



## Property Management Policy

### Summary Statement

Our mission is for customers to have a place of their own, they can call home, in active healthy thriving communities. We are committed to ensuring our homes are safe, decent and properly maintained.

This policy sets robust standards of practice in regard to all aspects of property management.

It takes into account best practice and different laws and regulations. This statement is a summary of our approach and includes:

- We take all reasonable steps to ensure our properties are safe and free from defects.
- Investing in our properties and meeting the needs and aspirations of our customers through the standard of housing and services we provide, building new homes and regenerating communities.
- Continuing to be a national developer of different types of homes. All of our new development schemes go through an approval process.
- Carrying out adaptations to our properties so they can assist those who may have mobility or other difficulties. Approved aids and adaptations are paid for by using local budgets or other appropriate funding where available but they may be subject to budget constraints.
- We will consider giving customers permission for home improvements provided the title deeds allow, and it doesn't invalidate any defect period or warranty and the application has the necessary approvals (e.g. planning permission).
- Working towards a planned approach to maintenance to reduce reactive repairs and associated budgets to deliver more efficient maintenance services.
- Striving to achieve re-let times and working efficiently and creatively to minimise the length of time a property or bed space is void.
- Carrying out inspections of property conditions before mutual exchanges take place. Repairs are identified, raised and re-charged where appropriate.
- Taking a 'Right first time' approach and completing repairs within pre-defined timescales from the date they are first reported to us.
- Our contractors being competent, registered and demonstrating Home Group's values.
- Charging for works which are the responsibility of the customer or home owner. This includes when a customer, a member of the customer's household, or a

visitor causes damage, either deliberately, negligently or accidentally to the property. Customers will also be charged when they leave refuse, furniture and personal belongings in our properties when they vacate the property without our permission (exceptions may apply to this rule).

- Wherever we can we offer a meaningful choice of products and services to help customers personalise their homes.
- Providing a range of options for customers, home owners and stakeholders to communicate with us.

These are summary policy statements. You can request a copy of the full Property Management Policy from the Policy Team on 0845 155 1234 or by emailing [policy@homegroup.org.uk](mailto:policy@homegroup.org.uk).