

## ***Our Mission and Core Aims***

In 2006 A1 Housing developed its Mission, Core/Long Term Aims and Values with Board Members and Staff.

### **Our Mission**

*Is to work in partnership with local people to deliver quality homes and support sustainable neighbourhoods*

### **Our Core/Long Term Aims are:**

#### **Core/Long Term Aim One is ...**

**... to provide high quality, warm and well maintained homes...**

... by using new and existing resources efficiently, effectively and using modern best practice to bring all homes up to the Decent Homes standard by 2013 and to keep them well-looked after.

#### **Core/Long Term Aim Two is ...**

**... to be a resident-led organisation providing fair, accessible and equal services...**

...by involving tenants, leaseholders and other customers and responding to their aspirations and their needs and respecting the diversity of all our customers.

#### **Core/Long Term Aim Three is ...**

**...to provide an excellent and seamless service...**

by using best practice and innovation to ensure that all our services are effective, efficient, well co-ordinated and achieving high levels of customer satisfaction.

#### **Core/Long Term Aim Four is ...**

**...to play our part in community leadership...**

...by working with partners to help tackle community issues such as safety, anti-social behaviour, homelessness, transient workers and the environment.

#### **Core/Long Term Aim Five is ...**

**...to be an ambitious and well-run organisation...**

...with a high performing, business-focused style with an increasingly strong local and national reputation and a skilled, motivated, flexible and customer-focused workforce.