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.



#### governance arrangements

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- 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.

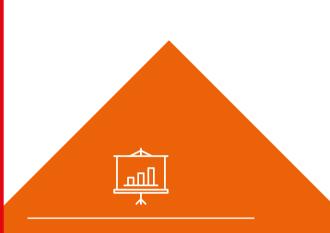


#### **Build high** standard new homes

- 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 r 1 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.



- March 2023 to assess the viability of our housing stock, in line with the recent Stock Condition Survey results, repair and void trends.
- meet the EESSH standard.



#### 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 fundina.
- 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 fuel poverty by maximising tenants income



#### Community regeneration projects

- with our tenants, developing services that meet the needs and aspirations of our tenants. Investigate funding opportunities to ensure the strategy can be delivered.
- 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



- 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 our void turnaround times and overall void numbers which have risen during the Coronavirus pandemic.



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

# **Glen Oaks Business Plan Summary** 2022-2027

