

# OUR PURPOSE:

## Helping improve lives

For the next five years our purpose will be achieved by concentrating on these priorities:

# OUR PLAN AT-A-GLANCE

### Priority Objective 1:

## BE A GREAT LANDLORD

#### Delivered by these key projects:

- Launch a new tenant charter
- Review our Allocations Policy
- Simplify our complaints process
- Increase repair efficiency, right 1st time and customer satisfaction
- Prepare for Universal Credit

#### Outcomes

Customers are clear what they expect from us - and us from them. They have sustainable tenancies and tell us we deliver a great service, which we can show is good value for money.



### Priority Objective 2:

## INVEST IN AND ENHANCE EXISTING HOMES

#### Delivered by these key projects:

- Commission stock condition survey
- Review investment needs of sheltered housing
- Dispose of empty low return, loss-making and selective high market value stock

#### Outcomes

Our homes are safe, warm, updated and make for easy letting.



### Priority Objective 3:

## BUILD 750 NEW HOMES ACROSS ALL TENURES

#### Delivered by these key projects:

- Arrange additional £25m borrowing facility
- Run a modular construction pilot
- Develop standard floor plans
- Set Trust approach to new build quality and affordability

#### Outcomes

We have built 750 great quality homes mainly for affordable rent and a third for market rent and sale.



### Priority Objective 4:

## CREATE GREAT PLACES TO LIVE

#### Delivered by these key projects:

- Creating, publishing & delivering ambitious regeneration plans for Macclesfield Town Centre & Moss Estate

#### Outcomes

Sunderland Street becomes a vibrant multi-tenure residential quarter Moss Estate has a better housing mix and pockets of high density, high quality, new places

