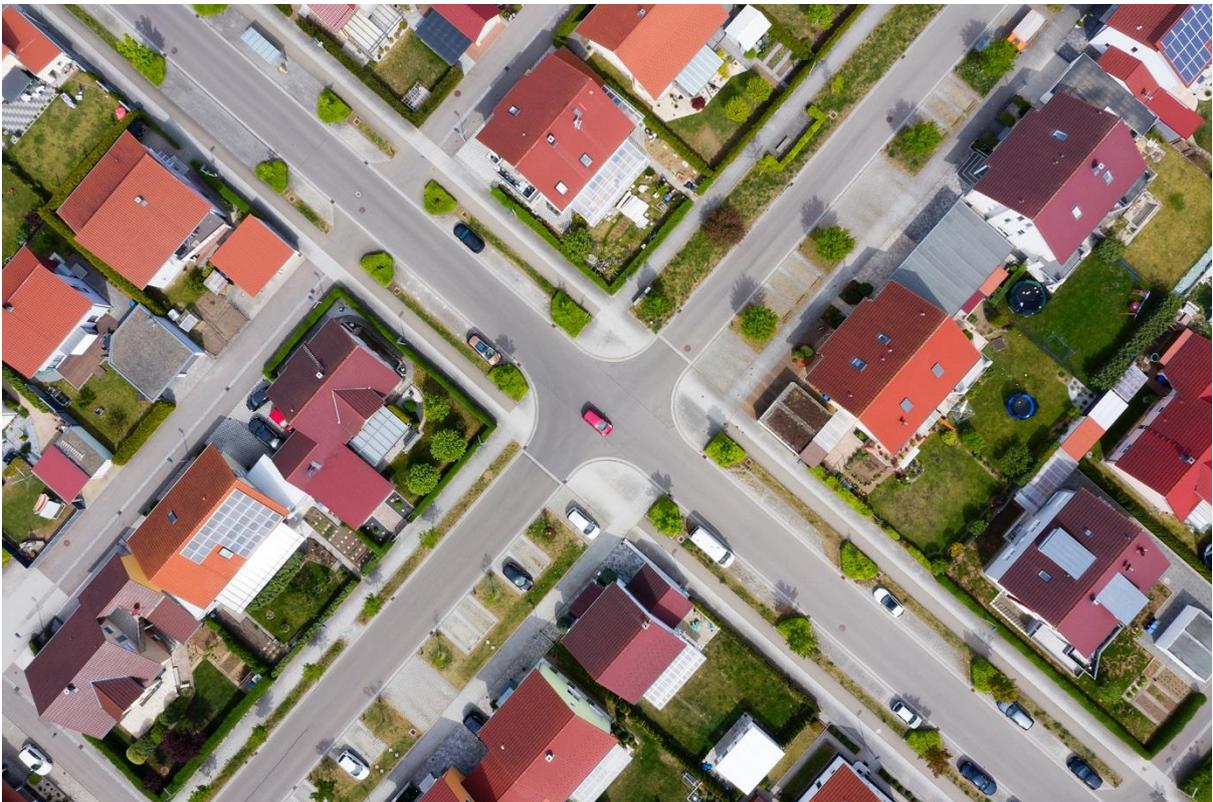


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# Asset Management Policy

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**February 2026 | This policy relates to Elmbridge Borough Council Residential Properties**



**Elmbridge**  
Borough Council

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## 1. Introduction

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Elmbridge Borough Council is a Registered Provider of Social Housing and, as of February 2026, owns 100 residential properties. This policy sets out our approach to managing and investing in our homes to ensure properties are safe, well-maintained, and compliant with regulatory standards, specifically the Regulator of Social Housing (RSH) Safety and Quality Standard.

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## 2. Purpose

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The purpose of this policy is to:

- Ensure that our homes are of good quality, well maintained and safe
- Ensure that we understand and manage the performance of, and risks presented by our assets
- Ensure we deliver investment programmes that maintain our homes to the Decent Homes Standard
- Ensure we deliver value for money in asset management decisions, stock investment and responsive repairs
- Ensure our homes comply with health and safety legislation
- Ensure we improve the energy efficiency of homes
- Ensure all tenants affected by this policy are treated with fairness, respect, and empathy

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## 3. Scope

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This policy applies to the tenants of all homes owned by Elmbridge Borough Council.

This policy applies to all employees and to contractors delivering relevant services on our behalf.

This policy applies to the homes and communal areas of all homes wholly owned by Elmbridge Borough Council.

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## 4. Roles and responsibilities

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**Head of Housing:** The Head of Housing has overall responsibility for this policy and will review it every three years, or earlier, if there is a change in legislation.

**Council Management Board:** The Council Management Board will be notified of any significant or ongoing non-compliance with this policy. The Council Management Board will receive quarterly reports on performance against this policy and will approve the key performance indicators used to monitor this.

**Head of Asset Maintenance Property Services:** The Head of Asset Maintenance Property Services has operational responsibility for implementation and oversight of this policy. This role is the responsible person for health and safety

**Lead Asset Surveyor:** The Lead Asset Surveyor will implement the processes and procedures required to deliver this policy.

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## 5. Stock Condition Data

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We will effectively manage the provision of good quality homes by collecting and maintaining accurate and up to date stock data at an individual property level and by maintaining a robust approach to managing our asset management database.

All our properties have a stock condition survey which is less than five years old, we will complete surveys each year on 20% of our homes to maintain this position.

We will ensure our stock condition surveys provide assurance on the condition of our properties against section 5 of the Government's Decent Homes Guidance by collecting all relevant data on the age and condition of building components and by identifying any serious hazards.

We will carry out a full property survey during the void repairs process which will confirm the condition of components and identify any serious hazards.

We will maintain stock data and ensure it is robust and accurate. We will update stock condition data when completing the following activities:

- Planned works programme
- Void works

- One off replacement
- Responsive major repairs
- Aids and Adaptations installations

We will utilise stock condition data held on aids and adaptations to enable adapted properties to be allocated to customers who have specific requirements for the adaptations.

We will ensure an independent stock condition survey is undertaken on a 10% representative sample of our homes every four years and use this to test the accuracy of our own asset management data. The findings of this external stock condition survey will be reported to the Council Management Board.

The managing agent, contracted by Elmbridge Borough Council to deliver housing and property services, will carry out communal safety inspections in all communal areas at least every three months. The main purpose of the communal safety inspection is to:

- Ensure that any safety hazards are identified and resolved.
- Identify and arrange routine repairs.
- Ensure communal areas can be safely evacuated.
- Ensure that cleaning and other services are being carried out effectively.

The frequency of these inspections will be increased where issues are identified until they are resolved. This frequency is determined by a risk assessment and can range from daily to every three months.

The managing agent must ensure that all required actions arising from legally required health and safety assessments are carried out within appropriate timescales.

We will ensure that proactive, robust contract management is in place to monitor and oversee the managing agents performance and service delivery.

We will record and store accurate data on all components that require a statutory safety check that will enable us to meet all legal requirements that relate to the health and safety of tenants in their homes.

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## 6. Decent Homes Standard

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We will use our stock condition data to ensure that our homes meet the standard set

out in section 5 of the Government's Decent Homes Guidance. Stock condition data will be used to develop a property improvement programme which ensures components are replaced before their lifecycle has been exceeded or their condition has become poor as defined in table 2 of Annex A of the Government's Decent Homes Guidance document.

In applying the Decent Homes Standard, we will also ensure that homes do not present unacceptable damp and mould conditions, provide a reasonable degree of thermal comfort, and do not present Category 1 hazards under the Housing Health and Safety Rating System, alongside meeting the wider requirements of the Decent Homes Standard.

Stock conditional data will be used to identify homes that do not meet the Decent Homes Standard and to prioritise remedial action. We will also use this data to prepare for the introduction of the reformed Decent Homes Standard, recognising the anticipated lead-in period to full compliance. This policy will be kept under review and updated in line with Government guidance as it develops.

We will ensure we have a suitable contract in place to effectively and efficiently deliver the planned works required to meet our property improvement programme.

We will respect our tenants wishes when they opt out of improvement work. Exceptions to this are where works are required to maintain the structural integrity of the dwelling or to prevent other components within the dwelling from deteriorating, or where a category 1 hazard requires rectification or would not meet Decent Homes Standard.

We will continue to repair components where tenants have chosen to opt out of improvement when the repairs are economically viable.

When a property becomes void it will be brought up to our lettable standard (which includes the Decent Homes Standard) before being re-let.

We will report any ongoing non-compliance with the requirements of the Decent Home Standard to the Regulator of Social Housing and to our Council Management Board and Housing Committee.

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## 7. Energy Efficiency

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We will ensure we have a suitable contract in place to effectively and efficiently deliver works to improve the energy performance of homes, in line with Government and Regulator of Social Housing requirements

Our managing agent will renew any out-of-date Energy Performance Certificates prior to letting a home.

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## 8. Communication with tenants

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We, or our contractor, will keep tenants informed about planned improvements to their homes with clear and timely communication. We, or our contractor, will mutually agree start and completion dates with tenants for the planned improvement works. We, or our contractor, will be clear and transparent about the process and action for the planned work and how this will impact the tenants.

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## 9. Tailoring our services to meet tenant individual needs

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We, or our contractor, will carry out a survey before we commence any planned improvements in our homes which will inform how the work will be carried out. During this pre-work assessment, we will discuss any individual household needs and if any additional support is required to enable the work.

We will make reasonable adjustments in how we deliver planned improvements to a tenant's home where their household needs would prohibit the works being carried out without adjusting the service. We will also make reasonable adjustments to how we communicate with tenants based on their needs.

Reasonable adjustments to services include but are not limited to:

- Helping with moving furniture and lifting carpets
- Personalising the sequence of works
- Removing and refitting window blinds
- Providing temporary adaptations
- Providing tailored support following an occupational therapist assessment and recommendations
- Providing a tailored approach to communication

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## 10. Tenant Satisfaction

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We will inspect 100% of all completed planned improvements through our contracting partner to ensure the quality of the work is high and meets our quality standards and deliver value for money.

We will ensure that all tenants are given the opportunity to provide feedback regarding the level of service they have received during the completion of their planned improvements through a tenant satisfaction survey. We will analyse all survey responses and use this data to identify service improvements.

If you are not satisfied with the service you receive, we encourage you to raise them with us as early as possible so we can try to resolve them quickly. If you remain unhappy, you have the right to make a formal complaint. Information on how to do this is available on our website: <https://www.elmbridge.gov.uk/housing/help-council-tenants/complaints-process-tenants>

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## 11. Health and Safety

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We will complete all planned improvements in line with Construction (Design and Management) Regulations 2015. Ensuring tenants' safety is considered in the design and delivery of planned improvements, and we take reasonable steps to mitigate any identified risks. This ensures that tenants are safe in their homes and have their views listened to and acted upon.

The health and safety of tenants, employees, operatives and visitors to any property or other building owned by us is of paramount importance and we will maintain robust systems and processes to comply with these requirements including:

- Proactive, robust contract management of the managing agent delivering services to tenants on our behalf.
- Ensuring our and our managing agent landlord health and safety policies, procedures and other supporting documents are up to date with relevant legislation and best practice guidance; ensuring they are fit for purpose.
- Ensuring our and our managing agent employees, contractors and other partners are clear about their roles, are adequately trained and qualified to deliver their responsibilities.
- Ensure our managing agent and our employees identify risks and interventions through a robust inspection-based approach.

- Homes will be visually assessed for the presence of damp and mould issues during the annual gas safety check, responsive repairs and tenancy visits.

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## 12. Data Quality

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We are committed to improving the quality of the data held about our homes. As we collect more data from both our work and our managing agent, we are committed to using this information from multiple data sets to provide a holistic view of the condition and performance of our homes.

The data on stock condition will inform our provision of good quality, well maintained and safe homes for tenants including:

- a) compliance with health and safety legal requirements
- b) compliance with the Decent Homes Standard
- c) delivery of repairs, maintenance and planned improvements to homes, and
- d) allocating homes that are designed or adapted to meet specific needs appropriately.

All data recorded will be managed in compliance with the Data Protection Act 2018 and UK GDPR.

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## 13. Legislation and Regulation

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The Regulator of Social Housing's Safety and Quality Standard set out three required outcomes and seven specific expectations relating to asset management.

### Required outcomes

Elmbridge Borough Council as a Registered Provider must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants.

Registered Providers must ensure that customers' homes meet the standard set out in section 5 of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard unless exempted by the regulator

Registered Providers must provide an effective, efficient, and timely repairs,

maintenance and planned improvements service for the homes and communal areas for which they are responsible.

#### Specific expectations

- Registered Providers must have an accurate record at an individual property level of the condition of their homes, based on a physical assessment of all homes and keep this up to date.
- Registered Providers must use data from across their records on stock condition to inform their provision of good quality, well maintained and safe homes for tenants including:
  - Compliance with health and safety legal requirements
  - Compliance with the Decent Homes Standard
  - Delivery of repairs, maintenance, and planned improvements to stock
  - allocating homes that are designed or adapted to meet specific needs appropriately
- Registered Providers must identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas
- Registered Providers must set timescales for the completion of repairs, maintenance, and planned improvements, clearly communicate them to tenants and take appropriate steps to deliver to them.
- Registered Providers must keep tenants informed about repairs, maintenance, and planned improvements to their homes with clear and timely communication.
- Registered Providers must understand and fulfil their maintenance responsibilities in respect of communal areas.
- Registered Providers must ensure that the delivery of repairs, maintenance and planned improvements to homes and communal areas is informed by the needs of tenants and provides value for money.

Other legislation relevant to this policy is:

- Environmental Protection Act 1990
- Landlord and Tenant Act 1985 (Section 11)
- Housing Act 2004
- Decent Homes Standard 2006
- Government policy statement on the reformed Decent Homes Standard (published January 2026)
- Equality Act 2010
- Home Standard, Regulator of Social Housing, 2015
- Homes (Fitness for Human Habitation) Act 2018
- Pre-Action Protocol for Housing Conditions Claims (England), 2021

- Defective Premises Act 1972
- The Construction (Design and Management) Regulations 2015 (CDM)
- Social Housing (Regulation) Act 2023 (Including Awaab's Law)
- Data Protection Act 2018

This policy complies with the requirements of the Safety and Quality Standard, all relevant legislation, and the Regulator of Social Housing's Consumer Standards Code of Practice.