



Selwood

Housing

**Safe, warm and
well-maintained homes
for the future**



ASSET MANAGEMENT STRATEGY 2026-2030

selwoodhousing.com



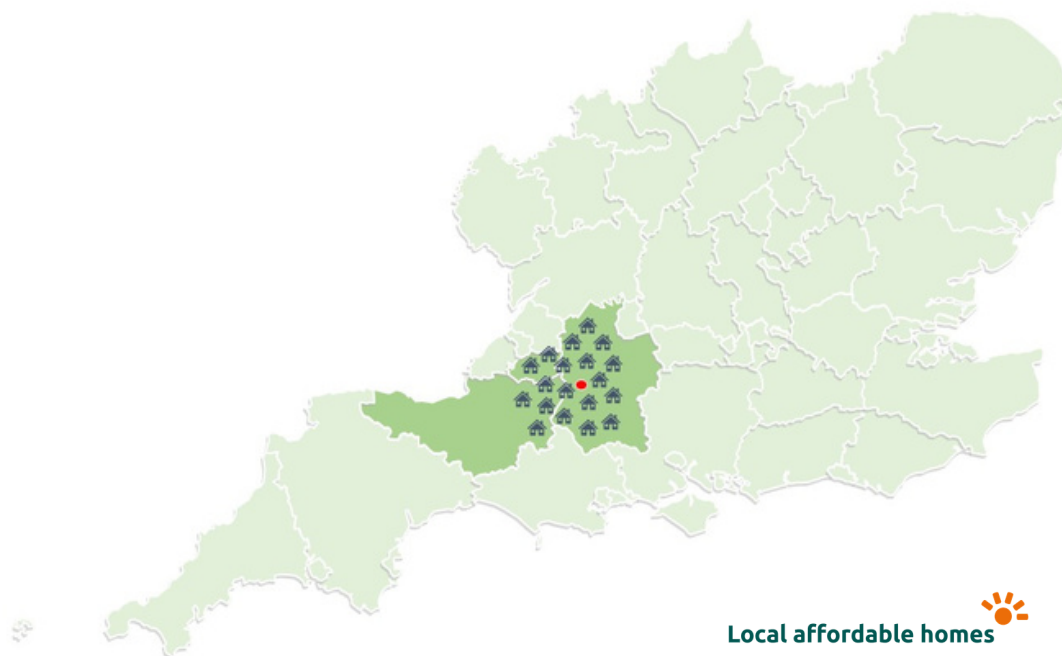
Planning for the future

We want every customer's home to be safe and comfortable. A place they are proud to call home, that supports their health and wellbeing and provides a stable foundation on which to build their lives.

Our asset management strategy explains how we plan to maintain and invest in our homes to meet customer needs and regulatory requirements while delivering value for money.

It's our commitment to looking after our homes now, while preparing them for the future.

This leaflet gives a summary of our approach for the next five years: what we'll focus on, how we'll make decisions and how we'll involve customers.



Local affordable homes 



Our approach

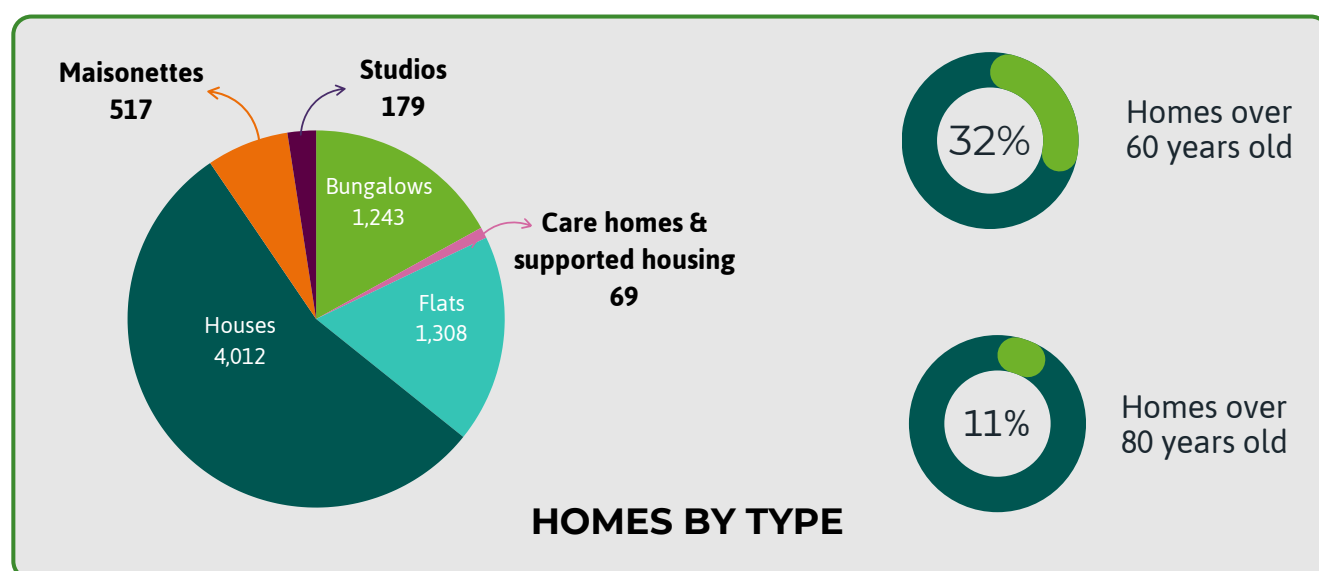
We look after thousands of homes of different ages, sizes and construction types, from homes built more than 60 years old through to new builds. This means we need to take a customised approach to investment, repairs and energy efficiency to ensure we meet the needs of our customers now and in the future.

- We will invest in our homes to ensure we comply with not only the government's Decent Homes Standard but also our own Selwood Housing Homes Standard, which goes above and beyond the government's measures.
- We'll also continue to build on our high levels of building and safety compliance in the future to ensure all our homes are safe and comfortable for our customers, energy efficient and maintained to modern standards.

Our approach is underpinned by the regulatory framework set by the Regulator of Social Housing and the Consumer Standards including safety, quality, neighbourhoods and transparency.

We want to make sure that every investment decision can give our customers long-term value for money based on evidence-based data, customer insight and professional expertise.

Our customer and homes committee will monitor our delivery of this strategy against the action plan that supports it.



Safety first



Your safety is our first priority. Every customer should feel safe and secure in a home that meets the highest standards of health and safety.

We work continuously to ensure our homes, buildings and communal areas are safe, well maintained and compliant with all relevant safety legislation and best practice standards.

We will maintain strong levels of compliance across our safety programmes, including fire, gas and electrical safety, structural integrity, damp and mould prevention, and building safety responsibilities under Awaab's Law.

- **At March 2026, all the building safety compliance measures we report to the Regulator of Social Housing achieved compliance of 99.75% or above.**
- **At March 2026, we also had home condition surveys less than five years old for 88%* of our properties (* of those we could access).**

Continuous improvement to our systems, exploring the potential of new technologies where appropriate, will help ensure we use accurate and robust compliance and safety data in decision making.

Solid building safety information alongside a committed local staff, accountable for the quality of our data, means we are able to respond quickly to issues. We are committed to providing our customers with:

- **Regular health and safety compliance checks**
- **Quick and appropriate action where we find issues**
- **Clear information when improvements are needed**
- **Services delivered by qualified and motivated locally based staff**
- **Rigorous safety standards at all points in our supply chain**

Visit the safety section of our website for details about our regular inspections and servicing plus advice on staying safe in your home.



Reliable repairs



We know how important an efficient and reliable repairs service is to our customers. Our responsive repairs service helps to keep customer homes safe and in good condition.

We will continue to improve this service and to respond to customers' quickly and effectively.

The number of repairs we carry out is rising annually and are increasingly complex, often involving multiple trades. This is driven by an increase in damp and mould response work, particularly in our older homes, to comply with the timescales set out under Awaab's law.

We will continue to make improvements in response to customer feedback about the service. In 2025, we relaunched our [contractors' code of conduct](#) to ensure customers receive a consistent level of service from any operative attending their home, whether a Selwood Housing employee or an external contractor. In the future, we will carry out more post-works inspections of contractor works.

For customers this means:

- We will assess every repair to decide if it falls under Awaab's Law, or if it is a priority or routine repair
- We'll clearly explain how we prioritise repairs, including what counts as an emergency, priority or routine repair, and what timescales you can expect.
- We'll publish information about how well our repairs service is performing in the repairs section of our website.

In the year to March 2026

- We delivered 99.2% of emergency repairs within target timescales, and more than 90% of all repairs met our repairs offer commitments.
- Over 90% of customers rated their repair as 4 or 5/5 on our 'Rant and Rave' feedback platform, by text or email.



Warm homes



Over the next 5 years, we will continue to look at ways to improve the energy efficiency of customer homes so they are warmer, healthier and cheaper to heat.

Our aim is for all existing properties to be at EPC level 'C' by 2030, supporting national net zero ambitions by 2050. Most of our homes are already rated energy efficient, and we're working to improve the rest.

Improving energy efficiency

As homes age, they need more investment to stay safe, warm and efficient. We will continue to survey our homes to help us identify those that are performing poorly for customers. Where appropriate, we will carry out bespoke fabric-first retrofit works, improving insulation, windows, doors and ventilation, before looking at new heating technology or renewable energy options.

For some homes, retrofit work may prove too complex and expensive to provide value for money. These homes will be redeveloped or disposed of, with any sales proceeds used to help fund our new build programme.

We've adopted the principles of the Sustainability Reporting Standard for Social Housing which gives direction and transparency to our sustainability targets. Our annual ESG reports are published on our website.

Managing damp and mould

To ensure we can respond effectively, support customers and maintain healthier homes, our damp and mould measures include:

- A proactive approach to managing and reducing the risk of damp and mould, prioritising significant and emergency cases in line with Awaab's law.
- A repairs team trained to deal with low-risk reports quickly
- A dedicated specialist team to handle complex or high-risk cases using advanced tools and expertise.
- Use of Aico environmental sensors to monitor temperature, humidity, and ventilation in real time. This technology allows us to detect potential problems early and work with customers to prevent issues from developing.



Investing for the future

We will look after our customers' homes today to ensure they are safe and at a good standard in the future.



Delivering excellent value for money is important for Selwood Housing and our customers, so investment in our homes must be affordable and targeted where it will make the biggest difference.

Our 5-year rolling plan will prioritise improvements to our older homes, and we'll be investing £38M to bring kitchens, bathrooms, windows, doors, roofs and heating up to a modern standard.

As part of our long-term business planning, we are also developing a 30-year investment plan for our homes, which is built on data from repairs trends, our compliance programme, customer feedback and an independent validation of our home condition survey data.

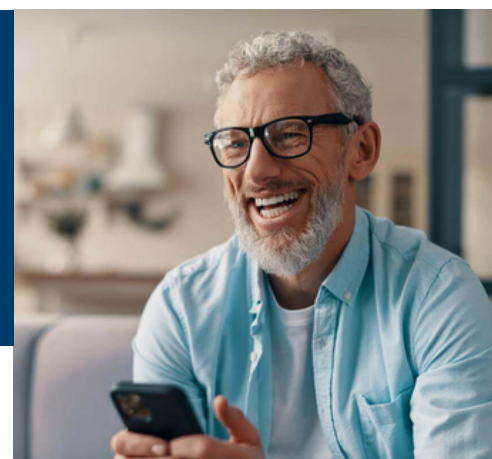
Robust information about the age, condition and performance of homes will help us prioritise investment where it is needed most and avoid replacing things too early or too late. Continually improving our data will help us make confident decisions that will provide value for money.

We will always consider the impact on our customers and neighbourhoods when we make decisions about homes, involving and informing customers wherever that's appropriate.

The 'created with customers' section of our website, publishes information about customer consultations that have contributed to our asset management strategy.

We know our customers care deeply about improvements to their homes.

We will keep improving how we communicate with customers about improvement works, so they know what to expect and can plan ahead.





Building our capacity

With a wide range of complicated, changing targets for quality, safety and energy standards across the housing sector, we must ensure our people are motivated, skilled and able to deliver for our customers.

We will continue developing and supporting our teams, so we can achieve our objectives for customers.

This means we will:

- support our people in their daily work with effective and streamlined systems and procedures that help them succeed.
- organise our teams so they have the right blend of skills to meet the latest standards and practices.
- attract the best candidates and give our people opportunities to develop, so they are motivated and skilled.

Our 2024-27 people strategy seeks to empower staff to confidently meet the challenges ahead.

This includes building new skills in data-driven decision making, gaining new qualifications required under the Social Housing (Regulation) Act 2023 and understanding how to embed energy efficiency throughout our services.



In the first three years of the Regulator of Social Housing's tenant satisfaction measures, our customers consistently reported a high level of overall customer satisfaction with the services our teams provide.



Find out more

Find out more at selwoodhousing.com/about-us/how-were-doing

Get in touch

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