

Our Strategic Objectives 2019 - 2023

<p>Become the social landlord of choice</p> <hr/> <p>We will:</p> <ul style="list-style-type: none"> Develop a clear service offer which helps our customers live better for less. Make the delivery of core landlord services a top priority. Make sure our homes remain desirable and fit for the future. Act as an enabler, supporting our customers and protecting our homes. Make living in our homes more affordable. 	<p>Improve our neighbourhoods</p> <hr/> <p>We will:</p> <ul style="list-style-type: none"> Work with customers and stakeholders to develop integrated plans. Set clear neighbourhood standards so customers know what to expect from us. Tailor our property and social investment. 	<p>Grow in areas where we can make a positive difference</p> <hr/> <p>We will:</p> <ul style="list-style-type: none"> Make sure our growth plans are sustainable, enhance communities and improve our financial capacity. Buy and build more homes that are affordable, environmentally sustainable and of mixed tenure.
<p>Customers</p>	<p>Places</p>	<p>Growth</p>

Enablers

<p>Build an Onward environment and culture</p>	<p>➤ This culture will encompass our approach to customers, colleagues and stakeholders. We will focus on performance, delivering the best outcomes for our customers.</p>
<p>Be well governed and make the best use of our resources</p>	<p>➤ We will maintain good governance across our organisation in all key functions, with specific focus on keeping our customers safe. We will make the best use of our resources.</p>