Asset Management Strategy 2026–2031

Summary

Looking after your home

Teachers' Housing Association (THA) owns and manages more than 600 homes, including general needs homes, sheltered housing and shared housing. Our Asset Management Strategy explains how we will look after these homes between 2026 and 2031.

Our aim is to provide homes that are **safe, well maintained, affordable and increasingly energy efficient**. We will make careful decisions about where and when to invest, while making the best use of tenants' rent and the resources available to us.

Our priorities

Over the five years covered by this strategy, we will focus on:

- keeping tenants safe and meeting all legal and regulatory requirements;
- listening to tenants and using their experiences to improve our services.
- maintaining our homes to the Decent Homes Standard;
- improving the way we plan and deliver repairs;
- investing in major works, including windows, doors, kitchens, heating systems, insulation and electrical upgrades;
- improving the energy efficiency of our homes and working towards an Energy Performance Certificate rating of at least Band C by 2030;
- using accurate information about the condition of our homes to plan future investment;
- completing repairs and improvements to a good standard and, wherever possible, getting them right first time; and
- reducing the time homes remain empty before they are ready for new tenants.

Understanding the condition of our homes

We have carried out detailed surveys to understand the age and condition of our homes and their main components. This information will help us identify what work is needed, when it should be completed and how much it is likely to cost.

We will keep this information up to date through regular inspections and by recording completed work. It will be used to develop both a five-year investment programme and a longer-term 30-year plan.

Essential health and safety work will always be prioritised. If budgets or circumstances change, some non-essential work may need to be rescheduled.

Safe and decent homes

Keeping tenants safe is our highest priority. We will continue to manage and monitor important areas including:

- fire safety;
- gas safety;
- electrical safety;
- asbestos;
- water hygiene and Legionella;
- lifts and lifting equipment; and
- hazards identified through the Housing Health and Safety Rating System.

We aim to maintain full compliance with the Decent Homes Standard. This means homes should be in a reasonable state of repair, have suitable facilities, provide reasonable warmth and be free from the most serious hazards.

We will also work with tenants and local authorities to consider aids and adaptations that can help people remain safe and independent in their homes.

Repairs and planned improvements

We want our repairs service to be straightforward, reliable and responsive to tenants' needs. Our approach will include:

- improving communication and the overall tenant experience;
- reducing repeat visits and temporary repairs;
- completing work correctly the first time wherever possible;
- identifying problems early, before they become more serious or expensive;
- carrying out more planned maintenance to reduce the need for emergency repairs; and
- monitoring contractors to make sure work is completed safely and to the required quality.

Where practical, we will coordinate related improvements, such as kitchen, bathroom, heating or electrical work, to reduce disruption to tenants.

Energy efficiency and the environment

We are committed to improving the energy efficiency of our homes and contributing to the national goal of achieving net zero carbon emissions by 2050.

We will work towards bringing homes to an EPC rating of at least Band C by March 2030, where this is practical and financially achievable. We will also explore external grants and funding opportunities to support energy-efficiency improvements.

Our aim is to make homes warmer and more efficient, help reduce carbon emissions and support tenants who may be experiencing fuel poverty.

Making responsible investment decisions

We will assess our homes using a range of information, including their condition, running and repair costs, energy efficiency, location, demand and tenant feedback.

Most homes will continue to receive investment through our planned programmes. If a property is particularly expensive to maintain, difficult to let or unable to meet tenants' needs, we may carry out a more detailed review of the available options. The needs and circumstances of affected tenants will form an important part of that consideration.

Listening to tenants

Tenants' views will help shape how this strategy is delivered. We will continue meeting residents, gathering feedback and offering opportunities to influence and scrutinise our services through the Tenant Influence Panel and other engagement activities.

We will use what tenants tell us to:

- improve customer service;
- understand different needs;
- shape repairs and investment programmes;
- monitor the quality of completed work; and
- hold contractors and service providers to account.

Monitoring our progress

We will monitor our performance using clear measures covering repairs, safety, compliance, planned investment and customer satisfaction. We will also inspect completed work and use internal and independent audits to check that services meet the required standards.
The strategy will be reviewed as legislation, government policy, tenants' needs and available funding change. We will report on our progress and use performance information and tenant feedback to make continual improvements.