



**Surrey Heath Partnership Meeting**  
**6<sup>th</sup> June 2023**

# Introductions



- Sarah Ireland – Executive Director of Strategy & Growth
- Louise Graham-Smith – Director of Housing Services
- Julie Wittich – Chief Operating Officer



# CORPORATE STRATEGY 2021-24

## Our Strategic Objectives

### 1 QUALITY HOMES, SUSTAINABLE COMMUNITIES

We will diversify our offer, and deliver a range of new homes which meet the needs of customers across different markets, throughout their housing journey. Driving up the quality and energy efficiency of all our homes will ensure they are sustainable for the future.

### 2 PERSONAL CUSTOMER EXPERIENCE

We will build our services around our customers' needs and aspirations. All our services will be engaging and personal, but foremost will be ensuring we deliver a reliable and quality repairs and maintenance service.

### 3 INSPIRATIONAL WORKPLACE

We will be an inclusive employer, engaging and empowering colleagues to deliver performance excellence, and celebrating diversity. We will build flexible and simplified working solutions which drive efficiency and productivity.

# CORPORATE STRATEGY PROGRESS

## QUALITY HOMES, SUSTAINABLE COMMUNITIES

- Homes England Strategic Partnership
- Land-led homes built to EPC Band A
- Waves 1 & 2 Social Housing Decarbonisation Funding
- 82% of homes at EPC Band C or above
- 80% fully surveyed stock condition data

## PERSONAL CUSTOMER EXPERIENCE

- Invested in customer contact services – two specialist hubs
- Reduced repairs backlog
- c90% First time Fix
- New housing management operating model – back to basics – small patches, personal touch
- Customers involved in recruitment
- X 4 customer committee members on CEC

## INSPIRATIONAL WORKPLACE

- Investing in our people
- Roll out of Mary Gober Customer Service Training
- Wider Leadership Group
- New Senior Leadership Team
- CIH Professional training
- Apprenticeships
- Traineeships



# Future Growth



# The Accent Team



- Pratik Popat – Head of Housing Services
- Laura Dillon – Area Housing Manager
- David Hall – Area Housing Manager
- Edith Shah – Director of Property Services
- Adam Rickard – Building Services Manager
- Alex Liburd – Director of Assets & Compliance





# Partnership Working

