

Bristol Community Land Trust
Asset Management Policy
Date first adopted: March 2026

Review dates:

Date of review	Amendments/Updates made	Reviewed & accepted	Proposed next review
April 2028			

Policy Statement

BCLT is committed to providing a quality property and asset management service, where residents are satisfied with the service and are safe in their homes.

This policy will support our purpose to both build and maintain sustainable homes and communities now and into the future. Our aim is to develop an ethical approach to property and asset management that is supported by environmental sustainability standards which delivers our core values.

Scope

This policy applies to all properties owned, managed, and leased by BCLT, where we have a contractual obligation to repair and maintain.

This policy applies to all aspects of repairs, voids, compliance and planned maintenance to all our properties, including communal areas to both rented and shared ownership homes.

This policy supports our statutory and regulatory obligations to keep safe all properties and ensures that our residents, visitors, staff, and contractors working at our properties are safe.

This policy supports our approach to actively manage our properties and continually assess their condition in terms of safety, current state of repair and future life cycle and replacements as part of planned investment programmes.

The policy applies to the development and delivery of our planned and cyclical painting maintenance programmes, to ensure our homes are maintained in a good condition and meet the Decent Homes Standard:

Decent Homes Standard Criterion (2026)

Criterion A - A home must be free of the most dangerous hazards.

To meet this criterion, properties must be free of 'category 1' hazards, as assessed under the Housing Health and Safety Rating System (HHSRS).

Criterion B - A home must be in a reasonable state of repair.

Homes will fail against this criterion if:

- one or more key building components is not in a reasonable state of repair, or
- two or more other building components are not in a reasonable state of repair

Criterion C - A home must provide core facilities and services.

To meet this criterion, **flats** must provide at least 3 of the following facilities:

- a kitchen with adequate space and layout
- an appropriately located bathroom and WC
- adequate external noise insulation
- adequate size and layout of common entrance areas for blocks of flats

To meet this criterion, **houses** must provide at least 2 of the following facilities:

- a kitchen with adequate space and layout
- an appropriately located bathroom and WC
- adequate external noise insulation

Homes must also be equipped with child-resistant window restrictors, which can be overridden by an adult, on all windows which present a fall risk for children.

Criterion D - A home must provide thermal comfort.

To meet this criterion, homes must provide a reasonable degree of thermal comfort. This includes ensuring homes meet Minimum Energy Efficiency Standards.

Criterion E - A home should be free of damp and mould.

Homes will be non-decent if a landlord has not remedied damp and mould

<https://www.gov.uk/government/consultations/consultation-on-a-reformed-decent-homes-standard-for-social-and-privately-rented-homes/outcome/the-new-decent-homes-standard-policy-statement>

Complying with the Regulator for Social Housing Home Standard to provide residents with quality accommodation and a cost-effective repairs and maintenance service and

meeting all applicable statutory requirements that provide for the health and safety of the occupants in their homes.

Complying with the requirements of the Section 20 of the Landlords and Tenants Act 1985 and Commonhold and Leasehold Reform Act 2002 with regard to consultation with leaseholders:

1. Major Works

- Consultation is required if the **total cost to any individual leaseholder exceeds £250** (England & Wales).
- Example: If replacing a roof costs £20,000, and a leaseholder's share is £300, Section 20 consultation **must be followed**.
- If the individual leaseholder's cost is below £250, formal consultation is **not mandatory**, though good practice may still involve informing them.

2. Long-Term Agreements (LTAs)

- A long-term agreement is a contract **exceeding 12 months** for services like cleaning, maintenance, or lifts.
- Consultation is required if the **annual contribution from a leaseholder exceeds £100**.

BCLT works in partnership with other housing providers ("Partnering Provider") to deliver its property and asset management services. In supporting the delivery of this policy BCLT's Board has agreed to work in accordance with its Partnering Provider's operational policies and procedures, including, but not limited to:

- Response repairs
- Voids and relets
- Asset management and stock condition
- Planned maintenance
- Health and safety, including CDM regulations
- Out of hours services
- Leaseholders section 20 management and consultation
- Residents' repairs responsibilities, recharges, and criminal damage
- Alterations or improvements to residents' homes
- Non access procedures
- Residents' guidance on condensation, damp and safe home
- Compliance management, including:
 - Fire

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- Gas
- Water
- Electrical
- Asbestos
- Radon
- CDM procedures
- Procurement and contractor management

The “Partnering Provider” will have a duty of care to ensure:

- They work in accordance with current health and safety legislation to ensure the safety of our residents
- Maintain a contract and supplier register
- Ensure all contractors and suppliers have the right insurances, accreditation, and qualifications in place to deliver the property and asset service

Roles and Responsibilities

The BCLT Board is responsible for approving this policy.

BCLT staff are responsible for:

- ensuring supporting policy and procedures provided by supporting partners are in place.
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- the effective procurement and implementation of property and asset services with partnering providers.
- both the relationship and contract management of the partnering provider.
- ensuring appropriate controls are in place to monitor the performance of the partnering provider.
- complaint management and ensuring appropriate complaint handling procedures are in place with the partnering provider.

The Partnering Provider is responsible for providing evidence that all legal and statutory compliance checks are completed on time and report any non-access issues to BCLT to allow appropriate action to be taken before last compliance checks have expired e.g. gas safety certificates.

Definitions

Responsive repairs: day to day repairs that are required to keep the structure, exterior and the internal components of BCLT homes in good condition and safe.

Void repairs: works required that allows a property to relet, when it becomes void when a tenancy ends, including compliance checks i.e. gas and electrical.

Compliance: ensuring compliance with our statutory and regulatory obligations to ensure our residents and their homes are safe, including the following:

- Risk from fire
- Water safety
- Gas and other fuels
- Electrical safety
- Risk from asbestos
- Other risks

Asset management and stock condition surveys: assessing the condition of our property and identifying future property investment priorities or aspirations, including the following:

- Measuring and monitoring property performance against the Regulator's Homes Standard, including the Decent Homes Standard (DHS) and the Housing Health and Safety Rating System (HHSRS)
- Measuring the current and future property and maintenance liabilities and required investment to input in the following key business activities:
 - 35 year business viability and planning
 - 5 year and annual investment planning
 - Annual budgets

Planned maintenance (including cyclical painting): development and delivery of planned maintenance programmes informed by our stock condition surveys and other repairs intelligence, including the following:

- External painting and internal decoration communal areas
- Major aids and adaptations
- Major repairs
- Internal whole replacement works including kitchens, bathrooms, central heating and electrical wiring
- External works including structural works, roofing replacement, security works, windows and doors
- Environmental works

Resident and Leaseholders

BCLT will:

- Ensure that property services are easily accessible through a range of communication channels by residents

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- Ensure that our resident's personal details are available to our partnering provider to deliver our service
- Ensure compliance with the UK General Data Protection Regulation (GDPR) in managing and sharing of residents and leaseholders' personal details
- Listen and learn from our residents in developing and delivering this service, as part of our wider resident engagement.

Governance and risk management

We recognise that property asset management carries significant risks.

We have a risk management system in place, covering corporate and operational risks allowing to us to scrutinise delivery on a regular basis. In addition, our key property and asset management activities will be subject to review as part of our internal audit process.

We will seek assurance from our partnering provider that appropriate controls are in place allowing them to evidence their own assurance and internal audit findings.

Monitoring

The following measures are monitored by the BCLT board and staff through TSMs (Tenant Satisfaction Measures) which are recorded annually:

- Resident satisfaction with the quality of their home
- Resident satisfaction with the quality of the property service

BCLT will also monitor the following:

- Time taken to re-let properties
- Rent lost through homes remaining empty
- Number overdue compliance checks (target zero)

BCLT will monitor, via the partnering provider, the following:

- Average cost of a repair
- Average time taken to complete repairs

Annual performance will be reported to Board to ensure we comply with our policy statement, we will:

- Provide a quality property and asset management service
- Ensure homes are safe
- Ensure residents are satisfied with the service
- Maintain sustainable homes and communities

Equality and diversity

We will apply this policy consistently and fairly and will not discriminate against anyone based on any protected characteristics, including those set out in the Equality Act 2010.

Complaints

Any resident or other stakeholder who is dissatisfied with how we have managed their properties is able to submit a complaint using our Complaints process.

Once our Complaints policy is complete and if they remain dissatisfied, then they can contact the Housing Ombudsman.