

Action Plan 2019-20 – CORPORATE			
Action		Target / Completion Date:	Comments / Update:
1	<p>Independence</p> <ul style="list-style-type: none"> • Continue to work to ensure that the organisation is financially secure by <ul style="list-style-type: none"> ○ Keeping to within planned budgeted expenditure ○ Undertaking sensitivity analysis on our long term financial projections ○ Focussing on good value for money ○ Through annual budget process, achieving cost reductions where possible, and minimising any areas where costs increase • Comply with new Scottish Housing Regulator Regulatory Framework. Work to ensure that we can evidence compliance and produce our first assurance statement. 	<p>Ongoing</p> <p>March 2020</p>	
2	<p>Property and Neighbourhood improvements</p> <ul style="list-style-type: none"> • Consider and agree work required for Energy Efficiency Standard for Social Housing 2 (EESH2). • Complete all the anticipated property investment programme that is included in the 2019/20 budget. • Complete the Neighbourhood Improvements work identified in the 2019/20 budget. 	<p>September 2019</p> <p>March 2020</p> <p>March 2020</p>	
3	<p>New housing provision</p> <ul style="list-style-type: none"> • Intentionally investigate development opportunities by through investing time in networking with developers, agents, elected members, lenders and Council officials. • Work with the Development Working Group to progress existing development options and come up with proposals for our future development strategy • Progress with plans to develop the Kingsknowe site. 	<p>Ongoing</p> <p>March 2020</p> <p>Ongoing</p>	

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4	Affordable rents <ul style="list-style-type: none"> Through budget process, ensure that costs are contained so that rent increase can be no more than RPI less 0.5%. Utilising HouseMark data to identify higher cost areas, where efficiencies may be possible. Achieve cost reductions through our procurement activities. 	Nov 2019 March 2020 March 2020	
5	Improving services through customer involvement <ul style="list-style-type: none"> Work with the Prospect Scrutiny Group to carry out two further inspections and follow up reporting during the year. Engaging tenants in a wide variety of ways to identify areas for improvement. Openness and transparency – work towards implementation of Freedom of Information (FOI) by being proactive in our approach to routinely publishing information. 	March 2019 March 2019 March 2019	
6	Community Projects <ul style="list-style-type: none"> Work towards the aims set out in the Community Action Plan. Continue with collaborative projects delivered with partners. 	Ongoing Ongoing	
7	Supporting Tenants <ul style="list-style-type: none"> Follow up with appropriate measures to assist vulnerable or isolated tenants, learning from the research that we have carried out. 	March 2020	