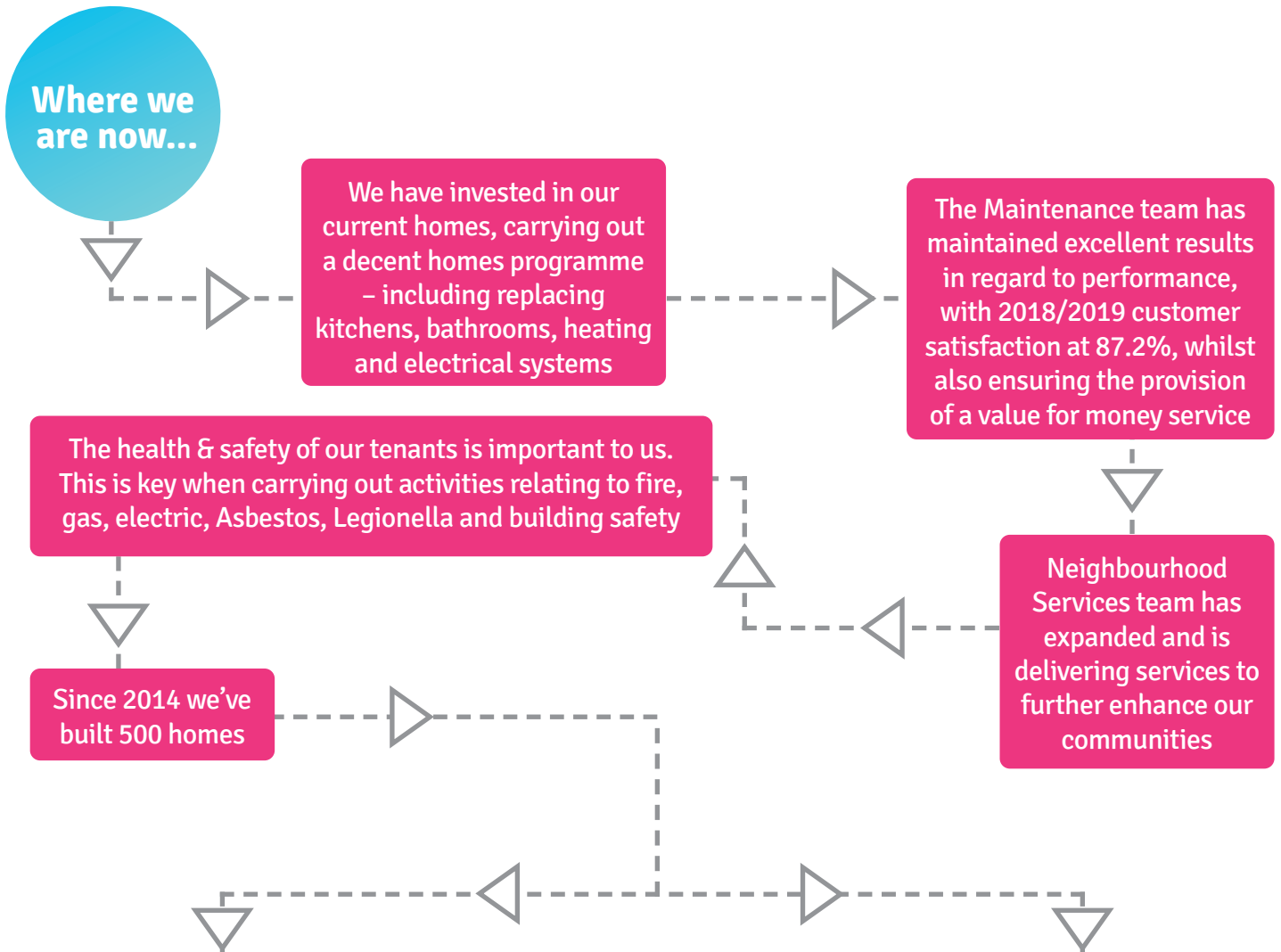


Offer quality homes - strategy on a page

This strategy sets out our vision to offer quality homes to all our customers. It details our future ambitions to make sure all our customers live in homes, neighbourhoods and communities that not only meet, but exceed their expectations.



Where we want to get to...

- Enhance our environments to make them places people want to live
- Invest in our existing homes to meet the needs of our customers
- Build new homes to help address housing need

We'll know we've succeeded when:

- 90% of customers are satisfied with the neighbourhoods they live in
- 97% of customers are satisfied with the maintenance service, 90% of customers' repairs are completed right first time and 90% of customers are satisfied with their home at the time of letting
- 225 new homes built each year for the next 10 years

