

Homes in Focus Group Meeting Group

4th December 2025 at 11.30am
Southway Office, Princess Road, M20 2LT

Agenda

1. HiFG Forward agenda plan

Objective: Agree on key topics and priorities for future meetings to ensure customer-focused improvements

2. Our new Asset Management Strategy – next steps

Objective: Explain what the strategy, why important and what it covers

Objective: Share the current draft aims and objectives of the strategy, discuss and gather input from the group to influence and shape the strategy.

Objective: Share the timeline for production of the strategy, which is scheduled for final Board agreement at the end of March 2026.

Objective: Share and discuss plans for wider customer consultation planned for January.

3. Property conditions: Damp and Mould Hazard Process

a. **Energy Assessment Survey Challenges**

Objective: Outline recent challenges with energy assessments and explore solutions with the group.

b. **Loft Insulation and Ventilation Challenges**

Objective: Share issues identified and discuss potential improvements to ensure effective insulation and ventilation.

4. Warm Homes Programme Update

Objective: Explain the current process for managing damp and mould hazards and gather feedback on customer experience and improvements.

5. AOB

Objective: Provide an opportunity for members to raise additional topics or concerns.

6. Review of the meeting

Objective: Summarise key points, confirm actions, and ensure clarity on the next steps.

7. Date and time of the next meeting

Objective: Agree on the next meeting date and time for continued engagement.