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CORPORATE PLAN 2015-18

Our goals
and objectives
for the next
three years ▶

A lot can happen in three years.

We've seen £12bn in welfare cuts, grant steadily disappear, the cost of construction and staffing rise, new players in the Private Rented Sector, and an ever increasing demand for housing. A lot more will happen in the next three years. At TVH we want to be ready for this; we want to be at the front of the race.

In order to do so, we have established new strategic objectives and goals that will take us forward and prepare us for the challenges ahead. To achieve those we have scoped out projects and milestones that will guide us along the way.

This is why we have a Corporate Plan – to be ready for whatever comes our way in the next three years, and push ourselves to keep working hard and innovating to deliver our vision and mission.



Geeta Nanda, Chief Executive



Our **Mission:**

For everyone to have the chance to build their lives from a base of a good home.

Our **Vision:**

To provide good quality affordable homes and invest in communities.



Deliver a Great Landlord Service

We want to be the best we can be for our residents.

- ▶ We'll develop new strategies for customer service and communications that encompass digital change.
- ▶ Measuring how satisfied residents are is important, but we want to evolve how we do this so that the results drive real improvements to our services, especially for Leaseholders.
- ▶ We want to support the work of our new Resident Scrutiny panel and evaluate the work they do.
- ▶ We'll successfully deliver on a range of large scale projects, like the Woking PFI and re-procurement of our gas safety contract.
- ▶ Focussing on our new repairs partnering contract with Axis to further improve efficiency and effectiveness will be a priority.



Support Residents and Communities

We want to build on the work we're doing with residents and communities.

- ▶ Our Employment and Training initiatives are very successful – we'll develop the scale and our approach to these to make them even more so.
- ▶ As Universal Credit is introduced, we'll make sure any residents who are affected are properly supported.
- ▶ We'll research and create a customer-facing affordability model for housing options.



Grow the Business

We want to diversify the business' income stream through new partnerships and opportunities.

- ▶ We'll deliver a merger that increases opportunities for TVH, its customers and external stakeholders. The main aim will be to increase our capacity to deliver new homes to those that need them.
- ▶ Growth targets for both Opal and Fizzy Living will be met.
- ▶ We want to identify at least one new commercial investment opportunity.
- ▶ We'll deliver our intermediate sales revenue targets, including extending Shared Ownership Plus to a wider area and existing customers.

FIZZY



Digital Transformation

We want to continue improving the digital tools and services we offer our staff and residents.

- ▶ We'll create and deliver a digital transformation strategy, such that this becomes "the normal way of working" and not a website project.
- ▶ We'll make our online customer services, MyTVH, so good that people who can, choose to use it.
- ▶ Via MyTVH, we'll develop tools that staff love, enabling real mobile working.
- ▶ Developing skills will be a priority, including new digital ones for staff, and updating our leadership and management approaches for the networked digital age.
- ▶ Our decisions will be driven by data.
- ▶ We'll improve efficiency through user [customer] design and access to information for front line staff.



Maintain Organisational Capacity

We want to sustain our capacity to drive the business forward.

- ▶ We'll secure the capacity and funding required to enable our growth ambitions.
- ▶ We want to make sure the best people join TVH and want to stay. We'll ensure our reward package, culture and professional development opportunities are attractive and competitive.
- ▶ Remodelling the office space will enable us to increase our head count and new ways of working.
- ▶ Equality and diversity principles are very important and we'll ensure they continue to be embedded across the organisation.

