

Putting people first Our Corporate Plan

What we'll achieve this year:

Residents

We will know the people behind the front door so our decisions and services can be shaped to your needs.

People

Investing in and supporting our people will develop a team who understand and buy into our purpose.

Growth

Building the right homes in the right places and creating neighbourhoods we can all be proud of.

Home Management

To provide and maintain modern, warm, safe, affordable places to live, we'll continue to take care of your homes.

Engagement and communication

We'll communicate clearly, concisely, consistently, and proactively in ways that everybody can access.

Value for money

Ensuring value for money is a priority, so we're able to do more for you, and keep service charges as low as we can.



Your feedback helped us decide our priorities:

You

- Longer opening hours.
- More opportunities to tell us what you think.
- Review our complaints process so it works better for you.

Your Neighbourhood

- More visible where you live so you know we're there.
- Making sure you're receiving the services you're paying for.
- Tackling and reducing antisocial behaviour, both supporting the victim and dealing with the perpetrator.

To learn more about our commitment to you, visit:
pahousing.co.uk/CorporatePlan2024-2029

Your Home

- Spend £10 million more taking care of your homes, that's a total of £50 million this year.
- Make sure your homes are safe, warm and affordable, especially around fire safety.
- Use a mix of contractors and in-house operatives to make sure your repairs are done right.



PA Housing