



Soha Housing Ltd

Asset Management Policy

(2025-2030)

Soha Asset Management Policy
2025-2030 (approved October 2025)

- 1.0 Introduction
- 2.0 Our homes
- 3.0 Asset Compliance and Building Safety
- 4.0 Consumer Standards
- 5.0 Decent Homes Standard
- 6.0 Awaab's Law
- 7.0 Energy Efficiency and Decarbonisation
- 8.0 What must our residents let us do
- 9.0 Transparency and Accountability
- 10.0 Strategy Governance

1.0 Introduction

The asset management policy sits alongside and forms part of the asset management strategy for Soha Housing. The policy sets out the statutory requirements that Soha must follow in managing its assets, whereas the strategy deals with our ambitions to develop and improve our homes.

Soha ensures that all homes meet statutory landlord obligations, focusing on fire safety, legionella, asbestos, gas, electrical, lifts, and damp and mould issues. We will ensure adherence to new regulations like Awaab's Law and the updated Decent Homes Standard as these become law.

Our properties must also meet the minimum energy efficiencies standard as stipulated by the government. This requires all of our homes to meet an EPC C by 2030 and will form part of the decent homes standard under thermal comfort.

The Grenfell fire placed a spotlight on the condition and safety of homes, and weaknesses in current building safety processes and accountability to residents. This has resulted in new legislation being introduced to ensure fire safety is managed robustly, including the Building Safety Act 2022 and the Fire Safety Act 2021, plus new Regulatory oversight on tall buildings. The foundation for this strategy is to ensure we continue to comply with all asset compliance legislative requirements now and in the future.

This policy highlights all of the statutory requirements and how Soha ensures that it meets them.

2.0 Our Homes

Soha Housing owns and manages 8059 homes (including 980 shared ownership, 352 Leasehold and 3 shops). There are 1,311 garages and various open spaces forming the communal areas of several estates. These provide a well-balanced mix of homes.

Building safety - Soha has no high-risk high-rise residential buildings (over 11m or over 18m) within our stock portfolio, which greatly reduces risk in terms of building and fire safety in comparison to other social housing providers. We also have no homes, blocks of flats or schemes with aluminium composite panel (ACM) cladding. Even so, the building safety agenda remains a key priority for Soha, regardless of building height or form of construction.

Location - The majority of Soha's rented homes are in the urban settlements of Didcot, Thame, Henley and Wallingford. There are also a number of homes outside of South Oxfordshire in areas such as Oxford City, The Vale of White Horse, Cherwell, West Oxfordshire, Swindon, Reading and High Wycombe. The remainder of the stock is rural, typically with small numbers of homes located in individual villages or hamlets.

Type of home - Just over half our homes are houses (52.1%) whilst 35.9% are flats. Bungalows represent a further 10.6% with maisonettes making up 1.4%.

Size of Homes - Most of our homes have either two or three bedrooms with 43.6% and 30.4% respectively. One-bedroom units account for 22.9%. There are a limited number of larger units i.e. 4 bedrooms 3.1%.

Tenure - Soha has a range of different tenures. - Social rent and Affordable rent account for 65.9% and 15.6% of our total stock, Shared Ownership 11.4% and leasehold 4.6%. The remaining 2.5% is made up of a combination of supported accommodation, extra care housing, keyworkers and units managed by other organisations.

Leaseholders and Shared Owners - Whilst the number of leasehold homes we manage remains static at around 345, the number of shared ownership homes we manage continues to increase at pace, now 980 homes. Ensuring we manage our services for these residents and the relationships with them is vitally important. We hold a legal responsibility with leaseholders and shared owners to maintain and renew the communal areas and external envelope of their homes, if they live in blocks of flats. We must meet the requirements of the leases held and ensure we are providing value for money. We will not only do this through statutory Section 20 consultation but also by providing forward investment plans and setting up sinking funds as required. We will continue to monitor the government's approach to Leasehold Reform and adapt our operational and management processes accordingly.

Garages - Soha owns 1,156 garages which are rented to both Soha tenants and local residents.

Aids & Adaptations - Soha is committed to equality and providing equal access to services for all residents, taking individual needs into account. Providing aids and

adaptations is one way in which we support residents to live independently in their homes. Soha has clear published service standards and guidelines for acknowledging and processing requests for aids and adaptations. Soha will have clear definitions in place to explain the difference between minor and major adaptations, major being those that require a disabled facilities grant. Any specialist equipment installed for or on behalf of Soha that requires servicing or testing, e.g. stairlifts, will be maintained in line with statutory guidance.

3.0 Asset compliance and building safety

The focus on compliance and building safety has rightly been brought to the forefront of the housing sector, with the introduction of the **Consumer Standards** and specifically the 'Safety and Quality Standard' This is in addition to the decent homes standard, which is due to be updated and is currently under consultation (July 2025), and Awaab's law which will come into force in October 2025.. The safety of our residents has always been of paramount importance. Ensuring our homes are both safe and secure is our highest priority.

Building Safety Compliance

We will continue to maintain our core compliance levels and monitor safety on an ongoing basis. We categorise compliance into seven key areas:

1. Fire
2. Legionella Water hygiene
3. Asbestos
4. Gas
5. Electrical
6. Lifts.
7. Damp & mould

Soha maintains robust policies and procedures conforming to the latest legislation to manage the key areas of compliance. See Appendix A

3.1 Fire Safety – We:

- Ensure that fire risk assessments are carried out annually on our independent living, extra care schemes and offices and that all actions highlighted are completed within the target timescales.
- Ensure that fire risk assessments are carried out on our general needs blocks every three years and that all actions highlighted are completed within target timeframes.
- Test all fire prevention measures in line with legal requirements and to include but not limited to; fire alarm systems, emergency lighting systems, automatic opening vents, fire extinguishers
- Equip every property with a hard-wired smoke or heat detector on every level within all Soha properties
- Complete a full fire door inspection every year on all flat entrance doors and communal doors on all independent living, extra care and supported schemes and every three years on general needs blocks. On general needs blocks, attempt to complete a full

inspection annually, but as a minimum examine the outer leaf to check for signs of damage.

- Adhere to the Regulatory Reform Fire Safety Order 2005, The Fire Safety (England) Regulations 2022 and the Building Safety Act 2022.

3.2 Legionella – Water Hygiene – We:

- Ensure that Legionella Risk Assessments are carried out every two years on all properties with a communal water system. We complete any actions contained within the assessments within the defined timeframes.
- Complete a programme of planned preventative maintenance on all blocks with a communal water system in line with ACOP L8 including but not limited to; temperature checks monthly, tank chlorination, flushing of unused outlets.
- Adhere to the Health and Safety at Work Act 1974, the Control of Substances Hazardous to Health Regulations 2002 HSe ACOP L8 – Control of Legionella and HSG 274

3.3 Asbestos – We:

- Take all reasonable and practical measures to prevent the exposure of employees, residents and members of the public to asbestos fibres when visiting, living and / or working within any properties owned or rented by Soha.
- Keep a register of all locations where asbestos containing materials are present, recording type and condition. Provide residents with details of any asbestos containing materials in their property at first let.
- Ensure that we have an annual management survey for all communal areas of properties within which there are ACMs.
- Complete a targeted refurbishment and demolition survey in advance of any invasive works taking place on any property where ACMs could potentially be disturbed.
- Provide location and type of ACMs in a property to any contractor including Soha staff working in a property containing ACMs prior to any works taking place.
- Take all appropriate steps to comply with the health and safety at Work etc. Act 1974, the control of asbestos regulations (2012), approved codes of practice and related guidance.

3.4 Gas – We:

- Ensure that Soha fully comply with the legal requirements set out in the Gas Safety (Installation and Use) Regulations 1998 and the Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022.
- Annually check for safety and service any gas burning appliance (excluding gas hobs and ovens), solid fuel appliance, or oil fuelled appliance including any associated flue.
- Supply, install and maintain a carbon monoxide alarm in any room where any fixed appliance as detailed above is used.
- Ensure properties are inspected and tested at change of tenancy

3.5 Electrical safety – We:

- Ensure that all electrical systems and equipment are maintained in accordance with the National Inspection Council for Electrical Installation Contracting.
- Carry out an inspection and test every five years on all fixed wiring installations across our rental portfolio, such test to be carried out by a suitably qualified engineer.
- Test all portable appliances that we own in both domestic and commercial settings annually
- Ensure properties are inspected and tested at any change of tenancy.
- Annually service any air source heat pumps

3.6 - Lifts – We:

- Take all reasonable and practical measures to ensure the safety of residents, staff, contractors and visitors when using lifts to live, work or visit any properties owned or managed by Soha.
- Fully comply with the statutory requirements set out in the Lifting Operations and Lifting Equipment Regulations 1998 (Loler).
- Ensure that all lifts and lifting equipment is serviced and maintained in line with the approved codes of practice and guidance.

3.7 - Damp and Mould – we:

- Provide a safe and healthy home for our residents to live in
- Have adopted the majority of the 26 recommendations from the housing ombudsman's spotlight on damp and mould. We aim to adopt the remaining recommendations, specifically around data driven proactive identification by the end of 2026. [Housing Ombudsman Spotlight report on damp and mould](#)
- Thoroughly investigate any reports of damp and mould either through our in-house technical team or external specialist contractor and implement any recommendations made
- Will comply with the timeframes as set out within Awaab's Law by the time it comes into force in October 2025
- Keep all major cases of damp and mould open for six months after the resident has confirmed eradication, with a follow up call to ensure a permanent solution has been found.
- Work with residents to ensure that the conditions within their properties are safe and healthy with adequate heat and ventilation.

3.8 - Building safety

In a response to the Fire Safety Act and Building Safety Bill, we acknowledge we need to hold key building safety information for relevant buildings about the building and its residents for all independent living and extra care schemes centrally and in a standardised format. The building safety files will allow us to gain more foresight into the upcoming risk,

liability and investment that we will be required to maintain compliance and building safety. The files will also help ensure we have a co-ordinated approach to works delivery, from both a responsive and planned investment perspective.

4.0 Consumer standards - Safety and Quality Standard

We manage all our homes in line with the safety and quality standards set out in the safety and quality standards in the Consumer regulations of the Regulator of Social Housing.

[Regulatory standards for landlords - GOV.UK](#)

We self-assess against these standards and report the outcome of this self-assessment to our Board on an annual basis. We proactively report any breaches of these standards to the Regulator of Social Housing and are inspected by the Regulator of Social Housing for compliance with these standards once every four years.

4.1 Property information and inspections

We are committed to having completed stock condition surveys on all of our rented properties, by the end of 2026, giving us accurate condition of both buildings and components.

This will continue as part of a rolling 5-year stock condition program.

We carry out full stock condition surveys on all properties at the beginning of each new tenancy.

5.0 Decent Homes Standard

We comply with the current Decent Homes Standard and will ensure we comply with any subsequent iterations by ensuring that homes are safe, warm, and in a good state of repair. We do this by:

- Conducting regular inspections and assessments to identify any issues that need addressing.
- Carrying out necessary repairs and updates to the standards and timescales set out in our responsive repairs and planned maintenance policies.
- Ensuring that homes have modern facilities, effective heating systems, and are free from hazards.
- Investing in energy efficiency measures to reduce fuel poverty and improve overall living conditions for residents.
- Engaging with residents to understand their needs and concerns, and responding promptly to feedback.

[A decent home: definition and guidance - GOV.UK](#)

The Government is currently consulting on a new iteration of the decent homes standard. Proposed changes to the standard include

- Updating the definition of disrepair – removing the age requirement and updating thresholds
- Revising the list of building components which must be kept in a reasonable state of repair
- Revising the approach to facilities so that landlords need to provide three out of the four facilities listed in proposal 2
- Introducing a window restrictor requirement
- Considering a new home security requirement
- Considering a requirement for floor coverings for new tenancies
- Streamlining and updating the thermal comfort requirements.
- Introducing a new standard for damp and mould.

Soha will allocate sufficient budget and staff resources to ensure compliance with the new standard in accordance with Government requirements. It is important to note that Soha already works to the vast majority of these revised standards.

[Consultation on a reformed Decent Homes Standard for social and privately rented homes - GOV.UK](#)

6.0 Awaab's Law

The initial phase of Awaab's Law comes into force on 27th October 2025 and aims to ensure prompt action in response to damp and mould issues alongside the other 28 HHSRS hazards to ensure compliance and safeguard the health and well-being of residents.

Awaab's Law mandates that we must address reported damp and mould issues within strict timeframes, prioritizing tenants' health. It emphasizes transparency, accountability, and swift remedial actions. There will be further phases of the law introduced in 2026 and 2027 which will expand the hazards required to be treated as emergencies. The law mandates timeframes for eradicating the hazard initially, investigating the hazard, providing a written report to residents, and for the long term eradication of the cause.

All front facing staff will be trained to spot and report hazards through a new dedicated app built specifically for Awaab's Law. A member of the health and safety team will triage all cases and ensure the strict timeframes are met. All evidence related to hazards will be retained within the management app.

[Awaab's Law: Draft guidance for social landlords - GOV.UK](#)

7.0 Energy efficiency and decarbonisation

We are investing to ensure that all Soha-owned homes meet EPC Band C minimum energy efficiency criteria by 2030, and that we achieve net-zero by 2050.

Within these timeframes, we will prioritise our least energy efficient homes first, and will also aim to prioritise work on homes lived in by our residents who are most impacted by fuel costs.

As of September 2025 Soha has 503 rented homes that have an Energy Performance Certificate (EPC) rating of D or below.

8.0 What must our residents let us do

Our residents must permit us to have access to their properties at a minimum of 24 hours notice to carry out certain inspections and emergency repairs. These include

- Landlords Gas Safety Certificate
- Electrical Installation Condition Report
- Fire Door Inspection
- Loler Certificate
- Any emergency HHSRS hazards
- Asbestos Survey
- Legionella Risk Assessment
- Installation or replacement of CO2 and Smoke detection equipment

In the event that residents do not grant access Soha reserve the right to approach the courts to obtain an injunction to enforce access, the costs of which will be payable by the resident.

9.0 Transparency and Accountability

At the commencement of any tenancy the incoming resident will receive a copy of the following documents

- Landlords Gas Safety Certificate (LGSC)
- Electrical Installation Condition Report (EICR)
- EPC
- Fire Risk Assessment (If applicable)
- Asbestos Survey (If applicable)
- LOLER Certificate (If Applicable)

Annually thereafter the residents will be provided with a copy of the updated LGSC

On expiry of the previous certificate the residents will be provided with an updated EICR, but minimum every 5 years.

If there are any material changes, residents will be provided with an up to date asbestos survey and fire risk assessment.

10.0 Strategy Governance

Responsibility for delivery of repairs, maintenance and property inspections in line with the standards set out in this policy are the responsibility of the Director of Property Services.

Oversight of performance is the responsibility of Soha's Board, and is managed through Health and Safety and KPI reporting, and through the annual review of Soha's compliance against the Consumer Standards.

Appendix A

Links to Relevant Policies and Procedures

[SP05 Repairs & Maintenance](#)

[SP18 Aids & Adaptations](#)

[SP20 Estates & Communal Area](#)

[SP22 Asbestos](#)

[SP23 Gas Safety](#)

[SP31 Fire Safety](#)

[SP38 Legionella](#)

[SP39 Electrical Safety](#)

[SP40 Lift Safety](#)

[SP47 Environmental Management](#)

[SP48 Tree Management](#)

[SP51 Pest Control](#)

[SP53 Hoarding](#)