

Be a great landlord - strategy on a page

This strategy looks at how we can fulfil our ambitions to ensure that our landlord service not only meets but exceeds our customer expectations. **Over the next three years this strategy will move Ongo from being a good, to a great landlord.**

Where we are now...

We currently have a housing stock of almost 10,000 properties. The majority of our stock is in North Lincolnshire but we also have properties in Lincolnshire, South Yorkshire and Nottinghamshire. We provide homes for around 25,000 people

We have a number of ways for our customers to get involved in helping us to improve our services. Our recognised tenant body, Community Voice group is an integral part of our governance structure and approves all our customer

Our 'Rent First' culture, together with our excellent benefit and money advice services have led to our top-quartile performance on current tenant rent arrears at a time of customer migration from Housing Benefit to Universal Credit

We are working hard to improve our digital offer and have a number of online digital options for tenants and customers to utilise

We have an excellent track record in delivering customer service

Where we want to get to...

- Involving more customers in decision making
- Providing excellent services to our customers
- Running an efficient landlord service

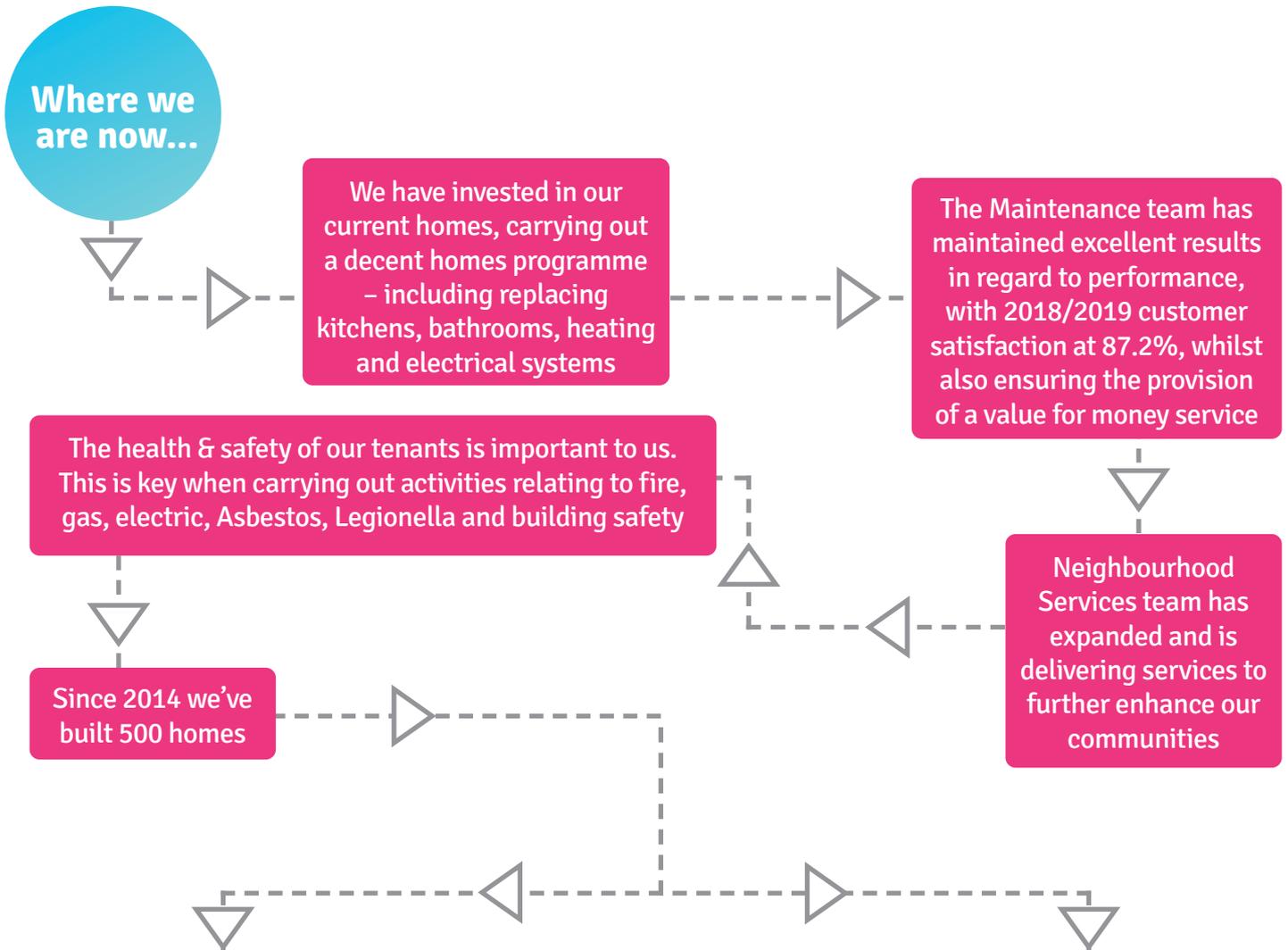
We'll know we've succeeded when:

- Customer satisfaction for listening and acting on customer's views is upper quartile (min. 80%)
- Customer satisfaction for enquiries being dealt with first time is 95%
- 75% of our enquiries are digital
- Satisfaction with the landlord service is upper quartile (min. 90%)
- The average days to let a property is 28 days
- Current rent arrears do not exceed £750K



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



Create opportunities - strategy on a page

This strategy shows how we will develop a clear customer journey across Ongo, creating opportunities for tenants and customers. **We want people to sit up and say ‘wow, what a difference Ongo makes’.**

