

Customer focussed.

Providing good landlord services that are customer focussed, accessible, reliable and safe.



VISION

Customer focussed, easily accessible, good and safe landlord services.

PURPOSE

We will deliver reliable housing services, by listening to our tenants, leaseholders and shared owners and learning from them, modernising what we do and reaping the benefits from new technology. Alongside this we will maintain our homes to a good standard, maximise income, improve our productivity and manage our stock effectively so we can invest in homes and services.

Key Objectives...

OUR
LANDLORD OFFER

We will modernise our service delivery model based on the following principles:

- A blend of highly specialised and centralised teams, with a growing network of local generic colleagues, delivering core landlord services to tenants, leaseholders and shared owners
- Promotion of digital self-serve for the majority of our high volume transactions
- Seamless and efficient customer services across all the operational services
- Clear focus on Aster delivering core landlord responsibilities/obligations to a good standard
- A rebalancing of customer/landlord expectations – clarifying/specifying our offer through customer engagement and involvement.

ASSET
MANAGEMENT

We will manage our stock proactively so that we:

- Maintain stock to a good and compliant standard
- Improve the energy efficiency of the stock and limit its impact on the environment
- Protect the health and safety of our customers and colleagues
- Maximise the use of our land holdings and dispose of assets that offer no strategic or social value
- Dispose of properties, targeting poorly performing stock and high value properties, which will make a contribution to funding new development and reinvestment.

DIGITAL
TRANSFORMATION

We will embrace modern digital solutions so that our landlord service become more effective, agile and responsive. The priority projects enabling a 24/7 self-serve provision for customers and colleagues are as follows:

- Simplifying our repairs and maintenance processes – making things easier
- Implementing 1st Touch / 360 providing the platform for effective generic / mobile working
- Simplifying housing management workflows on the Hub – again making working life easier
- Storm – multi-media contact centre driving demand reduction

RENT FIRST

We will continuously refine how we manage welfare reform and maximise our income streams by:

- Robustly collecting rents, service charges and cost of doing customer responsibility work
- Supporting customers (where it's needed) to pay their rent and sustain their tenancies
- Nurturing mutually beneficial relationships with others, such as the DWP
- Creating capacity to successfully manage 8,000 + customers on Universal Credit
- Encouraging financial independence in how we manage customer relationships
- Increasing % of people who pay their rent via DD.