

Midland Heart Stock Condition Surveys - Asset Management

Midland Heart is a large housing provider predominantly based in the West Midlands with 32,000 properties and 70,000 customers. Midland Heart manage approximately 7000 Care and Support properties to support people of all ages with varying need.

Their stock covers a wide range of types from Victorian properties right up to New Build, from low and medium rise flats to family housing. Impart links are commissioned by Midland Heart to undertake Stock Surveys to validate stock data to inform delivery programmes.

Impart links have been commissioned by Midland Heart since December 2013 in an ongoing Asset Management role to manage a stock condition survey process to inform future delivery programmes for key components;

Component

- Kitchen
- Bathroom
- Central Heating
- Doors and Windows
- Cyclical Repairs and Decorations
- External components (Roof Walls, Fencing, Paving etc)



Kitchen due for replacement

Programmed Works

Impart links are informing the delivery of Midland Heart's Planned Programmes currently being developed for 2015;

- Kitchen and Bathroom Replacements
- Heating Replacements
- Door and Window Replacements
- Cyclical Repairs and Decorations
- Rewire/Electrical Upgrades



Bathroom (20 years) recorded at Survey



New Kitchen recorded at Survey

Impart Links Team

Based within Midland Heart's existing facilities, Impart links dedicated team have managed and coordinated the survey process for over 7000 properties, arranging resident appointments for all surveys. This included, where appropriate, some out of hours working to accommodate resident needs.

Data and images are being collected by Impart links Surveyors to establish the condition and remaining life of all building components. These details are then validated and entered directly on to Midland Hearts Stock Condition database by Impart links ensuring that accurate and current data is available.

Impart links have then worked Midland Heart to develop a 30 year asset renewal programme and forecast based on the information collected.



Stock Condition Survey

Added Value

Reporting of Defects

In addition to the collection of component data Impart links have also identified repairs that may be minor, but may cause longer term problems if not attended to or serious enough to warrant an emergency call-out to remove any potential hazard or danger (electrical fault, blocked drains etc). These repairs are reported directly to Midland Heart for their response.



Failed silicon sealant identified and recorded on survey

Impart links has been in a position to assist Midland Heart on specific survey queries or complaint confirmation surveys We have also reported any welfare concerns identified ensuring any obligation of action required by Midland Heart is notified.