



Planned property investment policy consultation

February 2026



84 customers completed the consultation survey



3 key suggestions were raised by customers



Manager's summary

84 customers shared their views on our planned investment programme policy. The survey was shaped by feedback received from our 2024 Asset Management Strategy consultation and Scrutiny review.

The results were very positive, customers told us they trust Selwood Housing's approach to planned works, value our communication, and support continued investment in energy efficiency improvements.

The feedback received has helped develop the new policy and will help shape future investment decisions, ensuring we continue to focus on what matters most to customers.



You said...

1. Clearer information needed around future planned works.
2. A greater transparency on how investment decisions are made.
3. Better visibility of when improvements may be required to their homes.



We did...

1. We will provide a 3-5 year view of future planned works, where possible.
2. We will explain priorities and timescales more clearly.
3. We will use stock condition survey data to plan investment fairly and consistently.
4. We will improve communication to help customers understand plans, priorities and timescales.
5. We will make sure policy wording and content reflects the customer feedback.
6. We will share communication preferences with the relevant planned works teams.
7. We will act on customer experiences as learning outcomes for future planning.

If you would like to find out more about this customer consultation, please email:

makeadifference@selwoodhousing.com