

Policy & Performance (P&P) team update

National Residents Group

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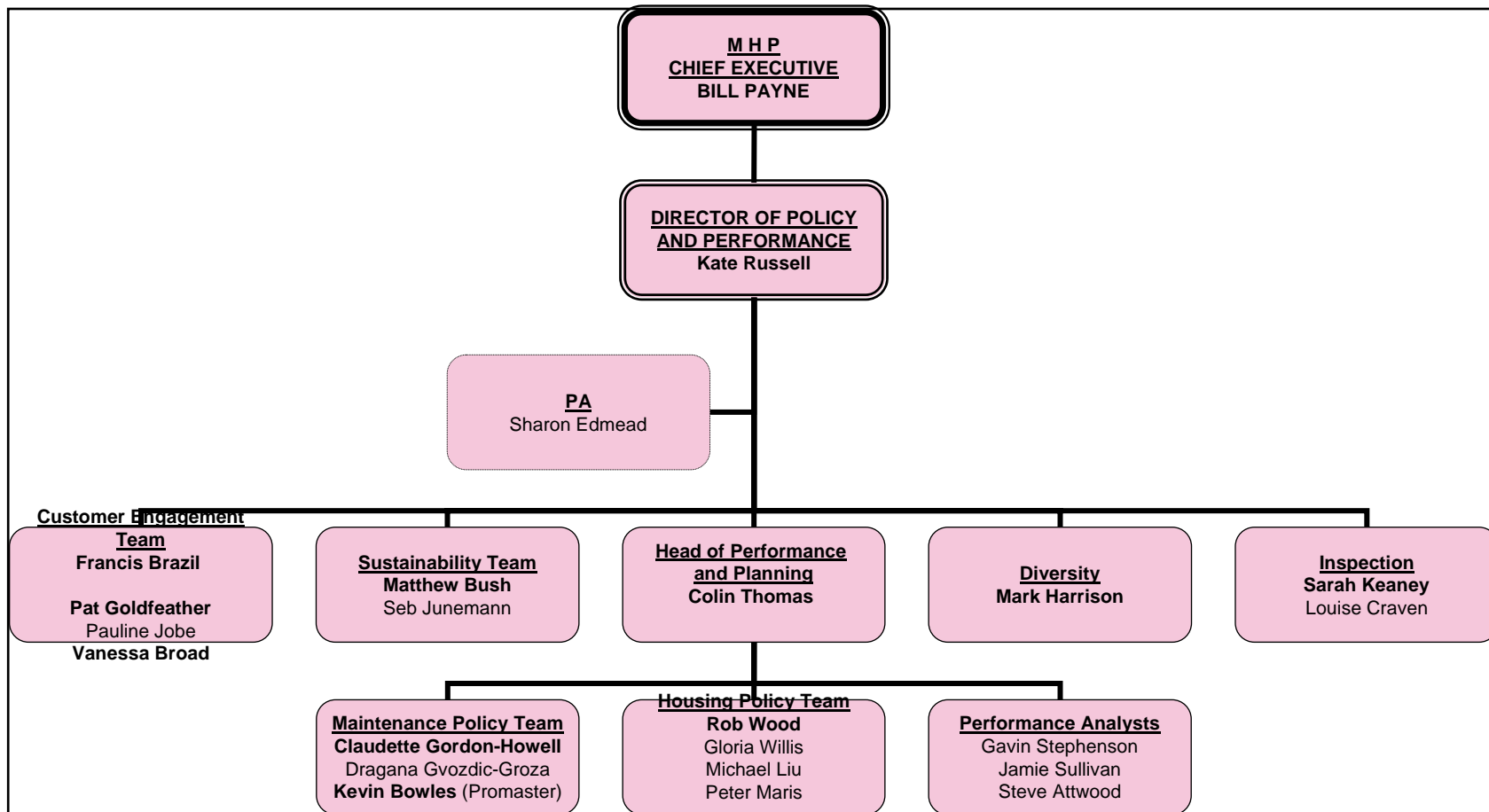
Head of Performance & Planning

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What I'll cover today

- Refresher on who we are
- Update on P&P's work since the last 'Meet and Greet'
- Questions and answers

Who we are – structure chart



P&P work update – Voids drive

- Review of our management of voids properties in December 2008. Agreed on:
 - changes to the categorisation of voids by staff
 - the need to emphasise to staff the social impact and money lost to MHP through empty properties
 - the need to develop an MHP voids standard
- Voids is a key area to be reviewed in ACE for Homes
- What next? To continue the campaign on voids

P&P update: other work

- Analysing the MHP shared owners/leaseholder survey
- Reviewing our approach to resident surveys
- Updating our gas servicing procedures
- Launched the House Exchange Mutual Exchange scheme for MHT and CPH residents

P&P update: upcoming work

- Co-ordinating MHP's response to the TSA's draft regulatory framework
- Contributing to the review of MHP's asset management strategy
- Organising MHP's Tenant STATUS survey
- Continuation of our policy programme

P&P update

- Any questions?