Housing Services RISK REGISTER

Ref	*Description/Issue*	*Risk*	*Mitigation Act (MA) / Response Plan (RP)*
1	MRA funding certainty - MRA is included within the HRA 30 year Business Plan at £5.2m per annum	• MRA funding is only guaranteed year on year • MRA funding not received	• Ensure delivery of WHQS programme • Fully complete Welsh Government MRA returns on a quarterly basis • Lobby Welsh Government on need for MRA to continue to invest in the Housing stock • Monitor and review at HRA Programme Board
2	Meeting the WHQS by 2020 - Delivering a significantly increased investment programme	• Annual programme not delivered to targets • Major supplier issues • Contractor performance or contractor viability issues • Loss of key staff • Recruitment to delivery team • Significant stock condition issues • Tenant satisfaction	• Effective contractor management • Appoint sufficient resource in delivery team • Develop a revised delivery team structure • Appoint additional Tenant Liaison Officers • Post inspection of completed work • Stock Condition Survey in place • Monitor and review at HRA Programme Board
3	Delivering the New Build programme by 2020	• Mobilisation Phase of the Programme does not achieve the completion of the first phase of development in Flint by April 2016 • Unsuitable sites selected for development and / or planning permission not granted • Reputational risk through poor communication of Programme objectives progress and	• Integration of the Programme with the development of the Local Development Plan (LDP) and the housing strategy • Integrated Communications Plan • Design Procurement process to meet commissioning objectives • More intensive site visits to be conducted on potential development sites • Early feasibility investigations to be undertaken in respect of sites identified

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		outcomes	• Concurrent work stream to liaise with highways; planning and street scene officers • Monitor and review at HRA Programme Board
4	Introduction of charging for services	• Quality and cost of services delivered • Recovery of income • Tenant satisfaction	• Extensive tenant consultation • Effective debt management arrangements • Review of standard and cost of services delivered • Monitor and review at HRA Programme Board
5	Maximising rental income particularly in light of ongoing Welfare Reforms	• Poverty issues • Increase in rent arrears • Tenancy sustainment issues	• Effective tenancy management • Creative use of DHP • Consideration to resource for tenancy sustainment • Monitor and review at HRA Programme Board
6	Meeting Annual Efficiency targets - Delivering the HRA efficiency plan ensuring savings targets are achieved	• Efficiency targets not met • Detrimental impact on service delivery • Tenant satisfaction	• Monitor progress through Council Housing Service Senior Management Team • Service Plans and 1:1's • Financial management and monitoring • Monitor and review at HRA Programme Board