

# ON THE RIGHT TRACK



## OUR FOUNDATIONS



### 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 between 1,000-2,000 homes



# ON THE RIGHT TRACK

## 2024-2025

- Our improvement plan to March 2025
- Clear actions around our four foundation themes
  - OUR RESIDENT EXPERIENCE
  - OUR HOMES
  - OUR ORGANISATION
  - OUR PEOPLE

# OUR RESIDENT EXPERIENCE

## What we will do

- Improve our resident insight and engagement so that we hear and act upon our resident voice
- Hearing our residents feedback, set a clear vision for our future resident experience
- Ensure that our communications with residents is informative and engaging
- Treat complaints with the importance they deserve, driving improvement in resident satisfaction with complaints handling
- Hold accurate, relevant and informative information on our residents to tailor their services



## How we will do this

- Establish a resident committee reporting into our board so that we better understand our residents needs and aspirations
- Undertake a detailed strategic review, including resident engagement, to set a new resident experience strategy
- Rescope and deliver a service improvement plan for our repairs service
- Co-design a new approach to resident communications
- Review our complaints process and reporting focus to drive strategic improvement in customer satisfaction
- Improve the quality and depth of resident data to deliver improved resident insight







# 2025-2028 Success Measures

- Top quartile resident satisfaction against similar RP's 1,000-2,000 homes



# OUR HOMES

## What we will do

- Have a clear and accurate picture of our homes and communities
- Hearing our residents feedback, set a clear vision for how we will invest and manage our homes and communities
- Improve the energy efficiency of our homes
- Have a co-ordinated and planned approach to improving existing homes
- Ensure our residents feel safe in their homes



## How we will do this

- Review all stock condition data across our homes and upload to our new asset management system
- Undertake a detailed strategic review, including resident engagement, to set a new asset management strategy
- Rescope and deliver the SHDF programme and identify clear delivery plan for EPC C by 2030
- Set clear and deliverable 5 and 30 year planned investment programmes
- Produce clear resident communications of our health and safety performance, supported by robust external reviews





# 2025-2028 Success Measures

- Top quartile resident satisfaction that home is well maintained against similar RP's 1,000-2,000 homes
- Top quartile DHS compliance against similar RP's 1,000-2,000 homes



# OUR ORGANISATION



## What we will do

- Be a well-led and governed organisation
- Optimise our current IT systems and have a clear plan for improvement
- Have a clear and accurate data overview of our organisation
- Improve VFM throughout our organisation

## How we will do this

- Deliver the governance action plan following our recent external governance review
- Undertake the CX health check and deliver the required actions to optimise our current housing management system
- Implement a new asset management system that will enable us to develop a deliverable asset management strategy and prioritise investment in our homes
- Develop and deliver a data strategy that seeks to automate, systemize and protect all data collection and storage
- Develop a budget and forecasting approach that ensures resources are aligned to our strategic objectives



# 2025-2028 Success Measures

- RSH gradings of G1, V2
- Top quartile operating margin against similar RP's 1,000-2,000 homes
- Top quartile cost per unit against similar RP's 1,000-2,000 homes



# OUR PEOPLE

## What we will do

- Define our intended culture and ensure it is clearly understood and communicated to all colleagues
- Review our colleague offer to ensure it remains attractive and in line with market expectations
- Reset our HR process and procedures in line with current practice
- Set a clear understanding of what great performance looks like
- Redefine what excellent leadership and management looks like with our organisation



## How we will do this

- Deliver a people strategy that will include a full values, behaviours and EDI review
- Undertake a detailed review of our colleague offer ensuring it remains competitive and attractive within the current environment
- Continue to embed and deliver our MGI customer experience training for all colleagues
- Set clear performance and competency frameworks
- Deliver a revised suite of HR policy and procedures in line current practice
- Commission and undertake a new leadership programme for all current leaders

# 2025-2028 Success Measures

- Top quartile in eNPS
- IIP Gold accreditation





