

## **bpha Asset Management Strategy Summary**

### **Investing in homes, supporting communities, planning for the future**

At bpha, we believe everyone deserves a safe, warm, and affordable home in a place they're proud to live. Our Asset Management Strategy sets out how we'll care for our 20,000+ homes over the next five years—ensuring they're well-maintained, energy-efficient, and ready for the future.

We're focused on delivering homes that are not only compliant with all safety and regulatory standards, but also environmentally sustainable and cost-effective to live in. This strategy is about more than buildings—it's about people, places, and long-term impact.

### **Our priorities**

#### Safe, comfortable, and well-maintained homes

- We're committed to ensuring every home meets or exceeds safety standards, including fire, gas, electrical, and structural safety
- Our In-House Maintenance Service, launched in 2022, gives us greater control over repairs and the customer experience. We're continuing to improve this service to ensure a quicker and reliable response
- We've created a dedicated Damp and Mould Taskforce to proactively identify and resolve issues, in line with new legislation like Awaab's Law.

#### Energy efficiency and sustainability

- We are aiming for all homes to reach EPC Band C or better by 2030, reducing energy bills and carbon emissions
- Our long-term goal is to achieve Net Carbon Zero by 2050. We're already piloting innovative upgrades to older homes and applying a "fabric first" approach to insulation and heating
- We're helping customers reduce their own carbon footprint through advice, engagement, and smart home features.

#### Regeneration and investment

- Project Vista is our major regeneration programme for Bedford's high-rise blocks—upgrading buildings for safety, comfort, and energy performance
- We're reviewing underused assets like garages and communal spaces to unlock new housing opportunities or improve existing ones.

### **How we manage our homes**

#### Understanding our assets

- We use advanced systems to track the condition, safety, and performance of every home
- Every property is surveyed at least every five years, and we maintain 100% stock condition data to guide our investment decisions
- We've registered our tallest buildings with the Building Safety Regulator and are preparing detailed safety cases to ensure full compliance.

#### Making smart, strategic decisions

- Homes are assessed against a clear set of standards—covering social value, financial performance, environmental impact, and operational quality
- Properties that don't meet our standards are reviewed through detailed options appraisals, which may lead to investment, regeneration, or in some cases sale
- We consider acquisitions where they align with our goals and improve service efficiency.

#### Customer engagement at the heart

##### Listening and responding

- Our Service Improvement Panel, made up of customers, helps shape our services and priorities
- We consult customers on major changes, such as repairs standards or property disposals, and use their feedback to improve our approach
- We're also investing in digital tools like our Customer Portal, [my.account](#), which includes repairs tracking, safety information, and planned maintenance schedules.

##### Improving services

- We're expanding our digital channels (including WhatsApp and Facebook) to make it easier for [customers to get in touch](#)
- We're reviewing service charges for shared owners and leaseholders to ensure transparency
- We're supporting customers in near-market-rent homes to explore shared ownership options and move toward homeownership.

#### Looking ahead

We're planning for the future with:

- A roadmap to Net Zero, starting with energy efficiency upgrades and smart investment planning
- Continued regeneration through Project Vista and other local initiatives
- Smarter, more responsive services that reflect customer needs and expectations

- A strong focus on customer satisfaction, sustainability, and community wellbeing.

This strategy is a living document—regularly reviewed and updated to reflect new challenges, opportunities, and customer feedback. Together, we're building homes and communities that are fit for the future.