

Asset Management Strategy Monitoring – Action Plan

Objective - Action	Quantitive Measure	Previous Update	Current Update	Target Date	Completion Date	On Track for Completion/Revised Date
<p>Contribute to Welsh Government's affordable housing target through our development, acquisition and maintenance programmes</p>	<p>Meet the objectives of our Development Strategy and deliver new home forecast set in our 30-year business plan.</p>	<p>N/A</p>	<p>The development team are working through the early design stages of the sites at Trowbridge, St. John's and also the regeneration opportunity at Moria Terrace, and these will, in time contribute to the broader target of homes.</p> <p>The strategy is now being considered in terms of next steps against key challenges such as the lifting of zoning for Social Housing Grant (SHG), the standard viability model, the decarbonisation and Modern Methods of Construction agenda, as well as identifying suitable land opportunities.</p> <p>Engaging services of land consultant to identify off-market opportunities to be considered for development.</p> <p>Also working on partnerships with other housebuilder/developers to identify opportunities for development in our areas of operation.</p>	<p>On – going</p>		
<p>Meet and maintain homes to Welsh Housing Quality Standard through a programme of investment set annually and in line with our Business Plan</p>	<p>Maintain 100% compliance with the WHQS subject to acceptable fails reporting to WAG on an annual basis, confirmed through periodic independent internal audit.</p>	<p>N/A</p>	<p>WHQS Policy revisions and Monitoring Report will be prepared for the board meeting of the 5th May 2021.</p> <p>Report will contain our WHQS position at the end of December 2020 – submission due 31st March 2021 via Afon.</p> <p>A further submission will be submitted in December 2021 before revisions to the WHQS standard will be made.</p>	<p>On – going Annual reports</p>		

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			Audit on WHQS data included in the 2021/222 Audit Plan (Requested by Director Of Property) - Taking place in June 2021			
Undertake a costing exercise to bring all homes to the highest EPC rating that the construction type of the property will allow	Board Paper prepared for Septembers board detailing the costs of improving our homes through the EPC band from existing EPC data (A-F).	N/A	<p>Exercise undertaken detailing the estimated costs of improving our homes through the EPC band from existing EPC data (A-F) through a retrofit approach.</p> <p>Paper included in Asset Strategy Monitoring Report – Board March 2021</p> <p>Whole house surveys utilising pathway to zero software expected to be ready for April 2021, to be utilised by in house SCS team.</p> <p>Passport (Pathway to Zero) for properties to be added to Lifespan Software with components included to feed into 30 year business plan.</p> <p>Link to report</p>	September 2020	January 2021	Complete
Undertake stock condition surveys on all of our stock within 2 years to ensure our property component lifecycle information and WHQS data is accurate	100% of our stock has up to date WHQS, SAP, HHSRS & Component lifecycle information on our Asset Management System and an internal audit confirms this.	N/A	<p>Stock condition team mobilised internally through Property Services Restructure.</p> <p>Stock condition programme suspended until Tier 4 restrictions are lifted.</p> <p>Schedule in place to complete SCS's by April 2023 (due to restrictions on services – Covid19)</p> <p>To include commercial, industrial, garages and land on Lifespan – By June 2021</p>	August 2022		April 2023
Review all our asset management activities through the principles of the	To ensure our asset management activities are considered and delivered in line with the principles	N/A		Life of the strategy		

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Wellbeing of Future Generations particular but not exclusively in terms of procurement, transport, fuel efficiency; digital connectivity and adaptations for disabilities	of the Wellbeing and Future Generations Act.		No Update this quarter			
Establish asset management solutions with Welsh Government and Cardiff Council that reduces the burden on the health and social care sector and allows tenants to remain in their homes for longer	Develop an Adaptations Policy that reflects our commitment to providing minor and major physical adaptations that meet the needs of our tenants with disabilities.	N/A	<p>A PAG review is being undertaken and led by the Assets & Landlord Compliance Manager on behalf of the Head of Asset Management, that includes:-</p> <ul style="list-style-type: none"> • Policy Review • Procedural Review • Use of Independent OT's • Introduction of a dynamic purchasing system (procurement) • Review and improvement of key PAG milestones (referrals, design, tender, WG approval and installation) 	October 2021		
Contribute to Cardiff Council's affordable housing target through our development, acquisition and maintenance programmes particularly in our heartlands and the areas of highest need	Meet the objectives of our Development Strategy and deliver new home forecast set in our 30-year business plan.	N/A	<p>Key sites being worked up in Cardiff which will be reported to Cardiff City Council's housing team and updated in terms of Social Housing Grant drawdown and requirements.</p> <p>Site at Llanrumney in Cardiff's SHG programme for 2021/22 and development at St John's in reserve list for schemes to be funded, likely during 2022/23.</p>	On - going		
Continue to work closely with the	Ensure we continue to allocate homes via Cardiff	N/A	Since August 2020, Customer Satisfaction Surveys are completed on all allocated void	On - going		

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Council in improving and modifying homes to meet local need and house people vulnerable in our society	Accessible homes, meeting our allocation requirements adapting and maintaining physical adaptations that meet our tenants' diverse needs. Ensure we meet our Void & Mutual Exchange standards.		<p>properties (allocation experience & void standard) learning from any feedback received.</p> <p>We continue to service and maintain our adaptive equipment through the compliance team (cyclical and responsive), replacing and applying for WG funding if applicable.</p> <p>In 2021 our Assets Team are completing a consultation with the panel on the specification for adaptive kitchens and bathrooms (choice, colour and materials) – “The Hotel Standard”</p> <p>We continue to meet our allocation requirement via the CWL and offer .</p>			
Establish asset management solutions with Welsh Government and Cardiff Council that reduces the burden on the health and social care sector and allows tenants to remain in their homes for longer	Develop an Adaptations Policy that reflects our commitment to providing minor and major physical adaptations that meet the needs of our aging tenants and tenants with disabilities.	N/A	<p>A PAG review is being undertaken and led by the Assets & Landlord Compliance Manager on behalf of the Head of Asset Management, that includes:-</p> <ul style="list-style-type: none"> • Policy Review • Procedural Review • Use of Independent OT's • Introduction of a dynamic purchasing system (procurement) • Review and improvement of key PAG milestones (referrals, design, tender, WG approval and installation) 	October 2021		
We will consider how our new M-Team may be able to participate in retro fitting our homes	Consider how our M-Team may be able to participate in retro fitting our homes subject to clarity from Welsh	N/A	Our Head of Repairs Transformation will create a 5 year Repairs and Planned Improvement Strategy with the Head of Assets on how we can upskill, expand and diversify the services that the M Team can deliver.	December 2021		

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	Government on their position.					
We will ensure that community benefits are hardwired into any procurement activity associated with the emerging decarbonisation programme.	Hardwire community benefits into our procurement activity associated with the emerging decarbonisation programme subject to clarity from Welsh Government on their position.	N/A	<p>Community Benefits are a core requirement of our procurement activities. All contractor that CCHA engage with on future contractors will be Constructionline Gold Accredited (includes social responsibility and environmental commitments).</p> <p>Environmental and Sustainability Statement has been approved by Board in December 2020.</p> <p>An environmental strategy will be created in July 2021 in collaboration with Director of Development and the Green Group, following SHIFT assessment by Suss Housing.</p>	December 2021		
To seek value for money solutions to repairs and improvements in tenant's homes to create truly affordable accommodation in Cardiff enabling CCHA to reduce service charges and temper rent increases	Develop a Value for Money approach that includes involving our tenants in designing out service charges (where possible), involving our tenants in our tendering and contract award process.	N/A	No Update	October 2021		
Improve the affordability of homes by investing in technologies to improve the fuel efficiency and reduce fuel bills of homes	Deliver the pilot Energiesprong at Blackweir terrace with Myspace, creating 8 carbon zero homes. Design out gas boiler systems utilising electrical heating systems and	We were unsuccessful in our ORP application at Blackwier Terrace/North Road – In October 2020.	In March 2021 we entered into a partnering agreement (SLA) with Cadwyn Housing Association to provide 40 homes with Solar PV, with battery storage) as part of the ORP consortium. CCHA will use £76,000 of ORP grant and £72,000 matched funding to install a PV Array in 20 homes (part of Pathway to	April 2020		On-going

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	air/ground source heat pumps utilising renewable energy sources. Where this is not possible, install A++ rated boiler systems until a solution is sourced.	We have joined the SERO consortium (68 partner and 26 RSL's)	<p>Zero) and install an IES System to measure the benefit of the retrofit arrays.</p> <p>These 20 homes will benefit from reduced electricity costs, an increase in SAP and a retrofit completed that is inline with the building passport.</p> <p>There is £50M or ORP available in 2021/2022 and we will submit funding applications through ORP 2 when funding is made available.</p> <p>Our Development Strategy and specification has designed out gas boilers and from April 2021 all homes will be designed and constructed to be EPC Rated A/Carbon Zero.</p> <p>Replacement of boilers through our planned programme uses A++ rated boilers at the point of failure only.</p>			
<p>We will reduce where practicable all acceptable fails (fewer physical restraints) to zero by 2024/2025. This will require us to reduce acceptable fails by 25% year on year</p>	<p>Acceptable fails are reduced by 25% each year and are tracked as a KPI as a percentage reduction year on year.</p>	<p>N/A</p>	<p>Through our planned programme and pathway to carbon zero for our homes, we will continue to reduce A/F's each year.</p> <p>Our WHQS programme for 2020/2021 was significantly impacted by Covid-19 restrictions with limited kitchens and bathrooms replaced.</p> <p>Our capital and revenue WHQS programmes for 2021/2022 includes:-</p> <p>£130,000 (Bathrooms x 50) £750,000 (Kitchens x 190) £470,000 (External Doors & Windows) £100,000 (A++ Boilers – Failure Demand) £100,000 (Electrical Upgrades) £185,000 (Damp, HHSRS & Insulation)</p> <p>WHQS – Part 6:-</p>	<p>March 2025</p>		

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			<p>£363,000 (Cyclical Redecoration) £40,000 (Fencing – Boundaries) £140,000 (Grounds Maintenance) £40,000 (Waste Management Estates)</p> <p>Review of service charges and estate management contracts – options appraisal for internalising elements of estates services (ground maintenance, cleaning, waste management, estate enforcement team)</p>			
<p>We will invest in an asset management database to capture accurately asset management information</p>	<p>Implement and use Lifespan as our asset management database and WHQS reporting tool.</p>	<p>N/A</p>	<p>We have embedded “Lifespan Web” and “Lifespan Go” to produce investment plans and our 30 year component investment model.</p> <p>Lifespan produces WHQS compliance certificates for new tenants, is used for WHQS reporting and houses all of our component data.</p> <p>Our in house team of stock condition surveyor have completed training on the systems and app’s, completing surveys SCS’ on our Voids until Covid-19 restrictions have been lifted.</p> <p>A SCS programme (based on risk created for 2 years programme of delivery) – complete before April 2023</p>	<p>July 2020</p>	<p>July 2020</p>	<p>Complete</p>
<p>We will increase our capacity to carry out stock condition surveys over the next 2 years</p>	<p>We will appoint an additional technical officer and realign existing resources to create a team on 3 stock condition surveyors supported by an Assets assistant, management by a Senior Assets Officer.</p>	<p>N/A</p>	<p>Appointed 2 Project Surveyors</p> <p>Appoint 1 Assets Surveyor and re-aligned existing surveyor resources to create a SCS Team.</p> <p>The SCS Team are managed by the Assets & Landlord Compliance Manager, supported</p>	<p>August 2020</p>	<p>December 2020</p>	<p>Complete</p>

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			<p>by an Assets Officer (Co-ordination and Management of Surveys)</p> <p>A SCS programme (based on risk created for 2 years programme of delivery) – complete before April 2023</p>			
<p>We will use a life cycle costing approach for components used in our new homes</p>	<p>We will ensure that Lifespan holds up to date component costs for all major components and variants of that component (e.g. 1 Bed Kitchen, 2 Bed Kitchen) so that this information is captured on handover to the property team.</p>	<p>N/A</p>	<p>Current tendered component prices are used in Lifespan for component costings (e.g Kitchen and Bathroom Replacements).</p> <p>New homes from development also utilise the tendered prices.</p> <p>Components lifecycles are determined by WHQS requirements and our commitment for replacement of components in our WHQS Policy.</p> <p>Where no costs are available RSL benchmarking data is used to populate lifecycle costing.</p> <p>Component Costs are review on an Annual Basis.</p>	<p>December 2020</p>	<p>December 2020</p>	<p>Complete</p>
<p>We will invest in cyclical decorations and communal and environmental improvement schemes over the next three years</p>	<p>We deliver a cyclical redecoration programme to all our common areas and the exterior of all our properties that is prioritised based on condition (and subsequently on a patch basis).</p>	<p>N/A</p>	<p>In 2020/2021 we commenced an internal cyclical redecoration and internal area improvement programme – redecoration of internal areas, lighting improvements, flooring replacement and external communal door replacement programmes.</p> <p>We have also commenced a planned flat entrance door replacement programme through our M Team and Contractors.</p> <p>In 2021/2022 we will commence year 1 of our 5 year external cyclical redecoration programme (prioritised on condition). £360,000 will be invested in painting,</p>	<p>April 2023</p>		

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			cleaning of gutters, pre-painting repairs and repairs to render systems.			
We will ensure will have a robust asset register of all our related assets e.g. culverts, retaining walls, trees and that these are inspected and maintained in line with best practice	We will ensure that Lifespan holds up to date property information and not just lifecycle costing and component replacement information. The re-inspections of these assets will be driven from our corporate health and safety system T100.	N/A	<p>We are investigating alternate options to Lifespan such as GIS Mapping Software to mark out all of our estates, types of land and our boundaries so that we have a clear understanding of our assets and responsibilities.</p> <p>Upon Covid-19 restrictions being eased we will meet with partners who utilise GIS software to understand how this software can assist us to understand our assets.</p>	August 2022		
We will ensure leaseholders are dealt with fairly in terms of repairs and maintenance and appropriate consultation undertaken on repairs and improvements	Ensure that our Repairs Policy launched on 1 st April 2020 is applied fairly to our tenants and leaseholders and is clear with the repairing responsibilities for leaseholders. We will continue to undertake the section 20 (Landlord & Tenant Act 1985) consultations with our leaseholders	N/A	<p>Version 2 of our Repairs Policy was launched in October 2020 to include how adaptation were managed and repaired – circulated to all tenants and leaseholders via social media and a targeted text campaign (through Deeplake).</p> <p>The repairs policy and any changes are discussed with the resident panel before amendments are made (agreed by the panel).</p> <p>We continue to undertake the section 20 (Landlord & Tenant Act 1985) consultations with our leaseholders.</p> <p>We have recently communicated with leaseholders on HRRB Capital Grant Improvements at Aquila and Galleon – on the improvements and colour choices for cladding systems.</p> <p>We have undertaken a large Sprinkler and Fire Alarm Improvement programme for tenants and leaseholders at Aquila in Q3 & Q4, consulting with all interested parties prior to commencing any work.</p>	On - going		

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We will consider the refurbishment options of Moira Terrace with a potential £2.5mill strategic investment plan	An options appraisal will be undertaken, with potential delivery to follow by December 2023.	N/A	<p>An options appraisal was undertaken in 2020 on the options for the refurbishment of Moira Terrace.</p> <p>The Director of Development is leading the project to complete the refurbishment/redevelopment of Moira Terrace - Design team and CCC meeting on 15th March 2021, with Steering Group to meet after this date.</p> <p>All commercial units are empty – remedial necessary temporary fire safety measures are in progress (alarm improvements, door improvement and compartmentation).</p> <p>Cardiff Womens Aid have temporarily vacated 13-17 Moira Terrace and moved into Callaghan House (with a FRI lease until June 2022 – rolling every three months after)</p>	December 2023		
We will ensure our stock condition surveys identify poorly converted flats to convert back into family properties (houses). This will take account for reasonable space requirements and WHQS	Our stock conditions surveys will identify poorly performing properties where space requirements do not meet WHQS. This will allow options appraisals to be undertaken.	N/A	<p>Stock condition team mobilised internally through Property Services Restructure.</p> <p>Stock condition programme suspended until Tier 4 restrictions are lifted. Schedule in place to complete SCS's by April 2023 (due to restrictions on services – Covid19)</p> <p>SCS' will identify converted dwellings that have poor acoustic and thermal properties and space requirement do not meet WHQS. These homes will be clearly identified and have options appraisals completed.</p>	August 2022		April 2023
Following on from the stock condition surveys, undertake a full options appraisal	An options appraisal is undertaken on our poorly performing properties identified during our	N/A	No Update	December 2022		

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on very poorly performing properties	accelerated Stock Condition Survey Programme.					
To develop a matrix to be signed off by Board, on the decision tree necessary to be used, for the very few times we consider disposing of a property	A decision tree is created that assists us to make a decision on the future use of property that is not just an NPV comparison tool.	N/A	Head of Asset Management and Decarbonisation will prepare a process flow/decision tree for disposal, regeneration or refurbishment for June 2021	December 2020		June 2021
We will invest in an IT system to capture all compliance data in one place	We will implement Risk Monitor as our Landlord Compliance Database migrating from numerous other data storage systems.	N/A	Risk Monitor has been purchased and data has been transferred into system (currently in test mode). We are currently testing risk monitor and moving contractors onto system using the risk monitor contractor App. We expect Risk Monitor to go Live around May 2021, following a test period and full launch.	April 2021		May 2021
We will ensure landlord compliance is 'visible' across the organisation by using overhead screens to display daily performance	Overhead screens are installed to display Landlord Health & Safety Information at Tolven Court and are visible as bespoke reports for OMT, CLT & Board of Directors.	N/A	Screens have been installed at Tolven Court x 4 to monitor, compliance data, customer services calls and void information. Compliance data is also visible using Power BI available to any member of staff or Board Member at CCHA - whilst we are not working from Tolven Court. Priority Weekly KPI Slides (Assets, Repairs, Compliance) are in place on MS Teams for the OMT & CLT for full transparency between monthly KPI meetings.	On – going		Complete
We will measure and monitor data associated with	Weekly Team Meetings Monthly KPI Meetings	N/A	HSC Continues to take place every two month – reports to ARC and 6 monthly H&S reports to Board	On - going		

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<p>landlord compliance through our weekly team meetings, our monthly KPI meetings, our internal Health and Safety Committee, our Audit and Risk Committee and our Board</p>	<p>Bimonthly H&S Committee Meetings H&S Reports to Board KPI reports to Audit & Risk Committee</p>		<p>FSC Continues monthly and feeds into HSC</p> <p>Priority KPI Meetings – CLT & OMT (Finance, Repairs, Assets, Housing)</p> <p>OMT KPI Meetings Monthly</p> <p>Operational weekly satisfaction (qualitive) and operational quantitive indicator meetings – repairs, compliance and assets</p> <p>ARC & Board Work and Meeting plan place for 2021/2022.</p>			
<p>We will ensure our organisational structure supports our approach to landlord compliance and health and safety and we put in place second line of defence checks</p>	<p>Undertake restructure of existing team to ensure landlord compliance and health and safety is supported by adequate resources and a robust management structure.</p>	<p>N/A</p>	<p>Restructure of Property Services – complete in December 2020. Full compliment of staff in property services as at 15th February 2021.</p> <p>Appointed Head of Repairs Transformation and Head of Asset Management & Decarbonisation in January 2021.</p> <p>1st line audits undertaken across Landlord Compliance by Senior Assets Officer.</p> <p>2nd line of assurance inspections undertaken by Governance Team (Governance internal assurance plan support agreed with Head of Governance 2021/2022)</p> <p>Internal Audit Work Programme for 2021/2022</p> <p>3rd Line of Assurance – Corgi Audits Completed on Electrical and Gas Safety Contractors (with report to be circulated at HSC)</p>	<p>September 2020</p>		<p>Complete</p>

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<p>We will ensure we are the exemplar in fire safety management going over and above to keep our tenants safe</p>	<p>Implement and Deliver a Fire door replacement programme – replacing all FD30 & FD60 fire doors identified as requiring improvement Implement an external cladding removal programme – replacing/removing cladding identified as requiring improvement by our external Fire Safety Consultants (EWS1 Forms) Retrofit sprinkler systems in all our schemes over 18M in height</p>	<p>N/A</p>	<p>BM Trada Accredited Fire Door and Fire Stopping Team – Mobilised in April 2020</p> <p>Planned Fire Door Replacement undertaken by Internal Fire Safety Team (to include Moira Terrace and Remedial Actions from Fire Risk Assessments)</p> <p>2 Year Fire Door Planned Programme to be delivered by team of 4 Multiskilled Carpenters within the M Team (low risk doors identified from FRA's)</p> <p>Aquila 2020/2021 - Sprinklers installed, fire alarm system improved and compartmentation works completed.</p> <p>Hamadryad – Fire Alarm Improvements (extension) Completed in 2020</p> <p>EWS1 Forms completed for all buildings over 18M in 2020 – remedial actions at Aquila and Galleon. HRRB Building Grant Application Successful for £2.7M with works to start on 20th March 2021 following tenant consultation. Cladding to be remediated at both schemes with further improvements to install sprinklers and improve fire alarm system at Galleon.</p> <p>Intrusive Type 4 FRA's completed at Moira Terrace in 2020 with remedial works completed/in progress on Fire Alarm System Extension, Fire Door Replacements to Flats, Vacation of Commercial Units and remedial compartmentation of ceiling and horizontal walls.</p>	<p>April 2022</p>		

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			<p>Further Sprinklers to be installed at Hamadryad and Driscoll Court in 2021/2022.</p> <p>Further Intrusive surveys scheduled for St Marys Street/Westgate Street properties – Possible Remedial Works</p> <p>EWS1 forms to be completed on all developments handed over to property until the Fire Safety Forms are embedded into WG and LA practice.</p> <p>To apply for WG grant to remove HPL cladding at Hamadryad from building safety fund in 2021/2022 if available.</p>			
We prioritise works that will reduce repair demand in the planned maintenance programme	Our investment programme is driven from our Asset database each year based on information collected on component condition.	N/A	<p>Capital and Revenue Investment Plans (3,5, 10 and 30 year) will be produced in 2021/2022 upon collection of accurate data from SCS'.</p> <p>Components that are due to be replaced in the next 2 years will have components verified through verification surveys before budgets set for 2022/2023 (to begin in September 2021 through the Assets Surveyors) - Led by the Assets & Compliance Manager.</p>	August 2023		
We will improve and repair our properties in line with our 2025 target	In independent property condition audit is undertaken and evidences the improvement in our properties conditions.	N/A	<p>97 Independent SCS completed by Property Techtonics in 2020, with a further 200 to be completed in 2021 (10% of our stock).</p> <p>WHQS Audit to be undertaken on our data in June 2021.</p> <p>Ongoing 10% SCS' to be completed each year by an independent surveyor as part of our assurance around WHQS data quality.</p>	April 2025		

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<p>We will develop standard specifications that offer long term value for money including consideration of repair costs</p>	<p>A joint specification is produced across the Development Team and Property Team</p>	<p>N/A</p>	<p>Joint technical and material specification produced between Assets and Development in November 2020, with standardised items for the repairs team – including ventilation and sanitary equipment.</p> <p>Specification includes several items for tenant consultation, scheduled to take place with the Head of Assets & Decarbonisation at the resident panel meeting of May 2021.</p> <p>Specification includes the removal of boilers from all new development and meeting EPC A for all new developments.</p> <p>Specification includes the removal of Tilt and Turn Windows and the addition of Warrior Security Doors for all communal external doors.</p> <p>Development and Assets Kitchen and Bathroom Specifications now align (Rixonway).</p>	<p>November 2020</p>		<p>May 2021</p>
<p>We will undertake satisfaction surveys on our repairs and planned maintenance programme</p>	<p>We collect customer satisfaction data via cloud dialogues for our in-house team; We collect customer satisfaction data for repairs and improvements undertaken by all contractors; We utilise the STAR survey (or equivalent) to capture overall satisfaction with the repairs and assets services.</p>	<p>N/A</p>	<p>We collect satisfaction data (with autonomy) through governance team text and email satisfaction collection.</p> <p>This in includes:-</p> <ul style="list-style-type: none"> • Void Quality on Handover • Planned Component Replacement (Windows, Doors, Boilers, Roofing, Kitchens & Bathrooms) • M Team Satisfaction (RFT, Overall Satisfaction, NPS & Repair Quality) • Responsive Contractor Satisfaction (RFT, Overall Satisfaction, NPS & Repair Quality) 	<p>November 2020</p>		<p>Complete</p>

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			<ul style="list-style-type: none"> Cyclical Servicing – Gas & Electrical (Over Satisfaction, Workperson attitude, cleanliness) <p>Governance team to utilise STAR survey for 2021/2022</p>			
<p>We will clarify the repairing responsibilities of CCHA and tenants respectively by formalising a repairs and recharge policy</p>	<p>Ensure that our Repairs Policy launched on 1st April 2020 is applied fairly to our tenants and leaseholders and is clear with CCHA and our tenants repairing responsibilities including our recharge policy.</p>	<p>N/A</p>	<p>Version 2 of our Repairs Policy was launched in October 2020 to include how adaptation are managed, serviced and repaired – circulated to all tenants and leaseholders via social media and a targeted text campaign (through Deeplake), signposting to website.</p> <p>The repairs policy and any changes are discussed with the resident panel before amendments are made (agreed by the panel).</p> <p>Recharges and how they are managed are part of the repairs policy. Recharges have been on hold throughout the Covid-19 lockdown period.</p> <p>Rechargeable repairs, including recharges to estates will be administered by the Housing Management Team (income recovery – Sundry Debt). Expected to begin recovering recharge costs in May 2021</p>	<p>On - going</p>		
<p>We will investigate properties with very high repair demand to identify the causes</p>	<p>An investigation on the top 50 properties with high repairs demand is undertaken and a report produced as a 'lessons learned' paper.</p>	<p>N/A</p>	<p>SCS's will be completed on properties that have not had a routine repair completed in the last two year (and properties are over 10 years old) to ensure there are no significant repair issues.</p> <p>The Assets Team will complete SCS' on the 50 homes with the highest repair spend over the last 5 years, to identify reasons for excessive expenditure on these homes.</p>	<p>April 2021</p>		<p>August 2021</p>

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			The Head of Asset Management & Decarbonisation will produce a report for OMT and CLT as to the reasons for the expenditure.			
<p>Encourage and support tenants to do the non-essential repairs in their home</p>	<p>Ensure that our Repairs Policy launched on 1st April 2020 is communicated and publicised to our tenants; Basic repairs articles are promoted on our website and via social media; Basic repair workshops are set up and delivered with the property and support teams.</p>	<p>N/A</p>	<p>Version 2 of our Repairs Policy was launched in October 2020 to include how adaptation are managed, serviced and repaired – circulated to all tenants and leaseholders via social media and a targeted text campaign (through Deeplake), signposting to website.</p> <p>Rechargeable repairs, including recharges to estates will be administered by the Housing Management Team (income recovery – Sundry Debt). Expected to begin recovering recharge costs in May 2021.</p> <p>Basic repairs videos will be filmed by the “Comms Team” to follow the basic repairs manual launched on our website in 2020. https://www.ccha.org.uk/wp-content/uploads/2020/05/Tenant-Repairs-Manual.pub .pdf</p> <p>Filming currently on hold until Tier 4 Restrictions are complete. Videos include:-</p> <ul style="list-style-type: none"> • How to repressurise a boiler • Bleeding a radiator • Resetting a MCB • Changing a fuse • Defrosting a condensate pipe • Changing a washer on a leaky tap • Unblocking a toilet, sink or basin • Changing a lamp/bulb • How to heat your home, ventilate correctly 	<p>October 2021</p>		

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We will undertake annual investment planning workshops with tenants	Utilising the tenant panel, involve our tenants in our property investment planning in a collaborative way, discussing emerging tenant priorities and improvements identified to be made in the community.	N/A	<p>Investment planning workshop with resident panel took place in November 2020 on Facebook Live, followed up with a targeted Questionnaire (sent via email and text) on what is important to residents in 2021/2022.</p> <p>Results of survey presented to residents in resident panel meeting of 12th March 2021. Residents top 5 priorities for 2021 to drive our improvement plans and investment programmes are:-</p> <ol style="list-style-type: none"> 1. A homes in a safe, clean environment (estates management and ASB) - 26.39% 2. A home that is affordable to run (energy efficient) - 20.53% 3. A home that is safe (landlord compliance – gas, electrical) - 17.3% 4. A home that is secure (windows, doors, lighting) - 12.61% 5. A great repairs service – 7.62% <p>Estates Management, safety, security and affordability are the top priorities for tenants – with the repairs service still being in the top 5 for the 2nd year running.</p>	November 2020		On-going
We will establish the Residents Panel as the monitoring vehicle for the Strategy	Utilising the tenant panel, involve our tenants in annually reviewing our asset strategy and holding CCHA to account for delivering the outcomes of this strategy.	N/A	<p>Asset Strategy Monitoring Session held with the Resident Panel on the 12th March.</p> <p>Asset Strategy commitments completed were signed off by the panel with some actions changed to on-going as they were deemed important to be tracked over the life of the strategy.</p> <p>The Monitoring Plan will be reviewed each quarter with the resident panel to ensure we</p>	November 2020		On-going

Objective - Action	Quantitive Measure	Previous Update	Current Update	Target Date	Completion Date	On Track for Completion/Revised Date
			are held account for delivering the outcomes of the strategy.			
We will work with the panel to support the Scrutiny Committee into undertaking deep dives into all parts of the property and asset management service	Utilising the scrutiny panel, involve our tenants in quarterly scrutiny workshops on our voids; responsive repairs; planned maintenance and landlord compliance areas to ensure the services we deliver, meet the needs of our tenants.	Scrutiny group has completed work on the Repairs Service on its launch in April 2020. Also completed work on the no access procedure in 2019, with a follow session on the work completed since 2019 with the director of property.	No Update Work on Recharges to follow	October 2021		
We will work with the Priority Neighbourhood Group to establish a programme of estate and community based projects	Utilising the Priority Neighbourhood Group, involve our tenants in routine inspections of our estates and common area to identify areas of improvements and possible community-based projects.	N/A	Priority Neighbourhood Group formed with residents supporting estates inspections. Estates Management Officer and Estates/Service Charge Review to be complete alongside the priority Neighbourhood Group in 2021. Inspections have been suspended due to Covid-19 restrictions.	April 2021		July 2021