

# Operational Plan

## 2023 - 2024



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## The Issue Status

The Issue Status is indicated by the version number in the footer of this document. It identifies the Issue Status of the Butterwood Business Plan. When any part of this document is amended, a record is made in the Amendment Log shown below.

The Butterwood Business Plan can be updated and re-issued at the discretion of the Butterwood Board.

Issue	Amendment	Date	Initials	Signed off by
1.1	Operational Plan	19/1/2023		JS,KJ,NH



View from the communal gardens at Edenbrook. Hart Leisure Centre can be seen in the distance.

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## **Section 1: Introduction**

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### **1.1 What is Butterwood Homes?**

- 1.1.1. Butterwood Homes is the trading name of Hart Housing Property Management Company Ltd a limited company dedicated and wholly owned by Hart District Council (The Shareholder).
- 1.1.2. The Local Plan Review of 2020 identified that there is a significant need for additional affordable housing within the Hart district. Affordable housing includes homes for rent for key workers whose needs are not met by the market
- 1.1.3. The Company is a special purpose vehicle which manages the letting of Council procured housing assets on behalf of Hart District Council. The properties have been acquired to provide affordable accommodation for local and key workers within the geography of Hart District.
- 1.1.4. Hart Housing Property Management Company Ltd was created in June 2021. The trading name of Butterwood Homes was established in 2022.

### **1.2. The Business Plan**

- 1.2.1. The Business Plan reflects the objectives of the Company.

### **1.3. The Corporate Objectives**

- 1.3.1. The Corporate objectives are as follows:
  - a) To ensure effective and efficient management of Council procured assets.
  - b) To ensure that properties are let to eligible key workers and local people in line with the Lettings Plan.
  - c) To remain financially viable and operate efficiently to ensure that all expenditure is covered by income received.
  - d) To manage additional property acquired by Hart District Council, in the future, which addresses housing need.

## Section 2: Finances

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### 2.1 Finance Assumptions

2.1.1 Finance projections will be provided in a separate document.

## Section 3 - Leadership

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### 3.1 Executive Team

3.1.1 The executive team is led by John Swinney. He has extensive operational experience both in local government and public sector outsourcing and brings the experience and expertise associated with property management and letting to the company. John is the appointed Chairman of Butterwood.

#### 3.1.2 The other Directors are:

3.1.3.1 **Kirsty Jenkins** is an experienced senior leader. She is an expert advisor for housing and community issues to local and central government and brings strategic leadership skills to the Board.

3.1.2.1 **Neil Hince** is a Chartered Environmental Health Practitioner with extensive experience in local government, Environmental Health, and Licensing. As a Chartered Environmental Health practitioner, he has a regulatory background in environmental protection, private sector housing enforcement, health & safety, planning, and licensing. He also has over 20 years experience as a private sector landlord.

## Section 4 - Operations

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### 4.2 Letting/Management

4.2.2 The managing/letting agent manages the day-to-day operational activities associated with residential letting. The Director's provide decision support when necessary.

### 4.3 Book-keeping and Accounts

4.3.1 An external firm of accountants provides book-keeping, annual accounts and tax return services.

#### **4.4 Additional Resources**

4.4.1 The Board may (subject to agreement by the Shareholder) ask the Council for additional resources for management of day-to-day issues. Full cost recovery is expected.

4.4.2 The Council has agreed to provide operational space to carry out Company activities. Full cost recovery is expected.

#### **4.5 Governance**

4.3.1 The Company Directors form the Company Board. Core responsibilities are:

- Ensuring that the objectives of the Company are met
- Overseeing the financial resilience of the business
- Implementing appropriate policies and procedures
- Overseeing day to day operations

## **Section 5 - Butterwood in The Future**

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### **5.1 Future Business Opportunities**

5.1.1 Any future business opportunities presented by the Shareholder will be considered.