



How we look after your home – major repairs, and long-term investment

1. Our commitment

We are committed to providing safe, warm and well-maintained homes that our residents are proud to live in. We do more than just fix day-to-day repairs – we plan to protect the long-term quality and safety of your home.

2. Our approach – People, Places, Partnerships

Our approach to looking after your home is shaped by three key threads: People, Places, Partnerships. These guide how we plan, invest, and deliver safe, high-quality homes.

People – We focus on keeping your home safe, warm and suitable for your needs, now and in the future. Your feedback helps us plan improvements and respond to changing needs.

Places – We look after homes and neighbourhoods. By planning, we keep schemes energy-efficient, safe, and in good condition – protecting your home and the wider environment.

Partnership – We work closely with contractors, safety specialists and residents to deliver consistent, high-quality services. These partnerships help us stay accountable, responsive, and meet national standards.

3. How we check our homes

We regularly carry out stock condition surveys to check the overall condition of our homes and make sure they are safe, energy efficient, and well maintained.

These surveys help us:

- Check the age and condition of key areas like your kitchen, windows, and bathroom.
- Review safety features, including heat, electrics, and insulation.
- Spot early signs of damp, mould, or wear and tear.
- Identify patterns or common issues across different homes.

This gives us a clear picture of how our homes are performing – including things that may not have been reported yet or are harder to spot.

We use this information to help meet the **Decent Homes Standard** – a national standard for social housing that ensures every home is safe, warm, weatherproof, and in a reasonable state of repair. The standard has been in place since 2001 and is currently being updated by the government.

We also use:

- Gas, electrical, water and fire safety inspection results.
- Repair history and complaints data.
- Resident feedback and satisfaction trends.

This helps us plan our investment fairly and keep all homes, safe, efficient, and in good condition.



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4. Planned works and investment

We use the data we collect to build a 3–5-year investment programme, that helps us:

- Prevent major repairs by tackling issues early.
- Keep homes energy-efficient and well maintained.
- Plan works efficiently across schemes and budgets.

Where possible, we aim to complete improvements before problems arise, such as replacing boilers or upgrading windows.

You'll always be informed in advance if planned works affect your home.

5. Your voice matters

We listen to your feedback to help spot problems early, prioritise improvements, and shape our future plans.

You can share your views through:

- Resident meetings or housing surgeries.
- Surveys after repairs or improvement works.
- Direct contact with our Property and Maintenance team.

6. Homes that meet your needs

Our homes are designed for people aged 55 or over. If your needs change, we'll work with you to explore options – including home adaptations, support services or a move to a more suitable home.

7. More Information

For information on day-to-day or emergency repairs, see 'our repairs service – what you can expect' and 'emergency repairs' factsheets. For questions or support, contact our Property Maintenance team. We're here to help.