

ACTION	STAFF / TEAM LEAD	TIMESCALE	PROGRESS	OUTCOME	REGULATORY STANDARD
Present the current Corporate Plan and seek TSSG members' views to feed into the 2023 review	GM	Nov-22	Considered by TSSG at its meeting in March 2023	Greater tenant involvement in the Corporate Plan	1a
Produce a video explaining the Corporate Plan for use on website and social media	CDM	Dec-22	This has been delayed due to other priorities. Will be ready for April 2023 and new Plan.	A better understanding of the Corporate Plan by tenants	1a
Progress reports on Corporate Plan delivery to be considered by TSSG and added to website and the Beacon	GM/CDM	Apr-23	This has been incorporated into TSSG Agenda Planner for 2023-24	A better understanding of the Corporate Plan by tenants	1a
Deliver governance training to TSSG	CDM	Apr-23		TSSG will have a more rounded understanding of governance	1f
TSSG to review E&D Action Plan and be involved in reviewing accessibility sheets for community events.	GM/CDM	Apr-23		TSSG will provide feedback on E&D issues	1c
Communication methodologies used to share issues to be considered.	CDM	Apr-23		Information is more accessible to tenants	1c
High level budget information to be shared with tenants	DCS	Apr-23		Information is more accessible to tenants	1e
Involve tenants in setting spending priorities which feeds into budget setting	DCS	Apr-24		Information is more accessible to tenants	1e
Feedback to tenants on results of consultation surveys and continue articles in the Beacon newsletter - You Said We Did	DO	Apr-23		Information is more accessible to tenants	1f

ACTION	STAFF / TEAM LEAD	TIMESCALE	PROGRESS	OUTCOME	REGULATORY STANDARD
Risk setting workshop to be held with ARC	GM	Jun-23	Arranged for July 2023	Demonstrate an effective risk management framework	2a
Scenario exercise to be completed in 2023-24	CEO	Jun-23		Assurance that services can be maintained in case of business disruption	2c
TSSG to review KPIs quarterly	GM	May-23	This will be implemented for 2023-24	TSSG will understand the organisation's performance and be better able to scrutinise	3a
Regular messaging to tenants on the importance of gas servicing visits	CDM			Fewer no access visits for gas servicing	3a
Improve the return rate of our tenant census	CDM	Mar-2023	Included as KPI and strategic objective for 2023-24	A better understanding of the diversity of our tenants	3b
Work with tenant groups to better understand the diversity of our tenant population and any changes to services	CDM	Mar-23	Included as KPI and strategic objective for 2023-24	A wider range of involved tenants leading to greater tenant influence on service delivery and design	3b
Board and TSSG to develop an action plan following tenant satisfaction survey and monitor its progress	CDM	Mar-24	Not yet due	We will be able to demonstrate you said we did in relation to comments in the survey and identify actions to tackle common themes	3c
Explore ways to share tenant facing performance data throughout the year - eg publish KPIs on website and in the Beacon	CDM/GM	Mar-23	This will be implemented for 2023-24. TSSG discussed at meeting in March 2023. KPIs will be shared with tenants from September 2023	An easy way for tenants to judge performance of the Association	3d

ACTION	STAFF / TEAM LEAD	TIMESCALE	PROGRESS	OUTCOME	REGULATORY STANDARD
Include a QR code in the Autumn edition of the Beacon to the link to the Annual Report on the website	CDM	Dec-22 Dec-23	This will be included in Autumn 2023 newsletter	More tenants able to access the Annual Report	3d
Implement the recommendations from the Tenant Engagement Advisory Review	CDM	Mar-23	Report being finalised	A robust and up to date tenant engagement strategy	4a
Use Summer Consultative events to reinvigorate our tenant engagement activities	CDM	Sep-22	This is being incorporated into Tenant Engagement Advisory Review Report	More tenant groups formed and greater attendance	4a
Produce a video explaining the role of the TSSG	CDM	Mar-23	This will follow the rebranding of the group	Tenants understand the role of the TSSG and wish join it.	4a
Rebrand the TSSG	CDM	Mar-23	TSSG now known as Tenants' Voice	Tenants understand the role of the TSSG and wish join it.	4a
Explore best social media channels to communicate with tenants	CDM	Dec-22	This is being incorporated into Tenant Engagement Advisory Review Report	Greater digital interaction from a wider range of tenants	4b
Continue to work with TSSG to better understand our performance and complaints.	GM	Mar-23	TSSG agreed indicators they wish to see for 2023/24	TSSG influence service delivery to improve services to tenants	4d
Involve TSSG in the review of the new Physical Adaptations Grant Policy and Procedure	DO	Sep-22	Revised PAG Policy and Procedure reviewed by TSSG 16/09/22	TSSG influence service delivery to improve services to tenants	4d

ACTION	STAFF / TEAM LEAD	TIMESCALE	PROGRESS	OUTCOME	REGULATORY STANDARD
Widen the membership of TSSG to ensure greater diversity	CDM	Mar-23	Tenant & Resident Groups being refreshed and new ones established. There are now 3 across borough.	Greater diversity of tenant voice	4d
Using the information from Summer consultation events, find the best ways to consult as many tenants as possible	CDM	Mar-23	This is being incorporated into Tenant Engagement Advisory Review Report	TSSG influence service delivery to improve services to tenants	4d
Continue to consult with TSSG on the Merthyr Standard	CDM	Mar-23	Initial meeting held on 29 July 2022	TSSG influence service delivery to improve services to tenants	4d
Explore running a workshop/drop in session on rent and budget setting (subject to timing of rent announcement)	DCS	Dec-24	Not yet due	Greater tenant involvement in rent and budget setting	5a
Produce an infographic showing how rental income is spent and publish on the website and in the Beacon	GM/CDM	Dec-22		Value for money will be more widely understood by tenants	6b
Publish case studies from the Annual Report separately in the Beacon and on Social Media	GM/CDM	Dec-22		Value for money will be more widely understood by tenants	6b
Ensure that MTHA's logo is included on all projects it supports, eg Fit and Fed, Ty Pantri and Community Grants	GM/CDM	Dec-22		All stakeholders better understand the impact that MTHA has on the local area	6b

ACTION	STAFF / TEAM LEAD	TIMESCALE	PROGRESS	OUTCOME	REGULATORY STANDARD
Regular updates of 30 year Business Plan to ensure latest Development programme expenditure is modelled and aligns with cashflow availability and future requirements	DCS	May-23		A robust and up to date business plan	7d
Regular updates of 30 years business plan to ensure latest assumptions on interest rates and inflation are modelled	DCS	Apr-23	Board agreed scenarios in March, analysis will be considered in May 2023	A robust and up to date business plan	7d
Catch-up on stock condition surveys which have fallen behind as a result of the pandemic and staffing issues	DO	Dec-23		Assets and liabilities are well managed	8a
Implement the actions in the Disrepair Action Plan	TSM	Mar-23		Reduction in disrepair claims	9a
TSSG to be involved in the discussions around WHQS2 once the WG has published its final guidance	DO		TSSG met on 29 July to discuss the WHQS2 consultation document	TSSG influence service delivery to improve services to tenants	9a