

**OPERATIONAL BOARD
30 AUGUST 2018**

ITEM A2

**OPERATIONAL BOARD FORWARD PLAN
OCTOBER 2018 – FEBRUARY 2019**

18 October

Reports for approval	
Grounds Maintenance & Communal Cleaning Presentation	S Bennett
Forward Plan	T Lalia
Estates Maintenance Large Scale Programme 18-19 Update	S Bennett
Estates Maintenance Bids	S Bennett
Customer Complaints & Compliments Policy	J Westwood
Compensation Policy	J Westwood
Leasehold Policy	J Westwood
Discretionary Allocations	C Mehrbani
Pets Policy (June 2018)	C Mehrbani
Former Tenants Arrears & Sundry Debts Policy	J Westwood
Home Release Policy	C Mehrbani/J Westwood
Reports for noting	
Service Delivery Update	C Mehrbani/S Bayliss/ S Bennett/J Westwood/T Lalia
Rent Arrears and Welfare Reform Update	J Westwood
Customer Engagement & Community Development Update	C Mehrbani
Customer First Strategy Update	J Westwood
Homelessness Q1	C Mehrbani
Homefinder Q1	C Mehrbani

13 December (provisional)

Reports for approval	
Performance Management Q2	H Greenan (DCC)
Forward Plan	T Lalia
Estates Maintenance Bids	S Bennett
Rechargeable Repairs Policy	C Mehrbani/S Bayliss
Reports for noting	
Service Delivery Update	C Mehrbani/S Bayliss/ S Bennett/J Westwood/T Lalia
Rent Arrears and Welfare Reform Update	J Westwood
Complaints & Compliments Q2	J Westwood
Localised Customer Priorities Q1	C Mehrbani
Customer Survey Q2	C Mehrbani
Anti Social Behaviour Q2	C Mehrbani
Estate & Flat Inspections Q1 & 2	C Mehrbani

February 2019

Reports for approval	
Performance Management Q3	H Greenan
Forward Plan	T Lalia
Estates Maintenance Large Scale Programme 2019/20	S Bennett

* Estates Maintenance Small Scale Bids – reports are dependent on whether any bids (over £10,000) have been received.

Estates Maintenance Bids	S Bennett
Reports for noting	
Service Delivery Update	C Mehrbani/S Bayliss/ S Bennett/J Westwood/T Lalia
Rent Arrears and Welfare Reform Update	J Westwood
Customer Service Strategy Update (Delivery Plan Milestone)	J Westwood
Homelessness Q1	C Mehrbani
Homefinder Q1	C Mehrbani
Complaints & Compliments Q3	J Westwood
Localised Customer Priorities Q3	C Mehrbani
Customer Survey Q3	C Mehrbani
Anti Social Behaviour Q3	C Mehrbani
Customer Engagement & Community Development Update	C Mehrbani

Name	Title	Telephone	Email
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S Bayliss	Head of Repairs	888391	steve.bayliss@derbyhomes.org
S Bennett	Director of Investment & Maintenance	888524	shaun.bennett@derbyhomes.org
T Lalia	Head of Governance & Corporate Services	888608	taranjit.lalia@derbyhomes.org
H Greenan	Head of Performance and Intelligence (DCC)	643462	heather.greenan@derby.gov.uk

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