

Vision

Places to be proud of

Mission

The basics, done well

Promise

We listen, and we deliver what matters to you



Homes

Providing safe and well-maintained homes

Outcome

Homes are safe, well-maintained, energy efficient, and meet all decency and health and safety standards

Improving the reliability and responsiveness of our repairs service

Outcome

Repairs and maintenance services are timely, accessible, and result in improved customer satisfaction

Supporting sustainability goals with efficient homes

Outcome

Homes support long-term sustainability goals, reducing environmental impact and fuel poverty



Customers

Supporting people to live independently

Outcome

Customers sustain tenancies with access to support that promotes independence and wellbeing

Communicating more transparently and inclusively

Outcome

Complaints, customer insight and lived experience are valued and used to improve services and deliver better customer experiences

Giving customers more say in what we do

Outcome

Customers can influence our work in their communities, service improvement and decision making, can easily access transparent, accurate information, and can scrutinise our performance

Delivering smarter, more personalised services using data and real customer experience

Outcome

Customers are treated fairly and with respect, with services tailored to meet their diverse needs



Places

Keeping shared spaces safe, clean and cared for

Outcome

Neighbourhoods and shared spaces are safe, well-maintained, and foster strong, supportive communities

Investing in what individual neighbourhoods want and need

Outcome

LHP plays an active role in working with customers and partners to improve our neighbourhoods

Building trusted, local partnerships to achieve more

Outcome

LHP collaborates with partners and invests in community initiatives that strengthen wellbeing and opportunities

Tackling antisocial behaviour and hate crimes effectively

Outcome

Colleagues are visible in our neighbourhoods, tackling anti-social behaviour, nuisance and environmental issues



Strong foundations

Maintaining strong financial resilience and governance

Outcome

LHP maintains strong, effective governance and financial resilience, fully compliant with regulatory standards

Delivering value for every pound we spend

Outcome

LHP delivers value for money through optimising resources, benchmarking performance, and continuous improvement

Improving how we collect and use data

Outcome

Data quality, cyber security, and transparency enable strong operational performance and customer trust

Looking after and investing in colleagues and culture

Outcome

Colleagues are skilled, empowered and supported to deliver excellent, customer-focused services



Our values



Trust



Respect



Empathy



Accountability



Teamwork