



Pickering & Ferens Homes

Asset Management and Stock Condition Surveying Policy

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Prepared By

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Manual Version Control

Asset Management, Stock Condition & Surveying Policy

Version	Date	Author	Change Description
1.0	January 2018	Martin Sherman	
1.1	May 2022	Martin Sherman & Richard Walker	<ul style="list-style-type: none"> • Updated policy date period, ownership of policy and job titles • Minor amendments to genericise the ICT systems • Updated approaches to procurement • Other minor amendments in format and language
1.2	October 2022	Richard Walker	<ul style="list-style-type: none"> • Update of policy date period • Updated approach to physically survey 20% of stock annually and target of 100% by 2025 • Inclusion of an independent annual review of data and approach
1.3	November 2023	Richard Walker	<ul style="list-style-type: none"> • Updated job roles to reflect new Planned Maintenance and Asset Manager • Referenced post 100% physical survey policy as maintaining physical surveys no older than 5 years • Inclusion of further data QA approach
2.0	February 2024	Richard Walker & Chris Curtis	<ul style="list-style-type: none"> • Reference to system integration upon license expiry • Inclusion of proactive data analysis to target SCS, including resident request and staff referral • Inclusion of reference to EPCs • Policy stance on SCS for new builds • Survey 'smoothing' concept introduced • Change to a two-yearly independent review of data and approach • Reference Safety & Quality regulatory requirements • Removal off incorrect reference to H&S compliance monitoring via asset database • Inclusion of an EDI section

1.0 Introduction

- 1.1 This Policy relates to the storage, use and procedures for maintaining the asset database of Pickering & Ferens Homes (PFH). The asset data base provides assurance for compliance to the Decent Homes Standard and other legislative requirements, including the regulatory Safety and Quality Standard (from April 2024). It also provides asset information used for determining the financial requirements of the stock for the replacement of components across the life of the PFH Business plan.
- 1.2 Asset data is collected from survey information of a representative sample of stock across all the types of property and areas of PFH stock. Procedures for the storage and collection are described in this policy.
- 1.3 The asset renewal investment programme is predominantly identified by analysing the data collected from the surveys to create a long term, 30-year investment plan of the major elements requiring replacement over that period.
- 1.4 PFH will use an asset management system to support the delivery of this policy. The use of the current system, Integrator, is under contract with a license to use the software and maintenance agreement for 5 plus 1 year commencing in January 2019. Upon expiry, PFH will consider the case for integration within the Civica housing management system.

2.0 Property Selection – Survey information

- 2.1 The survey information gathered at each property is standardised to suit PFH's asset requirements to fulfill Decent Homes standards, compliance with Housing Health Safety Rating System (HHSRS) and provide information to create a long-term component replacement mechanism for identifying the financial requirements across a 30-business plan year period.
- 2.2 The data in the system originates from surveys undertaken by Savills in 2013. The data has been updated and built upon since then via a mixture of independent and internal surveys, plus cloned data. Historically PFH aimed to survey 10% of cloned stock each year through voids. In 2022 the policy changed to 20% and targeted both cloned and surveys that were over 5 years old.
- 2.3 The database of stock information, is maintained by uploading surveys by suitably trained in-house surveyors or by external consultants.. Where the surveying programme requires 'smoothing', surveys may be added or removed from the 20% annual physical survey target, to smooth workloads, whilst not allowing surveys to breach the 5-year rule.
- 2.4 The objective of the survey regime is to achieve 100% physical surveys by 2025. In the meantime, where a physical survey is not yet done, cloning of the data is the industry standard way of understanding the complete asset picture across all stock.
- 2.5 Surveyors will undertake a stock condition survey on all voids unless a previous survey has been undertaken within the last 12 months. Components will be checked, and the database updated accordingly when replaced.

- 2.6 Outside of the stock condition survey programme, properties may receive a survey at any time via a staff or resident (or advocate) referral or proactive data analysis (such as complaints, incidents of damp, mould and/or condensation, responsive repairs) suggests targeting a specific geographic area or archetype. The Planned Maintenance and Asset Manager will coordinate this activity.
- 2.7 Immediately post-handover, new build properties will be entered into the asset management system with components registered. These will not require a physical stock condition survey until year 4, unless they fall into a category covered in paragraphs 2.5 or 2.6.
- 2.8 The survey form utilised, is based on a standard format provided by the asset management system and benchmarked through appraisals and quality assurance, adjusted to suit the requirements of PFH stock, geographical area. It provides information for component renewal including an estimated average cost of replacement.
- 2.9 The surveys will be utilised to report compliance with the Decent Homes Standard, including the identification of HHSRS issues. Both will be reported internally and on the Board performance reporting dashboard. All category 1 and 2 HHSRS cases will be addressed within regulatory timeframes determined by their severity.
- 2.10 Valid Energy Performance Certificates (EPC) should be provided to new residents upon the letting of a property. An EPC survey will be undertaken when an existing EPC goes out of date and the property is due for letting, or when significant component changes have been made to an asset which is likely to change the Standard Assessment Procedure (SAP) rating. The EPC and SAP data will be uploaded into the asset management system for reporting and analysis purposes.

3.0 Asset Management System

- 3.1 PFH's asset management system is designed to hold asset and financial investment information to create short and long term plans of asset renewals and programmes of work to sustain the Decent Homes Standard and maintain records of the investment requirements.
- 3.2 Full support and back up of the asset data is provided by the system provider under license.
- 3.3 The system stores and provides renewal dates for components relating to the internal and external elements of the property, with the ability to update these dates, by decrease or extension, following review. PFH use both an asset management and separate housing management system to collate reportable information, however the latter is predominantly used for storing compliance related data.
- 3.4 The system contract support mechanism is identified in the contract documentation and system procedural manuals referred to. Online support is also available.

4.0 Management of the system

- 4.1 The Planned Maintenance & Asset Manager maintains the asset database to ensure

accurate and up to date information is stored in the system.

- 4.2 The asset system is designed to hold static asset data on each property together with the survey information collected. Asset component life spans are held within the system and a projected renewal date is identified. Typical average costs are used to estimate the costs for renewal, and these are combined with the renewal dates to give an overall view of the asset condition across all stock.
- 4.3 The asset data is used to create scenarios of component replacement programmes to suit budget requirements and to smooth out any delivery spikes or to provide more efficient and effective programme delivery for value for money whilst maintaining the Decent Homes Standard across all stock.
- 4.4 The system, whilst providing a budget guide for investment purposes is not a real-time asset and repair system and further analysis and on-site confirmation is required prior to any programme of works being ordered.
- 4.5 The Planned Maintenance & Asset Manager will attend the system training sessions and joint working groups for up-to-date changes to the system together with user group sessions arranged annually. Any upgrades to the system will be managed by the Planned Maintenance & Asset Manager who will inform other parties to ensure the system is used correctly thereafter.
- 4.6 Online advice is provided including prompts on the screens and a user guide for general queries.
- 4.7 Access to the system will be restricted by License numbers and a hierarchy system of authorised levels of access. Screens can be designated for view only and restricted in accordance with usage of the system.

5.0 Procedure

- 5.2 The Planned Maintenance & Asset Manager will provide a programme of capital improvements for discussion prior to the budget analysis period in preparation for the programme to be approved. by the Homes Services Director and SLT. This will be the basis on which the programme will be built into the yearly business plan requirement proposed to the Board on an annual basis.
- 5.3 The programme will be scheduled across the financial year to suit various criteria, such as weather, availability of contractors, procurement, volumes of work and resource implications. Consultation with Resident Committee??
- 5.4 The Homes Services Director will present the programme of works to the Board, providing information regarding Decency, Compliance and other investment work for the new financial year.
- 5.5 Each programme of work will be communicated to Residents as early as possible upon approval by the Board. Communication of the longer-term programme will be published on the website and other forms of communication to Residents.
- 5.6 The programmes of work are a guide to the actual requirements of each property identified for improvement. Each one is an indication and will be confirmed by either

the in-house surveyor or contract surveyor dependent on the contractual relationship.

7. Our Commitment to Equalities

- 7.1 PFH seeks to ensure that their actions do not lead to unlawful discrimination. Deliberate acts of discrimination, including victimisation, harassment, instruction or pressure to discriminate, will result in disciplinary actions and/or termination of contracts with external agents.
- 7.2 We can provide access to interpreters for minority languages including sign language, and we can arrange written material in large print, Braille and first languages where necessary.
- 7.3 PFH will aim to ensure that no individual or group is treated less favourably on the grounds of age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation. We aim to recognise the needs of individuals and treat each person with dignity and respect.
- 7.4 We will consider the individual needs of residents who may require additional support and make reasonable adjustments in line with the Equality Act 2010 and in accordance with our EDI Policy.
- 7.5 We will work with our contractors and teams to ensure that any resident who feels uncomfortable with male only surveyors, for example, either can opt to have a female surveyor, or a female accompanying the surveyor.

8.0 Review

- 8.1 This procedure shall be reviewed three yearly by the Homes Services Director and Planned Maintenance & Asset Manager.
- 8.2 PFH will commission an independent two-yearly review of the asset management system data quality and robustness of survey methodology, which will be used to provide assurance of approach to the Board, and setting of programme and associated budgets. The review will also provide PFH with an external view as to sector best practice, and recommendations for service development.
- 8.3 Quality assurance of stock condition surveys will be undertaken on a rolling basis. 10% of surveys conducted in the year will be subject to a quality assurance test. These will be selected randomly, but to give a good balance of stock type, geography and ensure each surveyor has had their work checked. The 10% will be made up of 5% undertaken by an external and independent agency, and 5% undertaken by the Planned Maintenance & Asset Manager. These will be undertaken early in the next financial year to implement learning and ensure the quality of subsequent surveys. Additional quality assurance surveys may be commissioned as and when required for additional assurance. Reviews of our approach to asset management and surveying will also be included in the internal audit programme.
- 8.4 The results of the quality assurance will be reported internally with any material issues reported to the Board.