

CALEDONIA HOUSING ASSOCIATION BUSINESS PLAN SUMMARY 2016 – 2021



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Caledonia Housing Association is the trading name of Caledonia Housing Association Ltd. Registered Office – 5 South St Johns Place, Perth, PH1 5SU
Caledonia Housing Association Ltd is a registered society under the Co-operative and Community Benefit Societies Act 2014 – Reg. No. 2343R(S)
Scottish Housing Regulator Reg. No. HEP 224, Scottish Charity No. SC013988, Care Inspectorate No. SP2003001618, Property Factor Reg. No. PF000222.





We are determined to be recognised as an organisation where excellent customer service is guaranteed. Our work over the coming year will focus on implementing our new Customer Service Strategy. This will involve a range of improvements to our homes and services, customer service, communication with our tenants and value for money. These will be combined with investment in the skills and abilities of our people.

Achieving Excellence

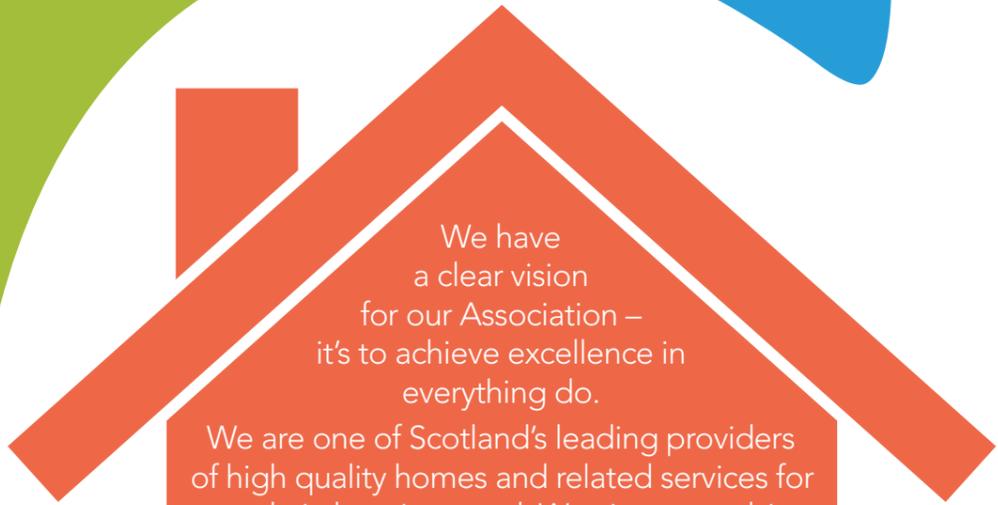
We will achieve excellence through our people to deliver quality homes and services that are affordable, sustainable and valued by our customers.

Ensuring the strength of our Association is a high priority for us.

Key to this will be the implementation of our new Asset Management Strategy that sets out how we will maintain and develop our homes in the long term. We will continue to provide new social rented homes for people in housing need with the successful progression of four major regeneration projects in Perth & West Dunbartonshire.

Building Success

We will make our organisation stronger for the future by ensuring resilience in all areas of our business, creating a strong base for continued growth.



We have a clear vision for our Association – it's to achieve excellence in everything we do.

We are one of Scotland's leading providers of high quality homes and related services for people in housing need. We aim to combine good quality housing with flexible services in vibrant communities.

We are committed to ensuring that we are well managed and financially strong.

These aims are reflected in our new strategic A, B, C priorities – **Achieving Excellence**, **Building Success** and **Creating Innovation**.

Welcome to Caledonia...

Creating Innovation

We will innovate to create efficiencies and deliver value for money through the effective use of our resources.



Our innovation related priorities will focus on three key initiatives:

-  The successful progression of our new partnership arrangement with Bellsmyre Housing Association;
-  Developing positive working relationships with the new health and social care authorities that have recently been established;
-  Developing our IT systems to improve customer service and the way we manage our business activities.

We recognise the importance of using our resources in the best way possible to ensure we are a good value organisation continually improving what we do.

