Asset Management Policy

1. Introduction

1.1 Irwell Valley Homes enables people to live well in their home and communities. We do this through the delivery of programmes of planned works, in line with our Asset Management Strategy, to improve the quality and safety of their homes.

1.2 This policy details the framework in which these works are delivered and our obligations and commitments to customers, as well as our customers obligations when we are delivering these works.

1.3 Compliance related activities are included within separate, specific policies and are used within the planning and delivery of planned works through our delivery teams and associated supply chain partners.

1.4 We will endeavor to consider the best environmental approach during our works planning phases and focus on sustainable options by incorporating energy efficiency and carbon-reduction measures during planned works.

2. Policy

2.1 We deliver three main types of planned works:

- Planned improvement
- Planned (responsive) maintenance
- Planned structural defect remedial (major) works

(Compliance related activities are included within separate, specific policies and are used within the planning and delivery of planned works through our delivery teams and associated supply chain partners.

2.2 Planned Improvements

2.2.1 Planned improvements are defined as being those works which are with the intention of improving the condition of our homes, buildings and neighborhoods. They include:

- Kitchen, bathroom, window, door, roof, heating/heating system replacements
- External improvements such as fencing or surfacing
- Environmental sustainability focused work such as external/internal wall insulation, solar panels etc...

2.2.2 Planned works will be determined by the Asset Management Strategy Action Plan and priorities will be based on:

- Affordability
- Condition of stock (consideration given to data collected at the last formal condition inspection and previous historic refusal of works)
- Components approaching the end of their life cycle which may be identified through inspection or assessed through data held on our asset component database (further information included within our Stock Condition Survey Strategy)
- Consultation with internal and external stakeholders
- Whether any other complimentary work is being completed, such as a large-scale regeneration programme which means it is logical and represents Value for Money to complete certain works
- Risk and impact of not completing work

Customer Engagement

2.2.3 Where possible, we will look to consult with customers on design and specification both when we renew our contractual arrangements with delivery partners through our Customer Strategy and when individual customers are due any works and choices are available – e.g. we can offer design choices when fitting a bathroom or kitchen, however we will consider future maintenance responsibilities and consistency of materials when considering the number of choices available.

2.2.4 There may be restrictions where this is possible e.g. with external works when in a conservation area or to ensure the properties are in-keeping with its surroundings, although we will ensure that customers are kept informed at all stages.

Planning and Approval

2.2.5 These works are considered as part of longer-term financial planning, although the annual programme will be set out each year prior to issue and once annual budgets have been agreed and confirmed. This will be formulated by the Planned Surveyor team and approved by the Head of Asset Management. The annual programmes will be circulated at our Property Forum meetings for comment and discussion.

2.2.6 We will look to publicise these works digitally, where possible, as well as communicating our intended works to those customers who are due to receive improvement works to their homes with specifics around the contractor we are instructing and associated timescales.

2.2.7 We will manage our programmes in a consistent manner considering internal and external communication, health and safety and minimising the impact as far as practical, on our customers during these works.

2.3 <u>Planned (Responsive) Maintenance</u>

2.3.1 These works will include larger, project-type works which may involve longer timescales or costs, and potentially be subject to statutory compliance obligations, for example notifiable asbestos removal. Examples of these works may include:

- Large-scale refurbishment works such as bringing longer term empty properties back into use, subject to investment appraisals

- Notifiable removal of asbestos
- Works that have been caused by structural defect(s)
- Consultation periods

2.3.2 We may, in some circumstances, utilize external consultancies and professional support for these types of works. Consideration to service charges will be given where applicable to tenants and leaseholders.

2.4 Planned Structural Defect Remedial Works

2.4.1 We will prioritize these works on a risk-based approach, utilizing specialist structural engineers where necessary, considering inspection reports, asset data and effect on customers. Those that reflect an immediate risk will be dealt with on a reactive basis and those that do not pose an immediate risk will be assessed as future planned works.

2.4.2 Where we identify potential structural defect works, we will notify and engage our Insurers as soon as reasonably possible.

2.4.2 We will look to undertake options appraisal assessments to consider the longer-term viability of the properties and consider the work alongside potential alternative repair, demolition, alternative use, disposal or redevelopment.

2.5 Access and Refusal of Works

2.5.1 Our tenancy agreements are intended to give us the legal right to enter our properties to inspect and/or carry out necessary works providing we offer reasonable notice. This notice period is usually 24 hours, however in some extreme circumstances, access may be required sooner e.g. flood/fire etc.

2.5.2 We will endeavor to provide as much notice as possible prior to the intended commencement of works and work closely with delivery partners to explain arrangements, timescales and impact on customers during this period.

2.5.3 We will not allow refusal of works where it may affect the structural integrity of a building, affect the value of the building or where a health and safety hazard exists to its occupants or others. We will consult tenancy agreements on specific cases, if necessary, in relation to action/enforcement of this.

2.5.4 Where we understand our customer and the occupants may have vulnerabilities or additional needs we will work closely with them (and/or their appointed representatives) to ensure any works planned take into account their personal circumstances, both with regards the installation works and the actual components being installed. Where necessary additional tenancy related support and intervention can be provided by colleagues from IVH's neighbourhoods and tenancy sustainment teams.

2.5.5 We may consider taking legal action, where appropriate, if we have exhausted all reasonable measures to gain access to complete necessary work. Any properties that we suspect to be abandoned will be referred to our Neighbourhoods team for further investigation.

2.5.6 Where we consider it acceptable for works to be refused, we will log this on our internal housing management systems and review the matter in 3 years in line with sector best practice or sooner if contacted/change of occupant.

2.5.7 Where we have had a previous refusal of works, we will endeavour to complete as soon as reasonably possible as part of a planned programme, however, we may have to consider instructing work to be completed outside of this on an ad-hoc basis. This decision will be made following inspection by the appropriate Planned Surveyor and Homes Team Manager.

2.5.8 Where customers have installed their own components, we will treat the installation the same as our normal planned replacement works and log the replacement year on our housing management system to reflect the year the work was carried out by the customer with the future replacement year amended to suit the relevant component life cycle.

2.6 Party Wall Works

2.6.1 When considering works to properties that adjoin Private Owners or Leaseholders, IVH will comply with the requirements within the Party Wall Act 1996.

2.6.2 We will assess the need to notify adjoining owners at the planning stage of works that may require us to do so.

2.6.3 Where required, we may engage the services of a Consultant to facilitate any negotiations.

2.7 Complaints / Making Good / Decoration

2.7.1 Complaints will be dealt with in-line with IVH's Complaints Policy.

2.8 Stock Condition and Asset Data

2.8.1 IVH will add to its asset data through planned and reactive inspections. We will update our data digitally with records and photos to be saved on our housing management system for future reference and aim to complete a minimum of 20% condition surveys of our properties each year.

2.8.2 For new build properties, all component and compliance information will be logged with a digital collection process, prior to handover by the Development Team, and uploaded onto the asset component database.

2.8.3 We will assess condition using a consistent method and record major component condition as well as smaller component items such as carbon monoxide and smoke detectors during other routine visits e.g. gas safety visits.

2.8.4 We will ensure our programmes are created so that component replacement life cycles are automatically updated on completion of the works, this will be monitored by the Asset Investment Manager.

2.8.5 Whilst initially focusing on utilizing internal resources for inspections, we will consider and implement a larger scale inspection exercise in line with the Asset Management Strategy that will incorporate our journey towards zero carbon.

2.9 Leasehold Buildings

2.9.1 We will identify major component works within leasehold buildings that we are responsible for and work closely with the Leasehold team to formulate a 30-year investment plan for each building.

2.9.2 We will instruct a full building survey of component items every 5 years, to be overseen by the Asset Management team in partnership with the Leasehold team. The results of these surveys will form the basis of Sinking Funds for these items and will be reviewed formally every two years by both teams for future planning, which the Leasehold team will instruct. The major inspections will be conducted by an independent company every 5th financial year.

2.10 Customer Improvement Works

2.10.1 Where a customer states their preference to carry out major works themselves, IVH will not unreasonably withhold approval. This application will be assessed in line with Alterations and Improvements Policy and decisions recorded on our Housing Management System.

2.10.2 Compensation for Customers who improve their property and subsequently leave, is detailed within our Repairs Policy.

3. Responsibility

3.1 The Head of Asset Management will oversee the effective implementation of this policy and will monitor its effectiveness using agreed performance indicators.

3.2 The Senior Planned Surveyor is responsible for the day-to-day activities in relation to the activities covered within the Policy, with the support of the Planned Surveyors, Asset Data & Planning Manager and other key colleagues, for example, within the Homes team.

4. Performance Indicators/Targets/Standards

4.1 Key performance will be monitored on the following:

- Customer satisfaction – programme specific and overall
- Completion of programmes within stated timescales and budgets
- Ratio between planned improvement spend and responsive repairs

4.2 These factors will be reported on through the Finance Report and Performance Pack (quarterly) and within the Customer Report (annually).

4.3 The Surveyor responsible for each programme of work will be responsible for monitoring and managing customer satisfaction and completion of programmes within timescale and budget.

4.4 IVH will inspect a selection of improvement works depending on the size, scale, cost, duration of the works and overall performance of the contractor, i.e. if the performance levels have been consistently good on post inspection at the start of a contract, the

Planned Surveyor responsible may consider reducing the number of post inspections they complete.

4.5 Inspections may occur during and/or after works have been completed and will be digitally recorded with photographic evidence.

4.6 We will also arrange for outbound satisfaction phone calls to be made and utilise their feedback for service improvements, where possible, on completion of planned works and include a question around condition of home within the Customer Offer survey.

5. Current Legislation

5.1 In operating this policy, IVH is required to comply with legislation that includes but is not limited to:

- Disrepair – Landlord and Tenancy Act 1985 S11
- Repairs – Defective Premises Act 1972
- Service Charges (Consultation and Requirements) (England) Regulations 2003
- Commonhold and Leasehold Reform Act 2002
- Electrical Safety Regulations 1994
- Gas Safety (Installation and Use) 1998
- Control of Asbestos Regulation 2012
- Fire Safety – Regulatory Reform Order 2005
- Housing Health and Safety Rating System 2004
- Construction Design and Management Regulations 2015
- General Data Protection Regulation 2018
- Data Protection Act 2018

5.2 IVH colleagues can access procedure maps in relation to certain areas of Asset Management and Compliance via the internal document storage system, Sharepoint.

6. Equality and Diversity Implications

6.1 Irwell Valley Homes is committed to treating people with honesty, dignity, respect, and trust. This applies to colleagues, customers potential customers, contractors, and Board Members. At IVH:

- Equality is about ensuring that every individual has an opportunity to make the most of their lives and talents
- Diversity is recognising difference and responding positively to those differences
- Inclusion is about creating an environment where our services and employment opportunities are accessible to all

6.2 IVH will be mindful of the Equality Act 2010 in all its actions and will consider all the protected characteristics of the Act which are: Race, Sex, Gender Reassignment, Disability, Sexual Orientation, Religion or Belief, Age, Marriage/Civil Partnership and Pregnancy and Maternity explicitly. Further to the protected characteristics, IVH will be mindful of socio-economic disadvantage and will do everything in its power to minimise this and other forms of disadvantage.

7. Cross Reference Documents/Good Practice

- Asset Management Strategy
- Stock Condition Survey Strategy
- Aids and Adaptations Policy
- Health and Safety Policy
- Gas Safety Policy
- Fire Safety Management Policy
- Alterations and Improvements Policy
- Electrical Policy
- Asbestos Management Plan
- Leasehold Policy
- Neighbourhood Management Policy
- Voids Policy
- Health and Safety Risk Assessment Policy and Procedure
- Repairs Policy
- IVH Financial Regulations