

Our strategic plan	Our mission	Great value services that make a difference						
	We aim to be	The trusted choice for local housing, property and community services						
	We will achieve this by	Delivering services that are valued by our customers					Serving our communities	
	How we will measure success	Medium term delivery plan						
	Customers	Repairs & Maintenance	Housing options & homelessness	Asset management	Housing management	Letting homes	Corporate asset management	Compliance
	Customer satisfaction %	Repairs completed on time %	Homelessness prevention & relief %	Capital program elements completed on time %	Rent collection %	Days to re-let general needs properties	Corporate facilities repairs completed on time %	Tenants with valid gas certificates %
	Customer satisfaction		Value for money			Positive outcomes in the community		
Our supporting plans	How we will get there	Customer plan	Value for money, technology & investment plan	People plan	Business development plan	Leadership plan		Community plan
	What we want to achieve	<ul style="list-style-type: none"> To deliver services that reflect the needs and diversity of our customers To make it easy for customers to do business with us To improve customer satisfaction 	<ul style="list-style-type: none"> To invest money in a way that helps customers and communities To use technology to do things better To get the most for the money we spend 	<ul style="list-style-type: none"> To support our staff to do the best job possible To make CBH a great place to work 	<ul style="list-style-type: none"> To protect services by looking after the future of the business To bring in extra income to invest in our services and our communities 	<ul style="list-style-type: none"> To show we can be trusted to do what we say we will To be clear about our organisational goals and how to achieve them 		<ul style="list-style-type: none"> To raise awareness of our work in the community To make a difference in our communities To bring together organisations and residents for the benefit of the community
	Where we aim to be by 2022	Top 25% ALMO for satisfaction	Lowest 25% cost per property in the East	Times top 100 not-for-profit employer	£ net additional revenue per annum	Leadership that inspires trust and confidence in CBH		A community enabling leader for Colchester
	Culture & values	Customer first	High performance & continuous improvement	Ownership & empowerment	Commercial mindset	Leadership & strategic vision		Community leadership

