

# A Sense of Belonging

Making our community a great place for everyone





## Our Vision

**Our community is a great place for everyone where we live, learn, work and grow, with a shared sense of belonging**



# Our EPIC Values

- **Explorers**

Curious and creative, we seek out potential and find better ways to make progress

- **People & Planet**

Inclusive, human & kind, we care about the impact of our actions on others and make the most of resources

- **Integrity**

Trusted and trusting, we strive to do the right thing, to deliver on our promises and to learn from our mistakes

- **Community**

We work with others to build connection, well being and prosperity for everyone





# Our Mission

Our part in making this community a great place



## Safe, Warm & Affordable Homes

Prioritising the things that matter most to our residents and contributing to sustainability for the planet



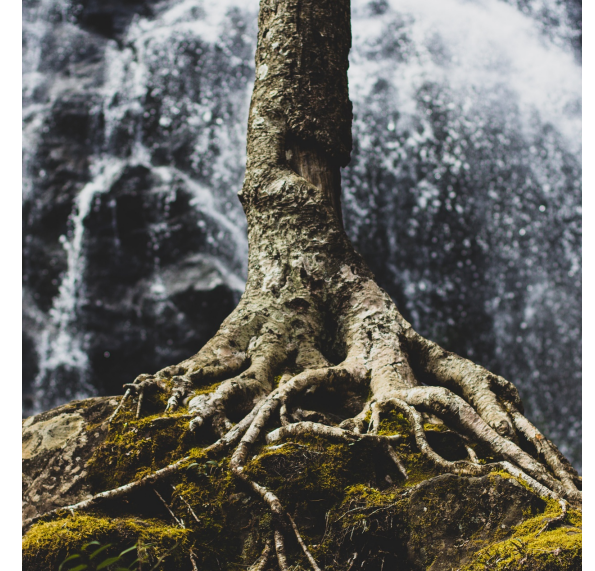
## Friendly, helpful & Effective service

Getting to know our residents and what matters to them so that we can make our services easy and convenient



## Connecting & Contributing

Creating opportunities for people to feel connected, strengthening a sense of belonging and contributing and sharing talents



## Strong Foundations

Making sure we have stable finances, inclusive leadership, empowered staff & strong governance

# Warm, Safe & Affordable Focus for 2024

**10% homes will be warmer**

**10% of homes will be safer**

**Detailed 3 year plan for all EPC C work**

**Collaboration with residents to reduce service costs**





# Friendly, helpful & effective service

## Focus for 2024

**A Co-designed repairs service**

**Involve residents in more decisions**

**Improve our offer for less able residents**

**Invest in systems that make us more reliable and efficient**



# Opportunities to connect & contribute

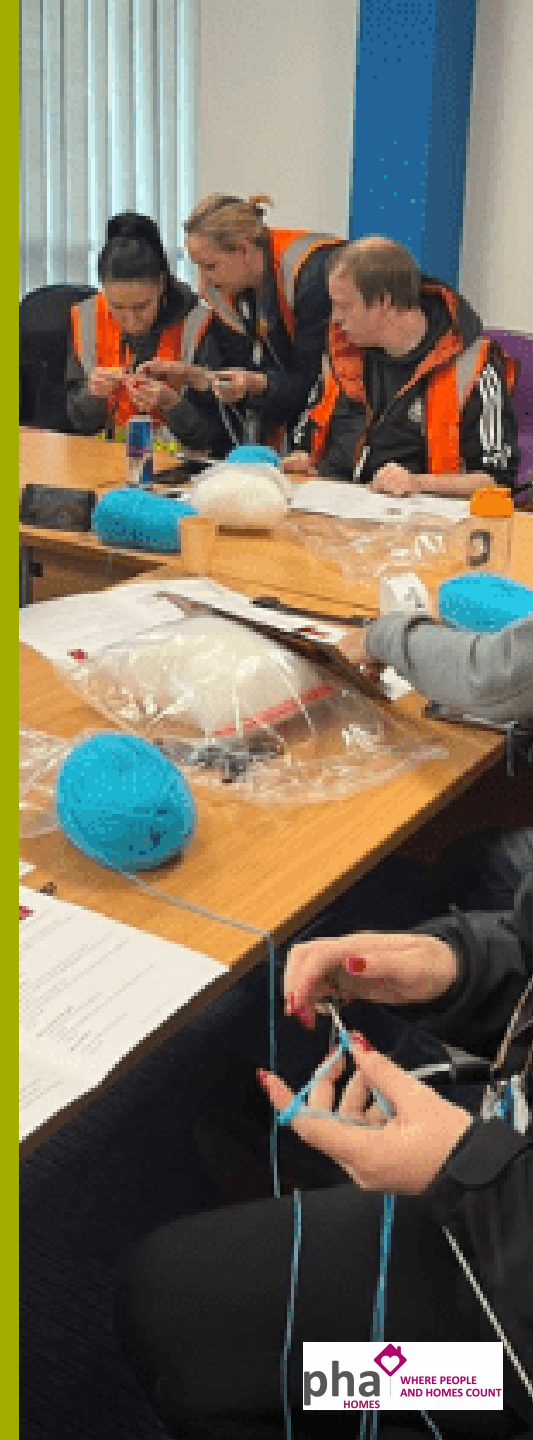
## Focus for 2024

**Volunteer! and encourage others**

**Get to know our community & its strengths**

**Help residents make the most of existing services**

**Take action to combat loneliness and poverty in our stock**



# **Build on strong foundation**

## **Focus for 2024**

**Deliver our budget & business plan**

**Deliver above average performance**

**Develop our skills and empower our team**

**Develop plans to maximise the use of our assets**



# Measuring Success

## Outcome measures

Above average performance for rent collection and debt management; warmer and safer homes, keeping to budget, 100% compliance for safety & regulation

## Improvement Measures

improving KPIs on repairs satisfaction and being easy to deal with, staff satisfaction, better repair times

## Travelling Hopefully

Stories of engagement and community impact, meaningful engagement on service costs and repairs service, revised business plan and funding strategy, positive press and feedback

