

## Housing Strategy Landlord Services Monitoring and Performance

WH Delivery Plan <b>Quarterly</b> Monitoring Group (WHDPQMG)	Wolverhampton Homes CWC Housing (Landlord Services) CWC Finance	Have an oversight and scrutiny of the progress made against the delivery plan.
<b>Monthly</b> Performance Management Team	Wolverhampton Homes CWC Housing (Landlord Services)	To discuss areas of poor performance or delivery out of tolerance and where exception reports are presented with action plans for remedy.
CWC Cabinet - <b>Quarterly</b> Performance Reports	CWC Housing	Report on performance against the KPIs. KPIs are reviewed annually in line with any recommendations and requirements by the Regulator.
Tenant Scrutiny – proposed	Wolverhampton Homes CWC Housing (Landlord Services) Appointed Tenant Scrutiny Organisation	Proposal to meet to bolster the role of tenant scrutiny in WH's delivery of housing management services.
Financial Issues Group ( <b>Quarterly</b> ) Asset Management Group/Operational Sub-group ( <b>Quarterly</b> ) Governance ( <b>Monthly</b> )	Wolverhampton Homes CWC Housing (Landlord Services, Strategy & Enabling) CWC Finance	To raise/discuss ongoing operational matters.