Planned Property Investment Policy

1 Purpose

This policy sets out Metropolitan Thames Valley Housing's (MTVH's) commitment to providing a high quality, well managed planned and cyclical maintenance service that meets customers' expectations. Making best use of our resources, and ensuring we meet our legal, regulatory, and statutory objectives. Thereby protecting the value of our housing stock and ensuring the stock remains attractive and of a high standard. Utilising our rigorous stock condition survey programme to continuously monitor, repair and renew our assets accordingly.

2 Scope

The policy and accompanying procedures are applicable to all properties owned and managed by MTVH or its subsidiaries and covers our approach to the Planned and Cyclical works.

Our Commitment

We will:

- Take a planned approach to the maintenance of our homes and investment needed to maintain them.
- Capture and maintain high quality stock condition information to make informed property investment decisions.
- Ensure quality and sustainability in properties, to meet with the customers satisfaction and wellbeing.
- Understand and plan for the needs and aspirations of current and future customers.
- Comply with the Decent Homes Standard.

3 Our Approach

3.1 Decent Homes Standard

We will commit to comply with the Decent Homes Standard including adopting any changes that may arise except where we agree an exclusion from the standard with the Regulator of Social Housing.

We will use the standard and the recommended maximum component lifecycles as the benchmark for formulating annual planned maintenance programmes. The programme will be reviewed annually subject to budget and the condition of the property.

To be defined as 'decent', a home must meet each of the following:

- It meets the current statutory minimum standard for housing.
- Is in a reasonable state of repair.
- Has reasonable facilities and services.
- It provides a reasonable degree of thermal comfort.

3.2 Cyclical Investment Programme

We will maintain a regular cyclical investment programme to include:

- Painting and protecting external and internal surfaces of buildings.
- Communal external and internal decorating, including the maintenance of previously painted surfaces, associated repairs, and gutter cleaning etc.

The Section 20 (S20) consultation process will be followed for any leaseholders, this may vary subject to specific lease terms and tenure of assets.

3.3 Planned Investment Programme

We have a planned investment programme. Planned works eg kitchen, bathroom, windows, roofs, boilers etc will be completed based on stock condition surveys and life cycles of the components.

MTVH will use the below information to create a planned investment programme:

- An analysis of the stock condition database.
- Validation surveys and inspections.
- Identification of major component parts and lifecycles.
- Known estimated life of component parts.
- Meeting the Decent Homes Standards, Sustainability and Affordable Warmth considerations.
- Any planned stock disposals or changes of building use.
- Changes in legislation with regard to: Construction methods, Health and safety requirements and Energy efficiency obligations.

3.4 Stock condition surveys

MTVH has in place arrangements for annual stock condition surveys on a rolling programme basis targeted at capturing data from each of its blocks/dwellings over a 5-year period. Each year, a number of blocks/dwellings amounting to approximately 1/5th of the housing association's stock will be inspected and a survey report with conclusions and recommendations will be detailed.

These surveys will be carried out by external consultants and in-house surveyors.

3.5 Energy Efficiency

The planned maintenance programme contributes to achieving MTVH's interim target of 75% of our homes having an EPC C or better by 2026. As a staging post to meeting the government target of homes EPC C or better by 2030.

3.6 Efficient Procurement and delivery of works programmes

We will ensure the effective procurement and delivery of major works programmes including:

- An appropriate and robust procurement process.
- Obtaining good quality advice and support on procuring contractors where necessary.
- Partnership working with contractors.
- Consulting customers when planning works programmes to make sure they meet the customer needs.

3.6 Customer Improvements

Customers may make improvements to their homes in accordance with the property alterations improvements procedure. Where improvements have been made, this will be factored into the planned investment programme.

3.7 Third-Party Arrangements

We have several third-party contract arrangements with various landlords, and agencies or service providers. Our third-party service providers are required to comply with our management agreements and may be responsible for some elements of planned investment, as such we do not have full responsibility for all planned investment with third party providers.

4 Background Legislation

This policy has been written to ensure that MTVH comply with all the relevant Legal and Regulatory frameworks including:

- Decent Homes Standard Government Guidelines (The Charter for Social Housing Residents)
- Equality Act 2010
- Disability and Discrimination Act 2007
- Commonhold and Leasehold Reform Act 2002
- Housing Act 2004
- The Gas Safety (Installation and Use) (Amendment) Regulations 2018
- The Regulatory Reform (Fire Safety) Order 2005
- Fire Safety Act 2021
- Building Safety Act 2022
- Homes (Fitness for Human Habitation) Act 2018
- The Climate Change Act 2008
- Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Awaab's Law)

5 Our commitment to Equality, Diversity, and Inclusion

In implementing this policy MTVH will not discriminate against any colleague, customer, or stakeholder on the grounds of their sex, sexual orientation, gender reassignment status, ethnic origin, age, religious belief, disability, marital status, and pregnancy/maternity.

An Equality Impact Assessment has been completed for this Policy and is retained by the Policy Team.

6 Key Policy Information

Policy Owner	Consultant Director of Property (Interim)
Author	Head of Planned Investment Property and Asset Management
Approved by	Property Services SLT
Effective from	March 2026
Approach to review	This Policy and associated Procedures will be reviewed if legislation, regulatory changes, or operational need requires. Any amendments will be appropriately consulted on and signed off before being clearly communicated to customers and colleagues.
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