



# Asset Management Stock Condition & Surveying Policy

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**Prepared By**

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**Manual Version Control**

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"> <li>• Updated policy date period, ownership of policy and job titles</li> <li>• Minor amendments to genericise the ICT systems</li> <li>• Updated approaches to procurement</li> <li>• Other minor amendments in format and language</li> </ul>
1.2	October 2022	Richard Walker	<ul style="list-style-type: none"> <li>• Update of policy date period</li> <li>• Updated approach to physically survey 20% of stock annually and target of 100% by 2025</li> <li>• Inclusion of an independent annual review of data and approach</li> </ul>

## **Asset Management, Stock Condition & Surveying Policy**

### **1.0 Introduction**

- 1.1.1 This Policy relates to the storage, use and procedures for maintaining the asset database of Pickering & Ferens Homes. The asset data base provides assurance for compliance to the Decent Homes Standard and other legislative requirements. 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.
- 1.1.2 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 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 system is under contract with a license to use the software and maintenance agreement for 5 plus 1 year commencing in January 2019.

### **2.0 Property Selection – Survey information**

- 2.1 The survey information gathered at each property is standardised to suit Pickering & Ferens' asset requirements to fulfill Decency standards, compliance with 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 is compiled from Savills data collection in 2013, Michael Dyson Associates 20% survey 2018 and the additional collection of 10% of surveys year on year to 2022.
- 2.3 The survey form utilised, is based on a standard format and adjusted to suit the requirements of PFH stock, geographical area and provides information for component renewal including an estimated average cost of replacement.
- 2.4 To maintain an up-to-date database of stock information, an annual physical survey programme of 20% is undertaken, either by in house surveyors or by external consultants familiar with this type of work.
- 2.5 The objective of the survey regime is to have all the property information complete in 2025. In the meantime, cloning of the data is the industry standard way of understanding the complete asset picture across all stock.
- 2.6 The data base will commence (2022) with 50% of asset information and thereafter an annual survey figure of min 20% of stock. The 20% will be made up from voids, areas of priority across the stock and a balancing % of the remainder of the representative sample. Some of the original Savills stock information is not as comprehensive as the current Survey information. This has no real detriment to the overall picture of the stock in the short term but will be picked up within the validation of stock information beyond the completion of the total stock surveys or when surveyed in the Void

process.

### **3.0 Integrator Asset system**

- 3.1 Integrator is a Housing sector asset system 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 Integrator Housing Solutions under license.
- 3.3 The system also provides legislative compliance recording mechanisms for asbestos, water, electrical etc which can be utilised for accurate recording of due dates for inspections and audit purposes. PFH use both Integrator and another housing management system to hold compliance information.
- 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 Asset and Development Manager maintains the asset data base 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 spikes in delivery 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 Asset and Development Manager will attend the integrator 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 asset manager who will inform other parties to ensure the system is used correctly thereafter.
- 4.6 Online advice is provided by integrator 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**

- 5.1 The initial % of survey information provides a view of the stock profile across all types of property and geographical region covered. The information is then cloned to provide a comprehensive scenario of the general condition of the assets across a 30-year period.
- 5.2 The Asset and Development 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 which is to be approved by 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.
- 5.4 The Homes Services Director will confirm the programme of works with the Board, providing information regarding Decency, Compliance and areas of work for the new financial year, together with the property area list.
- 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 has to be confirmed by either by the in-house surveyor or contract surveyor dependent on the contractual relationship.

## **7.0 Contracts**

- 7.1 The Integrator system contract is a 5-year contract commencing January 2019 to 2024. The data is owned by Pickering & Ferens homes and is capable of being utilised across various asset systems and has a UPRN unique coding system to allow for a change of system in the future if required.
- 7.2 Where external support is required to deliver this policy, it will be procured directly by PFH through agreed procurement channels, utilising best practice.

## **8.0 Review**

- 8.2 This procedure shall be reviewed three yearly by the Homes Services Director and Asset & Development Manager.
- 8.3 Independent validation of the system data is required every 5 years or as appropriate when validation is required.
- 8.4 PFH will commission an independent annual review of the asset management system and robustness of survey methodology, which will be used to provide assurance of approach to the Board, and setting of

annual programme and associated budgets. The review will also provide PFH with an external view as to sector best practice, and recommendations for service development.