2023/24 INTERNAL MANAGEMENT PLAN

	Target Date	Lead Officer	Objective Measures of Success	Progress Update	Status	Action Complete
	Board & G					
1	-		n a diverse, strong and knowledgeable Board.			
1			view of Board Skills.	T		
	31/03/24		Deliver The Governance Training Plan to address:	August 2023 Q1		
		CE	Training requirements identified in individual Member's Annual Appraisals.			
			Reviewing Board Members' Contributions to Abertay's		0	
			Governance - Report by Linda Ewart October 2022.			
2	Action: Bo	nard Men	nber Annual Performance Review (Annual Appraisal).			
_	31/08/23		Ensure Board Members have an Annual Appraisal in	August 2023 Q1		
			order to ensure compliance with the Association's Rules: Rule 37.6.		©	
3	Action: Bo	nard Mer	nber Recruitment.			
 	Ongoing		Maintain Board Membership at 10 Members.	August 2023 Q1		
L	- Singoning	CE		<u> </u>	(3)	
4			nber Training and Conference Programme.	Ta		
	Ongoing		Identify training and conference events, such as SFHA and SHARE, and consult Members on attendance.	August 2023 Q1		
		UE	and on ANE, and consultiviembers on alteridance.		©	
2	Objective:	Ensure	effective governance arrangements remain in place.	1		
	_		principles of good governance remain fully embedde	ed.		
	31/10/23		Annual Assurance Statement Evidence and Action Plan			
	&	CE	Framework.			
	Ongoing				\odot	
			2023 Annual Assurance Statement to be submitted to the SHR by 31 October 2023.		•	
	Risk Mana	agement				
3			suitable and sufficient Risk Management principles re	emain in place.		
	Action: Er	sure eff	cient and effective risk management which identifies	, monitors, manages and has control mechanisms and mitigation strateg	jies in	
6	place to m	nanage ri	sks, in order to enable the Association to deliver its s	strategic and operational objectives.		
	Ongoing	CE	Risk Management Framework consists of:	August 2023 Q1		
		CSD	Risk Management Policy			
			Risk Management Tables Risk Assurance Register			
			. tot / toodranoo regiotoi			
			Risk Management Policy approved by Management Committee on 26 May 2021.			
					©	
	1		In accordance with the Board's decision at the Board		©	
			Meeting on 25 May 2022 the full Risk Management		©	
			Meeting on 25 May 2022 the full Risk Management Tables will be presented in August each year and the		③	
			Meeting on 25 May 2022 the full Risk Management Tables will be presented in August each year and the top 10 Serious and Significant Risks at all other		©	
			Meeting on 25 May 2022 the full Risk Management Tables will be presented in August each year and the		©	
	Financial I		Meeting on 25 May 2022 the full Risk Management Tables will be presented in August each year and the top 10 Serious and Significant Risks at all other Quarterly Board Meetings.		©	
4	Objective:	Ensure	Meeting on 25 May 2022 the full Risk Management Tables will be presented in August each year and the top 10 Serious and Significant Risks at all other Quarterly Board Meetings. nent efficient and effective Internal Controls are in place.		©	
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Date: Officer Action: Ensure our Financial Statements are of a high standard.		Target	Lead	Objective Measures of Success	Progress Update		
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Internal Audit Plan.							
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Action: Product Instruction Instruction and Support they need to enable them to carry out robust Internal audits.				Glouin 100p001110.jy.			
Action: Proceed inserinal Audit Plans Action: Proceding inserinal Audit with the Information and support they need to enable them to carry out robust Infernal audits. 31/50/24 CS 2002/32/1 Internal Audit Programme. Audit Programm		Internal A	udit				
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CSD	10	Action: Pr	ovide In	ternal Audit with the information and support they nee	ed to enable them to carry out robust internal audits.		
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Targe Date		Objective Measures of Success	Progress Update	Status	Action
Lender	rs: Covena	nt Compliance Reports.			
		ovenant Compliance.			1
		submit the Covenant Compliance Report to RBS in a	-		
Ongoi	ing CSD	The RBS Covenant Compliance Report has to be submitted to RBS within two months of the end of the pertinent Quarter.	August 2023 Q1	©	
6 Object	tive: CAF Ba	ank Covenant Compliance.			T
9 Action	: Ensure w	submit the Covenant Compliance Report to CAF Bar	nk in accordance with the timescale.		
Ongoi	ing CSD	The CAF Bank Covenant Compliance Report has to be submitted to CAF Bank within forty five days of the end of the pertinent Quarter.	August 2023 Q1	©	
Genera	al Data Prot	ection Requirements (GDPR) & Freedom of Information	on Legislation.		
7 Object	tive: Contin	ued compliance with GDPR & Freedom of Information	Legislation.		
		he structures and procedures to ensure compliance v			
Ongoi	ing CSD	Ensure continued compliance with the GDPR.	<u>August 2023 Q1</u>	©	
1 Action	: Ensure co	empliance with Freedom of Information Legislation.			\top
Ongoi		Ensure continued compliance with Freedom of	August 2023 Q1	0	
		Information Legislation.			£
	Reviews.				
_		s to be reviewed and approved by Board or relevant S	•		\bot
2 Action Ongoi		e review of Policies is implemented in accordance wit Report on the number of Policies reviewed in each	th the Policy Review Timetable. August 2023 Q1		\vdash
Origon	ing ivii	quarter.	August 2023 Q1	©	
	n Resource				
•		in a motivated and skilled staff team. Wellbeing Group to meet Quarterly.			+
Ongoi	ing CE	Employee Wellbeing Group leads initiatives aimed at improving Abertay as a place to work. Staff participate and benefit from initiatives taken forward.	August 2023 Q1	©	
0 Object	ive: Review	Contracts of Employment.			Ŧ
_			nt to ensure that they reflect up-to-date employment law.		+
31/03/	CE CSD CSO	The Association's solicitors will be involved in the Review. Carried over from 2022/23.	August 2023 Q1	©	
					4
1 Object	ive: Review	the Staff Handbook.			T
5 Action	: Carry out	a review of the Association's Staff Handbook.			
31/03/	/24 CE CSD CSO	The Association's solicitors will be involved in the Review. Carried over from 2022/23.	August 2023 Q1	©	
2 Object	ive: Review	the Recruitment Process.			+
		a review of the Recruitment Process.			
31/03/	/24 CE CSD CSO	The Association's solicitors will be involved in the Review. Carried over from 2022/23.	August 2023 Q1	©	
	ation Techi				
-		our IT is effective in supporting the Association's structure structure to function well with minimal disrupt	<u> </u>		+
Ongoi	ing CSD	Minimal interruption to services through ICT breakdowns			T
	F&ITO	In October 2020 the Internal Audit on IT received Full Assurance.		©	
_					4
		Essentials Certificate of Assurance Accreditation Stat			
8 Action 31/03/		Cyber Essentials Certificate of Assurance Accreditation Ensure the Association retains its Cyber Essentials	-		\perp
31/03/		Certificate of Assurance Accreditation Status. Cyber Essentials Cyber Essentials Accreditation was retained in January	August 2023 Q1	©	
	1	2021, January 2022 and February 2023.			
					丁
-		Members' Folder on the Association's IT Network. Folder on the Association's IT Network to assist Board			ļ

	arget Pate	Lead Officer	Objective Measures of Success	Progress Update	Status	Action
31/0	03/24	CSD	Introduce a Board Members' Folder on the Association's	August 2023 Q1		
			IT Network to support Board Members in their governing body member roles.		6	
			Carried over from 2022/23.		©	
			Camba 676. Hem 2022/201			
			ork Security - Server. nd Upgrade the IT Server to ensure maximum protection	on to the IT Network.		
	07/23	CSD	Replacing and Upgrading the Server will ensure	August 2023 Q1	<u> </u>	Г
		FAIIU	maximum protection to the IT Network.		<u> </u>	
		SDM Re				
	ion: Ca 03/24		a comprehensive cross-departmental review of SDM, to A comprehensive review will ensure that SDM is being	the Association's Housing Database. August 2023 Q1		
0.70	00/2:		used to its full potential and the Association is receiving value for money.	7. uguo. 2020 u.	©	
Heal	Ith & S	afetv				
8 Obje	ective:	Ensure	effective Health and Safety management processes a	•		
			Safety Steering Group Meetings to monitor the Health Health and Safety Steering Group (H&SSG) to meet	August 2023 Q1		
			quarterly.		©	
3 Actio	on: He	alth and	Safety Report to be presented to Board quarterly.	·		F
_	going			<u>August 2023 Q1</u>		Γ
			Asbestos			
			Electrical Gas		\odot	
			Legionella			
			Lifts			
Actio	ion: Fir		and Prevention Report to presented to Board six-more	· ·		
Ong	going		The report will encompass all fire safety and prevention work, specifically focusing on Dryburgh Gardens (the	August 2023 Q1	\sim	
		101101	Association's four high rise buildings).		©	
5 Actio	ion: Fire	e Risk A	assessments.			
-	01/24	CE	Fire Risk Assessments will be carried out on all	August 2023 Q1		
		MM	pertinent schemes throughout July/August 2023.		@	
			All recommendations to be completed by 31 January 2024.		(3)	
			2024.			
			and Prevention Inspections - Quarterly.	I		
Ong	going	CE MM	The schemes are:	August 2023 Q1		
			Dryburgh Gardens (4 high rise buildings)			
			Arthurstone Terrace Cheviot Crescent		©	
			Dunholm Mews Grampian Gardens			
			Pitairlie Road			
			Finavon Street			
Proc	cureme	nt				
			our procurement is in line with the Legislation, Regulation, Regulation, Regulation ocurement principles and practices are fully and cons	•		
_	going	CE	Maintain the principles and practices which resulted in	August 2023 Q1		\vdash
			Internal Audit reporting Full Assurance on Procurement.			
			In November 2022 the Internal Audit on Procurement received Full Assurance.		©	
			In June 2020 the Internal Audit on Procurement			
			received Full Assurance.			
) Obje	ective:	Procure	the Gas Servicing Contract.			F
			a Regulated Procurement Exercise and award the Gas			
30/0	0923		Carry out a Regulated Procurement Exercise and award the Gas Servicing Contract.	August 2023 Q1	\odot	
			Carried over from 2022/23.			
1 Obje	ective	Procure	the Rewiring Contract.	<u> </u>		F
Actio	on: Ca	rry out	a Regulated Procurement Exercise and award the Rev	_		
30/0	09/23		Carry out a Regulated Procurement Exercise and award the Rewiring Contract.	August 2023 Q1	<u></u>	
			THE TANK WITH THE AMERICAN.	1	\U	4

Disjective: Procure the Esternal Works Contract.		Torgot	Lood	Objective Measures of Success	Dragrace Undete		
Action: Promote the Association's Objectives and activities throughout the business community.		Target Date		Objective measures of Success	Progress Update	Status	Action Complete
Action: Promote the Association's Objectives and activities throughout the business community.	32	Objective:	Procure	the External Works Contract			
30 Objective: Product the Lift Maintenance Contract.					ternal Works Contract.		
PO the Exercise Winks Control.							
3		.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				\odot	
Machine Carry out a Procurement Exercise to appoint Lift Maintenance Contractor.							
Machine Carry out a Procurement Exercise to appoint Lift Maintenance Contractor.	33	Objective:	Procure	the Lift Maintenance Contract			
Strips24 MM Carry out Procurement Exercise and apoint Lift August 2023.01					Contractor		
Corporate Image and Public Relations	' '						
Corporate image and Public Relations		0 1, 00, 2 1		l ''			
Corporate Image and Public Relations 45 Objective: Trepress the Association's corporate Image and public profile 26 Objective: Trepress of the Secretary and Actions Promote the Association's Colpectives and activities throughout the basiness community. 37 Action: Promote the Association's Objectives and activities throughout the basiness community. 38 Action: Promote the Association's Objectives and activities throughout the basiness community. 39 Objective: Treams Involvement and Empowerment Strategy Group Meetings 40 Ongoing TABES Actively promote the Association's Objectives and activities throughout the basiness community. 51 Objective: Treams Involvement and Empowerment Strategy Group Meetings 52 Objective: Treams Involvement and Empowerment Strategy Group Meetings 53 Inspect Tables (The Ternat Involvement and Empowerment Strategy Group Meetings 54 Action: Continue with the Treams Involvement and Empowerment Strategy Group Meetings 55 Objective: Treams Involvement and Empowerment Strategy Group Meetings 56 Objective: Treams Involvement and Empowerment Strategy Group Meetings 57 Objective: Ternat Involvement and Empowerment Strategy Group Meetings 58 Action: Publish the Annual Report, incorporating towards and the monthly incertain and incertain and incertain and incertain and in						\odot	
Addition: United with foreign and public profiles.				Carried over from 2022/23.			
Addition: United with foreign and public profiles.							
22 Action: Establishes with local schools. August 2023 01		Corporate	Image a	nd Public Relations			
Action: Promote the Association's Objectives and activities throughout the business community. Conging TIREG Active promote the Association's Objectives and activities throughout the business community. Conging TIREG Active promote the Association's Objectives and activities throughout the business community. Conging TIREG Active promote the Association's Objectives and activities throughout the business and activities throughout throughout 2023 1 TIREG Time Transit Involvement and Empowerment Strategy Group Meetings.	34	Objective:	Improve	e the Association's corporate image and public profile).		
33 Action: Promote the Association's Objectives and activities throughout the business community.	42	Action: Bu	uild links	with local schools.			
A Action: Promote the Association's Objectives and activities throughout the business community. Ongoing TREEG Actively promote the Association's Objectives and activities throughout the business community. Tenant involvement and Empowerment Strategy 5 Objective: Treams involvement and Empowerment Strategy Group Meetings. 4 Action: Confinite with the Tenant involvement and Empowerment Strategy Group Meetings. 5 Objective: Treams involvement and Empowerment Strategy Group Meetings. 5 Objective: To involve a make secretary progress and the monthly more type of the more type of the monthly more type of the type of the more type of the type of type of the type of the type of the type of the type of type of the type of type		Ongoing	TI&EG	Joint activities set up with at least one school.	<u>August 2023 Q1</u>	$\overline{}$	
Congoing TIBLEG Actively promote the Association's Objectives and activities throughout the business community. August 2023 01						\odot	
Congoing TIBLEG Actively promote the Association's Objectives and activities throughout the business community. August 2023 01			<u> </u>				
Congoing TIBLEG Actively promote the Association's Objectives and activities throughout the business community. August 2023 01	43	Action: Pr	omote th	ne Association's Objectives and activities throughout	the business community.		
Transit Involvement and Empowerment Strategy 5 Objective: Trenant Involvement and Empowerment Strategy Group Meetings. 4 Action: Continue with the Continue with the Continue and Empowerment Strategy Group Meetings. 3 00324 TIBEG To Foralt Involvement and Empowerment Strategy Group Meetings. 5 Objective: Communication: to communicate effectively with our residents on matters of mutual interest. 5 Action: Publish the Annual Report, Incorporating tenant's report. 3 1/1022 TIBEG Annual report, provides all rid on the ARC within the Continue With English and Strategy Group Meetings. 5 Objective: Communication: to communicate effectively with our residents on matters of mutual interest. 5 Action: Publish the Annual Report, Incorporating tenant's report. 5 TIBEG Annual report provides all rid on the ARC within the Continue With the Continue Wit	1				•	_	
				activities throughout the business community.		\odot	
		Tenant Inv	olveme	nt and Empowerment Strategy			
Action: Issue Tenant Revolvement and Empowerment Strategy Group Meetings.					ings		
31/03/24 Title Treated Provision Treated Treated Provision Treated Provisi							
Group has made excellent progress and the monthly meetings will continue throughout 2023/24. Sobjective: Communication: to communicate effectively with our residents on matters of mutual interest.							
Social Communication: to communicate effectively with our residents on matters of mutual interest.				Group has made excellent progress and the monthly		\odot	
Station: Publish the Annual Report, incorporating tenant's report.				meetings will continue throughout 2023/24.			
Station: Publish the Annual Report, incorporating tenant's report.				<u> </u>			
Station: Publish the Annual Report, incorporating tenant's report.	36	Objective:	Commu	inication: to communicate effectively with our residen	nts on matters of mutual interest.		
31/10/23 TI&EG Annual report provides all info on the ARC which the SHR requires. SHR requires. SHR requires. The 20/22/3 Annual Report will be published by 31 October 20/23. The 20/22/3 Annual Report will be published by 31 October 20/23. Shring/Summer Newsletter (twice annually). Shoring/Summer Newsletter will be published in June-August 20/23. Autumn/Winter Newsletter will be published in December 20/23. Autumn/Winter Newsletter will be published in June 20/23. Autumn/Winter Newsletter will be published in June 20/23. Autumn/Winter Newsletter will be published in June 20/23. Autumn/Winter 20/23. Autumn/Wi							
SHR requires. The 2022/33 Annual Report will be published by 31 October 2023. Action: Issue Tenant Newsletter (twice annually). 31/08/238 TIREG Spring/Summer Newsletter will be published in June-August 2023. Autumn/Winter Newsletter will be published in June-December 2023. Autumn/Winter Newsletter will be published in December 2023. To Bipective: To Involve residents in our decision making on matters which affect them. To Congoing TIREG Promote and add to Register. The Internal Audit on Tenant Participation and Engagement, which received Reasonable Assurance, identified sity recommendations which we will address. The Register of Interested Residents is one of the areas interfield. Big Objective: Tenants Portal - "My Home". 31/03/24 MT Following the successful introduction of the Tenants Portal - "My Home", or 1 Colober 2021, ensure the Portal is proactively promote the use of "My Home", or 1 Colober 2021, ensure the Portal is proactively promoted in order to maximise its capabilities and use by the tenants and the repairs tool is implemented. Equality and Diversity Strategy Group Meetings. 31/03/24 TIREG Tire Equality and Diversity Strategy Group Meetings. 31/03/24 TIREG Tire Equality and Diversity Strategy Group Meetings. 31/03/24 Tire Equality and Diversity Strategy Group Meetings. 31/03/24 Tire Equality and Diversity Strategy Group Meetings. 10 Dipictive: Equality and Diversity Strategy Group Meetings. 11 Dipictive: Efficient and effective arrears monitoring to maximise rental income and reduce former tenant arrears.	1				August 2023 Q1		
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Action: Issue Tenant Newsletter (twice annually). 31/09/23& TitleG Spring/Summer Newsletter will be published in June-August 2023. Auturnn/Winter Newsletter will be published in December 2023. August 2023. Au							
31/08/238 TIREG Spring/Summer Newsletter will be published in June-August 2023 O1 Autumn/Winter Newsletter will be published in December 2023. The Internal Audit on Tenant Participation and Engagement, which received Reasonable Assurance, identified six recommendations which we will address. The Negister of Interested Residents is one of the areas identified in Interested Residents is one of the areas identified six recommendations which we will address. The Negister of Interested Residents is one of the areas identified in Interested Residents is one of the areas identified six recommendations which we will address. The Negister of Interested Residents is one of the areas identified in Interested Residents is one of the areas identified six recommendations which we will address. The Negister of Interested Residents is one of the areas identified in Interested Residents is one of the areas identified six recommendations which we will address. The Negister of Interested Residents is one of the areas identified six recommendations which we will address. The Negister of Interested Residents is one of the areas identified six recommendations in the Interest of Interested Residents is one of the areas identified six recommendations in the Interest of Interested Residents is one of the areas identified six recommendations. Budget 2023 Q1 Budge				October 2023.			
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Autumn/Winter Newsletter will be published in December 2023. Objective: To involve residents in our decision making on matters which affect them.			I IIQEG	l ' = '	nugual 2023 & I		
Action: Maintain a Register of Interested Residents with a view to consulting them on service delivery matters. Ongoing Ti&EG Promote and add to Register. The Internal Audit on Tenant Participation and Engagement, which received Reasonable Assurance, identified six recommendations which we will address. The Register of Interested Residents is one of the areas identified. Action: Proactively promote the use of 'My Home'. August 2023 Q1 Tise Internal Audit on Tenants' Portal - 'My Home'. Action: Proactively promote the use of 'My Home'. August 2023 Q1 Equality and Diversity Strategy Group Meetings. Equality and Diversity Strategy Group Meetings. Equality and Diversity Strategy Group Meetings. August 2023 Q1 Equality and Diversity Strategy Group Meetings. August 2023 Q1 Tise Internal Audit Recommendations. Internal Audit Recommendations. Internal Audit Recommendations. Income Management Objective: Efficient and effective arrears monitoring to maximise rental income and reduce former tenant arrears.		01/12/20		7 tagast 2020.		@	
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Objective: Efficient and effective arrears monitoring to maximise rental income and reduce former tenant arrears.		Income Ma	anageme	ent			
·					income and reduce former tenant arrears.		
			_				

	Target	Lead	Objective Measures of Success	Progress Update		Φ
	Date	Officer			Status	Action Complete
					Sta	Act
						0
	Ongoing	CE CSD	Refer to the Operational Performance Report: Key Performance Indicators.	August 2023 Q1		
		HM	i enomance mucators.			
		ITL	Income Report to be presented to AF&RMC quarterly.			
			Rent Arrears Report to be presented to Board quarterly.		©	
			Trent Attrodie Report to be presented to begin quarterly.			
	_		nagement (Relets).	- and -		
			e an efficient and effective void property management id properties are re-let within established performance			
<u> </u>	Ongoing	НМ	Void turnaround times within target.	August 2023 Q1		
		MM	The Internal Audit on Void Management corried out in		(C)	
			The Internal Audit on Void Management carried out in August 2019 gave Full Assurance.		9	
			3 3			
	Void Prop	erty Stai	ndard.			
42	Objective:	To ensu	ure we maintain a suitable and sufficient and cost effe	ctive Void Property Standard.		
52			a comprehensive review of the Void Property Standard			
	31/03/24	CE MM	The comprehensive review will consider all aspects associated with the Void Property Standard.	August 2023 Q1		
		HM			©	
			The Internal Audit on Void Management carried out in August 2019 gave Full Assurance.			
			August 2019 gave i uli Assulatice.			<u> </u>
	Tenancy A	Agreeme	nts			
43			Tenancy Agreements are compliant with legislation a	nd case law.		
	Action: Ca	arry out a	a review of our Tenancy Agreements.			
	31/03/24	CE HM	The Association's solicitors will be involved in the Review.	August 2023 Q1		
		ΠIVI	Review.			
					©	
	Retiremen			noview accommodation with high levels of toward actisfaction		
	•		to deliver a high quality retirement housing service, wi	opular accommodation, with high levels of tenant satisfaction.		
04	Ongoing	HM	Tenant feedback survey in 2023 indicates high levels of			
		SHO	satisfaction. Staffing and other costs are maintained			
			within budget.		\odot	
	Estate Ma					
	-		Management - ensure our estates and neighbourhood Estate Walkabout programme, seeking ways to increa			
55	Ongoing		Regular inspections continue to take place and any	August 2023 Q1		
	3 3		identified issues are actioned accordingly.		\odot	
a =		_		'		
	-		our closes are well cleaned. a comprehensive review of Close Cleaning and the Cle	osa Claaning Contract		
20	Ongoing		Regular inspections continue to take place and any	August 2023 Q1		
	3B	MM	identified issues are actioned accordingly.		\odot	
		SHO				L
	Sunnartas	Housin	g Inspections			
			gs with the Care Providers - Quarterly.			
			Meetings with the Care Providers to ensure that any is	ssues are identified and addressed accordingly.		
	Ongoing	HM	The schemes are:	August 2023 Q1		
		SHO	Arthurstone Terrace			
			Cheviot Crescent			
			Dunholm Mews		\odot	
			Grampian Gardens Pitairlie Road			
			Finavon Street			
		<u></u>	<u> </u>	<u> </u>		
	Tenant Su					
			the adverse impact of Welfare Reform on the tenants			1
58			e support tenants with their rental payments as effective Continue to engage with tenants with a view to assisting	•		
		Dept			\odot	
			<u> </u>	<u>l</u>		
49	Objective:	Fuel Po	overty - provide cost effective services which help tena	ants minimise their fuel costs.		
59			nergy efficiency advice services to residents.		_	
Ţ	Ongoing	TSO	Targets achieved for outcomes and tenants supported.	August 2023 Q1	(3)	
	Wider Con	nmunity	Activities			
	Wider Cor		Activities age community activities likely to benefit residents in	our neighbourhood.		

	Target	Lead	Objective Measures of Success	Progress Update		q
	Date	Officer			Status	Action
0	Action: W	ork clos	 elv with One Parent Families Scotland (OPES) to ensu	lre the Families House delivers value to the local community.		
,0	Ongoing	HM	Ensure the services of OPFS continues to be a benefit	August 2023 Q1		
	Origonia	1 11111	to the community in Fintry.	August 2020 QT	©	
			t wider community initiatives which conform with and			
1			ocal businesses and local charities that support our collaboration businesses and charities whose aims reflect our	August 2023 Q1	1	
	Ongoing	HM	Mission Statement:	August 2023 Q1		
			'Abertay aims to enhance the quality of life in our communities.'			
			Department			
	-		the Property Services Department - Maintenance and			
52			a comprehensive review of the Maintenance and Asse			
	31/0324	CE	The Review to consider strategic and operational objectives.	August 2023 Q1	©	
	Maintenar	rce: Rea	ctive Repairs		ļ	
_			re Repairs - Provide a high quality and cost effective re	eactive repairs service.		
	-		Reactive Repairs service within budget while meetin	·		
\dashv	Ongoing	MM	Performance targets met and costs contained within	August 2023 Q1		
			budget.			
			Refer to the Operational Performance Report: Key Performance Indicators.			
	Maintenar	rce. Mec	lical Adaptations	·		
			tenants' needs for Medical Adaptations are met and f	unding for this is maximised		
			to monitor funding rules and availability for carrying o			
•	Ongoing	MM	All adaptations continue to be fully funded by the	August 2023 Q1		
			Scottish Government.		©	
			.4			
	Asset Mar			ur housing stock to support the Asset Management Strategy		
55	Objective:	Ensure	we have accurate and good quality information on ou	ir housing stock to support the Asset Management Strategy.	ting no	
55	Objective: Action: Co	Ensure ontinue	we have accurate and good quality information on ou	r housing stock to support the Asset Management Strategy. at least 20% of stock is surveyed in the year, including properties repor	ting no	
55	Objective:	Ensure ontinue	we have accurate and good quality information on ou		ting no	
55 65	Objective: Action: Corecent rep Ongoing	Ensure continue (pairs. CE	we have accurate and good quality information on out the programme of stock condition surveys, to ensure a 360 full surveys completed, including "high risk" properties.	at least 20% of stock is surveyed in the year, including properties reportant August 2023 Q1		
55 65 56	Objective: Action: Corecent rep Ongoing Objective:	Ensure to pairs. CE Ensure to pairs.	we have accurate and good quality information on out the programme of stock condition surveys, to ensure a 360 full surveys completed, including "high risk" properties. our programme of planned work for the year is delivered.	August 2023 Q1 Pered as planned and on budget.		
55 65 56	Objective: Action: Corecent rep Ongoing Objective: Action: D	Ensure to pairs. CE Ensure to pairs. CE Ensure eliver the	we have accurate and good quality information on out the programme of stock condition surveys, to ensure a 360 full surveys completed, including "high risk" properties. our programme of planned work for the year is delived approved Planned Maintenance Programme for the	August 2023 Q1		
55 65 56	Objective: Action: Corecent rep Ongoing Objective:	Ensure to pairs. CE Ensure to pairs. CE Ensure eliver the	we have accurate and good quality information on out the programme of stock condition surveys, to ensure a 360 full surveys completed, including "high risk" properties. our programme of planned work for the year is delivered.	August 2023 Q1		
55 65 56 56 66	Objective: Action: Corecent rep Ongoing Objective: Action: D 31/03/24	Ensure to pairs. CE Ensure eliver th	we have accurate and good quality information on out the programme of stock condition surveys, to ensure a 360 full surveys completed, including "high risk" properties. our programme of planned work for the year is delived approved Planned Maintenance Programme for the All work planned is completed within the agreed budget.	August 2023 Q1 Pred as planned and on budget. Year. August 2023 Q1 August 2023 Q1	©	
55 65 56 56 66	Objective: Action: Corecent rep Ongoing Objective: Action: D 31/03/24 Objective:	Ensure to pairs. CE Ensure eliver th CE Ensure	we have accurate and good quality information on out the programme of stock condition surveys, to ensure a 360 full surveys completed, including "high risk" properties. our programme of planned work for the year is delived approved Planned Maintenance Programme for the All work planned is completed within the agreed budget. all properties meet the Energy Efficiency Standard for the work to achieve EESSH is completed.	August 2023 Q1 Pred as planned and on budget. Year. August 2023 Q1 August 2023 Q1	©	
55 65 56 56 66	Objective: Action: Corecent rep Ongoing Objective: Action: D 31/03/24 Objective:	Ensure to pairs. CE Ensure eliver th CE Ensure	we have accurate and good quality information on out the programme of stock condition surveys, to ensure a 360 full surveys completed, including "high risk" properties. our programme of planned work for the year is delived approved Planned Maintenance Programme for the All work planned is completed within the agreed budget. all properties meet the Energy Efficiency Standard for the work to achieve EESSH is completed. Good EPC data (including cloning) confirms that all	August 2023 Q1 Pred as planned and on budget. Year. August 2023 Q1 August 2023 Q1	©	
55 65 56 56 66	Objective: Action: Corecent rep Ongoing Objective: Action: D 31/03/24 Objective: Action: A	Ensure continue to pairs. CE Ensure eliver th CE Ensure eliver th	we have accurate and good quality information on out the programme of stock condition surveys, to ensure a 360 full surveys completed, including "high risk" properties. our programme of planned work for the year is delived approved Planned Maintenance Programme for the All work planned is completed within the agreed budget. all properties meet the Energy Efficiency Standard for the work to achieve EESSH is completed.	August 2023 Q1 Pred as planned and on budget. Year. August 2023 Q1 August 2023 Q1 August 2023 Q1 Pred as planned and on budget. Year. August 2023 Q1 The second solution of the year, including properties reported to the year. August 2023 Q1 The second solution of the year, including properties reported to the year,	© ©	
55 55 56 56 56	Objective: Action: Corecent rep Ongoing Objective: Action: D 31/03/24 Objective: Action: A	Ensure continue to pairs. CE Ensure eliver th CE Ensure eliver th	we have accurate and good quality information on out the programme of stock condition surveys, to ensure a 360 full surveys completed, including "high risk" properties. our programme of planned work for the year is delived approved Planned Maintenance Programme for the All work planned is completed within the agreed budget. all properties meet the Energy Efficiency Standard for the work to achieve EESSH is completed. Good EPC data (including cloning) confirms that all stock either meets EESSH, or all reasonable measures	August 2023 Q1 Pred as planned and on budget. Year. August 2023 Q1 August 2023 Q1 August 2023 Q1 Pred as planned and on budget. Year. August 2023 Q1 The second solution of the year, including properties reported to the year. August 2023 Q1 The second solution of the year, including properties reported to the year,	©	
55 55 56 56 57 57	Objective: Action: Corecent rep Ongoing Objective: Action: D 31/03/24 Objective: Action: A Ongoing	Ensure continue to pairs. CE Ensure eliver th CE Ensure eliver th CE CE	we have accurate and good quality information on out the programme of stock condition surveys, to ensure a 360 full surveys completed, including "high risk" properties. our programme of planned work for the year is delived approved Planned Maintenance Programme for the All work planned is completed within the agreed budget. all properties meet the Energy Efficiency Standard for the work to achieve EESSH is completed. Good EPC data (including cloning) confirms that all stock either meets EESSH, or all reasonable measures to improve energy efficiency have been carried out. Refer to the Operational Performance Report: Key	August 2023 Q1 Pred as planned and on budget. Year. August 2023 Q1 August 2023 Q1 August 2023 Q1 Pred as planned and on budget. Year. August 2023 Q1 The second solution of the year, including properties reported to the year. August 2023 Q1 The second solution of the year, including properties reported to the year,	© ©	
55 65 56 66 57 67	Objective: Action: Corecent rep Ongoing Objective: Action: D 31/03/24 Objective: Action: A Ongoing	Ensure continue (coairs. CE Ensure eliver th CE Ensure CE CE CE	we have accurate and good quality information on out the programme of stock condition surveys, to ensure a 360 full surveys completed, including "high risk" properties. our programme of planned work for the year is delived approved Planned Maintenance Programme for the All work planned is completed within the agreed budget. all properties meet the Energy Efficiency Standard for the work to achieve EESSH is completed. Good EPC data (including cloning) confirms that all stock either meets EESSH, or all reasonable measures to improve energy efficiency have been carried out. Refer to the Operational Performance Report: Key Performance Indicators.	August 2023 Q1 Pred as planned and on budget. Year. August 2023 Q1 August 2023 Q1 August 2023 Q1 Pred as planned and on budget. Year. August 2023 Q1 The second solution of the year, including properties reported to the year. August 2023 Q1 The second solution of the year, including properties reported to the year,	© ©	
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55 55 56 56 57 57 57	Objective: Action: Corecent rep Ongoing Objective: Action: D 31/03/24 Objective: Action: A Ongoing Developm Objective: Action: A Complete	Ensure pairs. CE Ensure eliver the CE Ensure eliver the CE Ensure eliver the CE Ensure eliver the CE we have accurate and good quality information on out the programme of stock condition surveys, to ensure a second stock condition surveys, to ensure a second stock condition surveys, to ensure a second surveys completed, including "high risk" properties. Our programme of planned work for the year is delive approved Planned Maintenance Programme for the All work planned is completed within the agreed budget. All properties meet the Energy Efficiency Standard for able work to achieve EESSH is completed. Good EPC data (including cloning) confirms that all stock either meets EESSH, or all reasonable measures to improve energy efficiency have been carried out. Refer to the Operational Performance Report: Key Performance Indicators. el Development. evelopment Consultant to Project Manage the Develop Appointment of a Development Consultant as Project Manager.	August 2023 Q1 Pred as planned and on budget. year. August 2023 Q1 r Social Housing (EESSH). August 2023 Q1 August 2023 Q1 Dement. August 2023 Quarter 1 Development Consultant Graham Harper appointed as Project Manager:	© ©		
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55 55 56 56 56 57 57 58 58 58	Objective: Action: Corecent rep Ongoing Objective: Action: D 31/03/24 Objective: Action: A Ongoing Developm Objective: Action: A Complete Action: A 30/10/23	Ensure pairs. CE Ensure eliver th CE Ensure eliver th CE CE Depoint D CE CE Opoint D CE Opoint P CE Opoint P CE	we have accurate and good quality information on out the programme of stock condition surveys, to ensure a second temporary and the programme of planned work for the year is delived to approved Planned Maintenance Programme for the seapproved Planned is completed within the agreed budget. All work planned is completed within the agreed budget. All properties meet the Energy Efficiency Standard for the stock either meets EESSH is completed. Good EPC data (including cloning) confirms that all stock either meets EESSH, or all reasonable measures to improve energy efficiency have been carried out. Refer to the Operational Performance Report: Key Performance Indicators. Performance Indicators. Regulated Procurement Exercises completed and contract awarded in respect of: Architect Engineer Employer's Agent Principal Contractor Regulated Procurement Exercise completed and Regulated Procurement Exercise Com	August 2023 Q1 Pred as planned and on budget. Pred as planne		
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	Target Date	Officer		Progress Update	Status	Action Complete			
	TBC	CE AM DC	Development Completion: To Be Confirmed (TBC)	August 2023 Q1	©				
59	Objective:	Cleping	ton Road.						
72	· · · ·								
	Ongoing		Continue to provide AM&DC and Board with Reports on Clepington Road.	<u>August 2023 Q1</u>	©				
60	Objective:	Dovolor	oment Opportunities.						
	_		d actively pursue development opportunities.						
	Ongoing			<u>August 2023 Q1</u>	©				
	Acquisitio	ns and [Disposals						
61	-		and Dispose of Properties.						
74	Action: Ac	quire ar	nd Dispose of properties in accordance with the Acqui	sitions and Disposals Policy.					
	Ongoing	CSD	Acquisitions and Disposals Report to Board. Proactively pursue acquisitions and disposals which assist us in ensuring we deliver our strategic and operational objectives.	August 2023 Q1	0				
	Value for I	Money							
	_		or Money Reporting.						
75			pard with a Value for Money Report.						
	31/08/23	CSD FM	Annual VfM Report to Board.	August 2023 Q1	<u></u>				

CE = Chief Executive, CSD = Corporate Services Director,

AM = Asset Manager, FM = Finance Manager, HM = Housing Manager, MM = Maintenance Manager

SHO = Senior Housing Officer, CSTL = Customer Services Team Leader, ITL = Income Team Leader, TIO = Tenant Involvement Officer, TSO = Tenancy Sustainment Officer, PO = Project Officer, CSO = Corporate Services Officer

MT = Management Team

DC = Development Consultant

TI&EG = Tenant Involvement and Empowerment Group H&SSG = Health and Safety Steering Group