**Insight: Asset Management – what are we doing at Moat?**

*Jason Amos – Director of Property Services at Moat*

* Proactive repairs services, as opposed to reactive, moving more to a self-service, digitalised for our tenants enabling them to raise and report a repair without the need for intervention until an operative arrives at their home. To support this we have developed and rolled out a new website and customer portal - <https://www.moat.co.uk/im-a-customer/renters/repairs-and-maintenance>
* Planned works that are now more ‘sniper’ lead to components and individual properties that need to be replaced as opposed to repaired, instead of the previous ‘carpet bomb’ approach where whole estates or roads were renewed in some cases replacing components that were only a few years old. The key to this is using your own data on repairs and ensuring you have triggers and alerts to proactively manage programmes and ensuring you have contracts and contractors that can deliver these programmes efficiently and effectively.

* Pulling together our risk areas FLAGE (Fire, Legionella, Asbestos, Gas and Electrics) to ensure these risks are managed both operationally and strategically and then challenging the budgets and the programmes to ensure the budgets to deliver and manage each of them are well thought through. Fire Management is a very good example post Grenfell where it would be easy to see budget requirements grow to levels that are unsustainable or where you are addressing the key risks either too slow or delivering programmes so big that the quality becomes compromised. We have developed a strategy that ensures our whole programme of circa 800 FRAs are all risk based together to ensure sustainable work programmes and budgets to match.

* The data we have available is underused generally within our organisations and we need to join up what we are doing across all work streams within our own organisations, to use this data to inform when to proactively replace as opposed to repair, ensuring budgets for repairing do not spiral out of control and or planned work budgets are targeted at where they are needed most and both using this data to inform our programmes of works and then looking to share the data to aid each other in our thinking.

* We have just started a large project to review Asset Management across our whole business and will be developing our new Asset Strategy. Far more than simply “bricks and mortar” they play a key role in shaping the social, environmental and economic wellbeing of the local community, influencing the quality of life for local people. We recognise that there will be an ongoing need for an Asset Management Strategy. Effective asset management will ensure that our homes continue to provide a high quality, suitable and sustainable contribution to the local area. This Asset Management Strategy shows a “golden thread” to align our property management and investment practices with Corporate Plan objectives, supported by the 30 year Business Plan. This Strategy will be developed with our customers

* We have managed to develop and implement new work programmes and contracts across areas such as Kitchens, Bathrooms, Windows, Doors and Boilers that last year alone achieved millions of pounds of savings, some of this through contract consolidation, some through reducing scopes of works required, some through increased life cycles, some though removing the main contractor and working direct with the SME contractor, etc.

* Fuel poverty and what and how addressing this issue can benefit not just the health and wellbeing of our tenants in these homes but the wider community and positive impact this has on services such as our NHS. Increasing the disposable income of our tenants in turn reducing rent arrears.