

# 2024-25 Quarter to June Housing and Property Performance Report - Service Plan Actions

**Report Type:** Actions Report  
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## Housing & Property Service Plan 2024-25 Overall Plan Progress

Action Code	Action Title	Priority	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
HP 2024-25	*** Housing and Property Service Plan 2024-25 ***	1		31-Mar-2026	Overall Plan Progress. N.B. The 2026 date comes from Service Level action HP25-5.1e.	7%	


## Section 4 - Strategic Level Outcomes or Priorities 4. Overall Strategic Outcomes or Priorities Progress

Action Code	Action Title	Priority	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
HP 2024-25	(4) Strategic Outcomes or Priorities			31-Mar-2025	Overall progress of Strategic Level actions, refer to below entries for detail.	0%	







## Section 4 - Strategic Level Outcomes or Priorities 4.1 (L) Improving Wellbeing of our population (CP) Our People: Provide opportunities for people to be the best they can be

Action Code	Action Title	Priority	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
HP25-4.1	Delivery of the Housing. Investment and Affordable Housing Supply programmes		Increase in affordable housing available in Moray	31-Mar-2025		0%	


Section 5 - Service Level Outcomes or Priorities  
5. Overall Service Outcomes or Priorities Progress


Action Code	Action Title	Priority	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
HP 2024-25	(5) Service Level Outcomes or Priorities			31-Mar-2026	Overall progress of Service Level actions, refer to below entries for detail.	15%	

Section 5 - Service Level Outcomes or Priorities  
5.1 Systemic Review of Housing Repairs – Building Services Manager (Mike Rollo)




Action Code	Action Title	Priority	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
HP25-5.1	Repairs Improvement Plan	1	Increased customer satisfaction and value for money assurance	31-Mar-2026	Progress of subactions combined, see below entries for detail.	0%	
HP25-5.1a	Implementation of improvement plan	1	Increased customer satisfaction and value for money assurance	31-Mar-2025	Project Lead to be recruited in August 2024.Repairs Review Group has been meeting since 2023 to overview existing processes	0%	
HP25-5.1b	Digital self-service tool available to book repair appointments	1	Increased customer satisfaction and value for money assurance	31-Mar-2025	Work has commenced looking into self-service tools available both; 'in house' and with external software providers.	0%	
HP25-5.1c	Level of complaints decreased by 10%	1	Increased customer satisfaction and value for money assurance	31-Mar-2025	Complaints have increased approximately one and a half times compared to this time last year (64 against 40), with the proportion relating to repairs, capital and maintenance much the same as Q1 last year (64%).	0%	
HP25-5.1d	Increase in number of repairs completed right first time		Increased customer satisfaction and value for money assurance	31-Mar-2025		0%	
HP25-5.1e	Response repair expenditure reduced by 10%	1	Increased customer satisfaction and value for money assurance	31-Mar-2026	Q1: This cannot be measured until such time as changes to the repairs system are introduced to remove the number of current emergency SOR codes to non-emergency.	0%	

Section 5 - Service Level Outcomes or Priorities  
5.2 Housing Needs – Housing Strategy & Development Manager (Fiona Geddes)

Action Code	Action Title	Priority	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
HP25-5.2a	Over a 3 year programme an average of 30% of new	1	Assess and respond to the housing needs of older people, in partnership with IJB	31-Mar-2025	Q1: Since 2018/19, 661 dwellings have completed of which 216 are accessible (refer to PIs H1.9a-c).	100%	




	affordable homes at accessible standards are delivered				In 2021/22 (3 years ago) this total was 404 with 126 accessible. So a total of 661-404=257 have completed in the last 3 years with 216-126=90 accessible, and 90/257 = 35% exceeding the target.  N.B. last year's strategic level action was "Deliver 30% of new build affordable homes at an accessible standard over 5 years cumulatively" (amended by management from the 3 years originally stated). This year the service level objective reverts to the 3 year time period.		
HP25-5.2b	Achieve strategic alignment of allocations, operations and Development between the Council and IJB	1	Assess and respond to the housing needs of older people, in partnership with IJB	31-Dec-2025	Q1: This will be achieved through development of the next Local Housing Strategy, by 31 March 2025, and commented on in later quarters.	0%	

**Section 5 - Service Level Outcomes or Priorities**  
**5.3 Energy Efficiency within building and housing stock – Property Asset Manager (Neil Strachan)**




Action Code	Action Title	Priority	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
HP25-5.3	Continue to reduce the carbon impact arising from Housing & Property Services	2	Phased improvement of energy efficiency within corporate buildings and housing stock to be carbon neutral by 2030	31-Mar-2025	Progress of subactions combined, see below entries for detail.	0%	
HP25-5.3a	In relation to the corporate estate a reduction in Scope 1 (direct emissions arising from energy Consumption) of 10% against 21/22 baseline of 5,615 tonnes of CO2	2	Phased improvement of energy efficiency within corporate buildings and housing stock to be carbon neutral by 2030	31-Mar-2025		0%	
HP25-5.3b	% of houses which meet EESSH increased to be in line with local authority benchmark of circa 90%	2	Phased improvement of energy efficiency within corporate buildings and housing stock to be carbon neutral by 2030	31-Mar-2025		0%	

**Section 5 - Service Level Outcomes or Priorities**  
**5.4 Housing Revenue Account – Housing Strategy & Development Manager (Fiona Geddes)**



Action Code	Action Title	Priority	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
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HP25-5.4	Undertake review of financial position of the HRA over the long term	1	Assurance of sound financial governance for the long term and improved statutory compliance	31-Mar-2025	Progress of subactions combined, see below entries for detail.	50%	
HP25-5.4a	Procurement of consultancy	1	Assurance of sound financial governance for the long term and improved statutory compliance	31-May-2024	Consultancy has been appointed	100%	
HP25-5.4b	Completion of HRA review	1	Assurance of sound financial governance for the long term and improved statutory compliance	31-Mar-2025	Q1: N/A to be commented on from Q2.	0%	

**Section 5 - Service Level Outcomes or Priorities**  
**5.5 Tenants Survey 2024 – Housing Strategy & Development Manager (Fiona Geddes)**





Action Code	Action Title	Priority	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
HP25-5.5	Undertake a three yearly, large scale, independent survey of tenant satisfaction	1	Assurance of good quality service, delivery and tenant satisfaction	31-Mar-2025	Progress of subactions combined, see below entries for detail.	0%	
HP25-5.5a	Maintain satisfaction with property condition for new tenants	1	Assurance of good quality service, delivery and tenant satisfaction	31-Mar-2025		0%	
HP25-5.5b	Achieve parity with benchmarked peers in relation to overall tenant satisfaction	1	Assurance of good quality service, delivery and tenant satisfaction	31-Mar-2025	-- enter new status update --	0%	

**Section 5 - Service Level Outcomes or Priorities**  
**5.6 Gas Service Scheduling System – Building Services Manager / Housing Strategy & Development Manager (Fiona Geddes)**



Action Code	Action Title	Priority	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
HP25-5.6	Gas servicing scheduling systems	1	Provision of a robust, supported and integrated system, which will schedule works efficiently and satisfy statutory reporting requirements	31-Mar-2025	Progress of subactions combined, see below entries for detail.	0%	
HP25-5.6a	Review existing gas servicing systems	1	Provision of a robust, supported and integrated system, which will schedule works efficiently and satisfy statutory reporting requirements	31-Oct-2024		0%	



HP25-5.6b	Complete option appraisal for improvements	1	Provision of a robust, supported and integrated system, which will schedule works efficiently and satisfy statutory reporting requirements	31-Mar-2025		0%	
HP25-5.6c	Agree Action Plan	1	Provision of a robust, supported and integrated system, which will schedule works efficiently and satisfy statutory reporting requirements	31-Mar-2025		0%	

**Section 5 - Service Level Outcomes or Priorities**  
**5.7 Rent Strategy – Head of Service (Edward Thomas)**

Action Code	Action Title	Priority	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
HP25-5.7	Complete options appraisal for future rent increases, in conjunction with HRA Business Plan review	2	Assurance of sound financial governance for the long term and improved statutory guidance	31-Mar-2025	Progress of subactions combined, see below entries for detail.	0%	
HP25-5.7a	Complete option appraisal	2	Assurance of sound financial governance for the long term and improved statutory guidance	30-Sep-2024		0%	
HP25-5.7b	Tenant Consultation	2	Assurance of sound financial governance for the long term and improved statutory guidance	15-Dec-2024		0%	
HP25-5.7c	Implementation	2	Assurance of sound financial governance for the long term and improved statutory guidance	31-Mar-2025		0%	

**Section 5 - Service Level Outcomes or Priorities**  
**5.8 Review of Teams – Head of Housing & Property (Edward Thomas)**

Action Code	Action Title	Priority	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
HP25-5.8	Identify opportunities for efficiency across teams, optimising cost recovery and incorporating emergent work within structures	2	Efficiency of service delivery	31-Mar-2025	Progress of subactions combined, see below entries for detail.	0%	
HP25-5.8a	Review of interdependencies	2	Efficiency of service delivery	31-Oct-		0%	

	and changes to be incorporated			2024			
HP25-5.8b	Consultation and approvals	2	Efficiency of service delivery	31-Jan-2025		0%	
HP25-5.8c	Implementation	2	Efficiency of service delivery	31-Mar-2025		0%	

**Section 5 - Service Level Outcomes or Priorities**  
**5.9 Workforce Health & Wellbeing – Head of Housing & Property (Edward Thomas)**

Action Code	Action Title	Priority	Desired Outcome	Due Date	Latest Status Update	Progress	Status Icon
HP25-5.9	Ensure revised operational implementation of absence management procedures are applied by managers	2	Absence is managed effectively and levels of absence are reduced efficiently and timeously.	31-Mar-2025	Q1: Datasets are being organised so average days lost per employee can be reported, this is expected to begin with effect from Q2.	0%	