

Our asset management strategy statement

Our asset management strategy focusses on key activities for which we are responsible.

These activities are related to projects in which we provide supported accommodation for people affected by homelessness.

Our asset management strategic statement has **ten** core principles. These principles are described below, including examples of how we meet them.

Note: It is emphasised that most of the buildings are owned by local authorities with which we work in partnership.

Principle 1: Statutory obligations: health and social care

We ensure that we provide services that comply with key statutory duties, for example, that our projects meet the Health and Social Care Standards.

Example

We ensure that projects' common areas are clean, tidy and well-maintained, as well as being adequately heated.

Principle 2: Contractual and other statutory standards: physical elements

We carry out repair and maintenance standards that satisfy the contractual terms of occupancy agreements. These are the contracts signed between us and service users.

We carry out regular audits of projects to ensure that these meet health and safety statutory standards.

Example

We organise, in liaison with local authorities, repairs and maintenance of our projects so that they are wind and watertight and reasonably fit for human habitation.

Principle 3: Promoting equality and diversity

We have established a comprehensive equality strategy and ensure that equality issues are mainstreamed throughout our asset management functions.

Example

We make reasonable adjustments when providing services to disabled service users so that our services can be made accessible. For instance, this includes providing information about repairs and maintenance services in other formats such as in larger print or easy to read format.

Principle 4: Sustainability of project accommodation

We promote sustainable accommodation through management and maintenance policies and procedures.

Example

We promote sustainable occupancies within projects by assisting service users to maximise their income. This, assists them, in turn, to pay for room charges, as well as their heating and lighting costs.

Principle 5: Environmental protection

We take account of environmental issues when planning development and maintenance works, including using renewable materials, if possible. This principle would include working in partnership with local authorities to enhance local environmental conditions.

Example

All of the flooring we use is manufactured from recycled materials, we only use water based paints on our walls and ceilings.

Principle 6: Energy efficiency

We evaluate our heating and lighting systems on an ongoing basis so that these could be upgraded, if appropriate, in line with energy efficiency standards.

Example

We install high efficiency gas combination condensing boilers, we only use low energy light bulbs, our properties are insulated to a high standard and some of our properties meet the EESH standard.

Principle 7: Security measures

We implement comprehensive security audits of all our projects as part of organisational policy.

Example

We assess risks to projects through our business continuity and privacy impact assessment policies, including carrying out a regular review of existing security measures.

Principle 8: Staff training

We provide specialist staff training on activities linked to asset management.

Example

Maintenance staff are trained in Asbestos awareness, working at Height and Manual handling

Principle 9: Performance management

We monitor asset management activities through the regulatory framework with the Scottish Housing Regulator.

Example

We monitor numbers of empty accommodation and take steps to minimise their occurrence.

Principle 10: Consultation and review

We consult with service users, including carrying out exit interviews to identify how we might improve our services.

Example

We use information provided about repair and maintenance issues to inform improvements to service delivery.

Summary

Our asset management strategy is implemented through a range of inter-dependent organisational policies and procedures. These policies and procedures take account of the physical elements of asset management (buildings and environment) **and** the social elements (service users and staff).