

Strategic
**ASSET
MANAGEMENT
PLAN 2026 - 2029**

WELCOME TO OUR 2026-2029 *Strategic Asset Management Plan*

This plan has been developed alongside the new Strategic Development Plan to ensure we meet the targets set out in our 2024-2029 Corporate Plan. Being at the core of our operations, good asset management is key to ensuring happy, satisfied tenants and customers, communities and good value for money to allow us to invest in our current homes and grow and develop to achieve our corporate objectives:



Be a great landlord



Customer focus



**Growth and
sustainability**

We are committed to delivering a good-quality service to tenants and customers, ensuring our homes and communities are safe, well-maintained, and places to be proud of. Achieving this requires continued investment in our existing homes alongside the development of new ones, so that our communities remain desirable and sustainable places to live and work. The housing sector is evolving.

Context and operating environment

The introduction of the Building Safety Act and the most significant reform of Social Housing Regulation since its inception have raised expectations from both tenants and regulators - making effective property management more critical than ever.

UK government has set a target for all rental properties. Tragic events like Grenfell and the death of Awaab Ishak have underscored the urgent need to improve the quality and safety of social housing.

Our top priority is keeping homes, tenants, and communities safe. This plan puts data-driven asset management at its core, ensuring we fully understand the condition of our properties. We're also committed to sustainability, aiming for all homes to meet at least EPC rating C by 2029, in line with our Corporate Plan.



Decent Homes Standard

The Decent Homes Standard is under review, with changes expected by 2035. Instead of focusing on the age of kitchens and bathrooms, the new approach will assess overall condition. Updates are also planned for the safety of windows and doors, and the list of essential components is likely to grow. No matter the final outcome, we know more investment will be needed to bring our homes up to standard.

The government is also simplifying the Housing Health & Safety Rating System (HHSRS), which helps identify hazards in homes. These changes will affect both the level of investment required and how quickly work can be carried out across Ongo homes.

Consumer Standards

In April 2024, the Regulator of Social Housing introduced new Consumer Standards to ensure tenants live in safe and decent homes and receive quality services. This includes the Safety and Quality Standards, where we are duty bound to keep homes safe and to a decent standard and the Transparency, Influence and Accountability Standard, which demonstrates how we must include tenants in decision making and communicate effectively.

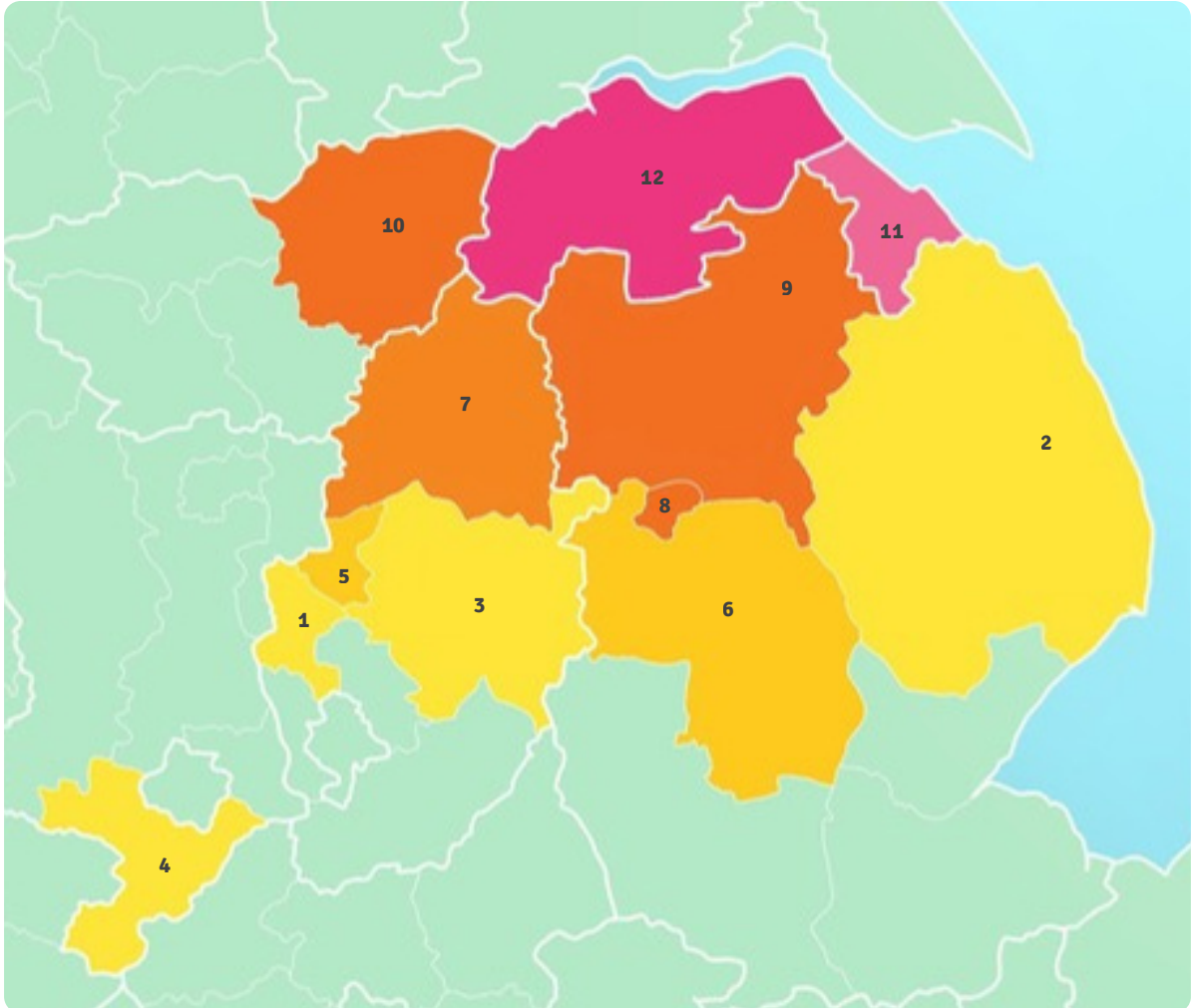
Awaab's Law

On 27th October 2025, Awaab's Law will be implemented. This puts legally binding timeframes on us to Identify and remedy hazards, especially Damp and Mould. This forms part of the Social Housing Act 2023. This links closely with Decarbonisation as a well-insulated and ventilated home, reduces risk of mould.

Decarbonisation

UK government has set a target for all rental properties must achieve a minimum rating of C on Energy Performance Certificates (EPC) by 2030. We are required to improve the Energy Performance of all Homes at below this standard by upgrades to the building fabric, installing new heating systems and/or installing renewable energy. By improving the energy performance of properties, we hope to reduce the heat demand of homes and reduce fuel poverty.

DEMONSTRATION OF *where we operate*



0 - 20 properties

- 1. Ashfield District Council | 7
- 2. East Lindsey Council | 8
- 3. Newark & Sherwood Council | 9
- 4. South Derbyshire Council | 19



21 - 50 properties

- 5. Mansfield District | 28
- 6. North Kesteven Council | 41



51 - 100 properties

- 7. Bassetlaw District | 70



101 - 300 properties

- 8. Lincoln City | 106
- 9. West Lindsey Council | 162
- 10. Doncaster Council | 259



301 - 400 properties

- 11. North East Lincolnshire | 365



10,000 - 11,000 properties

- 12. North Lincolnshire Council | 10,443

Total stock | 11,517

Figures accurate as of March 2025

HOW WE WILL INVEST IN *existing homes up to 2029*

342

Properties to receive
new windows in 2029

At least

330

properties set for
roof renewals

We will install
2,543
kitchens

We will invest
£62m
on our property
maintenance

Of this £62m,
£15.8m
will go towards
keeping homes safe

1,755

properties will benefit
from new external doors

355

bathrooms invested
in by 2029

We will spend at least
£4.2m
making homes more
energy efficient

£64m

invested in total by
2029 on planned works

3,266

properties will receive
a new heating system

ASSET MANAGEMENT

Objectives

To ensure alignment with our Corporate Objectives and targets for 2029, the objectives of this plan have been identified taking into account management data we hold internally, changes to legislation and regulation and feedback received from our tenants and customers through satisfaction surveys, complaints and the consultation that was completed when developing our Corporate Plan and underpinning strategies.

Taking all the information available to us into account, the plan is centred around five clear themes;



Customer First



Understanding our Homes



Safe Homes



Cutting Carbon



Modernising The Service





This aligns to Ongo's corporate objective of Customer Focus. We know that asset management isn't just about buildings - it's about people. Our properties aren't just bricks and mortar; they're homes. We want tenants to feel proud to live in an Ongo home and have the freedom to shape their space to suit their needs and preferences. We want tenants and their families to feel safe, supported, and well-informed in a home that's maintained to a high standard. That's why we're committed to sharing clear information about our investment plans and improvements, and making sure tenants are satisfied with the work we do - both inside homes and in communal areas.

By 2029 we will:

- We will ensure that tenants can access information about their home on MyHome, such as when kitchens and bathrooms are due for a review, this will reduce the need for them to call and request information.
- Implement a new Customer Journey Communication Process to ensure that we communicate effectively through the life of all projects and work. Insuring we use customer feedback to drive continuous improvement.
- Introduce a new Tenant Alteration Policy with more permitted alterations.
- We will strive to deliver our capital budget in full, each year, whilst delivering works to as many properties as possible.
- Through effective delivery of energy retrofit work, reduce tenants heating use on all properties below EPC C.
- 95% of customers will be happy with how well we communicate through the life of planned works.
- 90% of tenants will be satisfied with the standard of works completed.
- Deliver an overall customer satisfaction score of 90%.



Understanding our Homes



This links to Ongo's corporate objective of being a Great Landlord and does have links to Growth and Sustainability. The data and intelligence we hold on our assets and customers must be accurate, up to date and relied upon to inform the investment improvement plans and programmes we have in place. The data must be accessible for staff and tenants and easy to understand to ensure effective and efficient delivery of the asset management services. Having accurate, reliable data is imperative to ensuring a successful asset management service that is achieving value for money and improves customer satisfaction.

By 2029 we will:

- Retain 100% property data less than 5 years old through stock condition surveys. We will also introduce a new, more tailored approach to Stock Condition Surveys where homes or households more prone to issues, receive more regular inspections.
- Introduce software and processes which support automated component updates following the installation, renewal or removal of components. This will reduce the amount of manual data input and allow us to spend more time engaging with tenants.
- Utilise Artificial Intelligence and automation where safe and appropriate to do so, removing manual tasks for officers, saving time and resources.
- To continue the roll out of smart technology in homes so we can better support customers and tenancies.
- We want to make sure our homes continue to offer long-term value and meet the needs of our tenants. To help guide decisions around the long term plans for our homes that aren't performing well, we'll be using new software that looks at the financial performance and livability of each home over the next 30 years.
- Introduce an enhanced GIS (geographical information survey) product accessible to all field based staff which will improve the extent, quality and accessibility of essential property information, saving unnecessary interactions between staff to locate information such of boundary ownership. Allowing queries to be answered in real time.



This theme has link to Ongo's Great Landlord corporate objective. Keeping our homes safe and up to standard is our highest priority. We're committed to meeting all legal and safety requirements, making sure every property is secure, well-maintained, and somewhere tenants feel proud to live. When we plan our investment programmes, safety and compliance always come first - whether that's maintaining decent living conditions or improving fire safety. It's all part of our commitment to ensure homes are well maintained and safe.

By 2029 we will:

- We will be 100% compliant with the 'Big 6' areas of compliance every year up to 2029.
- To ensure 100% compliance with the Decent Homes Standard.
- Hazards identified through property surveys will be addressed in line with the appropriate regulatory requirement.
- Better understand the non-traditional properties within the portfolio and commission intrusive condition surveys, actioning recommendations arising from reports.
- Deliver effective energy retrofit programmes with the PAS 2035 'fabric first' methodology adopted, ensuring properties below EPC C are well insulated and ventilated before considering heating and renewables, this will reduce the likelihood of mould growth and reduce demand on our Damp Team.
- We will deliver all planned improvements to properties where our data informs us that work to replace something is necessary.



Cutting Carbon



Cutting Carbon relates to the Growth and Sustainability and also links to the Great Landlord objective. This section sets out how we're planning to reduce carbon emissions across our housing stock. That includes things like improving insulation, switching to low-carbon heating systems, using renewable energy where we can, and making sure our buildings are built or upgraded with sustainability in mind. We know that tackling climate change isn't just about major improvements - it's about making smart choices every day. Whether it's how we plan upgrades or how we support residents to live more sustainably, we're committed to doing our part. Our goal is to future-proof our homes so they're ready for the challenges ahead, while also creating healthier, more comfortable places to live.

By 2029 we will:

- 100% compliance with EPC band C by 2029.
- From April 2027, we will not let new properties below EPC C and upgrades will be undertaken whilst the property is void.
- Make better use of land across the regions, using data and customer consultation to inform the best use for the area.
- Gather energy data by completing stock surveys on all properties, EPC's in line with regulatory requirements and Retrofit Assessments for properties below EPC band C and Build a roadmap to EPC C for all properties below that grade.
- Maximise funding opportunities for major upgrades.
- Introduce a retrofit mindset to all areas of major investment, focusing on Roofing initially, by installing Solar on major roofing projects.
- Retain SHIFT accreditation at Gold, this is the highest possible accreditation.

Modernising The Service



This section aligns with both the Great Landlord and Growth and Sustainability corporate objectives. As we look to the future of Ongo's asset portfolio, we are committed to transforming the way we manage, invest in, and adapt our homes. This section outlines a strategic shift toward proactive, design-led, and data-informed asset management - ensuring our properties remain fit for purpose, financially sustainable, and aligned with the evolving needs of our communities.

By strengthening internal capabilities, embracing continuous improvement, and making smarter investment decisions, we aim to deliver long-term value while enhancing the quality and resilience of our housing stock.

By 2029 we will:

- Review and implement a new Adaptations Policy, where a proactive approach to adapted homes is implemented future proofing homes for tenants.
- Work together with the Maintenance team to introduce new planned preventative maintenance workstreams. With the goal to achieve 60% of all investment in existing homes to be planned, rather than reactive by 2029.
- Becoming design-led in investment, ensuring appropriate methods and materials are used as well as value engineering considered throughout the life of a project.
- Investing in the team's asset management capability to enhance the skill set of individuals and teams to ensure that sound decisions are made on investment.
- To complete an assessment of our Asset Management maturity in line with ISO55001 and create an action plan to improve where necessary.



*Would you like to know more about
our asset management plans?*

**Or get in touch with us to chat about
opportunities to work together?**

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