

Our Strategy and Business Plan for 2022-2027 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, through ongoing self assessment, including the Scottish Housing Regulator's new Regulatory Framework and Assurance Statement.
- Implement recommendations from Tenant Scrutiny and Internal Audit reports.
 - Recruit additional tenant members to the Association's Board and Service Improvement Group.
 - Ensure that the Association meets its requirements in relation to Equalities and Human Rights.



Delivering excellent customer service

- Review and implement Customer Engagement, Communication and Digital Transformation Strategies, learning lessons from the way we have worked through the Coronavirus pandemic.
- 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 2022.
- A working group will assess the feasibility of a Community Hub (incorporating an office) by March 2023.
- Consult on and implement a new rent structure by March 2025.
- 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.
 - Continue to learn from complaints received and use this learning to improve our service.



Manage our financial viability

- Review the Asset Management Strategy and secure additional funding, if required, to meet the requirements of the Strategy. Review delivery of planned maintenance programme plus the requirements of EESSH2 and the need for funding.
- Develop a Value for Money Strategy by March 2023.
- Continue to review Financial Risk and reporting, taking account of the impact of the Coronavirus pandemic. Ensure that the Association's business is resilient.
- Closely monitor rent arrears, given the increasing financial pressures on our tenants. Work to mitigate fuel poverty by maximising tenants income through welfare benefit claims and advice on fuel costs.



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 and aspirations of existing tenants and new applicants.



Implement our Asset Management Strategy

- Review and update the Asset Management Strategy by March 2023 to assess the viability of our housing stock, in line with the recent Stock Condition Survey results, repair and void trends.
- 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, including improving estate cleanliness, to ensure that all of our estates are places where residents want to live long term.
- Devise a plan to reduce our Carbon Footprint by March 2023.
- Reduce the void property turnaround times and overall void numbers.
- 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 that meet the needs and aspirations of our tenants. Investigate funding opportunities to ensure the strategy can be delivered.
- 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.
 - Liaise with Glasgow City Council on acquiring the Arden Community Hall in order to provide essential facilities for the local community. Undertake a feasibility study to establish costs.

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