



EXECUTIVE SUMMARY

To bring our business planning process into line with the Scottish Housing Regulator's 5-year planning period, our Business Plan (the Plan) covers the period from 2021/22 to 2025/26. It is a key strategic document for Williamsburgh Housing Association and communicates the strategic direction and ambition of the Management Committee as the governing body.

It provides a framework for action which communicates to staff, tenants, customers and other key stakeholders what the Association aims to achieve over the 5 years of the Plan.

Since its formation in 1979, Williamsburgh Housing Association has built an excellent reputation in the housing sector and has driven positive change in Renfrewshire through housing led regeneration and service provision.

Our asset base consists of 1,639 properties for rent and our office based (Ralston House) at Cyril Street in Paisley. Our stock has grown incrementally over the years and is a mixture of new build development properties and fully refurbished flatted accommodation in tenement buildings. We also provide factoring services to 569 privately owned properties within our tenements.

The plan focuses on continued provision of high-quality housing management and maintenance services alongside new housing development and community regeneration programmes and maintaining our properties to a high standard in line with targets set by the Scottish Government.

At the same time, we are also very focussed on the long-term financial health; corporate governance and viability of the Association and that it is driven forward through strong and inspirational leadership.

To achieve this, an updated set of interlinked **Strategic Objectives** underpinned by clear delivery plans, have been set at our away day held on 28th February 2020 and reviewed annually thereafter.

The plan also reflects on the opportunities and threats we face in the evolving external environment in which we operate and the current internal strengths and weaknesses of the Association.