



The Chartered Institute of Housing

HOUSING 2011 CONFERENCE



Housing 2011 Session Information

Working through... asset management

Residents consistently put the provision of a quality repairs and maintenance service at the top of their list when asked about their priorities for service delivery from their landlord. They seek a service which is both responsive but flexible and for their accommodation to be maintained in a good condition for the long term. In meeting these demands, providers face a broad range of challenges from containing the cost of responsive maintenance services through to meeting the investment needs of an ageing stock. In 'Working through... asset management' the aim is to examine the plethora of issues through some short, thought provoking presentations, followed by an interactive discussion.

KEY FACTS

- Over £5bn is spent each year on repairs and maintenance activity by social landlords.
- The TSA's big conversation showed that repairs and maintenance was the biggest priority for tenants¹.
- Latest landlord returns show that over 10% of social housing remains non decent. In addition, despite efforts, an average of 3% of LA stock becomes non decent every year.
- Tenant satisfaction with repairs and maintenance has increased in the past 10 years from 61% to 68%.



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BACKGROUND

Social landlords currently own and manage a total stock of around 4 million² homes. Many providers are now looking beyond Decent Homes and considering how best to maintain a good quality stock of accommodation which is sustainable for the future. They are also exploring how best to develop their service provision in response to the continuing drive for more customer focussed services and meeting changing customer aspirations.

The Government's Green Deal presents an opportunity for households to have energy efficiency measures installed into their home without upfront costs and with repayments attached to the property rather than the individual. In areas of social housing to achieve economies of scale on retrofitting local authorities and housing associations will need to take a leading role in managing and promoting uptake of the scheme. The details and the viability of these schemes are still to be clarified.

UPDATE

Providers will need to determine how best to deliver on this key agenda. The retrofitting of an ageing stock and the development of sustainability or future 'fit for purpose' standards present enormous challenges given the size and scale or the investment required. Weighed against this approach is the alternative option to dispose of unsuitable or challenging stock and to develop new affordable housing, built to meet sustainability standards and which could deliver higher rents. Detailed consideration of how the finances stack up for these options, including future income assumptions, are needed as well as engagement with residents to take account of their choices.

Meanwhile, providers need to be responding positively to increasing levels of resident scrutiny. Asset managers need to develop their services, strategies and stock investment plans so they respond to and are demonstrably shaped by the views and priorities of residents.

These challenges are faced by providers across the UK, irrespective of the differing regulatory and legislative frameworks which apply.

¹ <http://www.tenantservicesauthority.org/server/show/ConWebDoc.18499>

² CLG May 2011 – tenure figures at March 2010 from Housing and Planning Key Facts <http://www.communities.gov.uk/publications/corporate/statistics/keyfactsmay2011>

OTHER INFORMATION

CIH – Greening your Organisation – October 2010

<http://www.cih.org/practice/briefs/documents/Greeningyourorganisation.pdf>

CIH – Improving Repairs and Maintenance Services: a good practice guide – January 2008 <http://members.cih.org/bookshop/Catalogue.aspx>

DECC – The Green Deal: A Summary of the Government's Proposals – December 2010

http://www.decc.gov.uk/en/content/cms/what_we_do/consumers/green_deal/green_deal.aspx

NLGN – Paint the town Green: Meeting the energy efficiency challenge at the local level – November 2010

<http://www.nlgn.org.uk/public/2010/5477/>



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