

# Homes to improve lives

Mission

Vision

Values

Goals



THAMES VALLEY HOUSING

CORPORATE PLAN 2009-12

# Our mission and vision

## **Our mission:**

To improve the opportunities people have in life through providing good quality, affordable homes.

## **Our vision:**

We are a leading provider of homes in communities where people are proud to live. We are ambitious for our customers so we invest in good quality homes and services to respond to our customers changing needs and housing aspirations. We are known for our ability to form partnerships to get things done.



# Our Values

## Our values:

Thames Valley Housing's core values are embedded in everything we do. They represent our commitment to "REACH for excellence":

- ▲ **Respect** - value and respect others' individuality and culture
- ▲ **Enabling change** – inspire people to make things better
- ▲ **Accountability** – be open and take responsibility in what we do
- ▲ **Customer focused** – understand the aspirations of our customers
- ▲ **Honesty** – flourish in a transparent environment of trust and integrity



# Providing quality services

Our strategic objectives are based on three priorities to:

1. **Provide high quality services to all our residents;**
2. **Achieve sustainable growth;**
3. **Thrive as a business.**

Each of our corporate goals feed into these strategic priorities.

Our key goals over the next 3 years are:

## 1. **Provide high quality services to all our residents**

- ▲ To improve customer satisfaction.
- ▲ To continuously improve the quality of our services and homes, reflecting our residents' needs and aspirations.
- ▲ To listen to residents and act on their views, putting them at the centre of service delivery.
- ▲ To contribute to and improve the local communities in which we work.



# Achieving sustainable growth

## 2. Achieve sustainable growth

- ▲ To provide a range of quality affordable rented homes.
- ▲ To be innovative and creative in current market conditions, to enable the development of new housing products.
- ▲ To develop our own brand of TVH homes.
- ▲ To embrace eco-efficiency in the development and management of homes and services to our customers in their communities.
- ▲ To manage our assets and rationalise our areas of operation enabling further growth in our core areas.



# Thriving as a business

## 3. Thrive as a business

- ▶ To ensure we are effectively governed and accountable.
- ▶ To work in partnership with local authorities and key stakeholders.
- ▶ To enhance our use of technology to improve customer services and maximise efficiency.
- ▶ To maintain financial capacity to fund our objectives.
- ▶ To develop the skills and abilities of our staff, board members and residents to be an employer and landlord of choice.
- ▶ To deliver good value for money.
- ▶ To embrace diversity in the way we provide our services.
- ▶ To promote the work of TVH to all of our customers and stakeholders.





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