

Appendix 2: Housing and Property ICT Plan

IT Ref	IT Project Plan Priority	Action Ref	Action	Owner	Due by
1	Maximising rental and service charge income while also providing sufficient and appropriate support for tenants and residents experiencing hardship	1.1	To develop and implement the Leaseholder module on NEC Housing. This action is reliant on an interface between Finance and Housing, the finance system is outside this Data Strategy.	Housing Systems & Business Manager	2024/25
		1.2	To implement paperless and automated direct debits to reduce administration and usage of paper direct debit mandate forms.	Housing Systems & Business Manager	2024/25
		1.3	Implement fully integrated rent management process for Lafford Homes with an interface to Finance.	Housing Systems & Business Manager	2024/25
2	Maintaining quality homes & neighborhood's that are safe and secure to live in	2.1	To build and implement Phase 1 of the Repairs and Maintenance module onto NEC Housing and remove previous repairs system Oneserve.	Housing Systems & Business Manager	2024/25
		2.2	To build and implement Phase 2 of the Repairs and Maintenance module onto NEC Housing.	Housing Systems & Business Manager	2024/25
		2.3	To build and implement Servicing module onto NEC Housing in order to remain compliant with the Health & Safety Regulatory requirements.	Housing Systems & Business Manager	2024/25

		2.4	To build and Implement a system onto NEC Housing to record and monitor damp and mould cases.	Housing Systems & Business Manager	2024/25
		2.5	To build and implement Risk Management module onto NEC Housing to record compliance with Health and Safety.	Housing Systems & Business Manager	2024/25
		2.6	Build and implement Asbestos information onto NEC Housing.	Housing Systems & Business Manager	2024/25
		2.7	To build and implement Dashboards for Compliance, Risk Management, Servicing and CRM onto NEC Housing.	Housing Systems & Business Manager	2024/25
		2.8	Upgrade Strategic Asset Management (SAM) to the new NPS Asset Management Module in NEC Housing. To remove a standalone product and amalgamate within the NEC Housing system.	Housing Systems & Business Manager	2024/25
		2.9	Decent Homes - tenants disclaimer and tenant refusals on to the NEC Housing Assets module.	Housing Systems & Business Manager	2024/25
		2.10	Implement NPS Assets mobile to capture and record stock condition information to work in an agile environment.	Housing Systems & Business Manager	2024/25
3	Continual improvement of the services offered to tenants and residents ensuring the Housing &	3.1	To undertake a new Census in 2024/25 to focus on vulnerabilities and communication needs of our customers to individualise our service delivery.	Housing Systems & Business Manager	2024/25

Property Service is responsive to their diverse needs	3.2	Develop and implement the new text messaging option to improve communications with Tenants and Residents onto NEC Housing.	Housing Systems & Business Manager	2024/25	
	3.3	To build and implement Customer Relations Management module onto NEC Housing to have a comprehensive single view of our customers.	Housing Systems & Business Manager	2024/25	
	3.4	Implement and build NEC Housing On-Line Portal for Customers	Housing Systems & Business Manager	2024/25	
	3.5	To build and implement the Mutual Exchange module onto NEC Housing and deliver training to all housing and property colleagues.	Housing Systems & Business Manager	2024/25	
	3.6	Review Equality and Diversity information held within NEC Housing to ensure all information is accurate and up to date to meet and deliver the needs of our tenants.	Housing Systems & Business Manager	2024/25	
		3.7	To build and implement NEC Document Management System and deliver training to all housing and property colleagues.	Housing Systems & Business Manager	2024/25
		3.8	Implement Housing mobile to assist officers in the mobile environment and deliver training to all housing and property colleagues.	Housing Systems & Business Manager	2024/25
		3.9	To build and implement NEC 360 View and My Dashboards module	Housing Systems & Business Manager	2024/25
		3.10	To utilise the NEC Housing System and its potential and develop a plan to train staff to ensure Officers operate the system correctly and effectively.	Housing Systems & Business Manager	2024/25

		3.11	Build and implement the Lafford Void Process and deliver training to all housing and property colleagues for a consistent approach.	Housing Systems & Business Manager	2024/25
4	Delivering an effective response to the specific key challenges identified, within the resources available	4.1	Build non-housing assets into NEC Housing to have all assets on one platform.	Housing Systems & Business Manager	2024/25
		4.2	Automation of reports where possible to streamline staff time and ensure performance indicators are produced on time.	Housing Systems & Business Manager	2024/25
		4.3	To review all job roles and security held within NEC Housing.	Housing Systems & Business Manager	2024/25

