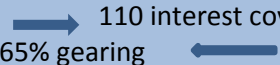


Projects and initiatives	Measures/indicators or outcomes	Progress summary	Quarterly update
To grow the housing stock by 40 Properties			
To secure a tranche 3 deal with Riverside.	60 additional properties		
Start new build development at Bow Road	Start on site by September 2017		
Complete OHG stock swap	An increase of our stock holding in Enfield from 41 to 66		
To investigate other development opportunities			
Establishing a relationships with Haringey, Enfield, Barking, Redbridge and Dagenham Councils	Regularly invited to attend housing meetings		
Assess the potential for development outside of north London	We are offered development opportunities		
Assess the potential for commercial developments	Feasibility report on a potential site		
To increase provision of accommodation for M&Rs			
Consider bids for sites with potential to convert to move-on hostel	Increase hostel provision by 5 bed spaces		
Assess the feasibility of providing accommodation for people with no recourse to public funds	Enable Board to decide whether to progress this business stream		
Implement the move-on rule in current hostel	10% turnover		
To create two new income streams			
Complete first aerial space rental scheme	Additional income of £20k per annum		

Investigate feasibility of electric cars recharging outlets on estate	Produce feasibility report for Board		
Good Governance			
Produce annual board work programme	Annual appraisal of key operational performance		
Implement all agreed BAP recommendations	100% compliance		
Set up IIP monitoring team	Retain IIP silver		
Revise risk management strategy	Parameters set for the new strategic risks identified		
Produce revised Equality and Diversity strategy	Equality and Diversity strategy being implemented		
Produce VFM strategy	Meet first year targets and objectives		
Set up residents forum	Residents hold four or more meetings per year		
Progress to becoming the “go to” organisation			
Extend RISE programme to non tenants	Extend to 60 additional places		
Train staff on immigration advice	2 staff accredited		
Develop staff expertise in M&R issues	At least five staff through the full programme		
Develop strategy for creating a community hub	Strategy agreed by the Board		
Develop relationships with M&R providers	Jointly providing services with two M&R organisations		
Raise Arhag profile as an organisation supporting M&Rs	Arhag Vision and Mission widely known in the community sector		
Organise a M&R conference for housing providers	At least three articles in national or regional press per year		

Business performance targets and objectives	Indicators, measures and outcomes	Flag performance Summary	Quarterly update
Moving towards top quartile business performance			
Achieve annual rent collection target	99.9% collection		
Reduce rent arrears	3.1%		
Reduce void turnaround	19 day average turnaround		
Comply with gas servicing requirements	100% compliance		
Improve percentage of repairs completed within time	94% of repairs completed in time		
Reduce the Average number of repairs per property	3.3		
Raise the performance of estate cleaning contractor	75% satisfaction with estate cleaning		
Meet the finance covenants	 110 interest cover 65% gearing		
To make tangible improvement in service to customers			
Increase in customer satisfaction with Arhag, Repairs, estate service	Satisfaction with Arhag 80% Repairs satisfaction 94% Estates services satisfaction 75%		
Review of ASB service	10% increase in reporting		
Improve data profile of residents	50% of data collected		
Better service to vulnerable residents	25 support plans in operation		
To Improve operational efficiency			
To acquire property for head office	Save £77k per annum rent payments		
Set up subsidiary	100% saving on corporation tax		
Implement project first savings	2% reduction in operating costs		