

Title: Update to THH Asset Management Strategy	Meeting: Board	
Report authorised by: Sayeed Kadir, Director of Asset Management	Date of the meeting: 9 November 2010	Item No. 9
Report author: Marcus Carling, Investment Manager	Classification Open	Report type Decision

Business Plan Objective:

This report addresses the following objectives from the Business Plan:

- 1 Residents first: insight, diversity, engagement and influence
 - 1.1 Demonstrate that residents' needs and priorities drive service planning and provision
 - 1.3 Demonstrate that services are accessible, inclusive and fairly provided to all
 - 1.4 Demonstrate the quality and effectiveness of engagement undertaken across all services
- 2. Excellence first: delivering great customer care
 - 2.1 Deliver our customer promise through tailored access and 'right first time' service
 - 1.2 Provide residents with service options and priorities agreed through local negotiation
- 3. Homes first: delivering decent homes and neighbourhoods
 - 3.1 Ensure homes are improved & maintained to meet the current and future needs of residents
 - 3.2 Mobilise a fit-for-purpose asset management strategy and infrastructure
 - 3.3 Provide a customer focussed repairs service, through modern contract partnerships
 - 3.4 Ensure every 'home' we provide is of high quality and every new tenancy is sustained
- 4. THH first: building partnership, capability and spending wisely
 - 4.4 Deliver a Place Making strategy in partnership with the Tower Hamlets Partnership

Financial Implications

Financial implications are addressed in the strategy.

Linkages to Strategies

The report addresses the following actions in the Value for Money Strategy: -

Action 5 – Efficiencies from Value for Money initiatives should be channelled in to improving the overall quality of tenants' homes, e.g. accelerating the Decent

<p>Homes Programme.</p> <p>Action 6 – Procure modern Partnering Arrangements for the Decent Homes Programme.</p>
<p>Summary</p> <p>This report informs Tower Hamlets Homes Board of the changes made to the Asset Management Strategy</p>
<p>Recommendations</p> <p>Board is recommended to:</p> <ol style="list-style-type: none"> 1. Note the changes made to the strategy; 2. Comment on the document and the main themes of the refresh; 3. Approve the revised Strategy; 4. Agree that the strategy be presented at the next PMC meeting for detailed comment.

1 Introduction

- 1.1 Following the ‘Indicative’ inspection undertaken by the Audit Commission in September 2009, an Asset Management Strategy was developed and agreed by the Board. In line with our approach to Strategy Documents we have now completed a strategic refresh of this document.
- 1.2 A number of changes to the strategy have been made to reflect recent learning and changes to the wider policy and strategic environment to ensure that we have a document that is fit for purpose.

2 A Refreshed Strategy

- 2.1 In addition to ensuring that we reflect the broader changes within the environment that we are working in the document addresses some fundamental issues ensuring that we have a more robust and coherent approach. Primarily these are resident engagement – drawing on the lessons from the Decent Homes Pilots – and diversity – building on the work we have been doing through Getting to Know You, Overcrowding and Vulnerability.
- 2.2 The strategy also provides a clear ‘Action Plan’ that identifies a series of tasks, with completion dates and accountable staff members, to ensure that the strategy remains a ‘live’ document in which the key actions embedded within it are regularly reviewed.
- 2.3 The additional worked up detail covers the following areas:
 - Diversity;
 - Engagement;

- Stock Condition Data;
- Investment Planning;
- Affordable Warmth;
- Repairs/Voids; and
- Asbestos.

2.4 The revised document now includes stock data and other information to reflect the business as it is today and tomorrow.

2.5 The refreshed strategy is attached and the Board are asked to:

- Comment on the document and the main themes of the refresh;
- Approve the revised Strategy.