

For Our Customers

Our Asset Management Strategy



Key principles

- **Keeping our homes safe:** The safety of our customers remains our top priority.
- **Customer voice:** Customer voice will be central to the successful delivery of this strategy.
- **Data and systems to improve our decision making:** Prioritise stock data collection at every opportunity.
- **One Manchester Homes Standard:** A new standard, informed by our customers and their priorities.
- **Value for money:** So we can invest more in our homes and communities.
- **Active asset management:** Make sure we're providing homes that meet the needs of our current and future customers.
- **Sustainability:** Trial solutions which enhance our customers living conditions.
- **Repairs and maintenance:** Deliver high levels of customer satisfaction.

What we'll do

- Go beyond basic compliance
- Introduce a 'Quality Homes' customer panel to feed into decisions about asset investment and repairs
- Complete stock condition, HHSRS, and EPC assessments in all our homes by the end 2025
- Pilot, consult, develop, and implement a revised lettable standard
- Implement best practice contract management
- Establish a working asset management group that includes all areas of the business and customer voice
- Deliver our successful Social Housing Decarbonisation Fund bid
- Design, introduce and embed our new service offer for repairs



Diversity of our stock

Here's a snapshot of what our housing stock looks like:

Property type	Number
Houses	7,124
Bungalows	86
Apartments/flats	5,531
High-rise buildings	17
Garages	159
Play areas	13
Highways	21 miles



Measuring success

Our operational metrics will provide our Board and Place Committee with assurance of the delivery of the strategy:

- 100% compliance with all Building Safety related disciplines
- 100% properties meeting the Decent Homes Standard
- 90% properties rated EPC C or above by 2025
- 100% stock condition surveys completed by end 2025 and 20% completed annually thereafter
- 90% customer satisfaction with the planned investment programme 2025
- 85% customer satisfaction in our repairs service by March 2026

