

Housing All Under One Roof (HAUOR) Update

Housing Management Advisory Board - 14 March 2019

Phase 1 on the HAUOR programme

- Tier 4 restructure completed
- Tier 5 restructure due for completion by end of March
- Business vision agreed
- Staff cohesion continues through newsletters annual away days and quarterly sessions
- Health checks on Northgate completed
- Housing Advice, Key details and task manager modules implemented
- Housing Options and Housing supply team in place
- Mobile working for supported housing in place

Phase 2 projects are agreed – Jan 19 – March 20

17 projects are identified at the moment.

Summary of phase 2 projects:

Live:

Transformation of Housing Advice Services, Staff Cohesion, Electronic Document Management System, 5th Tier Management Restructure, Northgate Customer Service Module, Improved DTI Letters, Website phase 2*, System Admin Team Review *

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Agenda Item 6

- Transformation of housing advice including HCLiC returns to Government
- Electronic document management system goes live in March
- Northgate self-serve for customers
- Improved DTI letters
- Website Phase 2
- Systems Admin team review
- Start of tier 6 restructure including area focussed approach to delivering services to customers linked into CNM and SDS.
- Continued maximisation of the task manager functionality
- Review of the Homeless reduction act 1 year on
- Housing Older persons strategy
- Delivery of the Major Refurbishment Contract
- Contribution to the corporate post project
- Implementation of the Customer service module
- Northgate/Keystone interface
- Re write of the property purchase module
- Service charge review
- Estate management offer in conjunction with colleagues in SDS and CNM

Presentations to all staff on 20 March (4 sessions during the day that HMAB members are welcome to come along to) where we will be updating staff on the progress of the transformation project.

We will also be able to update staff on the outcome of the tier 5 management structure.