Asset Management Capital Investment Team Service Standards

The Asset Management Capital Investment Team aims to improve homes, communities and housing assets through strategic asset management, stock condition surveys, planned investment programmes, minor and major adaptations, compliance investment and innovative technologies.

We are committed to:

- delivering investment programmes that improve the quality, safety and sustainability of homes
- maintaining accurate information about our housing stock to support future investment decisions
- providing fair, transparent and customer-focused services
- ensuring value for money when investing in homes and communities
- keeping residents involved, informed from start and throughout projects and programmes
- embracing innovative technologies and modern solutions that improve homes, thermal comfort and customer experience
- supporting residents to live safely and independently within their homes
- working collaboratively with residents, internal stakeholders, contractors and partner organisations to achieve the best outcomes

To meet our commitments, we will:

Stock Condition Surveys

- undertake 5yr stock condition surveys to all housing stock to understand the age, condition and future investment needs of homes.
- provide advance notice where appointments or access to homes are required
- explain the purpose of the survey and how the information will be used
- ensure staff and contractors carry appropriate identification
- treat residents and their homes with dignity, respect and professionalism
- use survey information to inform planned investment programmes, compliance activities and future improvements.
- identify opportunities to improve the quality, performance and sustainability of our housing stock
- tenant validation of our stock condition surveys through engagement

Planned Capital Investment Programmes

- use stock condition data, to set a 5yr planned programme compliance information and asset management principles to develop investment programmes.
- prioritise investment where it is most needed

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- notify residents when their home is included within a planned programme of works
- provide information about the scope of works and anticipated timescales
- appoint suitably qualified contractors to undertake works safely and professionally
- monitor the quality, performance and progress of works throughout delivery
- monitor the social value
- undertake inspections during and following completion of works
- seek customer feedback to help improve future services and programmes

Examples of planned investment works may include:

- Kitchen and bathroom replacements
- window and door replacements
- roofing works
- heating upgrades
- electrical upgrades
- energy efficiency improvements
- Renewal Technologies
- Smart Tech
- environmental and external works
- Structural Works

Minor Adaptations

Support to help people live more comfortably in their homes

- work in partnership with Adult Social Care, Occupational Therapists and other relevant services to support the delivery of minor adaptations
- assess referrals and recommendations to identify the most appropriate solution
- provide clear information about the proposed works and delivery process
- arrange works through appropriately qualified contractors where required
- ensure works are completed safely, professionally and to the required standard
- keep customers informed throughout the process
- support residents to remain safe and independent within their homes

Examples of minor adaptations may include:

- grab rails
- handrails
- steps
- key safes

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- minor alterations to improve access around the home

Major Adaptations

- work in partnership with the Home Improvement Agency, Adult Social Care and Occupational Therapists to deliver major adaptations
- assess referrals and feasibility in a timely manner
- provide information on the adaptation process and expected timescales
- keep residents informed throughout design, approval and delivery stages
- ensure adaptations meet assessed needs whilst making best use of available resources
- appoint experienced contractors to undertake works safely and professionally
- inspect completed works to ensure agreed requirements have been met
- provide support and advice following completion of works where appropriate

Examples of major adaptations may include:

- level access showers
- bathroom alterations following OT assessment of suitable bathing requirements
- accessible kitchens
- stairlifts
- through-floor lifts
- wheelchair ramps
- door widening
- specialist bathroom adaptations
- property extensions incl. Loft Conversions
- bespoke adaptations recommended by an Occupational Therapist

Compliance and Building Safety Investment

- deliver programmes that support statutory compliance and building safety requirements
- prioritise resident safety throughout all projects
- ensure contractors work in accordance with health and safety legislation and industry standards
- monitor quality and compliance throughout delivery
- communicate with residents where access or cooperation is required
- invest in homes and buildings to maintain safe and compliant environments

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Innovation and Technology

- utilise technology, data and digital systems to support asset management and investment planning
- explore innovative solutions that improve the quality, safety and sustainability of homes
- support energy efficiency, retrofit and decarbonisation initiatives where funding and programmes are available
- consider modern methods of construction and emerging technologies where these provide benefits to residents and deliver value for money
- use digital tools to improve communication, customer engagement and programme management
- work with contractors, suppliers and partners to identify opportunities for innovation and continuous improvement
- evaluate technologies that support independent living, accessibility and improved building performance

Examples may include:

- solar photovoltaic (PV) systems
- air source heat pumps
- battery storage technology
- smart home technology
- drone surveys and inspections
- digital stock condition surveys
- assisted living technology
- retrofit and decarbonisation programmes
- modern methods of construction
- Aim 360 Surveys of our Stock

Resident and Stakeholder Engagement

- engage with residents before major programmes commence where appropriate
- Attend schools and involve the communities in our projects and programmes
- provide clear and timely communication throughout projects and programmes
- keep residents informed of changes that may affect them
- ensure services are accessible, inclusive and responsive to diverse needs
- listen to customer feedback and use it to improve services
- work collaboratively with internal and external stakeholders to deliver positive outcomes

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- Dedicated Customer Liaison Coordinators to the programmes for support of our residents.
- Creating Tenant Champions for the programme works to evocate to fellow residents about the journey they experienced.

We ask you to:

- provide access to your home when surveys, inspections or works are required
- use the technologies and facilities we introduce to there homes to gain the full benefits of the installations.
- let us know if you need to rearrange appointments
- inform us of any vulnerabilities, health conditions or support needs that may affect service delivery
- share any concerns or changes in circumstances as soon as possible
- treat staff, contractors and partners with dignity and respect
- follow any health and safety guidance provided during surveys and works
- participate in surveys and feedback opportunities to help us improve our services

To measure and improve our service we will:

- monitor customer satisfaction levels
- review EPC ratings to increase towards 100% of stock to EPC C
- review complaints, compliments and feedback
- monitor contractor performance and quality standards
- measure delivery of investment programmes against agreed targets and budgets
- review stock condition information to support future investment planning
- assess the effectiveness of new technologies and innovation projects
- continuously develop staff knowledge, skills and professional standards
- work with residents and stakeholders to shape future improvements
- use lessons learned to improve future services, projects and customer experiences

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