

## STATEMENT OF INTENT

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Saffron Group's Planned Improvement policy relates to the general stock and the continual capital investment required to ensure that the asset value is maintained, and Revenue expenditure is kept as low as possible by keeping the major components of the stock in a good state of repair. Saffron will meet, or exceed, the Decent Homes Standard including any future updates to the standard.

### 1. PURPOSE OF POLICY

1.1 Through efficient and effective management Saffron is committed to a continual programme of improvements to both meet, or where possible, exceed legislative and regulatory requirements.

Stock management will be via a cyclical condition survey which supports the property database in which each individual key component will be listed. The database will be updated with all completed improvement information to allow an accurate Business Plan to be created which in turn supplies the Improvements team with targeted property data.

Annually a programme of improvements and the budgetary requirements will be worked through a process by the Senior Leadership Team, along with all other budget areas, to ensure that there is sufficient budget to meet the Capital improvement needs of the stock. This process will then be ratified by Finance, Exec and finally the Board.

### 2 ELEMENTS OF THE POLICY

2.1 Saffron Group will maintain a stock condition database of all its assets, which will, along with other sources of improvement information, will produce a business plan that looks at age, associated lifecycle and known condition of each component. Those that are rated as both 'old' and Poor' will be targeted first with the available budget. Those components that are classified as 'old' but in an adequate condition will form part of the known backlog of works. This business plan will list all the key components within Saffron's stock together with the anticipated remaining life, known condition and average costs.

2.2 Saffron Group's objective is to provide high-quality improvements to its homes while taking into considering the Government's Decent Homes requirements, the Housing Health, and Safety Rating System (HHSRS) and tenant's wishes as expressed through tenant surveys, and tenant and stakeholder forums.

The Business Plan will also encompass the environment around properties which is wholly owned by Saffron including garages, parking and play areas, open spaces, external lighting, roads, and footpaths.

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- 2.3 The Business plan will be used to prioritise the planned improvement programme for component and budget area. The quantity of work conducted will follow wherever possible the cost forecasting within the Business Plan, however this will depend on existing commitments, legal and regulatory requirements. Asset will, where necessary, reduce spend in one improvement area and dynamically move this to another budget area within the same trading account. An example of this would be where bad weather has caused the need for additional re-roofing, so doors and windows are reduced to compensate for the roofing budget.
- 2.4 The following of examples of Capital Improvement works:
- Kitchens
  - Bathrooms
  - New gas boilers
  - Renewable heating systems
  - Insulation
  - Window
  - External door
  - Fire Doors
  - Electrical wiring installations
  - Scheme Capital Improvements
  - Re-roofing
  - Decarbonisation works.
- 2.5 Upon termination of a tenancy Saffron may consider claims for compensation with regards to the tenant's own improvements. These will only be considered if the tenant(s) have complied with the 'Tenancy handbook' and the work has been completed in conjunction with Saffron's Tenants Improvement and Alteration policy. The upgrades and improvements must also have not reduced the value of Saffron's assets. If it is agreed that compensation is due, depreciation will be considered.
- 2.6 All Saffron planned improvements will meet or exceed the Governments regulatory standards, planning, and any associated Building Regulations.
- 2.7 Saffron may offer improvements to leasehold properties from time to time and will recover the full cost of these as per their individual lease agreements. Section 20 consultation process with Leaseholders will be always followed where applicable.
- 2.8 Saffron will use the most appropriate procurement method for every budget area ensuring a fair and transparent method has been adopted in accordance with Saffron's procurement procedures, always ensuring best value for money and quality.

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2.9 All work procured will follow the guidelines set out in the Financial Regulations. EU procurement / tendering rules will be followed where the estimated contract values exceed the minimum thresholds.

2.10 The Procurement team will maintain an approved list of specific contractors and suppliers.

### 3. METHODS FOR CONTINUOUS IMPROVEMENT

3.1 To ensure we continually improve our service we will regularly ask for feedback from our customers and stakeholders. In addition, we will seek best practice for each Improvement area and ensure we keep up to date with current legislation and Building Regulations.

3.2 Performance against budget and target timescales will be reported directly to the Senior Management Team and tenant and stakeholder forums on a regular basis.

### 4. RESIDENT INVOLVEMENT

4.1 Saffron will promote the provision of improvements to its properties. This will include measurable service standards including consultation with tenant and stakeholder forums.

<b>Consulted with Saffron Community Members</b>	March 2024
<b>Board/Committee</b>	SQC
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<b>Officer</b>	Planned Improvements Manager
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