

Corporate Plan

2024 – 2029

Our 5-year targets



ongo

By 2029...	24/25 actuals	24/25	25/26	26/27	27/28	28/29
We will make sure tenants are safe in their homes by aiming to be 100% compliant with all relevant health and safety inspections	88.68%	100%	100%	100%	100%	100%
Ongo will be 100% compliant with the Decent Homes Standard	100%	99%	100%	100%	100%	100%
At least 90% of tenants will be satisfied that their home is well maintained	66%	70%	70%	75%	83%	90%
At least 90% of tenants will be satisfied that their home is safe	71.4%	75%	75%	80%	85%	90%
At least 90% of tenants will tell us their communal areas are clean and well maintained	64%	70%	70%	75%	85%	90%
At least 90% of tenants will be satisfied that Ongo makes a positive contribution to their neighbourhood	56.2%	61%	61%	71%	83%	90%

Be a great
landlord



**Be a great
landlord**



By 2029...	24/25 actuals	24/25	25/26	26/27	27/28	28/29
At least 90% of tenants will be satisfied with the time taken to complete their most recent repair	58.2%	65%	65%	78%	85%	90%
At least 90% of tenants will tell us they are satisfied with the overall repairs service	66.3%	70%	70%	75%	85%	90%
At least 97% of reported emergency repairs will be completed within the agreed timescales	84%	88%	88%	91%	94%	97%
At least 90% of reported non-emergency repairs will be completed within the agreed timescales	69.6%	74%	74%	78%	85%	90%
At least 80% of tenants will tell us we keep them informed	58.9%	63%	63%	68%	75%	80%
At least 80% of tenants will be satisfied that we listen to them and act on their views	53%	58%	58%	64%	74%	80%
We will continue to complete stock condition surveys on all our properties on a 5-year cycle	84%	80%	100%	100%	100%	100%
Improvement work plans that are easy to access by tenants will be published annually	-	-	Partial	Partial	✓	✓
Neighbourhood estate maintenance plans that are easy to access by tenants will be published annually	-	-	Partial	Partial	✓	✓
Ongo Homes will provide tenants with access to their property and tenancy information	✓	✓	✓	✓	✓	✓



By 2029...	24/25 actuals	24/25	25/26	26/27	27/28	28/29
Overall customer satisfaction will be at least 90%	66.9%	73%	73%	77%	85%	90%
The majority of tenants that have made a complaint in the last 12 months will be satisfied with our approach to complaint handling	28.2%	36%	36%	40%	48%	51%
Our numbers of complaints will be better than top quartile: stage 1 complaints per 1000 properties	49.9	23.7	23.7	Quartile 1	Quartile 1	Quartile 1
Our numbers of complaints will be better than top quartile: stage 2 complaints per 1000 properties	5.8	4.10	4.10	Quartile 1	Quartile 1	Quartile 1
The number of formal investigations by the Housing Ombudsman will be reduced	13	-	=/< 11	=/<10	=/<9	=/<8
We will respond to all stage 1 complaints within the Complaints Handling Code timescales	97.3%	100%	100%	100%	100%	100%



By 2029...	24/25 actuals	24/25	25/26	26/27	27/28	28/29
We will respond to all stage 2 complaints within the Complaints Handling Code timescales	75.4%	100%	100%	100%	100%	100%
At least 80% of tenants will tell us that we treat them fairly and with respect	67.9%	70%	72%	75%	77%	80%
At least 90% of new tenants will be satisfied with the overall condition home at the time of letting	89%	90%	90%	90%	90%	90%
At least 60% of tenants will tell us they are satisfied with our approach to handling anti-social behaviour	50.7%	50%	53%	55%	57%	60%
All our colleagues will have the relevant qualifications required to do their job as defined by the Social Housing Act	-	-	50%	100%	100%	100%
Colleagues will have completed all the mandatory learning and development opportunities required to continue their professional development	72%	95%	95%	100%	100%	100%

By 2029...	24/25 actuals	24/25	25/26	26/27	27/28	28/29
Our employee engagement scores will improve each year from 2024 to 2029 and we aim to be a 3-star employer as scored through the Best Companies survey	2 star	2 star	2 star	2 star	2 star	3 star
Our digital systems will complement each other to ensure colleagues are able to carry out their roles effectively, efficiently and consistently	-			A survey will be developed to send out to all colleagues, so we understand the baseline. Feedback will be analysed and followed up which will then inform the future strategic improvements		
All tenant and customer data will be regularly reviewed to ensure we deliver services at the right time, making reasonable adjustments when and where required to meet the customer need	-	-	✓	✓	✓	✓
Our workforce, including leaders and our Board will be representative of the communities we serve	-			The EDI roadmap will be reviewed during 2025/26 with new objectives and targets to be included which will inform the CP targets for this element.		
Ongo Homes Group will aim to invest at least £5m in community projects and create training, wellbeing and employment opportunities for at least 3,500 tenants and customers	-	£1m Income/700 supported	£1m Income/700 supported	£1m Income/700 supported	£1m Income/700 supported	£1m Income/700 supported
For every £1 invested, we aim to achieve at least £15 social value, measured using the Housing Association Charitable Trust (HACT) methodology	£15.26	£15	£15	£15	£15	£15

Customer
focus





By 2029...	24/25 actuals	24/25	25/26	26/27	27/28	28/29
We will add at least 1,200 new homes to our housing stock	260	284	213	223	222	240
We will own a variety of type of homes to enable us to meet demand and household need	✓	✓	✓	✓	✓	✓
The percentage of new developments to meet the highest energy efficiency level of A	44%	-	36%	55%	19%	21%
We will maintain an appropriate accreditation in demonstrating our commitment to sustainability	Maintain SHIFT silver status	Maintain SHIFT silver status	Maintain SHIFT silver status	Maintain SHIFT silver status	Maintain SHIFT silver status	Maintain SHIFT silver status
We will aim for all existing properties to meet at least EPC rating C	85.8%	80%	88.5%	90%	95%	100%
Our commercial businesses will be making combined profits in excess of £500,000 year on year and these profits will be used in support of Ongo’s corporate objectives	£558k	£449K	£403K	484k	495k	491k
We will remain a well governed and financially sustainable business remaining fully compliant with all regulatory standards and gradings	V1/G1	V1/G1	V1/G1/C1	V1/G1/C1	V1/G1/C1	V1/G1/C1