

2024-2029 CORPORATE PLAN

PURPOSE

We exist to provide, support and promote co-op and community-led housing solutions.

VISION

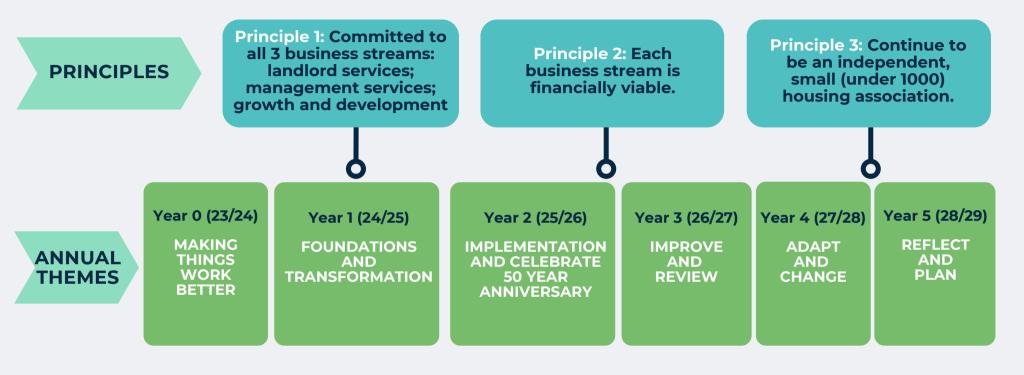
We want to grow co-op and community-led housing to see more people living and working in co-operative ways.

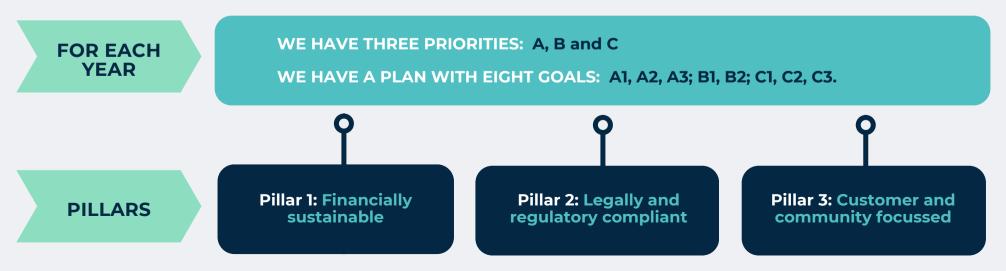
VALUES

We believe that how we work is as important as what we do. The values that underpin our work are:

- Unity: We work as one team, with one reputation
- Trust: We strive to be reliable, fair, and acting with integrity
- Intention: We know why we do things, we have plans and we monitor them
- Impact: We care about the impact that we have on others
- Collaboration: We achieve more when we work with others
- Communication: We seek understanding as a basis for win/win solutions
- Kindness: We are brave and honest, facing difficult issues with empathy

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PRINCIPLES

Principle 1: Committed to all 3 business streams: landlord services; management services; growth and development

Principle 2: Each business stream is financially viable.

Principle 3: Continue to be an independent, small (under 1000) housing association.

2024/25 PRIORITIES Theme: Foundations and transformation

Priority A: Efficient and effective service delivery and investment.

Priority B: Working co-operatively with communities and customers to make a difference.

Priority C: Having an influential impact on wider sector and society.

2024/25 PLANS **Priority A Goals**

Al: Review and adapt operating model and costs.

A2: Maximise the benefit of technology.

A3: Data driven asset management strategy and delivery.

Priority B Goals

B1: Learning what matters to our customers and acting on it.

B2: Explore ways for CDS residents to have a meaningful and lasting role in their homes and communities.

Priority C Goals

CI: Develop commercial models for growth in CLH C2: CDS recognised as an innovator and influencer in the social housing sector.

C3. CDS growth plan developed.

PILLARS

Pillar 1: Financially sustainable

Pillar 2: Legally and regulatory compliant

Pillar 3: Customer and community focussed