

**Housing 4 Year Programme of Self-Assessment
2015-2020**

Service Area	Responsible Service Manager	Delegated Team Leader / Specialist	Programme	Start Date	Target Completion Date
Tenant Involvement	Liz Martin	Ruth Tahsin	1 st	1/09/15	30/11/15
Responsive repairs	Michael O'Brien	Richard Hallett	2 nd	1/12/15	29/02/16
ASB	Liz Martin	Shelley Collins	3 th	1/06/16	30/06/16
Rent and income management	Ian Morris	Daniel Jolly	4 th	1/07/16	31/10/16
Voids	Michael O'Brien	Richard Hallett	5 th	1/11/16	28/02/17
Customer Care & Complaints	Andy Chequers Scot Reid	Kim Bryce Gina Plant	6 th	1/03/17	30/06/17
Capital improvements & major repairs works	Michael O'Brien	Richard Hallett	7 th	1/07/17	31/10/17
Tenancy Management	Liz Martin	Shelley Collins	8 th	1/11/17	28/02/18
Equality & Diversity	Andy Chequers Michael O'Brien Liz Martin	David Evans Richard Hallett RT, SC, CE	9 th	1/03/18	30/06/18
Aids & adaptations	Michael O'Brien	Richard Hallett	10 th	1/07/18	31/10/18
Estate Management	Liz Martin	Shelley Collins	11 th	1/11/18	28/02/19
Sheltered Housing	Liz Martin	Claire Elworthy	12 th	1/03/19	30/06/19
Allocations	Andy Chequers	David Evans	13 th	1/07/19	31/10/19
Leasehold and shared ownership	Liz Martin & Michael O'Brien	Shelley Collins Richard Hallett	14 th	1/11/19	28/02/20
Health & safety (Gas, fire, asbestos, legionella)	Michael O'Brien	Compliance Manager	15 th	1/03/20	30/06/20