



## **Langstane Housing Association**

### **Mission, Vision and Values**

## Executive summary

Langstane Housing Association has operated for over 45 years and is a medium sized housing association with a social purpose.

Governed by a voluntary Board of Management elected from our Membership at the Annual General Meeting, we are ambitious and strive to improve our performance in all areas of activity. Our mission is to **provide homes and services that make a positive difference to people's lives** and our vision is to **empower our people, customers, and communities to be the best they can be**.

Langstane Housing Association is a registered social landlord with charitable status. We are also a letting agent and a property factor.

The Langstane Group (Langstane / the Group) consists of Langstane Housing Association Limited and its wholly owned subsidiaries.

Our business plan applies to all entities of the Langstane Group and recognises areas where we have challenges and opportunities, setting down our objectives for the next five years.

Our vision will be achieved by investing in:

- Our customers;
- Our homes;
- Our people;
- Our organisation; and
- Our communities.

That way we will:

- Deliver for our customers (mainly tenants), providing the services they want and need;
- Provide homes and services that make a positive difference to people's lives;
- Value and invest in our people, giving them the skills, resources and autonomy to carry out their roles effectively and efficiently;
- Streamline our business activities, protect our planet, and use our voice in the pursuit of improved services and circumstances for all those involved with Langstane; and
- Ensure our communities thrive and are great places people want to live in.

In preparing our business plan we have done so in the context of ensuring that Langstane operates at the highest of standards including full compliance with the Scottish Housing Regulator's Regulatory Standards.

A detailed internal management plan has been created to ensure the objectives of this plan are delivered. Our internal management plan sits alongside our risk management plan and other corporate plans that ensure we meet all regulatory compliance standards.

At a high level our internal management plan highlights the following priorities:

<b>Our customers</b>	
<b>OC 1</b>	Make applying for and moving into a Langstane home, that meets our customer's individual needs, easier; and ensure the first few weeks of being in their home makes a positive, lasting impression that is replicated throughout our services and our customers' tenancies
<b>OC2</b>	Improve the financial wellbeing of our customers and keep the costs of living in a Langstane home as economical as possible
<b>OC3</b>	Improve how we interact with, listen to, and support our customers to meet their individual needs, designing and delivering on the policies and procedures they have influenced, whilst building trust and operating transparently
<b>OC4</b>	Ensure all our customers have access to homes and services that empower them to thrive
<b>Our homes</b>	
<b>OH 1</b>	Actively future proof our homes to ensure our property portfolio is resilient
<b>OH 2</b>	Visibly demonstrate our commitment to achieving net zero / decarbonisation by 2045
<b>OH 3</b>	Continue to ensure the safety of our homes and communities
<b>OH 4</b>	Deliver a repair and maintenance service that is modern, proactive, professional and offers an excellent customer experience
<b>Our people</b>	
<b>OP 1</b>	Recruit, retain and develop skilled, knowledgeable people who share our values; and provide them with the training, equipment and tools needed to carry out their roles effectively and efficiently
<b>OP 2</b>	Empower our people to identify and make the necessary improvements to ensure great customer services and best value are consistently delivered
<b>OP 3</b>	Ensure the health, safety and wellbeing of our people is at the forefront of everything we do
<b>OP4</b>	Listen to the voices of our people and ensure these are used to inform continuous improvement and to influence policy and practice that benefits from our diversity and strengthens our vision
<b>Our organisation</b>	
<b>OO 1</b>	Sustain a strong financial position that allows us to grow, develop and maintain the homes, commercial properties, and services, we need to flourish as a business, as an employer, and as a caring landlord

<b>OO 2</b>	Streamline our business activities to concentrate on the areas that matter most to us and our customers
<b>OO 3</b>	Where practical, deliver best practice environmental, social and governance (ESG) policies and practices throughout our activities
<b>OO 4</b>	Deliver continuous digital and data transformation that brings increased efficiency, and greater business agility, which ultimately unlocks new value for our customers, our people, our organisation and our partners
<b>OO 5</b>	Use our voice in the pursuit of improved services and circumstances for our customers, our homes, our people, our organisation and our communities at a local and national level
<b>Our communities</b>	
<b>OCO 1</b>	Provide more vibrant, safer communities that people want to live in
<b>OCO 2</b>	The delivery of community benefits that meet the local needs of our communities
<b>OCO 3</b>	The best use of our community facilities to help those in need
<b>OCO 4</b>	Ensuring our customers and communities receive the support they need to sustain independence and thrive