

# OUR VISION

Satisfied Tenants – Quality Homes – United Communities

## WHAT WE WILL DO

### Improve customer service and increase customer influence in our service delivery

- Improve our anti social behaviour service increasing tenant satisfaction.
- Improve the repairs service increasing efficiency, effectiveness and tenant satisfaction.
- Improve our complaint handling culture.
- Develop and implement a vulnerable customer policy.
- Develop a customer service strategy based on feedback from the institute of customer service.
- Develop and deliver a programme of tenancy visits.
- Review our tenant engagement strategy.
- Develop and deliver our communications strategy.



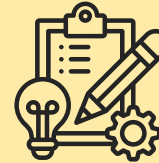
### Improve data governance

- Upgrade our housing management system to ensure it is fit for purpose.
- Establish a robust Data Management Framework grounded in knowledge and information management (KIM) principles.
- Improve the quality of the data we hold on our tenants and use this data in service delivery and decision making.
- Improve data quality and reporting in the homelessness and housing options service.



### Ensure we have a sustainable Business Plan

- Continue to develop and deliver a viable 30 year business plan.
- Identify and deliver efficiency savings in both the Housing Revenue Account and the housing general fund.
- Review service charges.
- Increase rent collection and promote a positive payment culture.
- Develop and deliver a procurement pipeline.



### Improve the quality of our homes

- Develop an asset management strategy.
- Carry out a rolling programme of stock condition and retrofit properties to ensure we fully understand the condition of our homes.
- Develop and deliver 3 year capital investment programme.
- Improve our access to homes across repairs, assets and compliance.
- Deliver the plan to reduce number of outstanding EICRs bringing all homes within the 5 year programme.
- Deliver the plan to reduce number of outstanding fire remedial actions.



### Improve staff satisfaction

- Improve staff satisfaction for “this is a place I feel valued” and “managers discuss training needs”.
- Build a consistent value- led service culture where staff at all levels are aligned around shared behaviours, accountability and a strong customer focus.



### Prevent and reduce homelessness and rough sleeping

- Develop new Homelessness Prevention Strategy and action plan.
- Review and refocus service to align with early prevention work and outcomes from the service.
- Work with the private rented sector team to embed the renters right act
- Commission our rough sleeper support services.



### Provide safe and decent temporary accommodation

- Increase access to suitable and adequate temporary accommodation.
- Deliver the bed and breakfast elimination plan.
- Deliver Local Authority Housing Fund rounds 3 and 4.
- Increase move on from temporary accommodation.



### Review housing allocations and housing register

- Reduce backlog of housing applications.
- Working in partnership review the allocations policy and make sure it is fit for purpose.



## HOW WE WILL KNOW WE HAVE ACHIEVED IT?

- Increase in percentage of tenants satisfied with Bury Council as their landlord - Increase from 70% to 85% by 2029.
- Increase in staff satisfaction with this is a place i feel valued - Increase from 53% to 75% by 2029.
- Increase in satisfaction that home is well maintained - Increase from 67% to 85% to 2029.
- Increase in satisfaction that home is safe - Increase from 70% to 85%.
- Eliminated the use of Bed and Breakfast as temporary accommodation - No families in bed and breakfast by 2029.
- Increase in homelessness prevention outcomes.
- Data on tenants and services and feedback from tenants being used to inform service improvements - All decisions and service improvements informed by data and feedback.

