

WHAT IS IMPORTANT IN AN AMS

<p>PEOPLE Who is living in the home What are their aspirations Demographic change Particular needs Disabilities Listen to expectations Go and visit other councils</p>	<p>LEGAL / DUTIES Adhere to landlord responsibilities Comply to H&S law Meet Government rules Welfare reform Affordability</p>	<p>PROPERTY Review efficiency of programmed works quarterly Correct stock data Asset value How to improve each asset to its full potential Match need to design of stock Deliverable not just aspirational KPI's / Measurable improvements</p>	<p>PLAN / DO / REVIEW Achievable long term plan Long term vision for building properties Reviewed regularly Ensure stock looked after as per agreement</p>		
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WHAT ASSETS SHOULD BE INCLUDED IN THE AMS

<p>EXTERNAL Landscape / Gardens Amenity greens Sheds / Shed doors Garages Garages / Land to build Bin Stores Parking Fences Footpaths Roads Boundary fencing Drying areas</p>	<p>BUILDINGS Blocks Houses / Flats Sheltered housing CAT 1 Sheltered housing CAT 2 Housing with extra care</p>	<p>SERVICES Telephone lines into sheltered housing Community alarm replacements Security alarms</p>	<p>INTERNAL Internal drying areas Communal areas Laundry Cleaning store rooms Emergency accommodation owned by HRA Communal lounges "Level access showers" made to wet rooms Bathrooms changed to showers to allow for room for condensing tumble dryers State % of disabled stock in the borough</p>		
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WHAT STRATEGIES / POLICIES SHOULD BE LINKED TO THE AMS

<p>DISABLED ADAPTATIONS Property extension policy Scooter policy</p>	<p>DEVELOPMENT / NEW BUILD New build Passivhaus buildings HSG need study Waiting list analysis Housing need studies/outcomes</p>	<p>SHELTERED / OLDER PEOPLE Review existing housing structure / facilities Reflect Health & Social care strategy View properties INDIVIDUALLY for improvements If possible individual scooter stores outside houses</p>	<p>TENANCY MANAGEMENT Fire risk assessment strategy Clear landings policy Disposal of tenants goods policy Monitor delivery of expectations Pet policy Policing of adhesion policies Parking Control Tenancy ownership incentives</p>	<p>FINANCE / INCOME Market rent housing Regular means tests HRA Disposal Policy Business plan</p>	<p>REPAIR / MAINTENANCE Empty Homes Policy Programmes works Responsive works Improve energy efficiency</p>
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HOW CAN THE AMS ENHANCE TENANTS QUALITY OF LIFE					
IMPROVING HOMES Programmed works done when needed Improve repair standards Improve internal drying facilities Energy efficient reduce fuel poverty Eliminate damp and mould Consider what makes healthy living Higher bench mark for standards Are they fit for purpose	IMPROVING ENVIRONMENT Safe drying areas / key pad entry Safe bin store areas Safe garages with lighting CCTV Disposal plan Clean & tidy community area Improve parking	INVOLVING TENANTS Look to their future Controlling unruly tenants Fit for purpose / meet needs of individual tenants Help integration between tenants Keeping up with modernisation Listen and ACTION tenants views Increase awareness of various schemes Implement tactics for tenant involvement that work			
WHAT NEEDS TO BE MOST IMPROVED					
PARKING / GARAGES Neglected garages Unsafe areas of parking Lack of parking Disabled parking Garages too small	COMMUNAL AREA People struggle to maintain Dog fouling Not fit for purpose Unsafe Untidy Neglected Leaseholder not updating properties	MAINTENANCE Standard of repairs Ad-hoc maintenance Reactive not proactive Small repairs rather than doing a job properly Neglected floors Information to tenants re: planned works External decoration Storage External parts of blocks Communal areas Untidy utility / telecom cables Out of sync programming / cross overs	SIZE / QUANTITY / QUALITY / SUITABILITY Small box removes that are subject to tax Bedsits need to go Not enough bungalows esp. 2 beds Sheltered props too small Not enough homes Not fit for purpose Energy efficiency Not enough disabled properties Not being "sweated" to full capacity Investing wisely in improvements Using the money we have without wasting it	TENANTS Empower them to care Gd tenants not rewarded Bad tenants not penalised	
WHAT WE DO WELL					
BUILDINGS Mostly good traditional build Variety in style and type Not too many high rise blocks Decent sizes Generally achieve a gd standard Generally internal areas in gd condition Some sheltered schemes gd condition	FINANCIAL Value for money Affordable Low rent levels Spend money on repairs/replacemnts	EXTERNAL Lots of green space Accessible to local amenities Good road links Keep green areas tidy	THE PEOPLE AT DBC Caring Treat people as individuals Try to do the best we can Plan, Do & Review Want to make a difference to the community Responsive repairs		