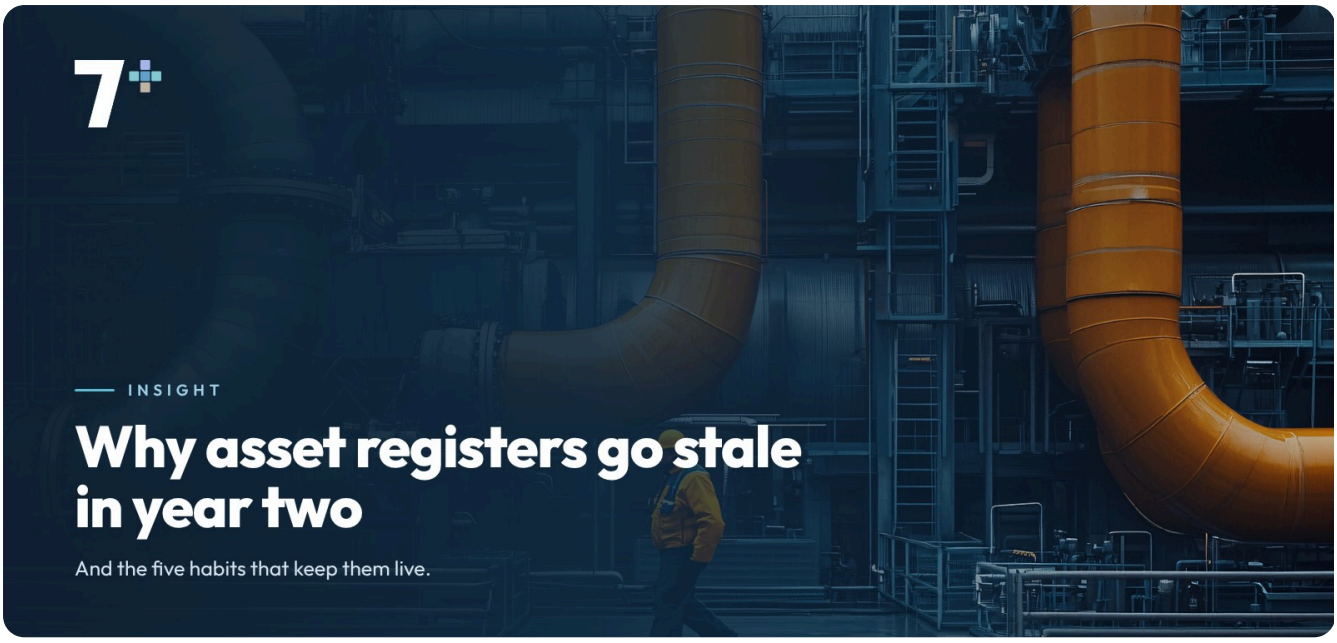


Theo Turner, FM Asset Data and Digital Lead, Larch Consulting

An asset register is usually at its most accurate on the day it is handed over. Someone has walked the site, tagged the plant, matched each asset to an SFG20 schedule and loaded the lot into the maintenance system. By the second year, the register and the building have started to disagree.

I spend a lot of my time building registers from raw maintenance system exports and survey data, and the same causes come up again and again. None of them is dramatic. They are small gaps in everyday processes, and they add up.

01 Where the drift comes from

Replacements

Replacements cause the most damage. A pump fails, a contractor fits a new one and the job is closed in the maintenance system. The old record stays live, the new one never gets created, and the planned maintenance schedule carries on against equipment that went in a skip months ago.

New installations

Small works and fit-outs add fan coil units, water heaters and distribution boards, and nobody adds them to the register. The project team hands over the operation and maintenance manuals, and the asset data inside them stays in a PDF.

Naming

One engineer writes "AHU 1", another writes "Air Handling Unit 01 Roof". Two years in, a search for air handling units finds some of them, and nobody can say whether the list is complete.

Ownership

The register was built as a project with an end date. Once mobilisation finished it became everyone's job, which in practice meant it was nobody's.

02 What keeps a register live

The fixes are simple. The hard part is building them into the routine so they happen without anyone having to remember.

1. **Make the asset update part of closing the job.** A replacement job should not close until the old record is retired and the new one is created with make, model, serial number and install date.
2. **Ask for asset data at the start of every project,** in the same structure as your register. A template sent with the order is far easier than chasing a contractor once the job is finished.
3. **Set the naming rules once and check them automatically.** A short set of checks for missing fields, duplicate tags and assets with no SFG20 schedule will find most problems in minutes.
4. **Refresh on a fixed cycle.** If the site team confirms changes every quarter in a simple format, the register is never more than a quarter out of date.
5. **Give the register an owner:** one named person who signs off each refresh.

03 Why it matters

A register that drifts costs money quietly:

- Planned maintenance hours go on equipment that no longer exists.
- Statutory tasks get missed on equipment nobody recorded.
- Capital plans are built on install dates that are wrong.

In my experience, keeping a register live costs far less than rebuilding it every few years.

> **How Seven Plus builds these habits in.** The Seven Plus service is designed around them:
>
> - Your raw register becomes a dashboard anyone can read, holding whichever fields you choose to measure, from one to hundreds.
> - Replacements, new assets and removals are reported from the dashboard as they happen, in the register's own structure.
> - Automatic data health checks run on every update.
> - Each client sends a short quarterly return, and the dashboard shows the quarter it was last updated.
> - Every change is checked by our team before it reaches the register, so ownership never drifts.

How does your organisation keep its register current after handover?

I'd be interested to hear what has worked. Theo Turner · theo@larch.co.uk · +44 7900 956896