

# Property Management Policy

## Summary statement

We are committed to providing reliable and fit-for-purpose homes and housing services. We will achieve this through maintaining and improving our properties and investing in local communities.

Our Property Management policy reflects best practice and our Housing with Care Strategy.

It promotes equality and prevents discrimination and complies with legal and regulatory requirements around repair responsibilities, housing standards and care and support.

We will deliver our promise through clear policy standards which define our approach to:

- providing homes which are safe to live in;
- meeting current and future housing needs through improving, building and regenerating homes
- new developments;
- helping our customers, clients and home owners to live independently in their homes;
- meeting the needs and aspirations of our customers, clients and home owners through home improvements and alterations;
- delivering efficient planned maintenance services and programmes of work;
- achieving agreed re-let times for our empty properties;
- moving customers and clients to alternative accommodation as part of planned works or emergency situations;
- supporting the mutual exchange process;
- completing high-quality repairs on time;
- using competent, registered contractors who are accountable for the work they do;
- repairs and improvements which are outside of our normal responsibilities;
- benchmarking our services to ensure that they deliver value for money;
- improving our services through feedback and consulting with customers, clients and home owners;
- communicating effectively;
- recognising vulnerability and adapting our services so they are accessible;

The full Property Management Policy can be obtained by contacting [policy@homegroup.org.uk](mailto:policy@homegroup.org.uk) or telephoning 0345 141 4663.