

A young girl with long blonde hair is smiling broadly, showing her teeth. She has colorful face paint on her face, including a purple and white design on her forehead, white star-like patterns on her cheeks, and colorful swirls around her eyes. The background is a blurred crowd of people. The image is framed by a pink border on the right and bottom, and a pink square with yellow and teal accents on the left.

Curo's  
BiG  
Get Together

2024

WELCOME

# Matt Steele

Director of Asset Management  
& Procurement





# Why quality homes?

- Decent Homes 2
- Housing Health & Safety Rating System (HHSRS)
- Awaab's Law
- The Climate Change Act - Net Zero by 2050
- Tenant Satisfaction Measures:
  - Satisfaction that the home is well maintained - 72.4%
  - Satisfaction that the landlord keeps communal areas clean and well maintained – 51.5%
- Complaints
- Damp and & Mould concerns
- Repairs demand



# Our journey so far...



July  
2022

- Greener Homes Survey
- 522 customers responded

▶ November  
2022

- Curo Vision Resident Workshop
- Homes Standard feedback
- Communities feedback

▶ July  
2023

- Curo Colleague Conference
- 330 ideas feedback from colleagues on the theme 'Pride in our Homes'

▶ July  
2023

- Curo Oversight Group
- Feedback on priorities for home
- Feedback on priorities for shared spaces

▶ September  
2024

- Curo Resident Get Together
- Feedback on Quality of Home from Residents on the day

# What we've learnt...



- Voids Standard - Specific priorities for Voids
- Damp & mould - focus on damp & mould reduction, including well insulated and ventilated homes
- Sustainability - focus on energy efficiency, climate impact and reducing costs
- Digital solutions - internet of things, smart sensors, artificial intelligence and improved data gathering and use
- Safety - Creating a safe home, both components and community
- Accessibility - Making our homes accessible for all at the outset, reducing the need and costs for retrofitting
- Flooring - provide a basic level of flooring for energy efficiency and to create a welcoming home
- Doors & windows - Quality doors and windows to reduce repairs and improve quality

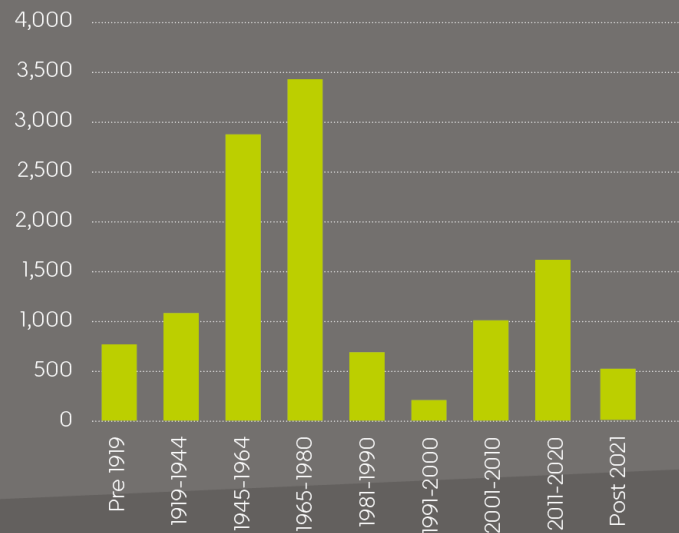
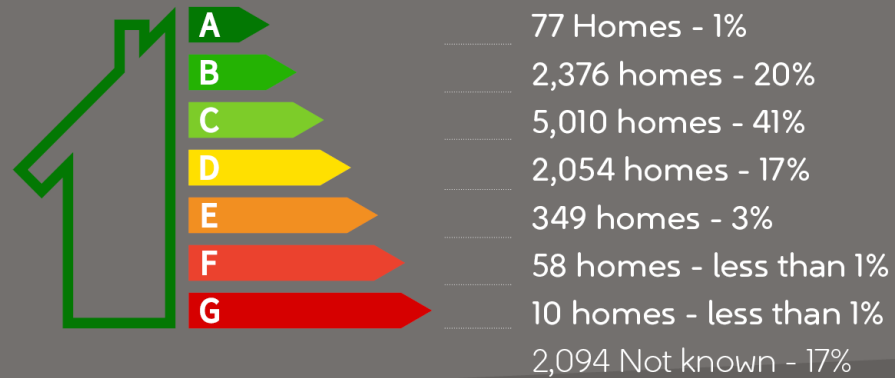


# Developing the Home Standard



- Design of Home & Shared Spaces Standards
- Pilots
- Feedback & consultation
- Delivery model & programme

# Next steps... Asset strategy



Construction Type	Count
Airey	21
BISF	92
Cornish	240
Edwardian	16
Georgian	379
Non trad (GC Easiform)	2
Non trad (Orlit)	1
Non trad (Wimpey No Fines Low)	10
Non trad (Wimpey No Fines High)	2
Steel Frame	17
Timber Frame	1,198
Traditional	9,660
Traditional (high rise)	131
Unity	74
Victorian	213
Wates	6
Wimpey	50
Woolaway	18



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