

LONDON BOROUGH OF CROYDON

REPORT:	Scrutiny Homes Sub-Committee	
DATE OF DECISION	9 July 2024	
REPORT TITLE:	Asset Management Strategy 2024-29	
CORPORATE DIRECTOR / DIRECTOR:	Susmita Sen, Corporate Director of Housing	
LEAD OFFICER:	Sue Hanlon, Interim Director of Repairs and Asset Management Email: sue.hanlon@croydon.gov.uk	
LEAD MEMBER:	Councillor Lynne Hale, Cabinet Member for Homes and Deputy Mayor	
CONTAINS EXEMPT INFORMATION? <i>(* See guidance)</i>	No	
WARDS AFFECTED:	All	

1. ASSET MANAGEMENT STRATEGY

- 1.1. Attached at Appendix 1. to this cover report is a report, 'Asset Management Strategy 2024-29' which is due to be considered by the Executive Mayor at the Cabinet meeting on the 15th of July 2024.
- 1.2. This report has been included on the agenda for of the Scrutiny Homes Sub-Committee meeting on 9th of July 2024, to allow the Sub-Committee the opportunity to review the proposals and consider whether it wishes to submit any further comments or recommendations for the consideration of the Executive Mayor when making the decision. This strategy was previously presented to Scrutiny in February 2024 and additionally, Member Briefings were held in March 2024.
- 1.3 Members of Scrutiny Homes Sub-Committee will be aware that in May 2021, LBC was served a regulatory notice by the RSH for breaching the Tenant Involvement and Empowerment Standard and the Home Standard.

The breaching of the consumer standards was due to numerous issues that have been key to developing a programme to address them effectively. The

issues are sometimes distinct and relate to only one aspect of the breach, but often the issues cut across the standards and across the housing service.

Those of most relevance to the Asset Management Strategy were:

- The very poor performance of our previous Repairs Contractor over a period of ten years, and weak contract management by the Council, exacerbated by unreliable data. Following a procurement process in 2022/23, the single repairs contractor was replaced by three new contractors and the new service mobilised on 1st August 2023.
- The use of outdated and/or manual systems that did not contain reliable customer profiling information, or up-to-date asset data, led to poor decision-making and an inability to assess trends across our asset portfolio, leading to a significant deterioration of our stock, health and safety concerns and reputational damage to the council.
- Following several years of significant under-investment in our properties, including insufficient growth in the responsive repair budgets, we experienced a significant increase in Legal Disrepair claims and an increase in properties failing the Decent Home Standard.

2. RECOMMENDATIONS

2.1. The Sub-Committee is asked to: -

1. Review and note the Cabinet report 'Asset Management Strategy 2024-29', and;
2. Consider whether it wishes to make any comments or recommendations to be taken account of by the Executive Mayor when making the final decision on the report at the Cabinet meeting on 15 July 2024.

Appendix 1. Asset Management Strategy 2024-29

Appendix 2. Cabinet Report Asset Management Strategy 2024-29