



FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Customer	Early Int. & Community Emp.	Derek McGowan	Neil Carnegie/Kay Diack

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Rental income from Council Housing	There is a risk of reduced Rental Income to the HRA and General Fund arising from COVID-19 crisis and as we transition to new welfare support mechanisms.	<ul style="list-style-type: none"> <li>1) Complete review and re-design of Housing Officer role profile to maximise and prioritise tenant income collection.</li> <li>2) Creation of Corporate Debt Team to manage arrears.</li> <li>3) Weekly performance management meeting chaired by Communities and Housing Area Manager, with appropriate actions identified to manage.</li> <li>5) Legislation and Council Policy allow escalation to court once all relevant steps have been taken.</li> </ul>	3	8	4	2	30 March 2022

FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Customer	Early Int. & Community Emp.	Derek McGowan / Mark Reilly	Kay Diack

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Void Property Management	There is a risk that the level of void properties leaves ACC unable to house applicants appropriately or timeously, affecting quality of life, increasing spend on hotels and reducing rental income.	<ul style="list-style-type: none"> <li>1) Improvement Plan identified and fortnightly meetings held to track progress and performance.</li> <li>2) Development and agreement on new letting standard.</li> <li>3) Development of new allocation policy including Choice Based Letting process.</li> <li>4) Process mapping of relevant services to ensure efficient delivery.</li> <li>5) External contracting of services to support Building Services.</li> <li>6) Weekly meetings with Operational delivery Committee Convener and Housing spokesperson on void performance.</li> <li>7) Housing Improvement Board established by Director of Customer Services to oversee all work.</li> </ul>	4	12	4	3	28 June 2022