

# Asset Management

Our Asset Management service delivers the investment programme for our housing, commercial properties and estates. We have a 30 year plan for improving our housing stock and spend approximately £10 million every year on our major repairs and improvements programme. For every £1 of rent we receive, approximately 45 pence is spent on the programme.

## OUR COMMITMENT TO YOU

- We want to invest in your home in a planned and efficient way.
- We want your home to be as modern, comfortable and efficient as possible.
- We want your home to meet your current needs and your changing needs over time.
- We want to ensure that all of our customers are inconvenienced as little as possible when necessary works are carried out in their homes.
- We will seek to accommodate the diverse needs of our customers to assist them to live independently .
- We will provide a named Customer Liaison Officer for you who will be a single point of contact for the duration of your improvement works.
- We will consult on and publish a detailed annual improvements programme and an indicative rolling five year improvement programme.
- We will seek to achieve the maximum energy efficiency potential for your home – (measured through the SAP rating).
- We will keep a register of all asbestos found in properties and make this available to customers, contractors and our workforce.
- We will monitor asbestos containing materials periodically to assess if they are in good condition in accordance with the Asbestos Management Plan.
- We will monitor customer satisfaction with the Asset Management service and report our performance to you through our newsletter and website.

## STANDARDS WE WILL MONITOR

- We will ensure that your home meets the government's Decent Homes Standard as a minimum.
- We will write to you at least three months before carrying out any planned improvements to your home.
- We will publicise in detail, cyclical maintenance programmes (for example, painting) on our website and in our newsletter.