

## Our mission statement

**Working with residents to deliver quality homes in strong communities**

## Our objectives

### **Working With Residents**

- ★ Provide customer focused, high quality services to our residents
- ★ Ensure effective communication and consultation with all residents using plain English
- ★ Make services available and easily accessible to all the community, including “hard to reach” groups
- ★ Empower and encourage residents to participate in and shape the services they receive
- ★ Consult on and publish clear, challenging and measurable standards for all service areas
- ★ Use complaints and customer feedback positively to learn from and improve services

## **Strong & Sustainable Communities**

- ★ Enable residents to shape the communities in which they live
- ★ Encourage a strong sense of place
- ★ Meet the respect standard
- ★ Meet the Council's clean, green and safe objectives
- ★ Act as a lead exemplary landlord within our community
- ★ Support a healthy and diverse community
- ★ Develop social and financial inclusion
- ★ Provide well maintained and safe estates

## **Excellent Services**

- ★ Remain a 3\* excellent service deliverer
- ★ Set, maintain and review service standards with residents
- ★ Provide resident focussed services
- ★ Empower our staff through team building and training, to deliver excellence
- ★ Be an outward looking, learning organisation at the forefront of innovation and development in the housing sector
- ★ Develop strategic partnerships with other excellent providers

## **Value For Money**

- ★ Maximise choice and value for money for all residents
- ★ Achieve year on year efficiencies
- ★ Benchmark against our peers
- ★ Identify opportunities for income through new business
- ★ Maximise income from existing sources
- ★ Achieve savings through smart procurement
- ★ Raise organisational focus on value for money
- ★ Work with all our partners to provide best value, quality solutions and continuous improvement across all services

## **Quality Homes**

- ★ Achieve the Poole Standard of Decent Homes by 2010 and maintain beyond
- ★ Provide safe, energy efficient, and well maintained homes
- ★ Support residents to look after their home and environment
- ★ Provide “homes for life” to support independent living

