

# Housing Asset Management Plan Targets 2019-2020

The Housing Asset Management Plan 2019-28 outlines four key themes for the effective management of Council owned homes. These are:

- Compliant, decent and energy efficient homes
- Homes in places where people want to live, work and socialise
- Residents of all ages and backgrounds shaping services
- Affordable and cost effective homes

Additionally, the Plan will also support the following Corporate Plan 2018-22 objectives:

- People live long, healthy, happy and independent lives
- Our children and young people thrive and reach their full potential
- Good, decent homes, affordable to all
- Everyone feels safer in their street, neighbourhood and home
- A cleaner and more sustainable environment
- Everybody has the opportunity to work and build their career

The key activities for the period 2019-2020 are outlined below, with indicators to measure our performance.

# Housing Asset Management Plan Targets 2019-2020

## COMPLIANT, DECENT & ENERGY EFFICIENT HOMES

- We will remain compliant and keep up to date on changes to legislation, regularly review policies and procedures and ensure we have robust assurance reporting to strengthen residents' trust.
- Undertake Housing Health and Safety Rating assessments to address hazards in homes.
- Continue to meet the Decent Homes Standard.
- Replace old and inefficient building components with modern efficient and easy to maintain facilities.
- Improve energy performance of homes by installing energy efficient components and embracing new technologies.
- Establish a 'Croydon Standard' based upon resident priorities and contractor knowledge, and bring every home to this standard.
- Homes will be suitable for residents at all stages of life.
- Review the communal spaces to sheltered and special sheltered blocks.
- Focus on the properties most in need of investment.

## HOMES IN PLACES WHERE PEOPLE WANT TO LIVE, WORK & SOCIALISE

- Review the long term viability of homes and assess options for conversion, extension, intensification and disposal.
- Undertake regular inspection, repair and maintenance of external building components.
- Review anti-social behaviour hot spots and design solutions to reduce future incidents.
- Review fly-tipping hot spots and design solutions to reduce future incidents.
- Improve recycling rates by upgrading refuse and recycling facilities.

## Housing Asset Management Plan 2019-2028

## RESIDENTS OF ALL AGES & BACKGROUNDS INVOLVED IN SHAPING SERVICES

- Provide job opportunities, apprenticeships, work experience and training through our contractor partners and the supply chain.
- Engage with residents of all ages and backgrounds through face to face, telephone and digital technologies.
- Provide regular training, information sessions and support to develop 'expert' residents to improve Council services.
- Provide opportunities for residents to witness major works and other housing management services through regular site visits.
- Use new and emerging technologies to provide residents with new ways to engage in meetings and give feedback.
- We will work with our residents to promote the positives about living in social housing and campaign to remove stigma where there is any.

## AFFORDABLE AND COST EFFECTIVE HOMES

- Update the HRA Business Plan annually to ensure its long term viability.
- Undertake Net Present Value assessments of homes to highlight properties that are not cost effective.
- Carry out feasibility studies of poor performing homes and develop suitable plans for conversion, extension, disposal or intensification.
- Develop a disposals and acquisitions policy.
- Undertake regular monitoring of our contracts to ensure that we achieve value for money and performance standards.
- Review homes and tenure types to ensure they are appropriate.

# Key Actions

Task No.	Objective	Action	Service	Supporting Teams	Target
1	Compliant, decent & energy efficient homes	Every property to have relevant compliance certificates.	Repairs and Maintenance	Assets & Involvement; Capital Delivery for Homes & Schools	Ongoing
2	Compliant, decent & energy efficient homes	Launch the 'Croydon Standard' and standardise components.	Assets & Involvement	Capital Delivery for Homes & Schools; Repairs & Maintenance	2019-2020
3	Homes in places people want to live, work & socialise	Prioritise housing sites with fly-tipping issues and explore options.	Assets & Involvement	Tenancy & Caretaking Services; Capital Delivery for Homes & Schools	2019-2021
4	Residents of all ages & backgrounds involved in shaping services	Deliver training sessions to develop 'expert' residents.	Assets and Involvement	Learning and Organisational Development	2019-2021
5	Residents of all ages & backgrounds involved in shaping services	Refresh Resident Framework.	Assets and Involvement	Repairs & Maintenance; Capital Delivery for Homes & Schools; Housing Assessments & Solutions	2019-2020

# Key Actions

Task No.	Objective	Action	Service	Supporting Teams	Target
6	Affordable and Cost Effective Homes	Undertake Net Present Value Assessments of whole housing stock.	Assets and Involvement	Repairs & Maintenance; Gateway Service Development; Housing Assessments & Solutions	2019-2020
7	Affordable and Cost Effective Homes	Assess 10% worst performing properties by Net Present Value.	Assets and Involvement	Repairs & Maintenance; Gateway Service Development; Housing Assessments & Solutions; Regeneration	2019-2021
8	Affordable and Cost Effective Homes	Launch an Acquisitions and Disposals policy and procedure.	Assets and Involvement	Assets & Involvement; Capital Delivery for Homes & Schools; Repairs & Maintenance; Tenancy	2019-2020
9	Affordable and Cost Effective Homes	Full Fibre Broadband to Social Housing	Assets and Involvement	Assets & Involvement; Capital Delivery for Homes & Schools; Repairs & Maintenance	2019-2021
10	Affordable and Cost Effective Homes	Croydon Community Energy Scheme	Assets and Involvement	Assets & Involvement; Capital Delivery for Homes & Schools; Repairs & Maintenance	2019-2021

# Key Performance Indicators

KPI Ref	Objective	KPI Description	Target	Measured
1.01	Compliant, decent & energy efficient homes	Percentage of homes that have valid compliance certificates.	100%	Quarterly
1.02	Compliant, decent & energy efficient homes	Percentage of homes that meet the Decent Homes Standard.	99%	Quarterly
1.03	Compliant, decent & energy efficient homes	Average energy efficiency rating.	68%	Annually
1.05	Compliant, decent & energy efficient homes	Number of homes reporting disrepair.	0	Quarterly
1.06	Compliant, decent & energy efficient homes	Percentage of properties becoming void in year.	5%	Annually
1.07	Compliant, decent & energy efficient homes	Average void turnaround time.	11 days	Monthly
1.08	Compliant, decent & energy efficient homes	Urgent repairs completed on time.	100%	Monthly
3.01	Residents of all ages & backgrounds involved in shaping services	% residents satisfaction following improvement works	95%	Quarterly
4.01	Affordable and Cost Effective Homes	Number of homes with a negative Net Present Value calculation.	0	Annually