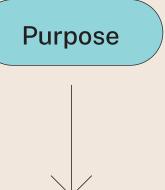
Strategy



Together we provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities.

Vision

Great places, thriving people, connected communities.





With a business head and a social heart, we deliver together with passion and purpose, guided by our values (opposite).

Strategic outcomes	Drivers of success
What we aspire to achieve	What we need to be great at to achieve our desired outcomes
Sustainable tenancies as a foundation for opportunity	— Offering efficient, customer-centric services — Partnering to create opportunity
More sustainable homes in thriving communities	 Attracting new capital into an affordable housing asset class and originating projects Providing value for money asset management
A vibrant, sustainable business	— Aligning high-performing people, processes and systems— Delivering as a partner of choice at the forefront of a thriving industry

Key strategies that shape and focus our collective effort:

- Customer experience
- Development and investment
- Asset management
- Commercial and financial
- People and culture
- Technology
- Partnerships and stakeholders

Key frameworks that guide decisions, actions and operations to meet the standards our stakeholders expect:

Safety

- Compliance
- Governance
- Procurement

- Risk
- Data governance
- Social impact
- Sustainability