



Our formula for  
**the future**



# Homes

Providing homes is our core purpose. So we will ensure that all our customers have a well maintained, safe and secure home and support strong communities.

## This means



- Ensuring that all homes meet the Decent Homes Plus Standard (including expected changes).
- Continually improving services in response to customer feedback.
- Making customers' homes well insulated, warm and affordable to heat while reducing our carbon footprint.
- Investing in public spaces around our customers' homes.
- Meeting all legal and regulatory standards for health, safety and the environment.
- Managing our portfolio of homes to achieve best value for money.
- Surveying all our homes at least every five years and using technology, home visits and inspections to better understand their condition so that we can plan future investment more effectively.
- Having a valid energy performance certificate for every home by the end of financial year 2027-28 (updated at least every ten years).
- Tackling condensation, damp and mould in customers' homes through treatment, prevention and awareness-raising.
- Using technology to give us better oversight of repairs and planned work.
- Further growing and upskilling our in-house Repairs team with support where needed from local and specialist contractors.

## Key measures



### To track our progress and ensure that we stay on track we will:

- Ensure that every home fully complies with all statutory and regulatory standards (including the new Decent Homes Standard).
- Have a home survey for all our properties that is less than five years old by the end of 2028-29 (90% by the end of 2024-25).
- Refocus our use of external repairs contractors on more specialist services.
- Achieve upper quartile customer satisfaction with the safety and quality of our homes.
- Effectively monitor and report on how we respond to changing customer needs.
- Make well informed and transparent decisions about selling homes that no longer meet our criteria or customer needs or that deliver poor value for money.
- Ensure that none of our customers' homes have 'severe' or 'moderate' damp, mould or condensation by 2026-27.