

together we can

Provide affordable homes and services
and places where people want
to live and work

Our Priorities and Values

Agile

- A digitally enabled organisation
- Mobile workforce
- Door step delivery
- Simple and slick processes
- Efficient organisational structures
- Highly trained and adaptable workforce

Accountable

- Clear targets and outcomes
- An integrated IT system providing one version of the truth
- Clear line of sight (everyone working to one direction)
- A culture of responsibility and ownership of issues

Customer orientated

- Expanded new build programme to meet local need
- Responsive services based on need and customer insight
- Multi channel approach to service delivery
- Easy to use digital services
- Flexible range of feedback and engagement opportunities

Efficient

- All properties contributing positively to the business plan
- Effective income management and cost control
- Unit costs comparable with peers
- Increased productivity and capacity to grow
- Lean and efficient organisational structures
- Financial strength
- Strong governance and regulatory compliance

To achieve this we will:

- Adopt our values in our day to day work
- Realign budget and service plans
- Agree relevant, focused KPIs
- Implement new customer engagement and feedback processes
- Carry out customer journey mapping to improve processes
- Re-state our service standards
- Reconfigure housing services
- Optimise asset performance
- Provide new affordable homes across a range of tenure types
- Implement a new IT solution
- Digitally enable our customers and workforce
- Introduce smart technology (2 device policy)
- Re-design tenancy sustainability services
- Organisational development and HR policies to support new ways of working

By 2021 we will have achieved:

- Efficiency savings of £5.33m
- Maintained 90% Customer Satisfaction
- 80% Staff Satisfaction
- 258 new units/conversions for rent/shared ownership
- Unit costs comparable with peers
- 50% of customers transacting online
- 22% increase in EBITDA
- 25% increase in Group operating margin