

Asset data

Registered providers rely on asset data both to operate efficiently and to ensure compliance with legislation. The accuracy of this data and the way it is held has a direct impact on how much effort is required to achieve the corporate objectives. Many providers are now focussing on ensuring sound management of asset data.

Where is the data?

Relevant data can be stored in various systems including Housing Management Systems, Asset Management Systems, 3rd Party Systems, Excel Spreadsheets and Access Databases. This approach runs the risk of asset data becoming siloed leading to:

- Data not being accurately replicated across systems
- Duplication of effort to replicate data
- Corruption of data as it is replicated
- Restriction of access to some data preventing a complete view from a single point

This risk is higher when the data is stored within an Excel spreadsheet or an Access database rather than an Asset Management System, which can be interfaced to other core business applications to enable data replication.

Data audits

Regular audits enable providers to protect the quality of data. Simple questions can indicate if there are problems with data quality:

- Do all assets with gas appliances have a corresponding valid Landlord Gas Safety Record?
Are they on a service programme?
- Is expected data present; for example do all house assets have window data?
- Are all the asset fields populated with valid data?
- Are sold assets showing as disposed across all systems?

Making best use of data

Data is expensive to collect and maintain and so should be utilised fully. In addition to asset management, the data can be used to improve the customer experience for example through improved property information such as the number of rooms and room sizes during the lettings process or proactive management of servicing.

In achieving this, registered providers should understand the business process to ensure additional burdens are not introduced. Ensure that how the asset data is structured, recorded and used is documented to remove any ambiguity when recording and interpreting data.

Asset data is a valuable resource – use it!