

Our Objectives

The 5 P's

The strategic objectives are what we want to do, split into five overarching priorities. These are the most important areas for WHA and our tenants. Each objective shows the outcomes we will achieve and has a range of projects and activities that support its achievement.

Property: More and better homes

We will prioritise investment to ensure we continue to provide safe and high-quality existing homes. Reducing carbon emissions is a key goal of the Scottish Government and will be developed throughout the term of the plan. We will continue to purchase existing homes if grant funding is available. We will pause and review our development strategy to deliver more value for money and consider borrowing to fund the construction of new homes, but only where there is no detriment to our ability to maintain our existing homes and services.

Place: Engaged customers and communities

We will expand tenant engagement activities and involve tenants directly in service review to ensure we are acting on tenant priorities. Our strategic approach to community regeneration and tenant support will be reviewed, with the aim to get more value through joined-up working.

People: Skilled and supported staff

We will develop a new People and Culture strategy to support and empower all our people, ensuring they have the skills and tools needed to be engaged in delivering our objectives. Staff structures and roles will be reviewed to ensure they continue to support delivery of services and value for money. We will invest in our office accommodation and staff facilities.

Performance: Better services and compliance

To support service improvement in the context of rising costs and increasing demand, we will modernise our core systems and processes. We will invest in IT systems, customer service, improve equality of access and further boost corporate compliance.

Pounds: Good value for money and affordable rents

Our plans will always be informed by what is affordable to our tenants. We will make efficiency savings and improve procurement and contract management, including assessing the case to bring more services in-house. Rent and service charge structures will be reviewed. We will maintain our low tolerance for financial risk to maintain long-term financial strength.