

OUR FIVE-YEAR INVESTMENT PROGRAMME

2027/28–2031/32

Investing in your home and communities

At a glance

£59.1m	planned investment over five years
£143.3m	estimated investment need if all components due by 2031/32 were replaced
94%	of homes surveyed over the last five years

We cannot replace every component that reaches the end of its expected lifecycle during the five-year period. We will therefore prioritise investment using evidence about condition, safety, resident impact, regulation, future risk and value for money.

Why are we investing?

We are investing £59.1 million over the next five years to improve the quality, safety, energy efficiency and long-term condition of our homes.

This investment includes roofs, windows and doors, kitchens, bathrooms, heating systems and external and cyclical maintenance. These are the major components that have the greatest influence on the condition, safety, functionality and long-term performance of our housing stock.

Our current assessment shows that around £143.3 million of work could be needed by 2031/32 if every component due or overdue under current replacement cycles was replaced. The difference between this and our available budget means we need to make careful choices about where investment will have the greatest benefit.

What does this mean for your home?

The programme is not simply based on the age of a component. We will consider its condition and the risks associated with leaving it in place. This means two similar homes may not receive the same work at the same time.

If your home is included in planned works, we will contact you with information about what is planned and what you can expect.

If your home is not currently included, this does not mean that we will ignore problems. Repairs and emerging issues will continue to be managed through our repairs service.

We will review the programme every year and can change priorities when new survey information, repairs data, resident feedback, regulatory requirements or funding opportunities become available.

Where possible, we will coordinate different types of work to reduce disruption and make better use of our investment.

How we decide what comes first

When deciding where investment is needed, we consider:

the condition of your home and its components;

health and safety;

legal and regulatory requirements;

the risk of problems getting worse if work is delayed;

the impact on residents and the service we provide;

energy efficiency and EPC performance;

previous repairs and maintenance;

opportunities to carry out different types of work together; and

value for money and the long-term cost of different options.

We have surveyed 94% of our homes over the last five years, giving us a strong evidence base for planning investment. We are continuing to improve the information we hold so that future decisions can be increasingly predictive, risk-based and focused on residents.

Where will we invest?

Roofs

Roofing is the biggest area of identified investment need. Around 1,854 houses and bungalows and 448 blocks are forecast to require roof replacement by 2031. We will prioritise roofs using condition, risk, location, resident impact and opportunities to coordinate work.

We will also consider the risk of water ingress, damp and mould and repeated responsive repairs. Further condition checks will be used to confirm priorities before work is finalised.

Windows and doors

Windows and doors are another significant area of need. Around 5,012 homes are expected to have windows due or overdue for replacement by 2031/32 based on the

current 30-year lifecycle. Current funding will not allow all of these to be replaced within the five-year period.

Priority will consider condition, safety, energy efficiency, resident needs and opportunities to coordinate windows and doors. We will group work geographically wherever possible to reduce disruption and improve efficiency.

External and cyclical maintenance

We are investing £17.5 million in cyclical maintenance. This helps protect homes from deterioration and can reduce the need for more expensive repairs in the future.

Historic, listed and traditional homes will be considered carefully because planning, conservation and specialist materials can affect how work is delivered.

Kitchens, bathrooms and WCs

We will continue to replace kitchens, bathrooms and WCs where they are in poorer condition or where there is a health, safety or regulatory reason to do so. Age, condition, Decent Homes requirements and resident needs will all be considered.

Heating

We are investing £6.3 million in heating systems over the five years. Boilers and heating systems will be managed flexibly within the available budget, with priority given to homes where there is greater need.

Some boilers may remain in use beyond their standard expected lifecycle where condition and risk allow. Homes with poor EPC or low-efficiency ratings will not be deferred solely on the basis of age. Around 78% of our homes currently have gas central heating, and we are monitoring potential changes to energy-efficiency requirements and what these could mean for future investment.

Making your money go further

Where practical, we will group work by street, neighbourhood or block. This can reduce costs, minimise disruption, make better use of contractors and allow more improvements to be completed within the available budget.

We will also use external funding where available. This includes the Social Housing Decarbonisation Fund (SHDF), which can support eligible energy-efficiency improvements.

What benefits should customers see?

safer, better-maintained homes;

lower risk of damp and mould;

improved energy efficiency and thermal comfort;
potentially lower energy costs;
fewer avoidable repairs;
improved security where windows and doors are replaced;
better protection of homes for the future; and
investment that provides better long-term value for money.

Why can't everything be replaced now?

The identified investment need is greater than the funding available. This means some components that reach the end of their expected lifecycle will need to remain in use for longer where their condition and risk allow.

This is why our approach is based on condition and risk rather than age alone. It also means the programme will continue to evolve as we receive new information.

We will review the programme every year

Our five-year programme is not fixed. Each year we will consider new condition survey information, work already completed, repairs trends, resident feedback, changes in legal and regulatory requirements, available funding and opportunities to secure external investment.

If a home or component develops a problem before planned investment takes place, our repairs service will continue to respond. Where the evidence shows that a planned investment should be brought forward, we can review the priority.

What should you do if you have a problem with your home?

You do not need to wait for planned investment if you have a repair or concern about the condition of your home. Please report repairs through the usual repairs service so that we can assess and respond to the issue.

In particular, please report problems such as leaks, water ingress, damp, mould, loss of heating, broken windows or doors, or other issues that could affect your health, safety or ability to live comfortably in your home.

Our commitment

We know that investment in your home matters. We will use the money available responsibly and transparently, prioritising homes and work where the evidence shows the greatest need and potential benefit.

Our aim is to provide safe, good-quality and energy-efficient homes, while protecting the long-term value and sustainability of our housing stock.