



Home & Place Investment policy

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Other related documents	Asset Management Strategy Customer Service Strategy Aids and Adaptations Procedure Complaints policy Equality policy Tenancy agreements and Leases Vulnerable Customers Policy Value for money standard 2018 Home Standard 2015 Tenant Involvement and Empowerment Standard 2017 Housing White Paper

1. Policy Statement

At settle, we want to help our customers stay in their homes comfortably by providing decent and safe homes. We will achieve this investing in the home and place [the areas and spaces that surround the home] based on the needs of our customers and our asset data. We recognise the importance of place to our customers and the impact this has on their physical and mental health. Place will include:

- Outside areas around homes
- Play areas for children
- Access to local amenities

Our current business plan allocates an average of £33k to be spent on each home we own over the next 30 years. This policy sets out our approach to meeting our investment aims.

Our commitment is to replace fittings within customers homes when they need to be replaced for function or comfort.

2. Type of Investment

Our investment activity falls in to two categories:

Compulsory:

- Capital investment in homes (decent homes)
- Delivery of sustainability works to improve energy performance of homes
- Investment to improve the safety of the home
- Aids and adaptations to homes so that customers can stay in their homes for longer

Discretionary

- Cyclical maintenance to communal space
- Investment in enhancing place

3. Current Position

Capital investment in homes (decent homes)

We currently have a level of non-compliance in decent homes. We ended 2020/21 at 97% compliance; by the end of 2021/22 we aim to be at 100% compliance and sustain this year on year thereafter.

Delivery of sustainability works to achieve energy performance targets

Ensuring all properties meet a band C SAP rating is a key driver in our investment plans between now and 2030:

- 47% of our homes meet the target.
- 27% require minimal works to achieve this target, they are within 3 points of meeting band C.

We will aim to get the 27% of properties to a band C first and then work our way through the properties that are at a D rating. This will leave us with the ones that require significant investment to achieve band C, including those that will simply require too much investment whereby the investment would exceed the net return on the sale of the property. Based on the EPC surveys we have carried out, we know that 6% of our asset has a SAP rating of D or under.

Investment to improve the safety of the home

We have a baseline position of 100% compliance on all landlord safety compliance functions, we are committed to sustaining this.

Aids and adaptations to homes so that customers can stay in their homes for longer

We provide minor adaptations through our normal repairs service including, i.e. handrails in all of our homes. All major adaptations are carried out by the local authority. Within the NHDC area we work in partnership with NHDC to jointly cover the cost of major adaptations to our customer's homes.

During the financial year 2020/21 the below works were carried out:

	Requests	Completions
Minor aids and adaptations	193	224
Major aids and adaptations	120	65

Major adaptations are carried out by the local authority. We maintain an overview of all the work that is carried out to ensure we can best support our customer and keep track of any changes to our asset base.

Cyclical maintenance to communal space

During 2021 we have carried out internal assessments of our communal spaces. There are 260 blocks with communal space and the initial assessment is as below.

Quality of Internal Decorations	Very poor	2%	24%
	Poor	22%	
	Adequate	44%	44%
	Good	26%	33%
	Very good	7%	
Quality of Flooring	Very poor	7%	26%
	Poor	19%	

Quality of Stair covering	Adequate	42%	42%
	Good	24%	32%
	Very good	8%	
	Very poor	5%	28%
	Poor	23%	
	Adequate	40%	40%
	Good	24%	32%
	Very good	8%	

Investment in enhancing place

We know the way our customers use the space around their home is changing and we want to maximise the value people gain from shared spaces. We are currently surveying areas around our customers homes to identify some ways in which they can be better used, however any changes to spaces will be as a result of engagement with customers. This includes issues around parking, storage and access to e-car charging points.

4. Key Principles

- Investment in homes is based on 5 key measures:
 - Customer feedback/needs
 - Component life cycles/expectations
 - Component condition
 - Safety compliance requirements
 - Energy efficiency etc
- Component replacement schedules will not be based exclusively on lifecycles but an intelligent data based approach.
- Our schedules will be based on the 4 key criteria's and validated through physical inspections.
- There will be an independent assessment of property condition by employing specialist suppliers to carry out regular surveys to ensure all properties are surveyed within 5 year periods.

5. Stock condition

Our commitment is to replace fittings in the home when needed. Our approach is data based. We will carry out stock condition surveys on 20% of all stock each year, meaning all properties have a full stock condition survey every 5 years. These surveys will primarily determine the age and condition of component.

Our stock condition surveys include HHSRS (The housing health and safety rating system) assessments which pick up on all safety related issues including damp and mould – this picks up on the condition of the property and also how the property is lived in.

When components are close to the end of their life cycle, we will carry out inspections to assess whether the life cycle can be extended or if it needs to be replaced. Where the life cycle is still fit for use, in particular where customers want to retain the fitting, we will extend the life cycle of the component. Component lifecycles will only be extended based on inspections.

To validate where we have extended life cycle, we will carry out validation on 10% of all properties that have had extensions.

The data gained from stock condition surveys and inspections will be held on our PIMMs asset management system. This will form our 10 year programme.

The PIMMs system holds data on all decent homes related components. Beyond this we have also included data on the condition of shared spaces, including flooring, painting etc to inform our planned works.

The 10 year decent homes programme commits to a definitive number of component replacements each year, however which properties and components we replace is to be determined by the inspections that assess the property.

6. Objectives

- To have homes that meet our customer needs where our customers can live safely and in comfort.
- To meet and exceed the minimum standards of the Governments Decent Homes Guidance.
- To mitigate health and safety risks in the home and ensure customer safety by delivering 100% on all landlord compliance functions.
- To engage with residents to define the investment standard and deliver products and services that meet the customer's needs.
- As a minimum, meeting or exceeding the specific expectations and the outcomes of the Regulator of Social Housing, such as 'Home' and 'Tenant involvement and empowerment'.
- Deliver an investment programme based on data, including stock condition surveys, repairs analysis and customer insight.
- To create communal spaces of value to our customers so their use can be maximised.

7. Policy Actions

- Conduct a minimum of 20% stock condition surveys each year to validate and inform the planned works programme.
- Conduct a minimum of 33% EPC surveys to validate and inform the works to sustainable homes.
- Act on insight from customer perception surveys and other customer feedback including but not limited to the big check in.
- Address quality of work standards through our own quality checks and external validation of our data and assessments.
- Provide customers, wherever possible and appropriate, with a choice of fittings and finishes through improvement works.
- Adapt standardisation to meet specific customer needs, this may include replacing a bathroom with a wet room where this would improve the quality of life for the customer.
- Reduce building related defects such as damp and mould ingress.
- To actively use our responsive repairs data to identify property defects to inform planned maintenance work.
- To work with residents to understand barriers to planned works. To broker with customers what we can do to respond to concerns to ensure all work that needs to happen can happen, for example support with providing meals when kitchens are being replaced.

8. Desired outcomes

- Improved customer experience whilst improvement works are carried out in their home and neighbourhoods.
- Customers can stay in their homes when their needs change.
- To create neighbourhoods and communal spaces that customers are proud of.
- To have homes customers feel comfortable in.
- To demonstrably respond to customer feedback and continually improve our service.
- Meet our regulatory requirements.

9. Performance Indicators

We will use regular quality checks through different methods to ensure effective monitoring and reporting on our investment programmes

- >96% Customer satisfaction with planned maintenance carried out within their homes
- Refusals rates under 5%
- Comfort index from 6.9 to above 7.2

- Achieve a trust score of 7.2 or above
- Overall customer satisfaction from perception surveys
- Over 70% of all homes meeting Band C when this policy is reviewed in 2023
- 100% of homes have a EPC performance certificate within the last 5 years by 2023
- 20% of all stock surveyed annually in 2021/22 and 2022/23
- 100% compliance on decent homes
- 100% compliance on landlord compliance functions sustained

10. Key Legislation

- The Home Standard 2015
- Housing Act 2004
- Landlord & Tenant Act 1985
- HCA- The Regulatory Framework for Social Housing in England
- Building Regulations Act 1984
- The Equality Act 2010
- Building Safety Bill 2021
- Government Green Policy
- The Fuel Poverty (England) Regulations 2014
- Fire Safety Act 2021

11. Review

The policy will be reviewed every two years with customer consultation or as required through legislative or regulatory change and to reflect continued best practice.