

Providence Row Housing Association

Asset Management Strategy 2026-2030

Executive summary

The Asset Management Strategy has 8 principles for delivery that reflect the national context in which asset management is now approached to provide safe, sustainable and healthy homes.

We recognise that effective asset management holds the residents' voice at its heart and is reflected as a key principle in this strategy.

This Asset Management Strategy ensures that we can respond appropriately to changing priorities and the changing legal framework and environment whilst continuing to make decisions and deliver investment into our homes and communities that meets the needs of our current and future residents.

This strategy links to the overall PRHA strategic plan 2026-2030 which has at its core the principle aim of providing safe decent housing for our residents. It should also be read in conjunction with the Environmental strategy and the Development strategy

Strategic Plan objectives

Ensure that we provide safe, decent homes for our residents and services that promote their wellbeing

Ensure that we are investing in our properties, contributing to environmental sustainability and supporting our residents' wellbeing and financial position

Background

This strategy has been reviewed in the light of the many changes to regulation and legislation that have taken place since the Grenfell Tower fire.

Through the life of the last Asset Management Strategy and over the last nine years the focus of our investment in our stock has been on ensuring our buildings are safe and continue to meet the fire safety and building safety legislation introduced through the Grenfell Inquiry. We have also focussed on identifying properties where damp mould and condensation may occur and making improvements.

Over this period, we have also seen our repairs costs and demand increase substantially. As the majority of our stock is supported housing and the support needs of residents has increased, we have seen a related increase in costs for damage, wear and tear and repair. Alongside this has been an

above inflation rise in the cost of materials and labour and the increasing cost of compliance assurance for all of our stock.

The cost of void repairs is higher for PRHA than for general needs RPs as supported housing has a quicker reletting rate. We therefore also tend to replace dated /damaged items through our void repairs programme rather than large planned maintenance programmes. We do however have programmes for cyclical maintenance programmes based on the stock condition survey that was carried out in 2024/5.

PRHA carries out 30-year financial planning aimed at ensuring that we have sufficient funds to reinvest in the stock as needed. This takes into account updated information annually on the costs of repair services and wider cost of living increases.

Through the life of this strategy, we will ensure that residents' views and needs are taken into account. We will also remain compliant with all necessary legislative and regulatory requirements including:

- Fire Safety and Building Safety legislation including Awaab's Law
- Decent Homes
- The Social Housing Regulation Act and Consumer Standards
- Sustainability and the challenges of decarbonisation
- Upcoming legislation on Energy standards and Heat networks,

PRHA has 459 properties based across 17 sites across 3 boroughs. 5 of these sites are heavily staffed as they are supported housing. We therefore are present in and around our properties on a daily or weekly basis. We also directly employ 2 maintenance operatives and a cleaning team who are the "eyes and ears" of the Association, present on all of our sites regularly.

We also have a team of resident inspectors (the Maintenance Advisory Panel) who inspect all of our properties with our property services team on an ongoing basis.

Strategy

Aim

The aim of the strategy is to identify clear guiding principles to define priorities and direct the investment in our stock to provide safe, secure and sustainable homes to meet the needs of our current and future residents.

The strategy encompasses 5 guiding principles:

- Keeping our homes safe
- Resident voice and the Excellent repairs standard
- Data and systems
- Value for Money
- Sustainability

Keeping our homes safe

The safety of our residents is our top priority. We will ensure this through implementing the PRHA building safety framework that has been developed specifically to address any risk areas in our properties and enable compliance assurance up to Board level. . This ensures that all of the key areas of compliance are met and regularly monitored:

- Gas safety
- electrical systems safety
- fire safety
- lift safety
- water hygiene and
- asbestos

The Senior Leadership Team and Board regularly monitor compliance for all of our properties against these key areas as well as:

- Damp Mould and Condensation,
- PAT testing
- Fire incidents
- Balcony and window safety

We also invest in measures to some properties to ensure that residents feel safe in their homes such as CCTV and door access controls.

PRHA has one registered Higher Risk Building and has commissioned External Wall Systems surveys on several of its properties. None requires remedial works.

We will continue to :

- Deliver the ongoing investment programmes associated with fire safety including compartmentation, fire detection systems and fire doors.
- Deliver the planned compliance programmes for all of the building safety areas
- Commission consultants to oversee compliance of contractors where appropriate
- Provide regular assurance to the Board and Senior Leadership Team on compliance
- Provide reassurance to residents
- Build on the work to date on tackling damp mould and condensation and work towards a prevention-based approach
- Review the auditing of compliance assurance annually

We will respond to any new requirements including those in:

- The new Decent Homes Standard
- Minimum Energy Efficiency Standards
- Supported Housing (Regulatory Oversight) Act

Resident voice, the repairs service and the Excellent repairs service standard

We know from feedback that the repairs service is consistently the most important element of PRHA's service to our residents. We will continue to engage residents in the strategy through seeking feedback on the priorities and involving them in inspections and the development and implementation of an "Excellent repairs service standard".

We will ensure that the Resident engagement strategy continues to include feedback on asset management and repairs services. It will also incorporate the principles of resident engagement as defined under the Building Safety Act 2022 especially for our residents in our Higher Risk Building.

We will continue to aim for an efficient, effective and responsive repairs service that meets our residents' needs.

We will:

- Develop an Excellent Repairs service standard with residents and implement this
- Continue to develop the role of the residents' Maintenance Advisory Panel in oversight of the repairs service and policy/strategy development.
- Ensure that we listen and respond quickly to residents' concerns/complaints and feed this into our complaints learning/action.
- Review the lettings standard and our adaptations offer with residents
- Set and report back on targets to improve our resident satisfaction, reduce resident wait times and improve our fixed first-time rates and recalls.

Data and systems

PRHA currently relies on stand-alone recording systems to monitor and provide assurance of compliance alongside our existing repairs and maintenance system. With the onset of phases 2 (and 3) of Awaab's Law PRHA will be required to monitor compliance with a wide range of areas.

We will therefore look to replace the 2 systems and integrate the information into one system. We will also look to integrate the current stock condition survey data onto that same system. This will enable data driven decision making on investment programmes.

We will also ensure that the Building Safety information we hold meets the requirements for the building safety case for our HRB and provides the golden thread of information required.

We will:

- Commission a new data system for asset management and building safety compliance
- Undertake EPC surveys for all of our properties.
- Undertake a revision of the stock condition survey by the end of 2030

Value for Money

Ensuring that we achieve Value for Money is critical to maximising our resources for investment. As a small RP we have limited buying power alone so we operate within consortia such as South East Consortium to benefit from their greater purchasing power and procurement expertise.

Resident satisfaction is a key element of our VFM approach and is always reliant on securing good contractors with adequate capacity to provide good services for residents, despite the fact that PRHA will never be a large resident for them. So, in our procurement processes we will prioritise resident care, contractor management, performance management and “right first time” with the aim of achieving high levels of resident satisfaction.

We will:

- Utilise procurement routes to ensure that we secure good financial and service outcomes
- Review costs and contractor performance levels annually
- Review our post inspection process for repairs and maintenance
- Ensure that our teams are trained to provide the best possible, compliant service
- Review progress against the stock condition survey biennially

Sustainability

The housing sector faces an unprecedented challenge in meeting the requirements moving towards net zero carbon by 2050. It is expected that substantial funding supporting a fabric first and clean heat approach will be necessary to reach these targets.

PRHA's approach to this is outlined in the Environmental Sustainability strategy, which complements this strategy.

Review of this strategy

This strategy will be implemented subject to Board approval in March 2026. Progress against targets for the delivery of the strategy will be monitored by Resident Advisory Panel and Operations Scrutiny Group and reported to the Board annually.