

# Asset management strategy

our  
**vision**

Provide safe, well maintained homes supported by long-term investment in communities where people choose to live.

our  
**purpose**

To support the delivery of our corporate strategy through dynamic asset management that maximises returns and makes best use of our assets, whilst ensuring the needs of our customers are met.



# Asset management strategy

our **key** objectives

## our beliefs & assumptions

- There is sufficient funds and resources within the business to support the long-term investment in our retained stock
- We will continue to maximise income through dynamic asset management including the acquisition and disposal of assets that secure strategic, social or economic value
- Develop and adopt an Asset Management Plan that sets out a range of projects, initiatives and measures of success that support this strategy.

## our homes

- Ensure that all our homes meet an agreed standard, meet our legal and regulatory obligations and safety won't be compromised
- Continue to manage new or existing risks within our stock and take appropriate action to limit the impact they have on our customers or our business
- We will improve the quality of shared communal areas as an extension of our customer's home, and invest in the estates in which they live to help create communities that people are proud of
- Maximise the use of our land to deliver more homes and community facilities
- Identify poorly performing low demand homes for disposal, to contribute to funding new developments and reinvestment in existing homes and neighbourhoods, taking into account local need
- Ensure our Group Asset Management Strategy is closely linked to, and supports the objectives of, the Customer Services Strategy
- Underpin our investment decisions with an independent stock condition survey in line with our 30-year investment programme.

## our customers & colleagues

- Invest in the skills and experience of our workforce, to maximise the social and economic benefit they bring to the business and communities in which we work
- Invest in digital solutions that enable our colleagues to work flexibly and support customers gaining easy access to key information about their home
- Increase customer satisfaction with maintenance services and create more opportunity for customer voice to shape the services we deliver.

## our communities

- We will ensure that service standards are developed in partnership with customers and we aim to achieve the right balance between customer satisfaction, cost and expectation
- The majority of our stock will continue to be located in high demand areas, with both existing and future housing development supporting our corporate objectives and needs of our communities
- We will make a positive contribution towards a net carbon reduction, improve the energy efficiency of our stock and limit the impact it has on the environment.