_HCS02 Work with Sussex Police and other partners to deliver community safety priorities in our neighbourhoods	Corporate Head-Housing;	31-Mar-2012
SP11_HHS03 Carry out a survey to update housing management records	Office Manager	30-Aug-2012
SP11_HHS04 Upgrade Saffron System- Install test system for Allocation, Needs & Homelessness	Office Manager	31-Mar-2012
SP11_HHS05 Review current Move on including under occupation and TIS	Housing Projects Manager	31-Dec-2011
SP11_HHS08 Work towards improving Customer Service	Corporate Head-Housing; Housing Projects Manager	31-Mar-2012
SP11_HHS08.5 Identify under represented groups	Tenant Participation Manager	31-Dec-2011
SP11_HHS10 Participate in Housemark Core Benchmarking to analyse service costs	Corporate Head-Housing; Housing Projects Manager	31-Mar-2012
SP11_HHS13 Scrutinise Sheltered Local Offer	Tenant Participation Manager	31-Mar-2013
SP11_HHS14 Review Housing Services Standards	Corporate Head-Housing; Housing Projects Manager	30-Mar-2012
SP11_HHS16 Subject to successful funding bid, extend East Sussex Credit Union to include Newhaven, Seaford, Peacehaven & Telscombe	Tenant Participation Manager	31-Mar-2012
SP11_HHS19 Carry out a full review of the policies and procedures for recharges	Head of Housing Repairs and Improvements	30-Mar-2012
SP11_HHS20.1 To review the allocations policy in line with the new Localism Bill	Head of Housing Management	31-Mar-2012
SP11_HHS21.3 Tenant Scrutiny Panel to scrutinise Empty Properties Local Offer	Tenant Participation Manager	31-Dec-2011
SP11_HHS22.3 Aim to increase the number of Tenant Mystery Shoppers	Tenant Participation Manager	31-Mar-2012
SP11_HHS24.3 Produce Tenants Annual Report 2011	Housing Projects Manager	31-Oct-2011
SP11_HHS28.7 Carry out a benchmarking exercise to ensure we provide a cost effective tenant involvement service	Tenant Participation Manager	31-Aug-2011

SP11_HHS29.7 Carry out a benchmarking exercise to ensure we provide a cost effective anti social behaviour service	Head of Housing Management	31-Mar-2012
SP11_HHS3 Scrutinise Sheltered Local Offer	Head of Housing Management	31-Mar-2013
Property Services		
SP11_HPS01 Maintain Decent Homes Target at below 0.5%	Housing Contracts Manager	31-Mar-2012
SP11_HPS02 Annually review the proportion of planned maintenance over responsive maintenance	Head of Housing Repairs and Improvements	31-Mar-2012
SP11_HPS03 Install digital TV reception to Council flats in preparation for the national switch to digital reception	Housing Contracts Manager	30-Dec-2011
SP11_HPS04 Review Waste action plan for Housing Maintenance Unit	Head of Housing Repairs and Improvements	31-Mar-2012
SP11_HPS09.1 Introduce cyclical property inspections	Head of Housing Management	07-Jan-2012
SP11_HPS17 Reduce carbon dioxide emissions in our properties to maintain energy efficiency and maintain the SAP rating.	Housing Contracts Manager	30-Mar-2012
SP11_HPS22.3 Review the provision of the external door procedure and service	Head of Housing Repairs and Improvements	30-Apr-2012
SP11_HPS23.3 Tenant Scrutiny Panel to scrutinise the Disabled Adaptations Local Offer	Head of Housing Repairs and Improvements	31-Aug-2013
SP11_HPS25.3 Review tenants priorities for our planned improvements programme	Head of Housing Repairs and Improvements	30-Sep-2011
SP11_HPS26.4 Amend repairs feedback form adding a field for capturing tenant feedback on 'getting it right first time'	Head of Housing Repairs and Improvements	31-Mar-2012
SP11_HPS27.4 Investigate systems with an aim to improve the monitoring and feedback of communal repairs	Head of Housing Repairs and Improvements; Office Manager	31-Dec-2011
SP11_HPS30.7 Carry out a benchmarking exercise to ensure we provide a cost effective repairs service	Head of Housing Repairs and Improvements	31-Mar-2012
SP11_HPS31.6 To promote and assist in the introduction of photovoltaics in the Council housing stock	Housing Contracts Manager	30-Apr-2012
Housing Strategy and Needs		
SP11_HST01 Continue to work with a range of partners and agencies to deliver affordable housing in the District	Housing Policy & Development Manager	31-Mar-2012
SP11_HST02 Carry out an annual review of the Homelessness Strategy	Housing Policy & Development Manager	31-Mar-2012
SP11_HST06 Investigate the provision of alternative accommodation for young people (16 to 25 year olds)	Housing Needs Manager	31-Mar-2012
SP11_HST07 Continue to support CAB in the Court Desk service to prevent homelessness where appropriate	Housing Needs Manager	31-Mar-2012
SP11_HST08 Increase Private Sector Leasing Scheme and other temporary accommodation	Housing Needs Manager	31-Mar-2012
SP11_HST09 Continue to represent the Council on the East Sussex Supporting People Commissioning body	Housing Needs Manager	31-Mar-2012
SP11_HST10 Implement the older persons housing strategy action plan	Housing Policy & Development Manager	31-Mar-2012
SP11_HST12 Carry out a benchmarking exercise focussing on best practice for homelessness and		

housing advice service	Housing Needs Manager	30-Sep-2011
SP11_HST13 Carry out a complete review of the Housing Strategy	Housing Policy & Development Manager	31-Mar-2012
SP11_HST14 Annually ensure affordable housing meets HCA code for sustainable homes Level 3	Housing Policy & Development Manager	31-Mar-2012