

Appendix 3: Home Ownership Services and Service Charge Team Improvement Plan 2010

| Page | Issue | Proposed Action | Service Stream | Strategic Context | Cross cutting | Target date to complete | QS | M | L | Lead | Resources | Involvement Mechanism | Corporate link (Y/N) | Extra to HQN (Y/N) | Update | Complete? (Y/N) |
|------|---|---|----------------|-------------------|---------------|-------------------------|----|---|----|------|--------------------|-----------------------------------|----------------------|--------------------|--------|-----------------|
| 1 | Services are generic but lack of ownership of service | Training: across borough training where applicable - basic understanding of lease and leaseholders. Intense training for access harrow repairs and housing officers Develop and design a web page which is both informative and useful | | | Borough | Mar-10 | S | | DS | | External - CIH and | Open events and specific training | | N | | |
| 2 | No leasehold 137 management info on web | review policy requirements and implement updated ones | | | | Apr-10 | S | | DS | | Stratergy? | LSG/Housing Officers/HOT | | N | | |
| 3 | 137 Lack of policies | review procedure requirements and implement updated ones | | | Borough | May-10 | S | | DS | | | LSG/Housing Officers/HOT | | N | | |
| 4 | 137 Lack of procedures Lack of Service | Develop service standards | | | Borough | May-10 | S | | DS | | | LSG/Housing Officers/HOT | | N | | |
| 5 | 137 Standards | Develop a range of KPIs which are SMART, relating to KLOES and inline with legislation | | | | Apr-10 | S | | DS | | | LSG/Housing Officers/HOT | | N | | |
| 6 | Lack of KPIs related to 137 SMART standards | Agree a range of performance mangement targets and publish results | | | | Mar-10 | M | | DS | | | LSG/Housing Officers/HOT | | N | | |
| 7 | Lack of Performance 137 Management | Implement an improvement planning diary to coinside with LSG meeting dates | | | | Feb-10 | M | | DS | | | HOT | | N | | |
| 8 | Lack of improvement 137 planning | Present survey results at LSG and agree format for general presentation | | | | Mar-10 | M | | DS | | | LSG/HOT | | N | | |
| 9 | STATUS survey results 137 not presented | Review handbook - and other in house information to leaseholders - incorporate into website review cost and requirements | | | | Feb-10 | M | | DS | | | LSG/HOT/Resident Involvement team | | N | | |
| 10 | Leaseholder Handbook 137 out of date | Review handbook - and other in house information to leaseholders - incorporate into website review cost and requirements | | | | Mar-10 | M | | DS | | | LSG/HOT | | N | | |
| 11 | No dedicated leaseholder 137 newsletter | review S20 process was it compliant, discuss the tendering process with LSG showing VFM | | | | Mar-10 | M | | DS | | | LSG/HOT | | N | | |
| 12 | Partnering Contract with 139 Kier | review information held by property services and capital work team, implement access to applicable information | | | | Mar-10 | M | | DS | | | RB/PM | | N | | |
| 13 | Lack of information regarding stock condition 139 and assest management | | | | | Apr-10 | M | | DS | | | PM/DS/RB | | N | | |

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| 14 | 139 | No long term payment options on major works No opportunity for leaseholders to buy into gas servicing, decent | Review payment options ensuring full compliance with legislation (statutory loans) Consider flexible tenure and buy back policy | | Apr-10 | | DS | | DS/DE | N |
| 15 | 139 | homes etc | reweiv options and risk assesment of leaseholders buying into services | | May-10 | M | DS | | DS/Legal | N |
| 16 | 139 | No reporting on responsive repairs | Ascertain whether or not able to produce quartly repairs reports to leaseholders | | Jul-10 | | DS | | DS/PM/Anite support | N |
| 17 | 140 | Nine different leases with no record of covenants | A thorough audit of all leases with a full record of covanants recorded. | | Aug-10 | | DS | | DS/HOT | |
| 18 | 141 | No cross departmental ownership of services | Training: across borough training where applicable - basic understanding of lease and leaseholders. Intense training for access harrow repairs and housing officers in partnership with coroporate and inhouse ASB teams | Borough | Mar-11 | M | DS | | DS/CIH | |
| 19 | 141 | ASB - no tenure blind approach | establish a policy which gives ownership of ASB issues to the applicable teams | | May-10 | M | DS | | DS/Resident Services/Corporate | |
| 20 | 141 | No Admin fee menu | Completed | | | | | | | |
| 21 | 142 | Costs unknown at block/estate level | Define estate/blocks and amenities. Finacial recoding | | Mar-10 | S | DS | | Finance/CT/GM | |
| 22 | 142 | Budgeting ownership | Employ a F/T service charge accountant in line with best practice | | Mar-10 | M | DS | | Finance/HR/HOT | |
| 23 | 142 | No Annual accounts | Move SC to a fully funtional accounting system such as ANITE ASAP | | Mar-11 | M | DS | | IT/Finance/HOT | |
| 24 | 142 | Non compliance with S21 | Review information held by finance and look into functionality - servce charge accountants role | | Mar-10 | M | DS | | HOT/Finance | |
| 25 | 142 | Non- compliance with S152 | Change format of notices with immediate effct | | Mar-10 | M | DS | | HOT/Finance | |
| 26 | 142 | Cost apportioned to CT bands | look at other methods of apportionment and amend database | | Mar-10 | S | DS | | HOT/Finance | |
| 27 | 142 | No sinking fund | Explore the possibilty of a sinking fund with LSG | | Jan-10 | L | DS | | HOT/Finance | |
| 28 | 142 | High level of arrears | ascertain true debt which is completley defendable at LVT - employ an arrears officer | | Mar-10 | S | DS | | HOT/Finance | |
| 29 | 142 | No LH service charge collection/enforcement procedures High level of diputed service charges - no procedure for invetsigation and | draft policy outside coporate collection policy - obtain agreement with LSG and members | | May-10 | | DS | | HOT/Finance | |
| 30 | 143 | resolving disputtes | draft policy and implement clear timescales | | May-10 | M | DS | | HOT/Finance | |

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| 31 | Costs not invoiced until 12-18 months after 143 defects period | Check lease for invoicing on account - invoice when works start on site Review payment options Ensure mandatory loans (SI1992) are included on invoices Ensure 20b complied with | Jun-10 | Q | DS | HOT/Finance/Asset Management |
| 32 | IT not being used to 145 capture true costs | Establish independent leasehold management budget with all charges fully justified and recharged to leaseholders | Mar-10 | L | DS | HOT/Finance |