

Our Offer To You

1

Our Home Offer
Building, improving and maintaining properties.

2

Our Personal Support Offer
Providing the right services.

Each year we set out an ambitious programme to improve the services we offer to you. Details of the achievements made so far, along with our performance are available online in our Annual Report and Corporate Responsibility Report.

Looking to the future, we will invest in things that you have told us are most important to you. Our aim is to make your life as fulfilled as possible, whatever your age, whether you are a tenant or resident, private or commercial customer or looking for training or employment.

These are our four key offers to you.

- 1. Our Home Offer**
Building, improving and maintaining properties.
- 2. Our Personal Support Offer**
Providing the right services you want.
- 3. Our Online Offer**
Accessing a 'bigger life'.
- 4. Our Eco Offer**
Promoting a sustainable lifestyle.

We will:

- Build new, modern and affordable homes
- Offer improvement works to the external fabric of your home, including boundaries, roofs, external insulation and pointing.
- Support and promote home ownership through Shared Ownership and homes for sale.
- Continue to improve the standard of our rented properties.
- Encourage people to 'Love Where You Live' and carry out environmental projects to improve the neighbourhood including upgrading local community centres.
- Offer partnership opportunities for local businesses that offers them value for money.

We will:

- Offer you Care Link and Emergency Response Services to give peace of mind 24 hours a day.
- Provide tailored support services to you to ensure you can live independently in your own home for as long as possible.
- Invest in skills and enterprise academies to improve access to opportunities to increase your skills and chance of employment.
- Offer services that give value for money to our customers - whether they are our tenants or not.
- Offer community grants to help sustain your neighbourhood.

3

Our Online Offer

Accessing a 'bigger life'.

We will:

- Widen the access to the internet and online services.
- Support you to get online to access all the benefits it brings including buying cheaper goods at competitive prices.
- Help you manage your money, access benefits more easily, look for jobs and keep in touch with friends and family online.
- Help you access online banking and financial services to avoid high interest loans such as 'doorstep' and 'payday' lenders.
- Support local businesses by offering 'start up' and ongoing advice, training and employment opportunities.

4

Our Eco Offer

Promoting a sustainable lifestyle.

We will:

- Help you save money on your fuel bills by offering more efficient heating and energy products such as solar panels.
- Invest more in insulating properties, whether you own or rent from us.
- Build new homes to our Green Standard to enable you to control your own energy and water use to reduce your bills.
- Improve our district heating systems to help reduce your fuel bills and reduce our carbon emissions.
- Work with partners to develop new energy sources.
- Reduce paper usage by sending communications electronically.
- Help you understand what sustainability means and how you can be more energy efficient wherever you live.



Vision
to create confident communities

Mission
to inspire, transform and
promote excellence

Values
to be creative, inclusive and
work with integrity