



WCHG Asset Management Policy

Date of approval	November 2025
Responsible director	Paul Butterworth - Executive Director of Assets
Policy monitoring body	Homes Committee
Resident input into policy	Customer Feedback incorporated
Date for policy review	November 2028
Linked strategies/policies	Asset Strategy Asset Plan Background Document Development Strategy Procurement Strategy Disposals Policy
Statutory and Legal Framework	Social Housing Regulation Act 2023 Social Housing Consumer Standards 2024 (Building Safety) Housing, Health and Safety Rating System – Housing Act 2004 Homes (Fitness for Habitation) Act 2018
Version/date	Version 3 - October 2025

WCHG Asset Management Policy

1. Background

- 1.1. Wythenshawe Community Housing Group's purpose is 'to provide good quality homes and services.' The strategic theme of Great Places and its objectives, set out within our Corporate Plan, commits us to 'deliver responsive and planned investment programmes that improve the quality and safety of our homes for customers'.
- 1.2. The Asset Management policy sets out how our data led approach is used to inform the decision-making processes, required to meet this strategic focus. It is one of the key mechanisms that supports the delivery of our Asset Management Strategy.
- 1.3. This policy provides customers with assurance that their homes are safe, well maintained and energy efficient.

2. Risk Management

- 2.1. The WCHG Board annually review the Corporate Risk Register and agree the risk appetite for each strategic risk. Risk appetite is the amount of risk WCHG is willing to accept to achieve a strategic objective.
- 2.2. The WCHG Audit and Risk Committee is responsible for overseeing the management of corporate risks associated with this policy.
- 2.3. The specific risks associated with this policy are;

'GP2 Failure to meet asset compliance in line with regulatory standards'

'GP5 Repairs, maintenance and environmental services fail to meet/exceed regulatory/legal requirements.'

- 2.4. The risk appetite set by the Board is 'Averse', defined as 'avoidance of risk and uncertainty' as a key organisational objective. The key focus of the Board is that regulatory compliance continues to be achieved, and the Regulator of Social Housing Standards and Consumer Standards are met.
- 2.5. Delivery against this policy will help to mitigate the risk of properties becoming non decent, or non-compliant, no longer meeting our purpose statement or in line with standards/regulations.

3. Scope

- 3.1. This policy applies to all assets that are governed by the WCHG Asset Management Strategy, namely:
 - 3.1.1. All homes managed by WCHG.
 - 3.1.2. All land owned by WCHG, (excl. land managed under Dev. Strategy)
 - 3.1.3. Garages, and parking sites, hard standings, paths and un-adopted roads owned and/or managed by WCHG.

- 3.1.4. Shops, offices, community centres and commercial premises owned and/or managed by WCHG
 - 3.1.5. Income generating assets such as telecom masts and solar panels, owned and/or managed by WCHG.
- 3.2. A range of property data sources are used in the application of this policy:
- 3.2.1. Stock condition data and 30-year plan
 - 3.2.2. EPC (Energy Performance Certificate) and SAP (Standard Assessment Procedure) data
 - 3.2.3. Annual Home Inspection
 - 3.2.4. Stock Compliance data
 - 3.2.5. Disrepair cases
 - 3.2.6. Customer feedback
- 3.3. Customer profiling data may be accessed under this policy when required, to support any proactive intervention we need to take, to gain access to properties for inspection purposes and influence reasonable adjustments.
- 3.4. When necessary we will work with colleagues from Living Well Teams to support customers who may face legal proceedings if they persistently refuse access to their home for essential property maintenance inspection and work.
- 3.5. The delivery of planned and cyclical maintenance, and any other improvement projects such as those that are funded by external grants are governed by this policy.

4. Gathering and use of data

4.1. Stock condition surveys

- 4.1.1. We will visit all homes every 5 years to undertake a full stock condition survey which will include internal and external assessments. Communal areas & block surveys will also be assessed every 5 years to ensure a comprehensive investment programme.
- 4.1.2. We will use independent external chartered surveyors OR an internal competent surveyor to carry out survey work.
- 4.1.3. An assessment of HHSRS (Housing Health & Safety Rating System) Risks will be included in the stock condition survey.
- 4.1.4. An energy assessment of each property will be made during the stock condition survey to update SAP and EPC data.
- 4.1.5. Other public greenspace, footpaths and parking areas under WCHG responsibility will be assessed annually
- 4.1.6. We will store all stock condition data within the Asset Management database.

4.1.7. The results of the annual stock condition exercise will be reported to Dev. & Homes Committee and Board each year to provide assurance about stock quality.

4.1.8. The data will be used to inform the stock profiling data that informs the funding within the 30-year business plan to protect the long-term condition of social assets. We will track, report and forecast the ratio balance of planned/responsive investment to drive an optimum value for money approach.

4.2. Annual Home Inspection

4.2.1. We will gain access to 100% of homes to complete a gas service or Health and Safety inspection for homes with no gas.

4.2.2. We will document the results of the inspection and use the data to proactively address any maintenance or property condition issues such as damp, mould or ventilation.

4.2.3. We will engage customers during this annual survey on any property condition concerns and take appropriate action or referral from the engagement opportunity.

4.3. Stock compliance data

4.3.1. We will complete all required inspection and service visits, plus any follow up work related to the BIG 8 Compliance areas. These are:

Gas Safety, Electrical Safety, Asbestos Management, Fire Safety, Building Safety, Lift Safety, Water Hygiene and Damp and Mould.

4.3.2. A full data set will be maintained to allow robust performance reporting and monitoring using Power BI. Cyclical inspection outcomes will be used to inform our investment planning and intelligence to create a preventative approach to maintenance activity.

4.4. Disrepair cases

4.4.1. We will accept and manage all disrepair cases in line with the Disrepair Legal Protocol, and record all details of each claim.

4.4.2. We will use this data to inform our understanding of the types of property condition issues and potential compliance breaches that are present across the stock profile.

4.4.3. Data and trends will inform our annual business planning process, programme investment and preventative improvements to homes.

4.5. Customer feedback

- 4.5.1. We will use customer feedback gathered through a range of sources to inform our asset management approach and inform customers of our plans.
- 4.5.2. We will review complaints related to property condition to identify any trends that can then be addressed as required. We will also monitor the requests through our repairs policy on customer improvements to consider aspirations of our customers.
- 4.5.3. We will monitor the results of customer satisfaction surveys related to the Tenant Satisfaction Measures, and transactional surveys to allow benchmarking with peers and to identify drivers of dissatisfaction, that can become the focus for improvement work.

4.6. Data triangulation

- 4.6.1. We will use a process of data triangulation, to ensure we make the best use of the range of available property and customer data sources, and are able to take a holistic approach to asset management. An annual review and report will help inform strategy ahead of the annual business planning process.

4.7. Programme Planning

- 4.8. An annual investment programme will be informed by analysis of data sources described above. It will be planned and delivered, in line with the approved and funded commitments stated in the 30-year Business Plan.
- 4.9. The planned programme of works will be focussed on maintaining stock decency levels at 100%, addressing drivers behind repair and maintenance costs, and fulfilling the objectives set out in the Asset Management Strategy.
- 4.10. All HHSRS Hazards or issues that require immediate attention identified through the data gathering mechanisms, will be actioned through the repairs service in line with the repairs policy.

4.11. Programme Delivery

- 4.12. All planned programmes will be procured in line with the WCHG Procurement Strategy.
- 4.13. The Investment Team are responsible for the delivery of all projects and they will ensure customers are appropriately informed about and engaged during and the delivery of improvement work at their home, including choices, customer needs and other tailored approaches required.

5. Performance Measurement, Monitoring and Review

- 5.1. The Homes & Development Committee will receive updates and oversight of this policy that is designed to deliver the objectives within the Corporate Plan and Asset Mgmt. Strategy. This policy will be supported by a range of KPI's that are reported to Leadership Team monthly and a summary of KPI's provided to D&H Committee &

Board quarterly. The range of PI's will be reviewed annually to reflect the Boards risk appetite and annual review of performance metrics.

6. Roles and Responsibilities

- 6.1. The WCHG Home & Development Committee will approve and monitor the delivery of the Asset policy and stock investment programme.
- 6.2. The WCHG Board will approve the funding for the investment programme outlined in the Business Plan, and it will receive regular progress updates.
- 6.3. The Executive Director of Assets has strategic responsibility for the implementation of this policy and reporting progress to Board and the Home & Development Committee.
- 6.4. The Customer Experience Committee will be informed and consulted on programmes, priorities and performance to ensure we consider fully the voice of customers and consider community voice on any competing choices.
- 6.5. The Head of Assets and Head of R&M is responsible for the operational delivery, management and monitoring of this policy.

7. Equality Diversity and Inclusion

- 7.1. WCHG will ensure that the Asset Management Policy is accessible to all customers.
- 7.2. WCHG recognises that customers of all races, ages, religions, gender, sexual orientation, literacy levels and disability should be treated equally and fairly. We will make every reasonable effort to ensure that no-one is discriminated against directly or indirectly on the basis of any protected characteristic as defined by the Equality Act 2010.
- 7.3. We recognise that some protected groups may be disproportionately impacted and will take additional steps in the application of this policy and make reasonable adjustments to ensure compliance with the Act. For example WCHG will:
 - 7.3.1. Provide a tailored response according to individual circumstances.
 - 7.3.2. provide support to residents who have difficulty in managing their tenancy due to mental health issues, learning disabilities, physical disabilities, special needs or old age.
 - 7.3.3. Provide information on request, in languages other than English, in Braille, Large Print and Audiotape where required. In addition, our receptions and interview rooms are fitted with a hearing loop system.

(This policy can be provided in a different format, translated, large print, easy read, braille, or an audio copy. Requests can be made by contacting us by phone on: 0300 111 0000 or: 0800 633 5500 or by email: inclusionanddiversity@wchg.org.uk.)