

## 20 key questions for board members

### ASSET PERFORMANCE

Do you.....

- ⇒ Really understand how your assets perform?
- ⇒ Know which make a return on investment and which don't?
- ⇒ Have a clear investment plan for those that don't?
- ⇒ Know your local markets and neighbourhoods?
- ⇒ Let finance dictate budgets to assets or spend what you really need to?

### THE CUSTOMER OFFER

Do you.....

- ⇒ Have a clear landlord and tenant contract?
- ⇒ Actually know what your customers really want?
- ⇒ Tell customers when planned investment will happen?
- ⇒ Recharge the rechargeables?
- ⇒ Manage leasehold customers effectively?

### COMPLIANCE QUESTIONS

Do you.....

- ⇒ Know what plant you have got (asset register)?
- ⇒ Know your legal & best practice responsibilities?
- ⇒ Have robust contracts, services & repairs in place?
- ⇒ Get regular reports on compliance?
- ⇒ Seek independent verification?

### SERVICE DELIVERY

Do you.....

- ⇒ Measure the right things for your customers and business?
- ⇒ Know your asset spend?
- ⇒ Measure cost or value?
- ⇒ Deliver social value commensurate with your asset spend?
- ⇒ Work individually or collaboratively?

For more information, or to find out how ARK can assist with your asset management please contact us:

Tel—0121 515 3831 / Email—ark@arkconsultancy.co.uk

