



# **Foundations for the Future**

## **Interim Housing Asset Management Strategy Action Plan 2024-2026**

## Draft Action Plan

The Housing Asset Management Strategy will be supported by an effective action plan and governance arrangements to deliver outcomes needed. The following groups will oversee the delivery of relevant actions.

**Housing Service Leadership Team:** HSLT

**Property Leadership Team:** PLT

**Strategy, Quality & Assurance:** SQA

**Climate & Ecological Emergency Board:** CEEB

**Clean, Safe & Green Team:** CSG

## Putting residents at the heart of everything we do

Action Details	Timescale	Responsibilities
Co-design our long term Housing Asset Management Strategy with residents and elected members	April 24 – September 25	HSLT, SLT, PHGB
Co-design a Dacorum 'Fit for the Future' home standard, and consider to what extent we develop a fixed standard for every home or personalised approach based on the specific priorities of a household and their diverse needs.	September 23 – November 24	HSLT, PLT
Co-create area improvement plans with our residents for their local neighbourhood.	January 24 – October 24	HSLT, SQA, PLT

## Ensuring efficient, effective and modern services

Action details	Timescale	Responsibilities
Complete the HTIP Project and implement a new operating model that increases customer satisfaction.	September 23 – March 24	HSLT, PLT
Develop a workforce plan to attract, retain and develop our teams to ensure they have the skills we need.	November 23 – March 24	PLT
Focus on 'what residents want' and involve residents in the specification, procurement and on-going oversight of our repairs and planned works services.	September 23 – January 24	HSLT, SQA, PLT
Use modern technology to improve resident's experience of interacting with us.	September 23 – May 24	PLT, SQA
Fully utilise the capabilities of our MRI Asset software to support Asset Compliance delivery and Asset Investment decision making.	November 23 – March 24	HSLT, PLT
Provide support to ensure Councillors understand their accountabilities and collectively have the knowledge to provide clear leadership and effective governance of our housing asset and repair activities.	January 24 – March 24	HSLT, SLT, SQA, PHGB

## Providing good quality, safe and affordable homes

Action details	Timescale	Responsibilities
Ensure all homes are safe by continuing to take a robust approach to managing all building safety, legal and regulatory requirements.	Ongoing	PLT, HSLT, SLT
Identify and complete all outstanding Decent Homes work to achieve 100% decency, and maintain this on an ongoing basis.	October 23 – March 24	PLT
Deliver a 2 year planned programme of capital improvement work	April 24 – March 26	PLT

## Responding to the climate emergency by reducing carbon emissions

Action details	Timescale	Responsibilities
Complete 4000 new EPCs to provide up to date data about the energy performance of our homes	April 24- March 25	PLT
Develop road map to achieve Net Zero backed by a viable financial plan.	October 23 - ongoing	PLT, HSLT, SLT, CEEB
Develop plan to decarbonise Sheltered Housing scheme communal areas by 2030 (tentative pending SAR project)	October - ongoing	PLT, HSLT, SLT, CEEB
Develop a programme of work to achieve EPC C for all homes by 2035 (2030 for the most 'fuel poor' households)	October - ongoing	PLT, HSLT, SLT, CEEB
Actively seek grant funding for decarbonisation and retrofit programmes.	Ongoing	PLT, CEEB
Integrate our net zero retrofit works programmes into void property and capital investment works.	Ongoing	PLT, CEEB
Ensure staff are equipped successfully develop and deliver larger scale decarbonisation programmes by building on the learning from our SHDF projects and investing in further pilots to improve our retrofit knowledge and skills,	Ongoing	PLT, HSLT, SLT, CEEB
Work with Herts LEP and local colleges to support the building of local skills to help scale up decarbonisation programme delivery	Ongoing	PLT, HSLT, SLT, CEEB
Identify learning and adopt approaches from others - acting as 'fast followers' for decarbonisation to accelerate learning and capacity building. Play our part in Dacorum's Climate Action Network, (Dacorum CAN) to make positive environmental changes that will reduce emissions and improve biodiversity.	Ongoing	PLT, CEEB

## Investing wisely so our homes and neighbourhoods are fit for the future

Action details	Timescales	Responsibilities
Complete stock condition surveys for 100% of homes and use stock condition survey data to inform our Planned Investment programme from April 2024 onwards.	December 2026	PLT
Develop cost effective initiatives to make neighbourhoods greener, cleaner and safer in collaboration with residents, council teams including Neighbourhood Operations, and other agencies.	Ongoing	PLT, HSLT, CSG
Use our Tenant Improvement Grant and develop other initiatives to encourage involvement and encourage greater ownership among residents of their home and community.	Ongoing	PLT, HSLT, SQA
Make sure our investment work plans and programmes are readily available to staff and residents.	Ongoing	PLT, SQA
Use our ASAP model to inform decisions about which buildings to continue to invest in and conduct a first batch of option appraisals that explore all options to address the 'performance' of our poorest performing properties.	Ongoing	PLT, HSLT, SQA
Consider options for our sheltered accommodation to ensure that it meets the needs of current and future residents.	Ongoing	PLT, HSLT, SQA

## A sustainable long-term financial plan

Action details	Timescale	Responsibilities
Develop a robust and sufficiently resourced HRA funded 30-year investment and decarbonisation plan that focusses our investment on homes that are sustainable in the long-term.	Ongoing	PLT, HSLT, CEEB
Increase VFM and efficiency savings through process improvement & procurement (tentative – possibly for procurement strategy)	Ongoing	PLT, HSLT
Maximise existing income streams such as service charge income.	Ongoing	PLT, HSLT
Identify cross funding opportunities that could benefit the HRA.	Ongoing	PLT, HSLT, SQA
Collaborate with existing and new partners to attract further funding and investment to improve our homes and neighbourhoods.	Ongoing	PLT, HSLT, SQA