



# NPH Asset Management Strategy on a Page

## What is Asset Management?

'Asset Management' is how we maintain our tenant's home and estates. It covers repairs, safety, improvements and planning upgrades so homes stay safe, warm and good to live in now and for the future.

## What's the purpose of the Asset Management Strategy?

An Asset Management Strategy explains how we will care for homes, improve them and plan ahead so they meet modern standards and tenants' needs.

### 1. Delivering a comprehensive, joined up approach to asset management

We'll make sure all teams and partners are informed and work together. So, things get done smoothly and our tenants can put their trust in what we do.

### 2. Ensuring our homes are safe and meet legal and regulatory standards

All properties must meet the Decent Homes Standard and all housing safety laws. Homes should be kept safe and in good condition and we'll monitor records to keep them that way.

### 3. Delivering an effective repairs service that meets the needs of customers

We're aiming for a repairs service that our tenants can rely on. A service that meets the individual needs of residents and communicates with them clearly to get the job done well.

### 4. Letting homes that support sustainable tenancies

When a property becomes empty, it's our aim to prepare it to a standard ready for new tenants to move in. It's important to do this quickly and sensibly to keep costs down.

### 5. Improving the quality and sustainability of our homes and neighbourhoods

Our aim is to improve the overall condition of properties, including external spaces. Meaning improvements to make homes cheaper to run and estates that meet the needs of the community.

### 6. Decarbonising homes

Investing in energy saving improvements can improve tenants' wellbeing, make homes warmer and reduce energy bills. Plus, by reducing carbon emissions we're helping to protect our planet.

### 7. Delivering intelligent, data-led asset management

We regularly check homes (via stock condition surveys) and use this information to plan improvements over the coming years. It's an ongoing process where we'll check the condition of all our properties once every four years.

### 8. Regenerating, developing, and evolving our portfolio of homes

Working with West Northamptonshire Council, we'll look at options beyond investing in existing properties. For example, the remodelling of buildings or redevelopment of under-used areas.

### 9. Designing and delivering customer focused services

One of our main priorities over the next two years is to raise overall satisfaction with the repairs service. Tenant's will help shape how we deliver these services and our investment plans.

### 10. Having the right resources and governance in place

We recognise how important our staff and processes are in bringing this strategy to life. We'll make sure we have trained staff, good leadership and reliable systems to deliver this work.