

Our Strategy and Business Plan for 2021-2026 sets out our 6 main objectives along with our vision and mission statements. These demonstrate our commitment to our residents and the communities they live in.

OUR VISION :

Where communities thrive.

OUR MISSION:

Our aim is to provide good quality affordable housing and an excellent service. We will encourage resident participation and work with other agencies to regenerate our community.



Review our governance arrangements

- Meet the agreed timetable for reviewing all policies and procedures.
- Continue to provide the Board with regular training.
- Ensure that all statutory and regulatory requirements are met, including the Scottish Housing Regulator's new Regulatory Framework and Assurance Statement.
- Implement recommendations from tenant scrutiny and internal audit reports.



Delivering excellent customer service

- Review and update our IT, Digital and Customer Engagement Strategies, learning lessons from the way we have worked through the Coronavirus pandemic.
- Work with our Service Improvement Group and Board to prepare a Communications Strategy, to ensure effective communication in all areas of our work and increase the promotion of the Association.
- Work to maintain and improve on our Investors in People and Customer Service Excellence accreditations. Continue to support wellbeing initiatives for our staff during the global pandemic.
- Review our existing targets, to maintain and improve our performance and report on these to our tenants in October 2021.
- A working group will assess the feasibility of a Community Hub (incorporating an office) by September 2022.
- Consult on and implement a new rent structure by March 2023.
- Assess the way that we work post Coronavirus pandemic, exploring a blended model of office and home working and communicate everything to our tenants in advance of any changes.
- Mark our 30th Anniversary in an appropriate way for our tenants, Board members and staff.



Manage our financial viability

- Review the Asset Management Strategy and secure additional funding, if required, to meet the requirements of the Strategy.
- Introduce a Value for Money Strategy by March 2022.
- Continue to review financial risk and reporting, taking account of the impact of the Coronavirus pandemic. Ensure that the Association's business is resilient.



Build high standard new homes

- Explore the viability of developing local sites in South West Glasgow to allow us to provide additional homes to meet housing needs and regenerate communities.
- Continue to create strong partnerships with other housing associations and developers that may lead to additional development opportunities.
- Work with public funders (including Glasgow City Council and the Scottish Government) and private lenders to secure funding for new house building.
- Review the requirement for specialist types of housing to meet the needs of existing tenants and new applicants.



Implement our Asset Management Strategy

- Review and update the Asset Management Strategy to assess the viability of our housing stock, in line with the recent Stock Condition Survey results.
- Continue to invest in our properties to ensure that they all meet the EESSH standard.
- Develop proposals to meet the EESSH2 standard by 2032.
- Address environmental quality issues in Arden by rolling out the programme of back court improvements and reviewing options for derelict sites/buildings etc.
- Devise a plan to reduce our carbon footprint by March 2022.
- Reduce our void turnaround times and overall void numbers which have risen during the Coronavirus pandemic.



Community regeneration projects

- Prepare a Community Regeneration Strategy, in consultation with our tenants, developing services to ensure that our communities are desirable places to live in.
- Ensure the successful delivery of our community regeneration projects.
- Maximise community benefits from the contracts we procure.
- Continue to support our tenants during and after the Coronavirus pandemic, focusing on tackling loneliness, isolation and wellbeing.



Our core values play an important role in influencing everything that we do and reflect the standard of the service all of our tenants should receive.

Dedicated · Aspirational · Respectful · Transparent