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Sponsor	Adam Cooper
Author	Suzanne Protheroe



ORBIT

Asset Management Policy in Respect of Home Ownership

SCOPE:

This policy covers services for home owners, which includes all residents with long-leases, whether in shared ownership, private retirement, leasehold sale for the elderly, leasehold right-to-buy/right-to-acquire etc. It covers all properties where Orbit retains asset management responsibility for common parts and/or building structures. It applies to Orbit Living and supports the aim of seeking to gain efficiencies through consistency whilst allowing for local needs to be addressed in an appropriate manner.

The Policy is

1. To ensure that service delivery for repairs, planned maintenance and improvements is accurate and appropriate for the type of lease.
2. To ensure that leaseholders are kept informed of progress of repairs and other maintenance or improvements programmes.
3. To ensure that standards are no less than those for residents in rented properties in terms of handling repair requests, responding to complaints and all other areas of asset management.
4. To comply with legal requirements relating to home owners of the Landlord and Tenant Acts 1985 and 1987 (not available on line), [Housing Act 1996](#), [Leasehold Reform, Housing and Urban Development Act 1993](#) and [Commonhold and Leasehold Reform Act 2002](#) particularly relating to consultation and service charges.
5. To identify and keep accurate and complete records of all repairs and maintenance services that form part of service charges. To correctly apportion the maintenance costs that should be paid either in full or part by leaseholders. To provide these and

invoices for major works within agreed time limits.

6. To consult leaseholders following the requirements of the Commonhold and Leasehold Reform Act 2002 for qualifying long term agreements or works of repair, maintenance or improvement.
7. To carry out the correct consultation process for the type of works being done, the terms of the lease and within the EU procurement rules.
8. To include home owners as appropriate when consulting residents, for example on multi-tenure estates, about external areas or service standards.
9. To ensure the provision of such information as is required for the home buyers pack to enable the Group to fulfil its obligations to home buyers and to expand upon such legally-required information insofar as is practical given the information already available.
10. To ensure that within the terms of the relevant lease(s) home owners are treated equitably and fairly in respect of information supplied to tenants of rented properties, specifically with regard to information in respect of Affordable Warmth, Assistance for vulnerable residents.
11. To consult leaseholders following the requirements of the Commonhold and Leasehold Reform Act 2002 for qualifying long term agreements or works of repair, maintenance or improvement.
12. To carry out the correct consultation process for the type of works being done, the terms of the lease and within the EU procurement rules.
13. To include home owners as appropriate when consulting residents, for example on multi-tenure estates, about external areas or service standards.
14. To ensure the provision of such information as is required for the home buyers pack to enable the Group to fulfil its obligations to home buyers and to expand upon such legally-required information insofar as is practical given the information already available.
15. To ensure that within the terms of the relevant lease(s) home owners are treated equitably and fairly in respect of information supplied to tenants of rented properties, specifically with regard to information in respect of Affordable Warmth, Assistance for vulnerable residents.

Equality and Diversity

Orbit policies are developed in line with our Equality and Diversity policy approach.

COMPLAINTS

Anyone is able to make a complaint about the service they have received and this is managed under our **Complaints Policy**.

PRIVACY STATEMENT

Orbit are collecting information ('personal data') so that we can manage and support our relationship with our customers, comply with legal obligations, improve our services and achieve our legitimate business aims. We are committed to complying with data protection legislation when handling customers' data. Customers have rights around their data, including the right to access their data, and to object to the way it is processed. For more information on how and why we process customers' data, and how customers can exercise their rights, please see our full Privacy Policy on our website at www.orbit.org.uk/privacy-policy/.

Monitoring and Accountability

The respective Group Member Boards/Committees will be responsible for ensuring that the policy is implemented in full.

Group Members will monitor the effectiveness of this policy and recommend policy changes to improve service delivery.

Customer First

This policy helps support our aim of fully satisfying our agreed customer requirements at the lowest internal costs. By having clear policies in place we are seeking to continually improve performance and ensure we meet service standards and targets.

Review

The Group will carry out a fundamental review of this policy every three years.