

1. Our Strategic Objectives – next five years

1. We will deliver our 5-year proposed investment as defined in our asset management strategy by March 2024
2. We will continue to develop our self-assessment governance framework to ensure high standards of leadership, updating two Regulatory Standards each year to complete a full review by March 2022
3. We will maintain our engagement and participation with our customers in delivery of our services including maximising the opportunities to improve the health and well-being of our customers' lives (community regeneration strategy review due 2019)
4. We will support financial advice and service improvements to minimise the impact of Universal Credit
5. We will continue to develop enhanced digital services to meet the demands of all our customers
6. We will deliver 100 new social rented homes by March 2023 to exceed our '1000 homes' target
7. We will continue to invest, support and reward our people to maximise staff empowerment and support personal development
8. We will continue to deliver efficiencies by understanding and reviewing our costs, our performance, our benchmarks against the housing sector and demands on our resources
9. We will continually review the opportunities to maximise growth through our subsidiary for the wider community, to grow our in-house repairs service over the next 5 years, for employment and training, and to maintain collaboration and partnership working