

Maintaining and investing in residents' homes

Housing Asset Management Strategy 2025-2030

Summary

New homes,
Safer
homes



Housing
Management



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA





Foreword

One of the most important decisions we make as a housing department is how to invest the money you pay in rent back into the maintenance and improvement of your homes. This strategy sets out the principles we will use to guide our investment over the next five years.

The objectives of this strategy are to:

- Keep homes safe, compliant and well-maintained
- Deliver sustainable, energy-efficient homes
- Strengthen resident engagement and transparency

We could not have reached this point without the input and support from our residents, so I would like to thank all those who were involved in helping to shape this document, whether through the Tenants' Consultative Committee, the resident co-design groups, or by responding to the consultation survey. Our commitment to resident involvement does not stop at the design of the strategy - it underpins the strategy itself, with resident consultation remaining a key focus as we move forward to deliver the action plan.

Working with residents, we have identified five priorities which will guide us in decision-making around where and when we invest:

1. Safe homes
2. Warm, dry and well-maintained
3. Reliable mechanical and electrical services
4. Energy efficient and sustainable
5. Greener, safer and welcoming estates

The Council has committed more than £300 million to the next phase of our major works programme, which will span the next five years, as well as day-to-day spending on repairs and estate maintenance. I am proud that we have a clear, resident-led strategy to govern how we direct this money, ensuring it works best for the people at its heart.



Cllr Sof McVeigh
Lead Member
for Housing

Strategy at a glance

This strategy sets out how we will invest in the maintenance and improvement of residents' homes over the next five years. It has been developed in collaboration with residents, shaped by their experiences, and guided by our learning from Grenfell.

Objectives

These are what we want to achieve through this strategy:

- Keep homes safe, compliant and well-maintained
- Deliver sustainable, energy-efficient homes
- Strengthen resident engagement and transparency

Priorities for investment

Work that serves the following areas will be prioritised for investment:

1. **Safe homes:** Resident safety is at the heart of all we do, ensuring legal duties are met and risks are proactively managed, so residents feel safe in their homes.
2. **Warm, dry and well-maintained homes:** Protecting and maintaining the building fabric (that's the roof, walls, floors, windows and doors) to ensure homes meet the Decent Homes Standard and remain comfortable, weatherproof and in good condition.
3. **Reliable mechanical and electrical services:** Maintaining essential building systems, like lifts and door entry, to ensure they are safe, efficient, reliable, and support resident safety and accessibility.
4. **Energy efficient and sustainable:** Energy-efficient homes that reduce carbon emissions, optimise energy use and support resident wellbeing.
5. **Greener, safer and welcoming estates:** Better shared and external spaces that feel safer and greener, enhancing quality of life, fostering community connections and creating neighbourhoods residents are proud of.

Resident involvement

A key principle is that resident involvement is a golden thread through all the work we carry out while delivering the strategy. There will be opportunities for residents to get involved when work is due to be carried out in their local areas, as well as holding the Council to account as we deliver the action plan.

Our approach

- How we will approach the work that needs to be carried out:
- Data-driven decision-making: improving and making the best use of the information we have about our homes.
- Clear governance and procurement: ensuring value for money and delivering additional benefits for local communities.
- Professional capacity: supporting a skilled team and regularly reviewing how we deliver services to make sure they remain effective and fit for purpose.
- Asset reviews and option appraisals: reviewing our homes and other properties to decide how they can best support residents and long-term reinvestment.
- Integrated area-based improvements: coordinating home upgrades with wider local improvement projects.



