



We're Listening

Our Asset Strategy

Who did we talk to?

To help shape our new Asset Strategy, we gathered feedback from customers in lots of different ways, such as:

- Tenant Satisfaction Measure results, including follow-up questions and comments about well-maintained homes
- Focus groups, where customers shared what matters most when we deliver improvements
- Experiences from customers involved in net zero schemes, telling us what worked well and what could be better
- A review of complaints, helping us understand the key issues and how we can learn from them

All of this helped us understand what matters most to customers and where we need to improve in the future.

What did you tell us?

- Property maintenance and planned investment really matter and are a key driver of overall satisfaction
- Customers 'see and feel' the connection between the condition of their home and their comfort, health and financial wellbeing
- Customers want clear, proactive communication during planned works
- A positive customer experience means transparency, choice and respect to help customers feel in control
- When net zero technologies are installed, customers need information, advice and guidance to feel confident using them

What are we doing?

We've used everything our customers have told us to shape our Asset Strategy (2026-2029) and as a result, we will:

- Invest in communal and outdoor areas, to create brighter and better shared spaces inside and out

- Improve how we communicate about our planned works, both before and during works, as well as our future investment plans
- Involve customers in decision-making by giving them a say in the products we use and services we deliver
- Develop our low-carbon heating strategy, making sure net zero solutions are user-friendly and supported with clear guidance

Thank you!

We'd like to thank all the customers who took the time to talk with us.

Your voice matters.

