



# **SENIOR MANAGEMENT TEAM ROADSHOW MEETING**



# THA FOCUS – MANAGEMENT TEAM

## Background

- **Period of instability/challenge**
- **CEO appointed May 2024**
- **Building experienced committed team**
- **Developing a plan to improve services for tenants and vision for the future**

## Achievements - current position

- **New management team -stability at head office**
- **Strengthening core tenant services**
- **Additional staffing in place to address backlog**
- **Board oversight of delivery and future plans**



# THA FOCUS – THE BOARD

## The Board

- **Full complement of Board Members  
Including 2 x new members**
- **Range of experience and skills**

**Focused on improvement  
to service delivery**

- **Holding the Management Team  
to account for performance  
and delivery of plan**

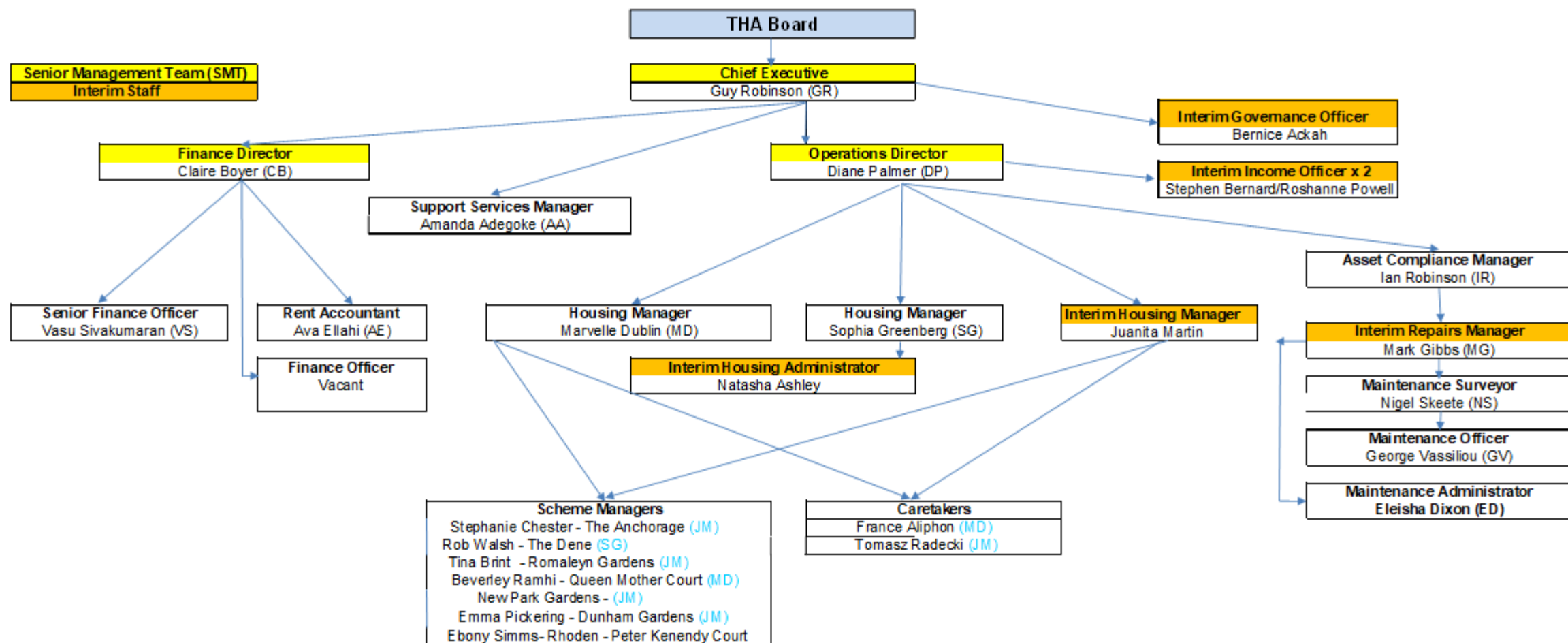
- **Focused on improving  
relationship with tenants**
- **Meeting legal and regulatory  
responsibilities**

## Commitment to THA future

- **Long term business plan including  
Investment in properties and  
organisation infrastructure**



# THA FOCUS - MANAGEMENT STRUCTURE



**“Our mission is to deliver local, affordable, good quality housing for key workers, especially people in education”**

## **THA – A VISION THE FUTURE**

- **Current Operations and organisational context**
- **THA Board/Management team commitment to maintaining independent future**
- **Solid underpinning financial position – need to invest in properties and central infrastructure**
- **Effective Asset Management Strategy needs to follow stock condition survey programme**
- **Need to review missions, vision and value with tenant engagement**
- **Development of THA offer and new services are key to THA future**





# THA VISION FOR THE FUTURE - TIMING

## Looking to the future

- **THA Importance of vision and strategic plan**
- **Opportunities**
- **Timing**

## Developing a vision and plan

- **Asset Management and Review of strategic demand and opportunities - April – July 2025**
- **Business plan and model of what we will look like in 3-5 years in terms of size, geography, turnover April – Sep 25**
- **Vision and mission refresh – October 25**





# THA SERVICE FOCUS

## Stock condition

- Contract Awarded to RAND Associates
- Internal & external areas to be surveyed
- Results feed into 2025/26 Investment Plan and Business Planning
- Developing Asset Management strategy
- Budget set aside for significant investment

## Repairs and Maintenance

- Enhance the supply chain
- Value for money
- Customer service and feedback

## Health and safety

- Maintaining compliance – gas checks, electric checks, water, asbestos, fire, lifts
- Review of contractors – enhance supply chain, ensure value for money





# THA SERVICE FOCUS

## Housing allocations and lettings

- Reduce the number of current voids
- Review how we allocate
- Review and update information we provide customers

## Tenancy Management

- Anti-social behaviour (ASB) management
- Tenancy sustainment – linking with partners in local areas

## Income collection

- Income collection
- Income maximisation



# THA FOCUS - RENTS & SERVICE CHARGES

- 2023/24 actual and surplus/ deficits to feed into service charges for next financial year
- Indicative SC for next year
- External factors which impact - not just a THA issue
- Aim to stabilise – actual spend close to budget
- Services which are cost effective



# Consumer Price Index (CPI)

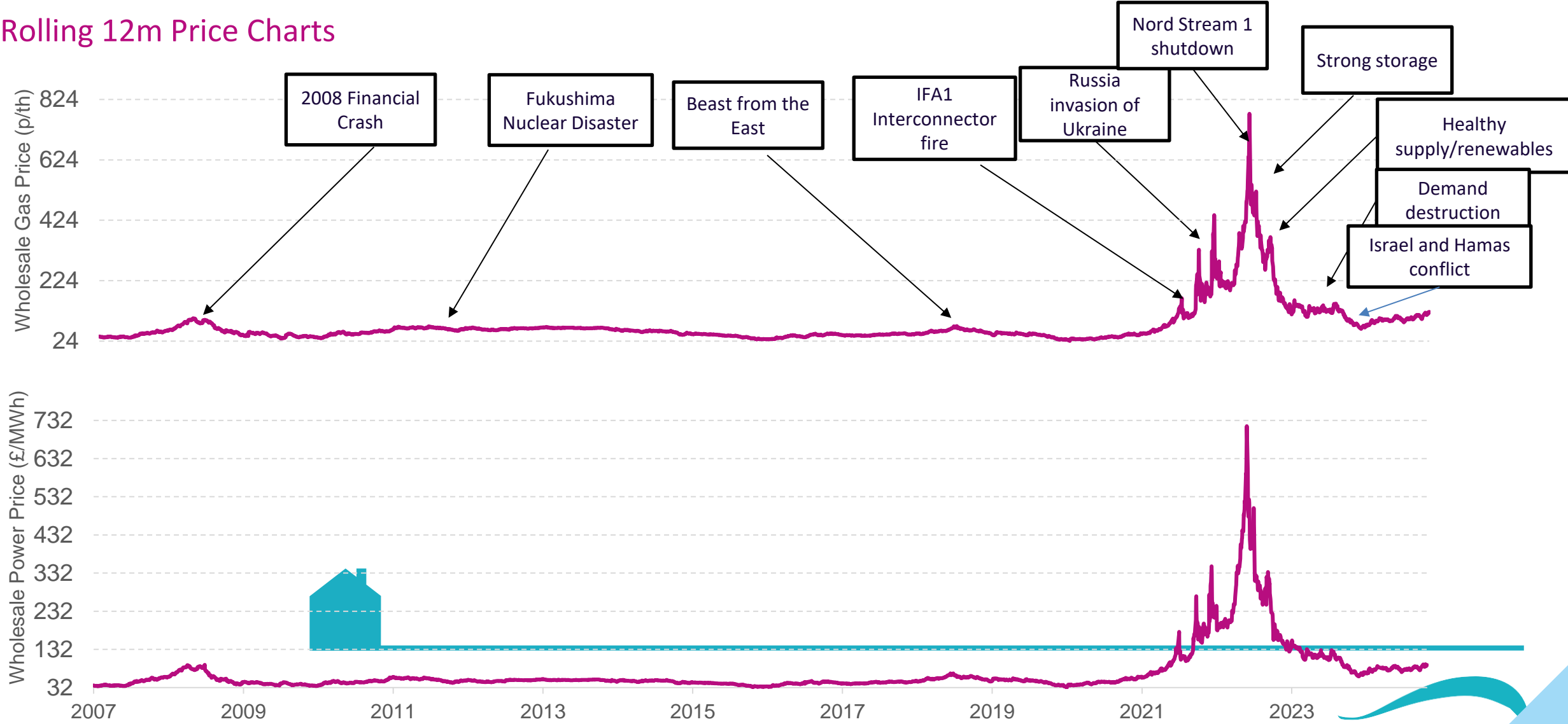
Figure 1: Annual CPI inflation rate falls while CPIH annual inflation rate is unchanged

CPIH, owner occupiers' housing (OOH) costs component and CPI annual inflation rates, UK, December 2014 to December 2024



# Long Term Market Trends

## Rolling 12m Price Charts





# THA FOCUS - TENANT ENGAGEMENT

- Tenant engagement and involvement key to future success – we recognise Communication has not been effective
- SMT Roadshow – changing the dialogue between THA and tenants
- New Tenant engagement strategy and working on communication plan for 2025/26
- Tenant influence panel to be in place by March 2025
- Website to be reviewed and key section for tenants



# SESSION SUMMARY

- **New Team – keen to meet with tenants and talk about plans and listen to feedback**
- **Our number one priority is improving services to tenants**
- **Work needed to rebuild trust and confidence – realignment with our Values**
- **Pace of change – quick wins required but realistic on what can be achieved**
- **Property investment and improvement to maintenance will follow stock conditions survey**
- **Management Team putting in place long term plan to ensure effective management of THA going forwards**

