



# St Georges Community Housing - Strategic Aims

The Mission Statement of SGCH is:

“St Georges Community Housing will work in partnership with the Council and its residents to develop a district and community where people are proud to live. We will do this by providing excellent customer-driven services and ensuring Decent Home funding is available to the district”.

## EXCELLENT CUSTOMER-FOCUSED AND ACCESSIBLE SERVICES

- Aim to be the best and achieve excellence in government standards
- Excel in customer service relations
- Are viewed positively by residents

## INVOLVING AND EMPOWERING RESIDENTS

- Ensure residents' views are influential in shaping current and future services
- Are able to demonstrate that the customer is important and that their opinions count
- Has an effective communication strategy, which enables customers to be well informed, participate and challenge service delivery

## FINANCIAL MANAGEMENT

- Manage resources within available budgets
- Provide value for money demonstrating that we have maximised the use of all resources and delivered efficiency gains
- Align resources to improve customer-facing services

## ASSET MANAGEMENT AND DECENT HOMES

- Delivers Decent Homes by 2013
- Gets the job done first time
- Achieves the right balance of responsive to planned repairs

## REGENERATION AND SUSTAINABILITY

- Has an effective and preventative approach to tackling crime and anti-social behaviour
- Supports the regeneration of the Royal Court, Five Links, Fryerns and Craylands estates
- Has a planned approach to estate environmental improvements

## BECOMING A LEARNING ORGANISATION AND AN EMPLOYER OF CHOICE

- Has a modern and flexible approach to improving services
- Has a positive and inclusive approach to staff development ensuring service delivered by well trained staff, supported by skilled, competent managers
- Embraces the diversity of the local community, which is reflected in the services provided and the staff employed to deliver those services



A strong future together - investing in homes, neighbourhoods and lives