

Mission Statement

The purpose of Milnbank Housing Association is to meet housing and related needs within our community and provide our tenants and other customers with an excellent service.

STRATEGIC OBJECTIVES

Milnbank Housing Association has 3 Strategic Objectives. These are;

- do what matters most for our tenants and other customers
- invest in our property and community
- protect and sustain the organisation and ensure it remains fit for purpose

OPERATIONAL OBJECTIVES

Milnbank Housing Association has 10 Operational Objectives. We will;

- provide rented housing of the highest standard
- maintain affordable rent levels consistent with our tenants' ability to pay
- effectively maintain our housing stock
- engage with our tenants and other customers
- create financial capacity
- work in partnership with others for the benefit of our community
- support our subsidiary companies
- make our services accessible
- invest in our people
- promote what we do

GUIDING PRINCIPLES

All that Milnbank Housing Association does will be consistent with agreed guiding principles. These are;

- putting our tenants, other customers and community first at all times
- carrying out basic services really well by getting it right first time
- Having a commitment towards excellence and continuous improvement
- working together and valuing each other
- adopting a "can do" approach in everything that we do