

Timetable Getting Our House in Order

Service Area	Review commencement	Review completion date
Performance KPIs workshops	Q3 (September 14)	Ongoing
Income management	Q3 (September 14)	Phase 1 - April 2015
Repairs Service	Q4 (Feb 2014)	Phase 1 – July 2014
Estate Management	Planned Q3 Oct 2015	Estate inspections complete February 2015
Caretaking	Planned October 2015	
Service Charges/Leasehold management	Planned September 2015	
ASB review	Planned August 2015	
Resident involvement	Commenced April 2015	Ongoing
Allocations	Commenced July 2014	Complete Dec 2015
Housing advice & homelessness	Planned September 2015	
Development – affordable housing strategy	Commenced September 2014	Ongoing
Housing admin	Planned January 2016	

IT		Q3 Sept 2014 Ongoing enhancements
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