



<b>Report to:</b>	<b>Cabinet Housing Panel</b>
<b>Date of meeting:</b>	<b>19 July 2021</b>
<b>Title:</b>	<b>Operational Briefing Note.</b>

<b>1</b>	<b>Exec Summary</b>
1.1	The following report is provided to update on the operational activities of Now Housing.
1.2	Now Housing Limited currently own and manage one block of twelve one-bedroom flats at Chequersfield, Welwyn Garden City.
<b>2</b>	<b>Operational :</b>
2.1	Key Performance Indicators are reported to Now Housing board members on a quarterly basis; the data reported over the last quarter is as below: <ul style="list-style-type: none"> <li>• Rental income performance currently stands at 100% with no loss due to void periods.</li> <li>• Repairs performance by Taylor Wimpey stands at 100% at Chequersfield.</li> <li>• No notices served for breach of tenancy.</li> <li>• There have been no complaints received by residents.</li> <li>• All areas of compliance currently stand at 100%</li> <li>• Appointments are currently being made by Aaron services for the gas service, test and renewal of gas safety certificates throughout the block.</li> </ul>
2.2	
2.3	Health, Safety, and compliance reassurance is reported to Now Housing board members on a quarterly basis, matters reported include Compliance (fire safety, legionella, gas safety, electrical testing), Violence at work, Fire related incidents, and block related check.
	Now Housing has in place a Three-Year Plan to closely monitor the renewal of Policies, Registrations, Schedules

2.4	<p>and plans, the document is reviewed on a monthly basis by the Now Housing Operation Management Team.</p> <p>Most services are provided by inhouse council teams, and this is governed by a Service Level Agreement and Schedules; these are monitored with a representative from the individual service providers on a regular basis by the directors of Now Housing.</p>
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