



LIVE SAFE

Building greater resilience

April 2025

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1. Overarching aim


‘We will help customers to feel safe in their homes, ensuring that we comply with key health and safety legislation.’

Live Greatwell+ corporate plan 2025-28, page 16



We believe that everyone deserves to have a home where they can feel safe and secure. We will continue to provide homes and neighbourhoods where people want to stay, and services that are efficient and reliable, in line with the Building Safety Act 2022 and ‘Awaab’s Law’ requirements for repairs in the Social Housing (Regulation) Act 2023.

The communities we serve need more new homes – properties that are attractive, flexible and fit for the future. Alongside our building programme, we’ll invest more in existing homes so that they remain up to date, well maintained and suitable for people’s needs. Where customers need aids and adaptations to live safely and independently, we’ll work with them to meet their needs.



Live safe relies on strong partnerships with statutory and voluntary agencies to access funding and help us meet the needs and aspirations of local communities. It builds resilience into our homes and services to cope with shocks like the coronavirus pandemic and extreme cost-of-living pressures.

2. Objectives and key results



Objective	Key result
Help customers to feel safe in their homes	85% of customers satisfied that their home is safe 100% compliance with key health and safety legislation
Improve the quality of existing homes	100% of properties to have a stock condition survey less than five years old Invest £12.9million to improve the value and condition of homes in line with stock condition survey findings
Improve the way we deliver repairs	80% of customers satisfied that their home is well maintained 85% of customers who've had a repair in the last 12 months satisfied with the overall repairs service A minimum of 450 'Property MOT' checks completed each year

3. Live safe in action

What we have done

Safer communities

The Live Greatwell plan included an objective to 'keep customers safe and feeling safe in their homes'. As a partner in the **Safer Streets initiative**, we've worked with the Northamptonshire Police Fire and Crime Commissioner's Office to install higher-security doors and windows to homes in Queensway and Hemmingwell in Wellingborough.



"Safety is so important to us as tenants. Thank you Greatwell Homes for working with the police to improve the safety of our homes."

Alexa Varga, Greatwell Homes customer who received new windows and doors via the Safer Streets initiative

What we intend to do

Keeping homes safe

We have trialled property MOTs and will be rolling out a planned programme for Live Greatwell+. These MOTs involve a detailed review of the property and all previous repairs, followed up by a surveyor's visit to spot any defects or potential hazards. This proactive approach complements the annual gas safety and five-yearly electrical inspections to individual homes, plus the regular fire, asbestos, lift and water hygiene checks.



"By offering customers a proactive visit, we've been able to identify undiagnosed issues and repair them before they become a problem."

"We're delighted to be rolling these out more widely in Live Greatwell+ following positive customer feedback on our proactive approach."

Wendy Cox,
Head of Property Services
and Compliance



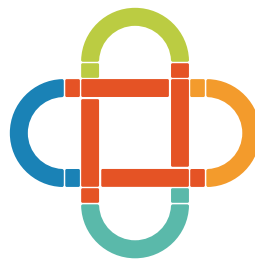
To find out more about our
Live safe strategy
and how you can support it,
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