

**HEREFORDSHIRE HOUSING Ltd  
VISITS TO HOUSING ASSOCIATIONS IN CONNECTION WITH  
COMPREHENSIVE SERVICE REVIEW**

**Proposed discussion points**

**Internal office visit to Association**

- Asset Management Strategy
- Stock condition surveys – updating through on-going surveys, from repairs systems, improvement programme, how is this done?
- Property appraisal – traffic light appraisal of properties to inform improvement programme
- Improvement programme - short term one year, medium term five year and long term thirty year
- Sustainability of estates – is there a sustainability policy? How does the Association ensure that estates and properties meet the sustainability agenda
- Procurement strategy – how are contractors appointed? Are tenants involved? Are partnering contracts used?
- Delivering value for money through economies of scale and/or sharing any savings. Is any benchmarking done?
- Key performance indicators – what is collated? Who chose these indicators?
- Service standards – what has been decided and what information is produced?
- Asbestos strategy – how is information gained? How are tenants and contractors informed
- Aids and adaptation – how are properties adapted? What information is advertised or given to tenants?

**Site visit to main contractor**

- What type of improvement works has been completed?
- How is the work completed? – using external contractors or internal contractors
- How is quality managed on site and what are the handover procedures?
- How are sub-contractors monitored?
- Resident liaison – how is this done? What do contractors do to ensure the improvement programme is successful? What methods of communication are used to inform tenants?
- How are improvements tailored to meet individual tenant's requirements or expectations?
- How have the products used on site (kitchen units) been chosen? What choices do tenants get? Are these advertised to tenants prior to improvement works?
- How do tenants get involved on site if at all?
- How are complaints dealt with?