

Client:	Marathon Transportation, Inc.
Sponsor:	Housing Leadership Board

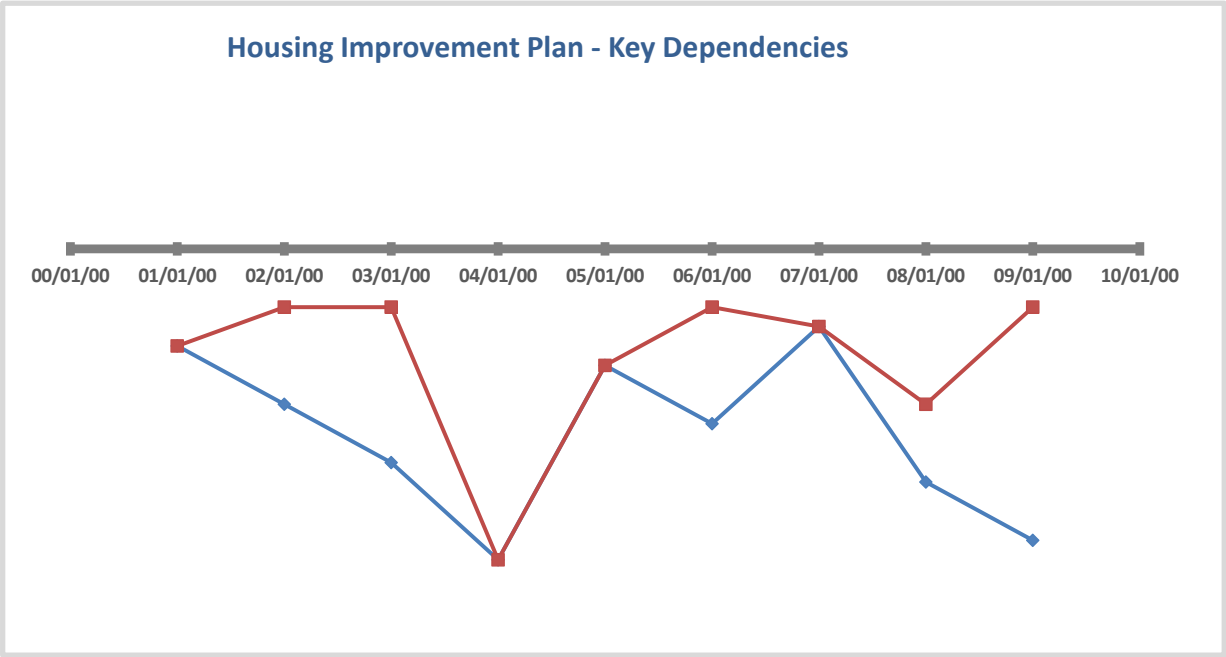
Theme / TSM	Pledge	Actions	Timeline
TP02: Repairs Satisfaction	We will make your repairs journey simple and stress-free.	<ul style="list-style-type: none"> <li>• Set up tenant focus group to inform a better repairs process</li> <li>• Use AI to analyse survey feedback</li> <li>• Publish step-by-step repairs guide</li> <li>• Introduce SMS/portal updates</li> </ul>	<ul style="list-style-type: none"> <li>• Mar 2026</li> <li>• Apr 2026</li> <li>• Jun 2026</li> <li>• Sep 2026</li> </ul>
TP04: Home Maintenance	We will keep you informed about planned maintenance.	<ul style="list-style-type: none"> <li>• Publish annual programme online &amp; in newsletters</li> <li>• Send personalized notifications</li> <li>• Provide FAQs &amp; timelines</li> <li>• Train staff on proactive communication</li> </ul>	<ul style="list-style-type: none"> <li>• Jan 2026</li> <li>• Feb 2026</li> <li>• Apr 2026</li> <li>• May 2026</li> </ul>
TP06: Listening to Your Views	We will involve you in shaping our services.	<ul style="list-style-type: none"> <li>• Set up working group to develop our Engagement Strategy</li> <li>• Launch surveys &amp; engagement with the new Strategy</li> <li>• Share draft strategy for feedback</li> <li>• Publish final strategy &amp; report back</li> </ul>	<ul style="list-style-type: none"> <li>• Feb 2026</li> <li>• Mar–Jun 2026</li> <li>• Jul 2026</li> <li>• Sep 2026</li> </ul>
TP08: Fairness and Respect	We will treat every tenant fairly and with respect.	<ul style="list-style-type: none"> <li>• Analyze geographical satisfaction data</li> <li>• Hold local listening sessions</li> <li>• Develop targeted improvement plans</li> <li>• Deliver staff training</li> </ul>	<ul style="list-style-type: none"> <li>• Mar 2026</li> <li>• Apr–Jun 2026</li> <li>• Aug 2026</li> <li>• Oct 2026</li> </ul>
TP05: Home Safety	We will keep your home safe.	<ul style="list-style-type: none"> <li>• Publish safety updates</li> <li>• Create videos/infographics</li> <li>• Offer drop-in sessions/webinars</li> <li>• Review emergency contact details</li> </ul>	<ul style="list-style-type: none"> <li>• Jan 2026</li> <li>• Mar 2026</li> <li>• Apr–Jun 2026</li> <li>• May 2026</li> </ul>

Risk Scoring Matrix

Our risk appetite is illustrated on our Risk Scoring Matrix.  
The matrix illustrates where risks sit once their likelihood and impact scores are multiplied.

Impact	5	5-10 Medium	5-10 Medium	12-15 Significant	16-25 High	16-25 High
	4	1-4 Low	5-10 Medium	12-15 Significant	16-25 High	16-25 High
	3	1-4 Low	5-10 Medium	5-10 Medium	12-15 Significant	12-15 Significant
	2	1-4 Low	1-4 Low	5-10 Medium	5-10 Medium	5-10 Medium
	1	1-4 Low	1-4 Low	1-4 Low	1-4 Low	5-10 Medium
		1	2	3	4	5
Likelihood						

Group	Service area	Lead	Responsible Officer	Benefits realisation	Further school	Risk category	Primary risk	Priority	Support required	Relationship to:	Further work required	Complete?
Communities	Asset Management	Ben Binns	Anna Hill	capturing feedback	Y	H	Breach of Regulations	H	Audit	Y		Y
City Services	Housing Operations	James Elms	Ben Binns	cost savings	N	M	Financial	M	Customer Services	N		N
Corporate Hub	Property Compliance & Risk Assurance	Sam Scharf	Brigitte Wilson	Governance and oversight		L	Health & Safety	L	External Consultancy			further action identified
Economy & Place	Homelessness prevention	Samantha Shimmmon	Catherine Buckle	Improve customer satisfaction			Inaccurate data sets		Finance			
	Housing Support	Sean Cleary	Clive De Silva	Improved performance			Lack of oversight		HR			
	Resident Involvement		Faye Turner	Improving data			Reliability of data		ICT			
	City Homes		James Elms	increased income			Customer dissatisfaction		Legal			
	Housing Advice		Kate Grizz	reduced risk					N/A			
	Impact, Performance & Strategic Change		Keryn Jall	Regulatory requirement					PMO			
	Public Safety		Laura Adcock	Staff morale					Procurement			
	Delivery Assurance		Laura Herrera-Martin	staff time savings					IPSC Team			
			Lorna Winn	streamlined process					Web Team			
			Mick Burch									
			Peter Gale									
			Sam Scharf									
			Samantha Shimmmon									
			Sarah Steegles									
			Sean Cleary									
			Simon Hunt									
			Simon Penin									
			Sue Ahmer									
			Rania Marsh									
			Vicky Haywood									
			Will Barfield									
			Yvonne O'Donnell									



Tasks

Start	End	Duration	Label	Vert. Position	Vert. Line
01/04/25	31/03/26	364	MRI Asset	-25	-25
01/04/26	20/04/26	20	Task 2Apr 1 - Apr 20	-40	-15
21/04/26	14/05/26	24	Task 3Apr 21 - May 14	-55	-15
28/04/18	12/07/18	76	Task Label 4	-80	-80
15/06/18	04/07/18	20	Task Label 5	-30	-30
05/07/18	03/08/18	30	Task Label 6	-45	-15
10/08/18	10/09/18	32	Task Label 7	-20	-20
11/09/18	15/09/18	5	Task Label 8	-60	-40
16/09/18	06/10/18	21	Task Label 9	-75	-15
Insert new rows above this one					

Milestones

Date	Label	Position
02/04/18	Start, Apr 2	30
14/05/26	Milestone #1	25
03/08/18	Milestone #2	20
06/10/18	Deliver, Oct 6	15
Insert new rows above this one		



**PROJECT TIMELINE by Vertex42.com**

<https://www.vertex42.com/ExcelTemplates/project-timeline.html>

## About This Template

This template uses a scatter chart with data labels and error bars to create a project timeline that shows both milestones and tasks with durations. Unlike a Gantt chart, which shows each task on a separate row, you control the vertical positioning of tasks within the timeline. You can specify the length of the vertical leader line to help show task dependencies.

This type of project timeline is mainly useful for a general overview of a project rather than showing a detailed work breakdown structure.

## More Templates

Visit [Vertex42.com](https://www.vertex42.com) to download other timeline and project management templates.

[More Timeline Templates](#)

[More Project Management Templates](#)

## About Vertex42

Vertex42.com provides professionally designed spreadsheet templates for business, home, and education - most of which are free to download. Their collection includes a variety of calendars, planners, and schedules as well as personal finance spreadsheets for budgeting, debt reduction, and loan amortisation.

Businesses will find invoices, time sheets, inventory trackers, financial statements, and project planning templates. Teachers and students will find resources such as class schedules, grade books, and attendance sheets. Organise your family life with meal planners, checklists, and exercise logs. Each template is thoroughly researched, refined, and improved over time through feedback from thousands of users.