

## Transformation & Innovation

We will:

- Maximise our use of digital technology to make us more efficient and give residents a better experience
- Look after people
  - Increased focus on the health, safety and wellbeing of our residents, staff and contractors

## Independence

We will:

- Continue to operate as a small 'niche' provider
- Focus on delivering personalised services to residents
- Actively work with others to find innovative solutions to fix the housing crisis



**SOUTH DEVON RURAL**  
HOUSING ASSOCIATION LIMITED

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**SOUTH DEVON RURAL**  
HOUSING ASSOCIATION LIMITED

# Corporate Plan 2020-2025

Going forward together





South Devon Rural Housing Association Limited was established in 1958 as Dartington Housing Association. Evolving over 60 years into a strong, community-based organisation, it has sound working links with local communities and an enviable reputation in South Devon for its quality housing and services.

We see ourselves very much at the heart of our communities, offering a uniquely personal and caring service to our residents. Our role as a 'niche' provider enables us to get involved in housing activities that may not be of interest to others, often in partnership with local authorities.

This Corporate Plan sets out our key themes and objectives for the next five years. Our Board will review and update the plan on an annual basis taking into account changes in government policy and the national and local operating environment.



## Our Ethos

We believe that:

- Everyone should be able to live in an affordable home that meets their individual needs
- Homes that meet people's needs give their lives stability and help communities flourish

## Our Approach

We are:

- Big enough to make a difference; small enough to care
- Socially responsible – positive, supportive and responsive to our residents
- Proactive in working with partners to find innovative solutions to housing issues
- Using our resources efficiently and effectively



## Our Priorities

We aim to:

- Promote delivery of community-led housing projects
- Build and manage affordable homes that meet the needs of local people
- Look after and improve our existing homes
- Support our residents to help them thrive in their homes and communities
- Seek out innovative ways of providing homes



## Our Culture

- We are proud to be a small rural housing association with local roots
- We treat each of our residents and staff as individuals
- We are committed to developing and maintaining strong partnerships in our communities
- We value the benefits that collaborative approaches can bring





## Our Future Vision... 2020-25

We are on a journey and we anticipate a bright future ahead but are proud to take with us the best from the past and the present. To support our ambitions, this corporate plan is focused on four key themes:

- 1. Together with Tenants**
- 2. Our Aspirations**
- 3. Transformation & Innovation**
- 4. Independence**



### Together with Tenants

We will:

- Review our approach to Resident Engagement
- Adopt the Together with Tenants Charter
- Work to reduce stigma associated with Social Housing
- Develop greener neighbourhoods with eco-friendly, sustainable homes

### Our Aspirations

We will:

- Review our funding strategy to create capacity to support fresh development
- Maximise opportunities to boost investment funding
- Increase our housing stock – building homes at social rents where possible
- Continue building collaborative partnership working arrangements
  - Like working with Devon County Council on apartments at Brimhay for people with learning difficulties

