

OCTAVIA



CUSTOMER PRIORITIES FOR OUR SOUTH EAST REGION

2026 - 2031



Foreword

“Here in our South East region we’re fortunate to work within many diverse and unique communities. From the historic Royal Borough of Windsor and Maidenhead to the new towns of Bracknell and Basingstoke, the bustling urban centres of Slough and Reading over into the villages and commuter belt of Surrey and Berkshire and the rural market towns of Oxfordshire. Our regional approach means we are rooted in these communities and understand each of these places has their own needs and challenges which are reflected in our five regional priorities.

These priorities have been developed with members of our South East Regional Panel to make sure we’re focussing on the areas that matter most to customers so that we can make meaningful differences to their experiences of living in an Abri home.

The priorities centre on what you told us matters most to you as customers and we look forward to delivering on our commitments in partnership with you.



Dasos Christou
Regional Managing Director

“We’ve been clear that we want our voices to make a real difference. These priorities strengthen customer involvement at every level: from estate inspections and community led decisions, to new ways for people to give feedback and see improvements happen. The focus on planned door knocks, community assets, and investment zones shows that the organisation is willing to put boots on the ground and be more visible where customers need them most.

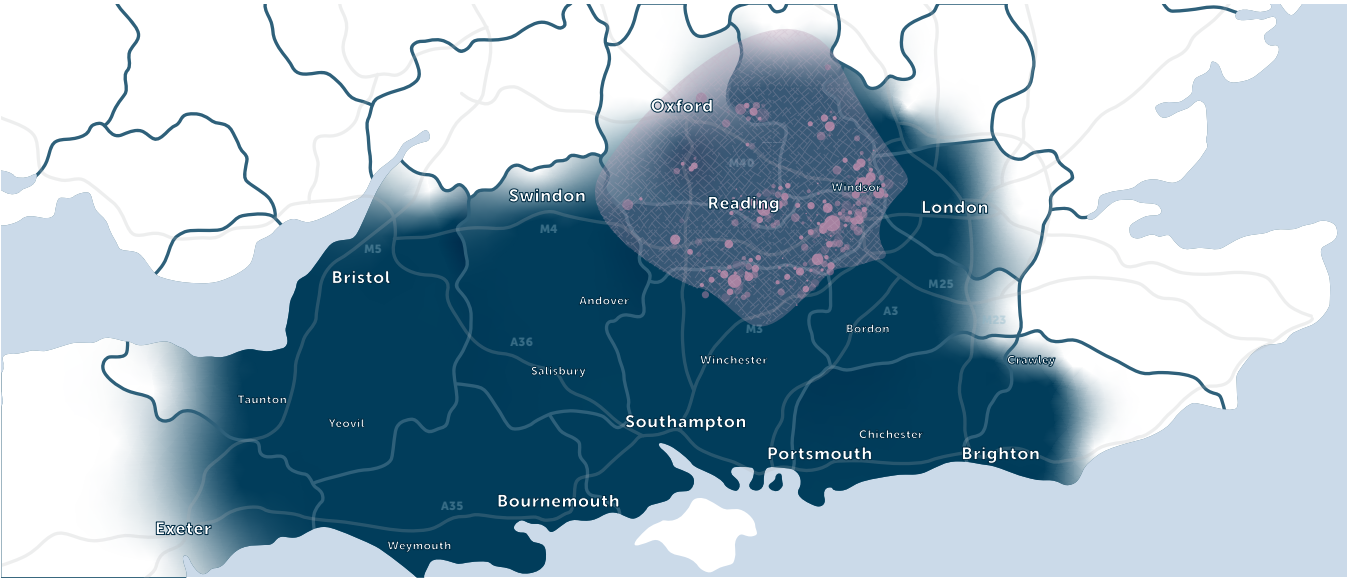
“Whether it’s supporting regeneration projects, improving communal areas, tackling ASB, or helping new neighbourhoods connect from day one, these actions show a genuine understanding that good homes don’t exist in isolation and they’re part of the wider community around them.

“I’m proud of the role customers have played in shaping these regional priorities. It’s clear that our voices aren’t just being heard, they’re driving real change.”



Joanna Smith
South East Regional Panel Chair

Customer priorities for the South East region



Abri exists to provide the very best homes and services we can today, whilst pursuing the ideals that make tomorrow better. We’re a large housing provider, spanning from London to Devon, Oxford to the south coast. We own and manage more than 58,000 homes and community assets and serve more than 113,000 customers.

We believe that:

- Everyone has the right to a safe, warm, affordable and sustainable home
- Homes and communities are places to belong, grow, and thrive
- Equal opportunity must exist for communities so everyone can have improved life chances

As a landlord, we provide safe, affordable, sustainable and healthy homes that are designed for long-term value and support wellbeing, independence and aspirations.

It’s our aim to deliver reliable, responsive and empowering services that are delivered with empathy and respect. Our services are shaped by data, local needs, and, most importantly, feedback from you when we consulted with customers on our plans for our new corporate strategy. Your wellbeing will be supported through community services that go beyond housing - helping people improve their health, education and independence.

This document is focussed on the local needs and priorities of our communities in our South East region.



Creating a building safety culture

We will:

- Engage customers, address concerns and establish building specific safety groups within all high-rise buildings to embed a strong building safety culture.
- Identify vulnerable customers in high-rise buildings and ensure tailored evacuation or emergency plans are in place.
- Build trust through transparent, regular communication and improve our residents' awareness of building safety and the work we do to keep them safe.



Connecting with our communities

We will:

- Identify and provide access for customers to community facilities in priority neighbourhoods to improve access to support.
- Increase opportunities for customers to have their say with clearer, more consistent ways to give feedback on their homes and neighbourhoods.
- Strengthen community inspections and our visibility, identifying issues earlier and driving improvement.
- Involve customers in estate level decisions affecting safety, maintenance, and investment priorities.
- Make planned door knocks part of our engagement approach, with follow up actions fed back to customers.

Developing new sustainable neighbourhoods

We will:

- Use our large development pipeline to influence good design and placemaking, making sure communal areas are attractive, easy to maintain and discourage anti-social behaviour (ASB).
- Work with local authorities to develop local lettings plans that support sustainable, mixed communities.
- Run early community building events on large developments to help new neighbourhoods connect across all tenures, and provide welcome packs and pre-tenancy support for those customers most at need.
- Work with customers on new and existing estates to prioritise what matters most: reducing ASB, improving communal areas, and supporting new tenancies.



Making the most of our assets

We will:

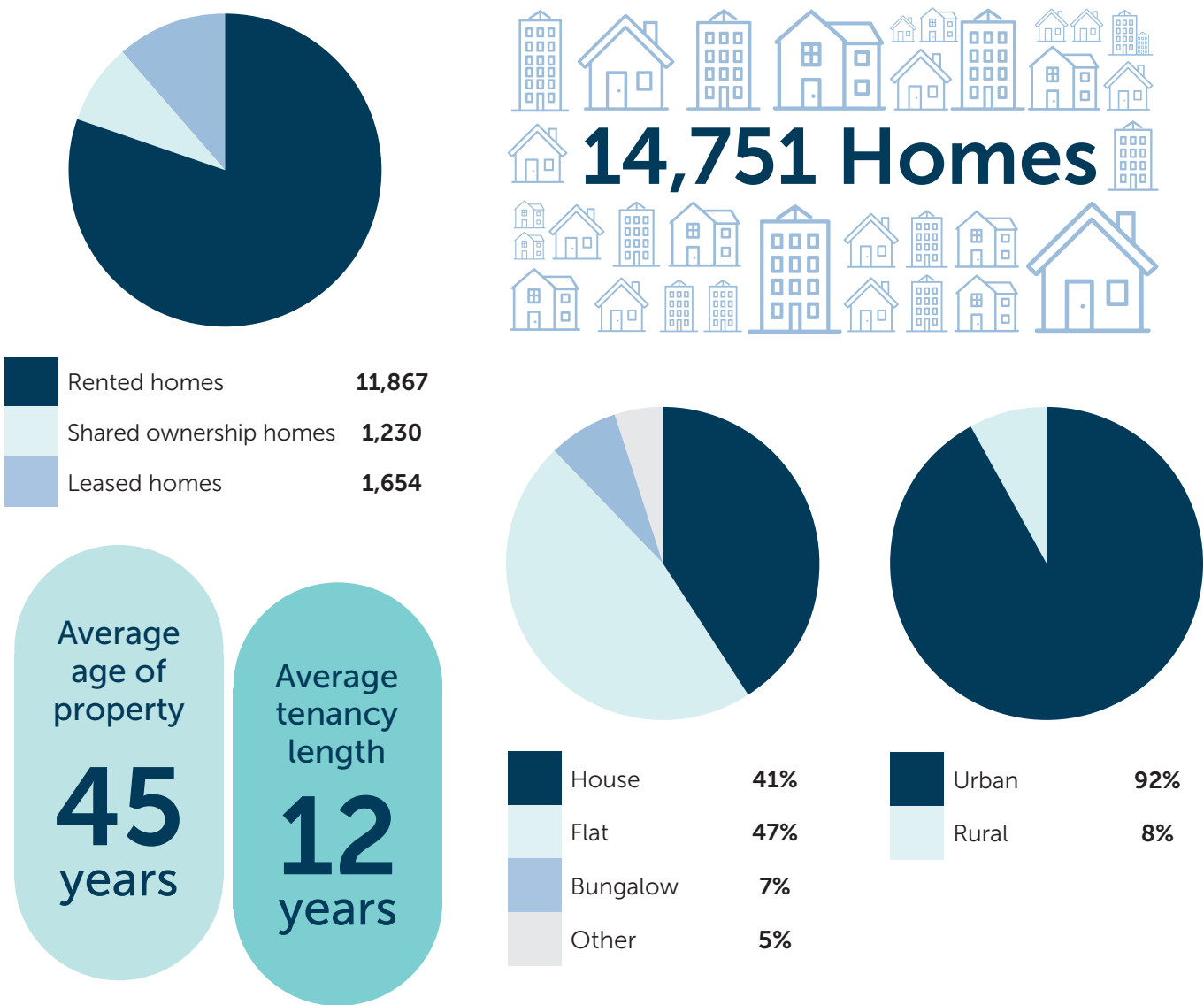
- Work with our local authority partners to identify households needing adapted homes and support solutions via new build schemes.
- Explore opportunities to gift land to local authorities where it can alleviate parking pressures or provide wider community benefit.
- Use homes in regeneration blocks as temporary homes for customers to reduce costs and disruption.
- Work with new agencies and partners who can support customers living in our priority neighbourhoods.

Insight and service improvement

We will:

- Work with our South East Regional Panel and involved customers to identify and deliver service improvements locally and across the group.
- Strengthen relationships between local teams, particularly around safeguarding, homelessness prevention and supporting vulnerable customers.
- Improve the lettings experience for younger customers and tailor support to help tenancies succeed from the start.
- Deepen our understanding of vulnerability and neurodiversity, adjusting services to improve outcomes and reduce complaints.
- Enhance safeguarding training and reporting to identify trends and respond to underlying issues through increased referrals for tenancy sustainment and cost of living support.

Our homes in the South East



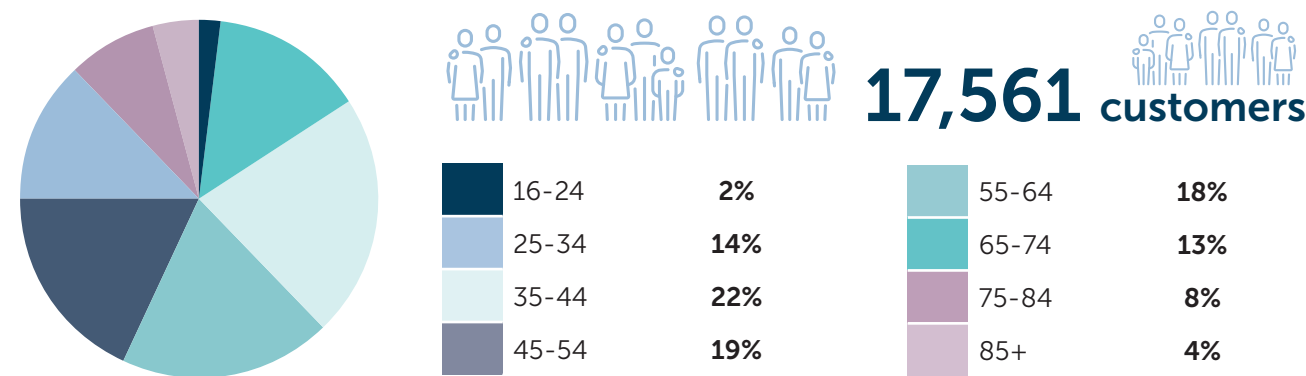
Leaving things better than we found them

We want everyone living in the South East region to feel supported, listened to and proud of where they live. To do this we'll create clear action plans for these priorities that respond to customer feedback and support thriving, sustainable neighbourhoods.

Through stronger partnerships, targeted investment, and meaningful customer involvement, we are committed to building communities that are safe, connected and places where people are proud to live.

Our teams are committed to engaging our communities through being visible and accessible, and will be an advocate for your needs as an Abri customer.

Our customers in the South East



We're still listening so if you'd like to get involved with shaping the future priorities for the region, you can contact our Resident Involvement team by scanning this QR code or calling 0300 123 1 567.

