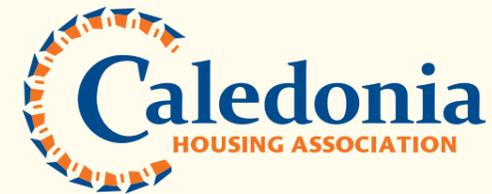


Our Homes

We provide almost 4,000 homes across five different local authority areas.



Sustainable homes, flexible services, vibrant communities

Our Tenants

We provide a wide range of housing and specialised support services to a diverse range of tenants.



Our Financial Position

We are a robust and stable organisation with the financial strength to support our aims.

- Turnover – £16m
- Housing Assets – £250m
- Accumulated Surplus – £22.5m
- Projected Investment in Existing Stock – £3m per annum
- Projected Investment in New Build Development – £5.5m per annum
- Current year investment in New Build Development – £7.5m

Information in Other Formats

This leaflet can be made available on CD, tape or audio formats, in Braille, in large print and in languages other than English. Contact us on 0800 678 1228 for information.



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HAPPY TO TRANSLATE

Caledonia Housing Association Ltd is registered with The Scottish Housing Regulator, Reg. No. HEP 224.
Registered as an Industrial and Provident Society, Reg. No. 2343R(S). A Scottish Charity No. SC013988.
Registered Office: 5 South St John's Place, Perth, Scotland, PH1 5SU. Scottish Housing Regulator Reg. No. HEP 224.
Industrial and Provident Society Reg. No. 2343 R(S). A Scottish Charity No. SC013988

BUSINESS PLAN 2013-2018 SUMMARY

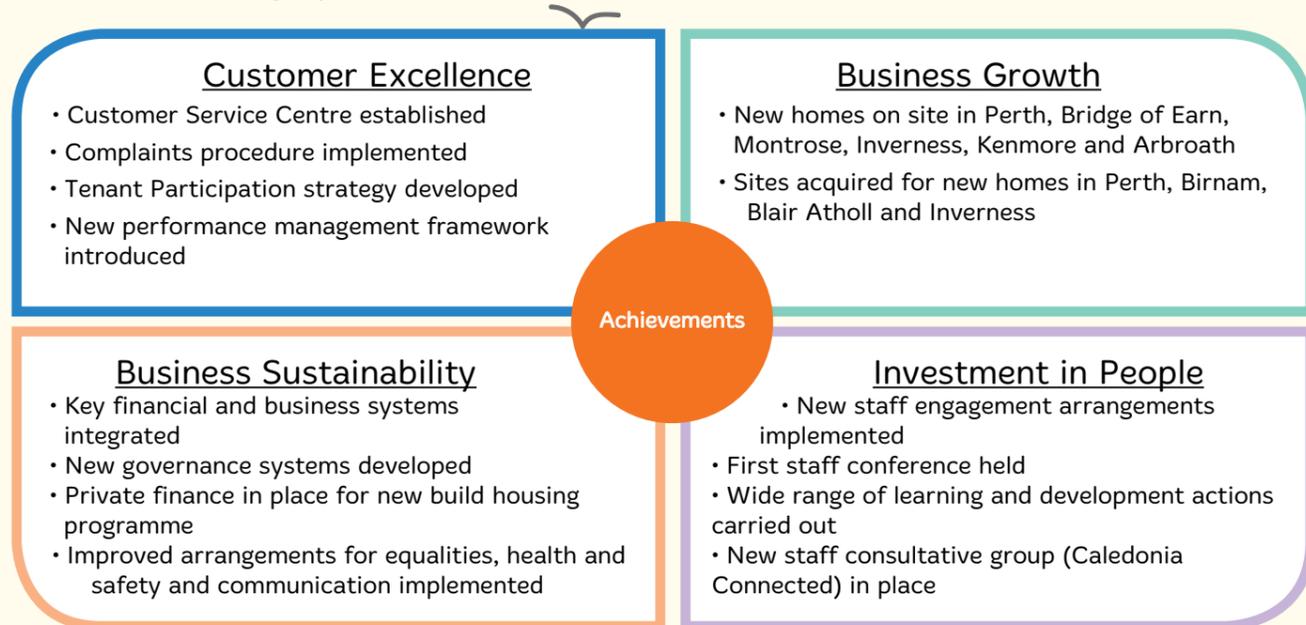


Introduction

The Association's Business Plan sets out our vision and strategic direction, operational priorities and service ambitions over the period 2013-18.

Our Achievements 2012-13

We made significant progress last year in delivering on our commitment to develop a stronger and more efficient housing association that is focussed on providing new homes, improving services and making a positive contribution to the communities where we work.



Our Business Strategy 2013-18

Achieving excellence in everything we do will continue to be at the heart of our business strategy.

Mission	Sustainable homes, flexible services, vibrant communities			
Guiding Principles	Excellence	Customer Service	Respect	Integrity
Vision	To achieve excellence in everything we do			
Strategic Objectives	Customer Excellence	Business Growth	Business Sustainability	Investment in People
	We will deliver excellent services that are valued by our customers, aim to meet their needs and provide value for money	We will continue to provide new homes for our diverse customer group and will develop the range of services that we can offer to them	We will make our Association stronger for the future through effective governance, sound financial and risk management, investing in our homes and striving for continuous improvement	We will invest in the skills and knowledge of our staff team and Management Board to enable them to do their best for the Association

Key Business Plan Priorities

Our priorities over the period of the plan will focus on achieving positive service outcomes, effective governance, strong financial health and the provision of more new homes.

