



Business Strategy Summary

Mission		
<i>To be a well-respected housing provider, increasing the supply of new homes and contributing to economic and social well-being.</i>		
Vision	Values	
By 2020 SLH will be providing quality homes and services across a range of tenures and will have contributed significantly to providing homes that are needed in the South Lakes area and beyond. It will be efficiently run and have the people, processes and culture that ensures sustainable good customer relationships. SLH will be recognised as a valuable social business, operating for social good. It will be valued as a key partner within South Cumbria and will have effective links with Local Government, Health, and the business community. How we deliver and procure our activities will contribute to local economic sustainability.	Our core values are: <ul style="list-style-type: none"> • Listening • Pride • Integrity • Working in partnership • Respect 	
Objectives	Top 3 Actions	Top 3 KPIs
1. Providing good and cost effective management of our properties.	A plan for all assets Older persons offer Digitalised self-service	Cost per property Decent homes % customer digital transactions
2. Increasing our portfolio.	Build /acquire 30 new homes pa Develop sales/shared ownership Develop our garage sites	Number of new homes built/acquired Time taken to let new homes / sales RTB sales/clawback reinvested
3. Developing commercial and partnership opportunities.	Establish a CSV with Cumbrian landlords Consider forming a Joint Venture company with SLDC for new homes development Evaluation process to determine future partnership and merger opportunities	Amount saved by in-house provision (project team and others) Cost of borrowing through SLDC compared to own funding price Income received from other activities
4. Improving the running of our business.	Implement the recommendations from the Governance Review fully by 2018/19 Revise Terms and Conditions Refinance and obtain flexibilities	Annual top rating from the Regulator for Governance Housemark VFM Scorecard Amount of borrowing/capacity