

VISION

Customer focused, easily accessible, good and safe landlord services.

PURPOSE

Our purpose is to improve people's lives, supporting people when they need it. We provide good, safe, reliable landlord services to our customers in rented, shared ownership and leasehold homes, working in partnership with others in local communities.

Key Objectives...

OUR CUSTOMERS

We will improve customer satisfaction based on the following principles:

- A blend of highly specialised and centralised teams, with a growing network of local, generic colleagues, delivering core landlord services to our customers
- Promotion of digital self-service for our high-volume transactions
- Seamless and efficient customer services across all of our operational services
- A clear focus on delivering our core responsibilities and obligations to a good standard
- A rebalancing of expectations, by clarifying and specifying our offer through customer engagement and involvement
- Work with others to provide specialist housing that meets the needs of older and vulnerable people, enabling customers to remain independent and safe in their homes

OUR HOMES

We will manage our homes proactively so that we:

- Protect the health and safety of our customers and colleagues
- Maintain homes to a good and compliant standard
- Improve the energy efficiency of our homes and limit their impact on the environment
- Maximise the use of our land to deliver more homes and community facilities
- Identify poorly performing homes for disposal, to contribute to funding new developments and reinvestment in existing homes and neighbourhoods

DIGITAL EVOLUTION

We will embrace modern digital solutions to provide better services, by:

- Simplifying how we work across our Landlord services
- Developing and launching 1st Touch/360, providing the platform for effective generic and mobile working
- Developing our multi-media Contact Centre, enabling the reduction of demand and the provision of insight and intelligence to greater understand the customer voice
- Developing access to Telecare technology and aids and adaptations
- Ensuring our customers have access to digital training and support

INCOME MAXIMISATION

We will continuously refine how we manage the impact of Welfare Reform, so that we maximise our income by:

- Supporting customers to pay their rent and sustain their tenancies
- Encouraging financial independence in how we manage customer relationships
- Nurturing mutually beneficial relationships with others, such as the DWP and local authorities
- Making sure payment methods are accessible, quick and easy
- Promoting financial inclusion