

Action #	Description	Action owner	Outcome Measure	Key Impact	Status	RAG
	Living Environment					
1.12	Piloting of digital noticeboards as part of the Great Estates Scheme evaluating benefits and future use and costs	Resident Services	Relevant up to date information for leaseholders and tenants to be delivered through the Great Estates programme	Low	In Progress	Green
	Day to Day Repairs and Maintenance					
2.02	Investigate benefits of piloting mobile phone apps to enable us to see and diagnose repairs more accurately and enable remote post inspections.	Asset Management	Increased first time fix, improved customer satisfaction and improved time management	Medium	In Progress	Green
2.03	Provide a business case on the advantages and disadvantages of allowing leaseholders to install their own windows in street properties through the alterations process with a definitive specification.	Homeownership Services	Enabling leaseholders in street properties to have more choice in how their homes are maintained.	Medium	In Progress	Green
2.03a	Investigate how Southwark can enable 100% leasehold blocks to take control of the major works programme on their estates	Homeownership Services	Providing leaseholders with choice	Medium	In Progress	Green
2.04	Improve the quality of the recording of communal repairs, coding by contact centre and services who raise repairs to enable accurate real time service charge construction.	Exchequer	Reducing miscoding of communal repairs which improve accuracy of costs incurred and reduce manual processes to reduce errors in service charge construction.	High	In Progress	Green

2.07	Investigate feasibility of a specific contract as a test case/pilot for street properties changing how we package contracts to ensure we get more accurate estimates and value for money	Asset Management	Benefit is more accurate surveys as currently we package up contracts for street properties across areas using provisional surveys that can be unreliable.	High	In Progress	Amber
2.08	Develop a new policy to allow l/holders in blocks where all properties have been sold to take on responsibility for all external and communal repairs to the structure and fabric of the building. To include the ability to allow leaseholders in converted street properties to take on responsibility for the repair, maintenance and renewal of their windows.	Homeownership Services	New policy put in place following on from work done for project 2.02 and 2.02a	Medium	In Progress	Green
Major Works						
3.01a	Review Asset Managements end to end process managing major works contracts	Asset Management	To demonstrate effective performance management and transparency	High	In Progress	Green
3.01b	Review and improve how we manage major works projects guarantees and warranties to avoid invalidating them by raising repairs orders or not undertaking routine maintenance	Asset Management	This project will lead to improving our asset management information and also avoid increased costs to leaseholders through works that should not be recharged for	High	In Progress	Green

3.01c	A commitment to be developed that where works are covered by defects (patent or latent) or warranty, charges in the event of further works being required are not passed on to homeowners	Asset Management	Costs for remediation will be the responsibility of the Contractor and will not be passed on to homeowners.	High	In Progress	Green
3.05	Assess feasibility of a single, rolling 5 year capital programme (preferably within a 30 year asset management programme), identifying all proposed major works to each block/estate, including engineering works.	Asset Management	This could if feasible reduce costs to homeowners	Medium	In Progress	Green
3.06	Provide quarterly information showing the variance between initial and final major works invoices.	Asset Management	The benefits of providing this information is to ensure we can monitor and reduce the differentials that will improve accountability	High	In Progress	Green
Service Charge Billing and Collections						
5.03	Provide more information on service charges on the council's website. This would include investigating the feasibility of more real-time billing information and making clearer what it required under the terms of the lease	Homeownership Services	This is a long term project that relies on accurate info on Northgate	High	In Progress	Green

5.06	Pilot including a budget estimate for major works estimate on the notice of intention.	Homeownership Services	This pilot will assess whether we can increase leaseholder participation at an earlier stage of the statutory consultation process	Medium	In Progress	Green
	Communication Digitalisation Accessibility & Engagement					
6.02	Continuation of improving the homeowners web page with relevant information with the aim of it being a single source reference page	MSHO	Continued website improvements as a source of information and advice for homeowners	Medium	In Progress	Green
6.08	Improve the KPI area of homeowners' webpages and include all Key homeowner KPI information updated quarterly. KPIs to be agreed	MSHO	To demonstrate effective performance management and transparency	Low	In Progress	Green