



NORWICH HOUSING SOCIETY – 30 YEAR ASPIRATION

1. To continue to serve the older population of the City of Norwich providing social rented housing for those 60 years and older.
2. Provide appropriate housing and tenancy support to enable our tenants to live well independently, signposting additional services as may be required.
3. To maintain our financial independence and viability whilst growing to approximately 400 homes.
4. Maintain and improve our housing stock to ensure that they remain fit for purpose for at least the following 30 years.
5. To improve our housing stock to ensure climate resilience for the foreseeable future.
6. To improve our housing stock to provide Lifetime Homes, or its equivalent, standard.
7. To ensure our service offer remains responsive, approachable and tenant focussed and that we maintain industry leading tenant satisfaction.
8. Invest in our employees to continually improve their competence, skills and motivation, ensuring we remain an employer of choice, to retain them and attract high quality staff.
9. Involve tenants in the operation and running of the Society both at scheme and organisational level.
10. To raise the Society's profile within Norwich ensuring we reach all substantive communities within the City of Norwich and its suburbs.
11. To support Stuart Court Memorial Charity almshouses to ensure they have a viable and worthwhile future.