



OUR PURPOSE

To open up possibilities for as many people as we can, by continuing to grow a forward-thinking, service driven and financially strong organisation that builds, sells, rents and manages good homes in thriving communities.

Dedication to People

Our commitment to excellence starts with each of us. We invest in every one of our people and every part of the business because that is how we build a great team.

Shared Purpose

Our social purpose underpins everything we do – it is our reason for existing, and the gauge by which we judge ourselves, our activities and our success.

Total Service

We want to set whole new standards for customer service in our sector. To defy the ordinary and exceed expectations. We will seek to surprise and delight wherever we can.

Positive Future

It's an increasingly hostile world. We must remain smart, nimble and focused, looking for opportunities not barriers, improvements not excuses. We innovate and create. We will not stand still.

Commercial Drive

We are financially strong. In order to deliver our social purpose, we must take a truly commercial approach. We believe that 'commercial' does not mean 'ruthless' or 'insensitive'.

Active Builders

We love to build and we take great pride in the quality of what we deliver. We create homes and communities, we transform land and lives. We are a valued partner of public and private sector alike.

Why we do it

Because good homes make everything possible.

How we do it

The Network Homes Way

What we do

We give people the key to all the possibilities that come with a good home.

OUR OBJECTIVES

In pursuing our purpose of opening up possibilities for as many people as we can, we will focus on the following four objectives:



1 MAXIMISING GROWTH WITHIN OUR RESOURCES

AMBITION
 **1,000**
new homes a year

Key themes

- > Build out our AHP2 programme
- > Establish our Build to Rent offer
- > Increase provision of affordable home ownership
- > Maximise affordable rented development
- > Identify new regeneration opportunities
- > Actively consider new merger & acquisition opportunities
- > Develop our market intelligence
- > Promote our offer effectively
- > Develop new partnership opportunities

2 DELIVERING FIRST CLASS CUSTOMER SERVICE

AMBITION
 **90%** overall customer satisfaction

Key themes

- > Develop digital and multi-channel service options
- > Invest in integrated IT systems
- > Ensure minimum 80% enquiry resolution at first contact
- > Invest in our Local Panels and Resident Panel scrutiny
- > Develop deeper customer insight for tailored services
- > Introduce improved service processes, including 'systems thinking'
- > Introduce improved performance management
- > Improve service consistency

3 INCREASING FINANCIAL STRENGTH

AMBITION
 **£450 million**
extra borrowing capacity

Key themes

- > Deliver minimum operating margin of 32% by 2021
- > Increase accumulated reserves to £395 million
- > Maintain effective risk management
- > Improve Value for Money metrics year on year
- > Deliver new funding options and income generation, as needed
- > Strategic management of homes to improve asset performance

4 BUILDING A GREAT ORGANISATION

AMBITION
 **A Sunday Times Top 100 Company to work for**

Key themes

- > Invest in leadership and management capability
- > Embed employee engagement
- > Deliver our cultural development programme
- > Harmonise terms and conditions for all employees
- > Develop our core recruitment and retention offer further
- > Build our external reputation as an employer