



Eastbourne Homes Ltd

Corporate Plan 2021/26

Mission

To work with all our stakeholders to not only provide excellent customer-focussed services but be a lead in the revitalisation of housing and communities for 21st century.

Vision

To maintain, develop and set pioneering standards for the provision of homes and housing services across the Borough.

5-Year Objectives

- Establish long term asset investment and transformation plans that are supportive of our vision of providing excellent customer-focussed services and supporting our stakeholders in the revitalisation of homes and housing for 21st century.
- Implement new service innovations that reflect the change to the operating environment and promote business/resident/community resilience to create a next generation of homes/services.
- To better understand our residents, their vulnerability and support needs.
- We will build our intelligence so that we can tailor our offer and communications to residents in order to support them, reduce unnecessary expenditure and focus scarce resources on those that need them most.
- We will modernise our service delivery and maximise our use of cost-effective technological solutions whilst ensuring that those who are currently not digitally enabled are not left behind.



Eastbourne Homes Ltd

Corporate Plan 2021/26

Values

- Excellence as standard – we will have clear measures to demonstrate our commitment to every resident based on genuinely caring about their homes and how their tenancies help support positive life chances.
- Transparency – we will operate in an open, honest way and be accountable to residents and stakeholders
- Inclusivity – we will make sure that our services and homes enable all members of our communities to be included and to benefit from our services
- Innovation led – we will work with our stakeholders to continuously improve and adapt our homes and services to meet changing demands and expectations