

All About It – Asset Management

What is Asset Management?

Asset Management is all about planning, financing and monitoring all the major home improvement projects that Sutton Housing Partnership carries out on behalf of the London Borough of Sutton (the Council); projects such as:

- Kitchens and bathrooms
- Box bathrooms
- Windows and doors
- Heating systems, boilers and insulation
- Major electrical projects
- New aerials and door entry systems
- External and common area decorations.

Most of this work is also known as the Decent Homes Programme, but we are ultimately responsible for ensuring that the Council's housing stock is kept in good condition.

What does the Asset Management (Major Works) team do?

The Major Works team is responsible for delivering the Decent Homes Programme which has been agreed by residents and staff following a lengthy consultation process. You can see the results of this consultation in our 'Decent Homes - Programme of Work' booklet. If you wish to know more about our Decent Homes programme and how it will affect you we have a leaflet about this as well. We also have leaflets about the various types of project that we carry out.

Who's involved?

The Major Works Team at Sutton Housing Partnership consists of project managers and administrators who bring together all the necessary contractors, specialist consultants and resources in order that these projects can be successfully completed on time and within budget. We also have a resident liaison officer who plans the best ways in which residents can be involved and who will oversee the flow of information to all residents and staff affected by a project. You can see this in the structure chart provided.

How do we start projects?

Independent surveyors are used to assess what parts of your home fail or are about to fail the Decent Homes Standard. Residents will receive a letter from Sutton Housing Partnership to say when surveys are to take place. We also use a computer data-base which gives us an idea when to expect properties to fail the Decent Homes Standard. This helps us to prioritise the surveys.

We also receive recommendations from our Repairs and Allocations Team, Neighbourhood Managers, residents and groups such as The Sutton Federation of Tenant Associations (SFTRA) or The Sutton Leaseholders' Association (SLA), contact details are at the back of this leaflet.

What type of projects?

We invite tenders from contractors who specialise in the type of work required for example windows and doors or central heating. However our 5 year programme aims to do as much as possible with the available funding and this might mean several types of work at the same time being done by a larger contractor.

For this reason we have split the programme into two elements; internal works and external works. The internal works programme will include box bathrooms, kitchens and bathrooms, electrical work and heating in all tenanted property. The external works programme will include roofing and associated works like gutters, windows, doors, works to communal areas such as lighting and structural repairs to blocks and estates.

Who does the work?

Once we have this information and we are satisfied that works are required we ask contractors to submit a tender for the work. We use a list of contractors managed by a group called the London Area Procurement Network (LAPN) for some tenders. LAPN is an organisation which was created by a number of Councils and Arms Length Management Organisations (ALMOS) to combine all of their Decent Homes works into one large list. By combining the work like this contractors are able to provide better prices.

We also ask contractors outside the LAPN group to tender from time to time. Whenever we need to ask contractors to tender, the tenders are always carried out in accordance with rules set up by The London Borough of Sutton (the Council)

If the project is very large like our 5 year Decent Homes Programme we need to tender in accordance with European regulations. Before we do this an advert is placed in the Official Journal of the European Union asking for expressions of interest. LAPN is already approved under European laws.

Contractors ask us for a pack called a pre-qualification Questionnaire (PQQ) which explains what we want them to tender, and what standards we expect. We use this information to decide which contractor can go to the next stage of selection. Residents are very much involved with the selection of contractors, so if you would like to know more or to get involved details are at the end of this leaflet.

I am a Leaseholder- how am I affected?

Leaseholders own a flat in one of our blocks and in a few cases a house on one of our estates. Leaseholders contribute to the costs of repairs or replacement to the external and common parts of the block when they are needed and our 'Decent Homes - Programme or Work' leaflet gives a sense of when external works are planned. The way in which you are notified and charged for this work is strictly controlled by law but our leasehold services team will be happy to answer more detailed questions you may have. Contact details are at the end of the leaflet.

What happens next?

Prior to carrying out any works, the block, estate or house in which you live will be inspected to ensure that works are really necessary. If works are needed they will be carefully scheduled so that you can see what contractors will be expected to do.

Sutton Housing Partnership will write to you explaining what works are planned and what to expect giving you plenty of time to prepare and to ask questions. Our own Resident Liaison Officer and contractors' representatives will be available to discuss any questions you may have. Depending on the works required, you will also be visited in your home for a personal consultation.

Would you like to get involved?

The selection of contractors, details about resident choice and the specifications of work have all been scrutinised by our Decent Homes Group which includes residents and staff from SHP. We would like representation from as many neighbourhoods as possible to help shape the programme, prior, during and after projects are completed to ensure that we continue to improve the services provided by both SHP and our contractors. You could be involved in:

- Site inspections with contractors and consultants
- Attending regular meetings with the contractor
- Helping the contractor to improve the service
- Speaking to residents to see that everything's ok
- Finding out how satisfied residents are in your area when work is complete
- Providing interpreter services if you are skilled in a foreign language
- Helping us to understand disability if you or those you care for are disabled
- Helping us to understand religious, racial or cultural issues.

How to contact us?

Please contact our Customer Care Team on **Freephone 0800 195 5552** or from your mobile on **020 8915 2000** (*call charges may vary depending on your network*) who will put you through to a member of our Resident Liaison or Leasehold services team.