

Resident and Community Panel Working Group Asset Management Draft meeting summary / actions

Date: Monday, 27 April 2026

Time: 6:00 PM – 7:00 PM

Location: Online (Microsoft Teams)

Chair: Amy Hughes (BCC)

Transcribe: Henry Murray (BCC)

Attendees:

Panel members: 5 in attendance

BCC: Lesha Wilson (Policy & Engagement Manager), Amy Hughes (Tenant Participation Officer), Henry Murray (Engagement Support Officer), Joyce Onono (Head of Strategic Asset Management), Nicola Knowles (Deputy Head of Policy, Strategy and Public Affairs), Imogen Oxley (Senior Policy Strategy and Public Affairs Officer)

1. Introduction to the Asset Management Strategy and the Housing Investment plan – Joyce Onono

Joyce Onono introduced the Asset Management Strategy (AMS) as a five-year, high-level framework setting out how the Council will meet its landlord, safety and regulatory responsibilities while managing housing assets effectively.

The Housing Investment Plan (HIP) will sit beneath the AMS and translate the strategy into detailed, costed investment programmes over five years, informed by stock condition surveys covering approximately 27,000 homes.

Surveys are expected to be completed by the end of May, with findings used to form a longer-term 30-year investment view. Resident engagement will be ongoing, particularly to shape investment priorities and neighbourhood improvements.

2. Discussion based around questions:

Question 1: What else should be reflected as the approach to asset investment is developed?

Residents emphasised that priorities should be clearly visible at the start of strategy documents.

Concerns were raised about fairness, particularly that retrofit and improvement programmes could disadvantage residents who are less able to respond to written communications.

Energy efficiency, preventative maintenance, damp and mould, and wider neighbourhood safety issues were identified as key priorities. Residents also asked for greater transparency around compliance priorities and service responses.

Officers responded that compliance and safety are legal requirements and therefore must be prioritised.

They acknowledged the need to more clearly explain how investment decisions are made and how resident feedback is taken into account. It was confirmed that the Housing Investment Plan will be the primary vehicle for reflecting resident priorities.

Question 2: How should residents be communicated with and engaged?

Residents suggested that engagement should make use of trusted community organisations, accessible formats and multiple languages. There was strong support for increased face-to-face engagement in community settings, with letters alone viewed as insufficient. Structured feedback tools, such as surveys that allow residents to rank priorities, were also recommended.

Officers agreed to develop proposals for engagement on the Housing Investment Plan and to bring these back to the panel for feedback.

Question 3: How should residents be kept informed and involved in holding the Council to account?

Residents stressed the importance of transparency regarding budgets, service limitations and progress against plans. Requests were made for regular updates, clearer explanations of compliance obligations and continued opportunities for resident scrutiny. Improved communication around repairs and complaints was also highlighted as essential to

building trust.

One resident cited the Kensington & Chelsea Housing Asset Management Strategy, 2025–30, “A key principle is that resident involvement is a golden thread through all the work we carry out while delivering the strategy” (Royal Borough of Kensington & Chelsea Housing Asset Management Strategy, 2025–30)

One resident emphasised the importance of preventative maintenance with an officer acknowledging that recognising prevention is a lot cheaper than letting assets reach a crisis point.

Officers committed to exploring the use of clearer, plain-English communications on compliance and to considering how residents can remain involved in monitoring delivery and outcomes.

Summary of Actions

Action	Responsible
Provide an accessible summary of statutory and regulatory compliance priorities	Nicola Knowles
Ensure resident priorities are clearly reflected at the front of the revised Asset Management Strategy	Joyce Onono
Develop and share engagement proposals for shaping the Housing Investment Plan	Nicola Knowles
Follow up specific concerns raised about damp and mould	Joyce Onono
Capture efforts being made on preventative maintenance	Nicola Knowles
Provide the panel with a breakdown of areas that are going to be covered first, that are the responsibility, priorities of the council and what this entails.	Nicola Knowles