

EHA CORPORATE PLAN 2017/18 - 'OWNING OUR FUTURE'

CORE MISSION: TO BE AN **EFFICIENT AND HIGHLY EFFECTIVE** LANDLORD ENABLING US TO **SUPPORT THE SUSTAINABILITY OF PEOPLE AND COMMUNITIES** IN THE RURAL COUNTY OF **CUMBRIA**

HOMES AND COMMUNITIES

- GOALS:**
1. DEVELOPING MORE HIGH QUALITY AND DESIRABLE AFFORDABLE HOMES
 2. PROVIDING ACCOMMODATION AND SUPPORT TO ACHIEVE/MAINTAIN TENANCY SUSTAINABILITY, INDEPENDENCE AND CHOICE
 3. PROVIDING SUPPORT (INCLUDING HEALTH & WELL BEING INITIATIVES) TO ENABLE PEOPLE TO REMAIN SAFELY IN THEIR OWN HOMES FOR LONGER
 4. WORKING TOGETHER WITH OTHERS TO ENHANCE THE LOCAL ECONOMY AND NEIGHBOURHOOD
 5. DEMONSTRATE VALUE FOR MONEY IN ACHIEVING OUR GOALS WITHIN OUR RURAL OPERATING ENVIRONMENT

VALUES: TIC CODE Teamwork, Integrity, Customer Focus, Continuous Improvement, Openness, Dynamism, Enjoyment

STRATEGIC OBJECTIVES:

G1

- a) Build, acquire, sell, maintain and improve homes driven by local demand/need.
- b) Provide the right type of accommodation in sustainable locations.
- c) Consistently provide to a good standard of repairs and other core services valued by tenants.

G2

- a) Provide long-term security of tenure.
- b) Invest in measures to assist tenants with affordability.
- c) Develop more Extra Care housing.

G3

- a) Offer supportive and preventative services to help people live independently for longer.

G4

- a) Understand residents needs and aspirations and respond with local offers and neighbourhood plans.

G5

- a) Deliver homes and services at charges that are seen as reasonable and affordable to the household.
- b) Invest in our people and organisation to deliver improved outcomes for customers.
- c) Develop a more business-minded commercial approach but that never loses sight of our social / charitable purpose.
- d) Strengthen our long term financial viability.
- e) Make effective use of technology to provide improvements in service delivery.
- f) Ensure the safety of ourselves and others we come into contact with.

CORPORATE MEASURES OF SUCCESS BY END 2018:

- i) Provide over 100 new affordable homes (between 2015 & 2018).
- ii) Maintain high levels of tenant satisfaction.
- iii) Divest of unsustainable / uneconomic properties

- i) Committed to a further new extra care development.
- ii) Strong performance on arrears / voids /bad debt.

- i) Evidence surplus generating independent living service.
- ii) Evidence surplus generating homelessness service.

- i) Evidence and report on making a difference through commitments made in local offers / neighbourhood plans.
- ii) More local lettings policies in operation.

- i) A greater number of tenants seeing their rent as good VFM (via STAR survey questions).
- ii) Regulatory compliance at least G1/V2.
- iii) Highly skilled / trained members of staff and volunteers.