



Vision

2023-2025

Corporate Plan

2023-2024

WHAT

To be Market Making in Independent Living

WHY

To #LoveWhereYouLive

**KEY PRIORITY
23/24**

**We have clear,
compliant, green
and safe investment
plans for our homes**



* Aligns to Better Social Housing Review

**Our 2023/2024
objectives are:**

- Our focus is on our home investment plans, making sure we comply with regulatory, legal and safety standards.*
- We start our investment in our retrofit 'green' plan, making more homes energy efficient for our residents.*
- We work with our residents on improved repairs and maintenance standards.*
- The next phase of our Analogue to Digital (A2D) Programme is underway.
- We complete our programme for the year for new homes, which are sold or rented.

**Our 2024/2025
objectives are:**

- Our older and studio homes, have clear, costed, long-term plans for their future.*
- We continue with our A2D Programme, gearing up to meet the 2025/26 deadline.



Outstanding Services

WHAT

To be Market Making in Independent Living

WHY

Doing our best in what matters most

KEY PRIORITY 23/24

We implement our
next phase of
Customer First



Our 2023/2024 objectives are:

- Our residents continue to be valued, diverse partners shaping their communities and services and influencing our decisions.*
- Our Tenant Satisfaction Measures keeping improving.*
- We focus on our resident's well-being.*
- More JJ residents are using our Astraline service and engaging with our research.



Our 2024/2025 objectives are:

- Our health and care research improves services and options not only for residents but also future generations.
- Our digital channels develop further with increased personalised communications.
- We create a sense of belonging for customers, continuing to build our communities across all our stock.*

* Aligns to Better Social Housing Review

WHAT

To be Market Making in Independent Living

WHY

To have strong foundations

KEY PRIORITY 23/24

**Our robust Budget,
Business and
Treasury plans are
on track**



Our 2023/2024 objectives are:

- Our robust Budget, Business and Treasury Plans provide clarity for current and future investment.
- Our data projects bring our homes and our resident information together, securely, using national data standards, driving clear benefits in decision making.*
- Our empty homes performance is improving, resulting in fewer in number and a faster turnaround.*



Our 2024/2025 objectives are:

- We deliver more Economic, Social and Governance Value.
- Astraline's innovation through digital technology is a key source of growth enabling smart investment of subsidiary profits.
- We receive compliant gradings through our Regulatory In-Depth Assessment (IDA).

* Aligns to Better Social Housing Review

WHAT

To be Market Making in Independent Living

WHY

To #LoveWhereYouWork

KEY PRIORITY 23/24

Our priorities are delivered by our **quality, customer-centric colleagues**



Our 2023/2024 objectives are:

- Our investment is customer-centric, empowering our colleagues to make decisions for the benefit of our residents.*
- Our professional learning and development is enhanced by industry and commercial partnerships.*
- Our colleagues think 'digital first'; implementing digital improvements for colleagues and residents.



Our 2024/2025 objectives are:

- We run our second MyAspirations and MyExec Programmes.
- We achieve Investors in People Platinum Status.
- We achieve Gold status from our Armed Forces Covenant.
- We are working with partners to develop our Wellbeing Academy.*