

Strategic Plan 2018 – 2021

Goals

Actions

1. Successful tenancies; cohesive communities

- 1.1 Drive a service culture across our business
- 1.2 Deliver high quality tenancy and property management service
- 1.3 Support tenants to achieve personal wellbeing
- 1.4 Improve digital access for tenants
- 1.5 Build cohesive communities in collaboration with our tenants and partners
- 1.6 Measure the impact of our housing and services

2. Growth in high quality affordable housing

- 2.1 Complete our existing affordable housing projects
- 2.2 Deliver new affordable housing, including housing for the aged and NDIS
- 2.3 Continue to build on our partnerships to increase affordable housing
- 2.4 Explore new opportunities to add to our services and to increase housing supply
- 2.5 Explore stock transfers and mergers
- 2.6 Ensure our new housing meets environmentally sustainable standards
- 2.7 Continue a strategic whole-of-life approach to asset management
- 2.8 Explore options to retrofit our existing housing where possible and viable

3. Enterprising organisation

- 3.1 Maintain strong corporate governance and organisational management
- 3.2 Maintain strong financial management and operational performance
- 3.3 Attract, recognise, reward and retain quality staff
- 3.4 Implement and embed technologies that support strong performance
- 3.5 Increase awareness of our value proposition and build a strong brand