



Investing in our futures

Our vision, strategies and
5 Big Aims through to 2020



W.E. HAVE A VISION

We will deliver excellent personalised services through a ThinkYes culture, and great homes and communities that people are proud to live in.

W.E. HAVE 5 BIG AIMS



1

W.E. EXCEL

W.E. are committed to excellence, giving customers more choice and designing our services around the individual.

Our priorities

- ▶▶ Take online self-service for customers to the next level
- ▶▶ Deliver an outstanding repairs experience
- ▶▶ Motivate customers to become more involved and engaged in their neighbourhoods
- ▶▶ Create local environments people are proud to live in
- ▶▶ Maintain excellent customer satisfaction (above 90%)
- ▶▶ Produce top quartile performance across all key indicators (including repairs and rent collection).



W.E. CARE

W.E. will transform lives through personalised care and support.

Our priorities

- ▶▶ Embed Tenancy Support in local teams, linking vulnerable customers with their communities and the services they need
- ▶▶ Delivering flexible products aligned to the changing needs of older people
- ▶▶ Develop Housing Options for older people, including moves to smaller homes and building 271 amenity units
- ▶▶ Complete and evaluate a pilot project for older people, enabling them to live in their homes longer whilst accessing local services
- ▶▶ Work with Glasgow Health and Social Care Partnership to meet the needs of vulnerable groups.

3

W.E. BUILD

W.E. will use our size and scale to build more quality, affordable homes in our communities.

Our priorities

- ▶▶ Invest £320 million in new affordable housing
- ▶▶ Provide 1147 new homes to complete the re-provisioning programme
- ▶▶ Build an additional 1654 new homes for social rent
- ▶▶ Make available a further 493 homes for mid-market rent
- ▶▶ Acquire 180 existing homes
- ▶▶ Continue to work with GCC and Scottish Government on Glasgow's Transformational Regeneration Areas.



W.E. INSPIRE

W.E. will continue to develop and inspire staff to reach their full potential.

Our priorities

- ▶▶ Identify and develop great leaders who can turn Wheatley's vision and strategies through to 2020 into reality
- ▶▶ Implement a new ground-breaking Talent Management model
- ▶▶ Map out inspirational Career Development paths for both staff and customers
- ▶▶ Harness new technology to make remote and home learning available to staff and customers
- ▶▶ Further develop Wheatley's outstanding staff reward and wellbeing package.

5

W.E. INVEST

W.E. will invest wisely in the things our customers and staff value most.

Our priorities

- ▶▶ Keep rents affordable and in line with customers' ongoing needs and expectations
- ▶▶ Invest £200 million improving and maintaining existing homes
- ▶▶ Make self-service an important part of our offer to customers
- ▶▶ Ensure new technology makes staff more efficient and customers more engaged with us and their communities
- ▶▶ Involve customers in making decisions and setting priorities in our capital investment plans.