

ON THE RIGHT TRACK



2026/27



Our Foundations

ON THE
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TRACK



Our resident experience

To provide an outstanding resident experience, reflecting our residents' needs and aspirations.



Our homes

To provide safe, affordable and energy efficient properties that residents are proud to call home.



Our organisation

To be a well governed, financially strong and digitally enabled organisation.



Our people

To create a high performing, resident focused culture that attracts and retains talented colleagues.

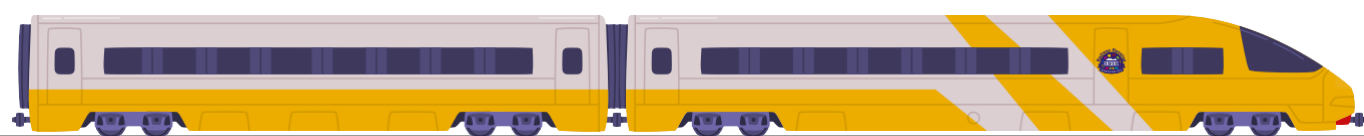
Our long-term vision

To be the country's best small housing provider*

*To be #1 for resident satisfaction in organisations with between 1,000-2,000 homes

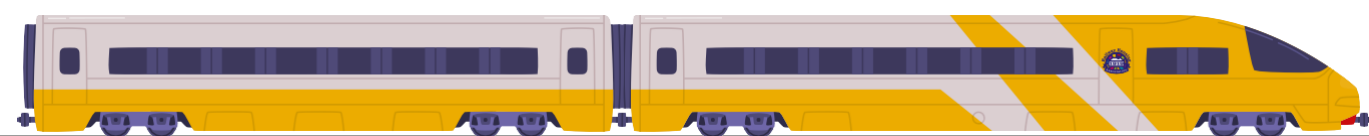
Our Resident Experience: 2026 / 2027

- Delivery of the second year of the resident engagement strategy delivery plan, including the full roll out and delivery of community plans
- Co-design a new approach to resident communications, including resident facing content for the new website
- Improve insight by extending real-time transactional resident satisfaction for resident interactions, including Hub calls and home visits



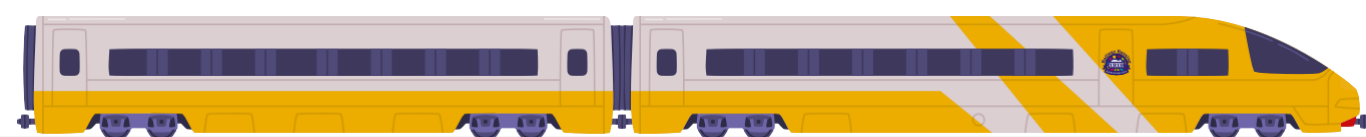
Our Homes: 2026 / 2027

- Produce clear resident communications of our health and safety performance and approach
- Continue the implementation of the asset management strategy, with the delivery of Year 2 of the planned maintenance programme
- Continue the stock condition survey approach set out in the asset management strategy



Our Organisation: 2026 / 2027

- Procure an ICT managed service
- Negotiate an extended hosting arrangement for the housing management and finance systems
- Complete second consolidation stage to a single stock owning co-operative and community benefit society



Our People: 2026 / 2027

- Launch our new values and behaviours
- Set clear performance, 1-2-1 and competency frameworks in line with Hive feedback around personal development and more 1-2-1 time with leaders
- Deliver leaders training - how we lead and colleague training - leading my development

