

Objectives for the Housing Service

**SOUTH DERBYSHIRE DISTRICT COUNCIL  
HRA BUSINESS PLAN WORKING GROUP  
HOUSING OBJECTIVES**

**FINANCE**

Working balance min £0.5m, target £0.75m  
Model rent restruct. Agree implementation strategy  
To implement rent restructuring by 2012  
Impact of costs of decent homes compliance  
To collect 100% rent due from 2003 onwards  
Maximise income to enable spend on repairs  
Impact of right to buy sales on HRA finances

**BEST VALUE**

Review services to ensure VFM compared to others

**TENANT PARTICIPATION**

Increase TP and establish new groups  
Ensure tenants involved in decision making  
To establish one estate action plan with tenants pa

**TENANCY MANAGEMENT**

Set standards to meet tenant aspirations  
Deliver excellence via staff and IT support  
Ensure appropriate physical office environment  
Ensure tenants aware of rights/have information  
Establish anti social behaviour team/policy

**SUPPORTED HOUSING**

Assess impact of changes on SDDC/tenants

**LETTINGS AND DEMAND**

Move to more open lettings policy/maximise lets  
To relet within 4 weeks 2002/3, 3 weeks 2003/4

**PROPERTY SERVICES**

Set clear standards and targets and promote  
To ensure tenants information/choices in works  
To establish asset management policy  
Analyse stock condition info/impact on financials  
Set rolling plan maintenance programme to meet DHS  
Provide 24 hour, 365 day access to services  
Ensure inspection visits within timescale  
Introduce IT repair diagnostic tool for staff  
Multi skilled operatives to complete works in target  
Undertake option appraisals for voids over £2k  
Introduce Quality Assurance system

**MANAGEMENT OF SERVICE**

To achieve integrated IT system for 2003  
To act on performance information each month  
All staff to have clear targets and performance review  
Ensure staff training, information, appropriate mgt  
Set up and maintain rigorous systems of management  
Recruit and retain good staff