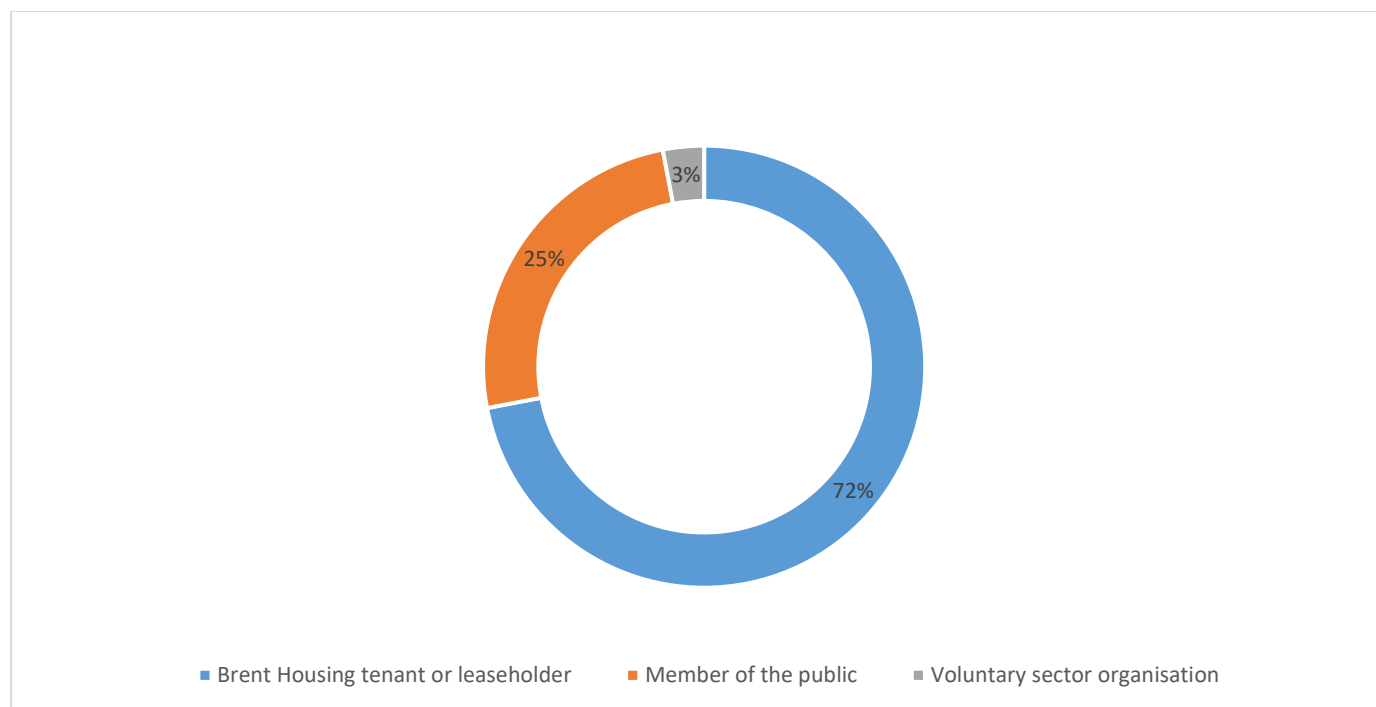


## Asset Management Strategy - Consultation Feedback - Summary

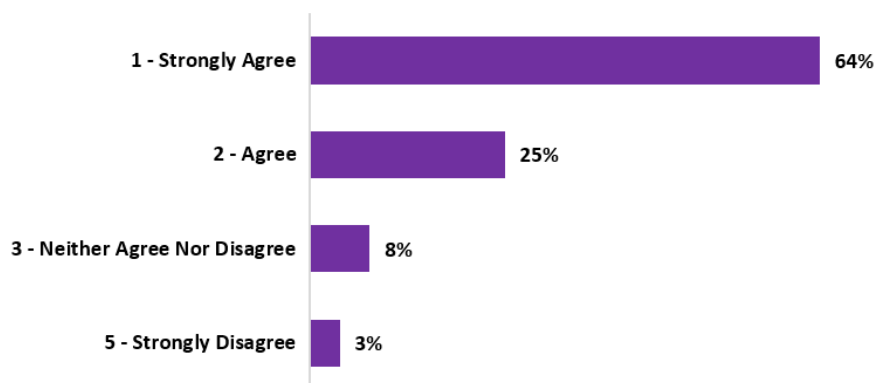
### Breakdown of Consultation Portal Responses



### 3. Consultation Portal Feedback

**3.1 Commitment One** - *We have a good understanding of the condition of our housing stock and use this knowledge to target work, providing and maintaining quality, safe homes for our residents.*

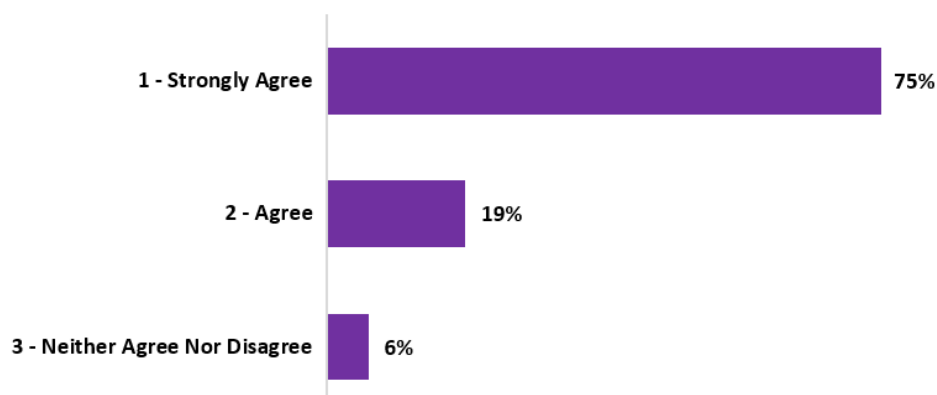
**To what extent do you agree or disagree that this commitment should be a priority?**



Which key action is most important?	
<b>Develop a clear understanding of what work is required, where and when and what is affordable, allowing us to be increasingly efficient and targeted with our planned works programme.</b>	Most important
Improve and maintain the data we hold on our properties by carrying out internal surveys to 20% of our stock on an annual basis.	
<b>Ensure alignment of specifications and design requirements is in place when building new homes so they are fit for purpose when it comes to ongoing maintenance.</b>	Least important
Explore and implement new technologies that give us additional insight and enable us to manage our properties more efficiently.	

**3.2 Commitment Two** - *The homes we manage are fully compliant with all fire safety regulations and as a service we take a proactive approach to delivering fire safety works, and providing peace of mind for our residents.*

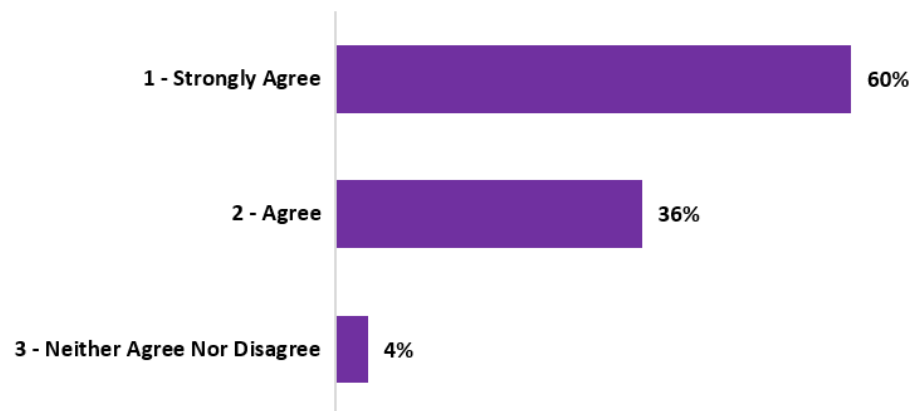
**To what extent do you agree or disagree that this commitment should be a priority?**



Which key action is most important?	
<b>Develop and promote clear evacuation plans for residents living in our tower blocks, ensuring there are additional measures in place to allow the safe evacuation of vulnerable residents in the event of a fire.</b>	Most important
Carry out an additional, updated review of our fire safety policies and procedures in light of future Grenfell Tower Inquiry recommendations, continuing to build on our robust approach to fire safety.	
<b>Deliver a programme of sprinkler installations and compartmentation works within the homes of our high-rise properties under the tower block refurbishment programme commencing in 2020/21.</b>	Least important
Complete the low-rise fire safety programme in 2020.	

**3.3 Commitment Three** - *The work we do is informed by resident priorities and feedback, and we use what residents tell us about their experience to provide homes and estates where residents feel proud to live.*

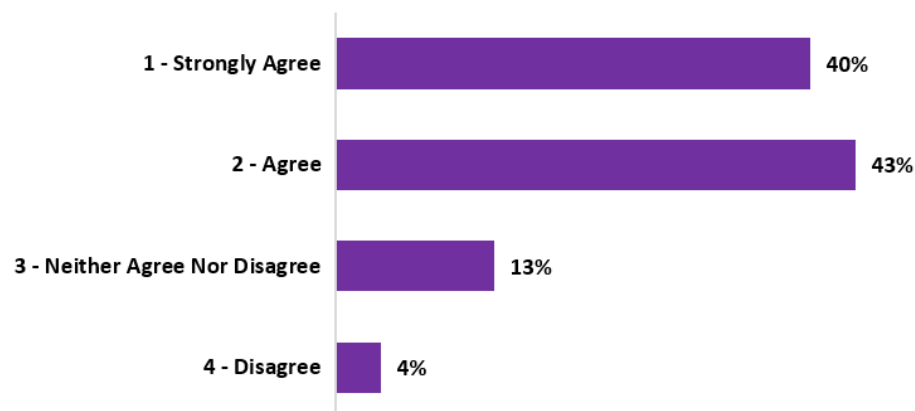
**To what extent do you agree or disagree that this commitment should be a priority?**



Which key action is most important?	
<b>Deliver a programme of investment on estates which seek to address the issues that residents have already highlighted (i.e. anti-social behaviour, parking and waste management) and includes localised engagement so residents have a say on the work that is carried out.</b>	Most important
Review complaints made to the service and use and insights gained to target improvements.	
<b>Work closely with our contractors and the Customer Experience Panel to monitor performance and ensure appropriate resident scrutiny is in place.</b>	Least important
Develop a robust, impartial feedback mechanism following all major works so we can hear from tenants and leaseholders about their experience of having work done in their home, using this to improve the process.	

**3.4 Commitment Four** - *Our housing stock is efficiently managed and opportunities to create greater economic and social value are recognised.*

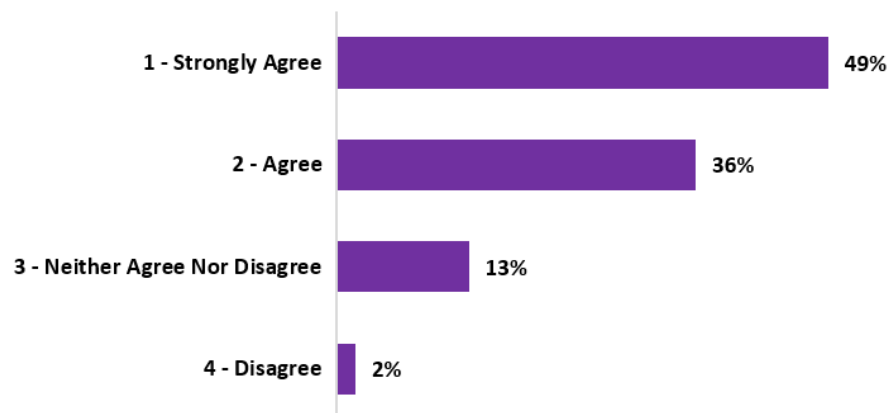
**To what extent do you agree or disagree that this commitment should be a priority?**



Which key action is most important?	
<b>Develop a decision making process that incorporates a balance of social, financial and economic factors so we can make informed decisions around the repurposing of properties (e.g. loft conversions, extensions) to better meet the needs of our residents.</b>	Most important
Drive forward the delivery of our infill programme, identifying under-utilised land on estates that could be better used to provide more affordable homes in the borough.	
<b>Review how we manage assets on estates (e.g. garages) and identify where more effective approaches can be taken and opportunities created to provide greater value for the local area.</b>	Least important

**3.5 Commitment Five** - *The homes we manage are energy efficient and the services we deliver are mindful of environmental impact.*

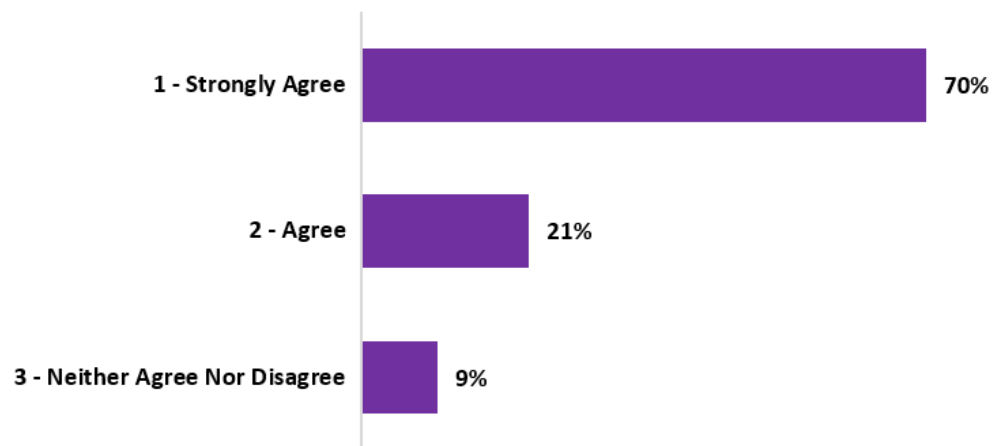
**To what extent do you agree or disagree that this commitment should be a priority?**



<b>Which key action is most important?</b>	
<b>Complete a study to identify the most appropriate heating systems to be included in holistic energy efficiency upgrades over the lifetime of this strategy and develop an effective policy to ensure compliance with the Heat Metering and Billing Regulations</b>	Most important
Commission a feasibility study to identify packages of measures that can reduce carbon for typical housing types in Brent and identify funding that can pay for a pilot domestic retrofit exemplar scheme.	
<b>Consult and plan finances to retrofit all housing properties to an average level of EPC band B by 2030 in line with the London Councils target.</b>	
Assess the feasibility of achieving net zero carbon for the Council’s new build housing schemes and identify funding for a pilot low carbon new build exemplar project.	
<b>Utilise estate improvement work to identify opportunities for environmentally friendly initiatives (e.g. additional bicycle storage, tree planting and improved recycling facilities).</b>	
Commission a transport impact review to establish how the housing service can work towards reducing the negative impact that our own vehicles and the vehicles of our residents have on the environment.	Least important

**3.6 Commitment Six - We provide a quality repairs service that is accessible and accountable to our residents.**

**To what extent do you agree or disagree that this commitment should be a priority?**



<b>Which key action is most important?</b>	
<b>Gather insight on how we communicate with our tenants about complex repairs, ensuring we are being clear about what we will deliver and are managing expectations effectively.</b>	Most important
Build upon the improvements in our responsive repairs service to focus on larger and more complex repairs by utilising input and feedback from trade operatives, supply chains and tenants to establish a clear understanding of where and how things can be improved.	
<b>Develop an updated approach to gaining feedback from tenants following one-off repairs in their home, enabling us to generate more detailed insight around peoples experience of our repairs service.</b>	
Utilise the data we gather and hold on repairs to inform our planned works programmes, enabling us to target work where it is most needed.	
<b>Develop an effective recharges policy that provides clarity around tenant responsibilities when it comes to damage to and repairs in their home.</b>	Least important

