

# NO GLOBAL TERM EXISTS FOR THIS ITEM

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To provide '**Quality Homes in Quality Neighbourhoods**'

### Vision:

We are a customer orientated organisation and keep the wellbeing and satisfaction of our customers at the heart of everything we do. We have a company vision which captures our desire to aim high and provide the best possible service to all our customers:

- To deliver excellent services in all that we do
- To ensure we are customer focused
- To provide quality homes in quality neighbourhoods

### Strategic Objectives:

- Achieving excellence and having it recognised at inspection
- Improving our performance and the way we manage performance
- Ensuring we deliver value for money by making best use of our resources
- Improving our communications both internally and with others
- Ensuring we are a customer focused organisation by putting our customers at the heart of everything we do
- Maintaining and improving our assets by investing wisely and managing our stock
- Supporting communities through regeneration activities

### Our Values:

#### Fairness:

- To ensure we consistently demonstrate that equality and diversity is integral to all that we do

**Excellence:**

- To ensure that all members of our organisation carry out their day to day duties with a level of pride and confidence and encourages everyone to go the extra mile where possible

**Empowerment:**

- Ensures that staff can become involved in making a difference to the organisation and taking responsibility for their decisions. We also wish to provide meaningful consultation and participation with customers to empower them to make a difference

**Linkages:**

- Encourages the development of effective partnerships with external parties for the benefit of our customers and to increase the sustainability of our estates

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