



Stoke-on-Trent Housing Society

Our Vision and Values

1) To provide quality and affordable housing options for local people that are sustainable.

- Our lettings process will consider the needs of the local community with an emphasis on creating balanced communities
- Our housing team will work hard to manage our neighbourhoods, keeping them, clean and tidy and offering support and sign posting services to residents to help them to live well in their homes
- We will strive to improve both the quality and value of our services by listening to feedback, by being innovative in our approach to services and by considering best practice
- Our rent and service charges will offer value for money

2) To maintain our stock to a high standard whilst being cost effective.

- Our maintenance service will be efficient and will aim to get it right first time
- We will minimise risk by a managed programme of compliance monitoring and implementation
- We will plan and budget for major upgrades in order to protect the integrity and value of the stock
- All of our services will recognise Health and Safety implications and will take into account the equality and diversity of our residents

3) To use our financial strength to support our communities and the economy of Stoke on Trent

- By prudent planning and budgeting we will maintain the financial strength of the Society and continue to control our services and destiny
- We will increase our stock numbers with a clear emphasis on renting in order to meet those housing needs not effectively provided by the market
- Where possible we will provide local employment opportunities, appointing local contractors, sub-contractors and consultants
- Our aspirations will be for high quality design that also considers the neighbouring environment