

Corporate Plan

2024 – 2029



Year 2 annual plan
2025-2026

Strategy theme	Area of focus	Specific project(s)	Owner	Due date
Homes are safe and secure, in good repair located in clean, well-maintained areas	We make best use of the data we hold to inform our improvement and maintenance works	Completion of stock condition surveys for all our stock	Director of Property Head of Assets & Sustainability	31/03/2026
		Use stock condition survey data to inform work plans and share appropriate plans with tenants		
		Develop, consult on and publish our Strategic Asset Management Plan		
Timely repairs that can be tracked	Improvement of the repairs service	Continue to improve in meeting repair timescales ensuring compliance with statutory timescales and improvement in meeting the timescales published for emergency and non-emergency repairs in the Ongo Homes Maintenance Policy	Director of Property Head of Maintenance & Building Safety	
		Carry out a strategic review of existing repairs and maintenance systems. Defining our existing and future requirements and making relevant proposals in order for us to achieve those requirments	Director of Property Head of Technology & Innovation	
Clear Communication	Using feedback to improve services	Implementation of the Customer Journey Action Plan for responsive repairs.	Head of Maintenance & Building Safety	

Be a great
landlord



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Having a customer focussed culture at Ongo and being totally committed to our values and the work we do	Positive complaints culture	Using customer feedback to improve services and customer satisfaction.	Director of Customer Services Head of Customer Experience	31/03/2026
	Delivering excellent customer service	Ensure our tenant information is accurate and up to date by having a robust approach to data management ensuring what we collect has a purpose, that we increase our data collection touch-points, we improve the integrity of our data and that we use this data to shape services and improve the customer experience.	Head of Customer Experience Head of Technology and Innovation	
	Inclusive, accessible services ensuring positive outcomes	Implementation of the Our Neighbourhoods operating model	Director of Property Director of Customer Service	



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Investment & growth - properties	Building and acquiring new homes	Develop, consult on and publish our Strategic Development Plan	Director of Property Head of Development & Sales	31/03/2026
Financial stability and governance	Sustainable, efficient and Value for Money business operations	Ensure growth within the commercial companies to increase profit to support Ongo Communities	Director of Resources & Commercial Head of Commercial	

