

# Stockport Homes, in partnership with AEC

Since 2019, AEC have worked in partnership with Stockport Homes, delivering asbestos consultancy services with a focus on quality and delivery. SHG's strategy also set an ambitious target to survey 85% of their domestic portfolio.

Through working together in partnership, Stockport Homes and AEC have achieved asbestos surveys of over 85.7% of their housing stock, a figure they believe is amongst the highest for a UK Housing Association. Investing more than £2.3m, over a 3-year period, AEC surveyors have conducted over 54,500 surveys, with over 91,000 samples analysed at our in-house laboratory.



L-R: Alex Lewis, AEC's Homes Project Lead, Andy Brown, M&E Manager at Stockport Homes, Amy Greenwood Customer Safety Coordinator at Stockport Homes, Debbie Clare, AEC Director

## Processes & Protocols

Working closely with the Stockport Homes Customer Safety Team to ensure their delivery requirements are met, saw the AEC team devise a series of additional processes and protocols, which has ensured the contract has remained on-track and that the KPIs have been consistently met or exceeded. On target delivery, providing clear, consistent, and trusted data has given the Stockport Homes team the data they need, ahead of their planned capital project timescales.

Andy Brown, M&E Manager at Stockport Homes, believes this approach and knowledge of asbestos in their property portfolio provides their customers with the peace of mind that the health of themselves and their families is not at risk. Simply put, he said, *"it's the right thing to do, pure and simple."*

## Pandemic Challenges

With the majority of surveys taking place within the height of the Coronavirus pandemic, the partnership approach between the two organisations has been paramount in ensuring customers felt comfortable in the work taking place. The collaborative nature of the relationship between the two businesses was particularly important at this time to reassure customers. The dual approach to contacting customers ensured their experience and the messaging they received remained consistent.



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Working in partnership with Stockport Homes has meant ensuring AEC's involvement with residents has been consistent and of a high level, providing reassurance to residents and ensuring Stockport Homes have confidence in the processes and workflow. Through implementation of additional, stringent hygiene and PPE practices, alongside clear communication with customers, AEC surveyors were able to gain access to properties to conduct the required surveys.

Amy Greenwood, Customer Safety Coordinator at Stockport Homes, said, *"there was trust and communication from all sides, ensuring our customers' confidence in us as their housing association was retained throughout the difficult pandemic period, and beyond."*

## Joined-up Approach

This joined-up approach between the teams at AEC and Stockport Homes saw guidelines and working practices discussed and agreed upon early in the process, which were reviewed at monthly meetings and refined, as necessary.

AEC's dedicated Homes Resource Team work closely with both the resident and the Stockport Homes management and customer safety team. This has included a dedicated inbox for Stockport Homes, which is monitored continuously by the dedicated AEC Homes resource team for any update or issue, to ensure it is resolved quickly and efficiently, alongside specific surveying protocols, naming conventions and escalation channels.

## Additional Touchpoints

To arrange appointments, the AEC homes planning team contact each resident to book a suitable date and time for the surveyor to attend site, explaining the process and what to expect when the AEC surveyors are on site. A text message confirmation is sent to the resident. Surveyors will also get in touch in advance of arriving on site, if requested by the resident at the time of booking, as well as ensuring they understand the nature of the work being carried out when they arrive on site. This ensures the resident always informed, providing them with clear points of contact and detailed information throughout the process.

Alex Lewis, AEC Homes Project Lead, said, *"creating additional touchpoints with customers has given them more confidence in both AEC and Stockport Homes. This has also served to minimise time lost due to no-accesses due to customers being away from home at the appointment time."*

## Data Management

Prior to working with AEC, Stockport Homes were much more reactive in their management of the asbestos in their stock, dealing with regular emergencies. Through close management of their property portfolio, they can rely on clear, accurate data, rather than cloned data which is inconsistent and could pose risks to both customers and contractors.

*"We owe it to our customers to give them that information and manage it in the best way possible. AEC enable us to do that effectively."* – Andy Brown.



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