

# 2021-23 The next two years. Our promises to residents.



Create more homes	Become more environmentally sustainable
Looking after residents' homes	Involve residents, build communities
Support residents	Advocate change
Improve service with technology	Enable staff to offer the best service



2023  
The journey continues  
*We grow together*

Build 200 new homes per year.

Develop at least three projects in which we support residents to collaborate and influence for change.

Create homes for residents with special requirements such as learning disabilities or multiple occupation needs for younger people.

In conjunction with local partners provide 130 organisations with affordable working space and generate or safeguard 300 jobs.

85% resolution rate per year for neighbourhood issues.

Prepare whole house energy-efficiency improvement schemes to access the £3.8bn Social Housing Decarbonisation Fund available in 2021/22.

Achieve 90% resident satisfaction for our repairs and maintenance services.

Create an Environmental strategy which sets out our path to Net Zero Carbon by 2050.

Deliver 100 training or employment opportunities a year through our Launchpad scheme.

Consult with residents to produce a new Soha Homes Standard to embrace the upcoming White Paper and Decent Homes Standard.

Work with residents to agree best future use of any unused or little used communal land or open spaces using Soha's Community Action Plan budget.

Provide or loan 150 online devices a year to digitally excluded households.

Introduce improved, easier ways to make payments, report repairs, access accounts and respond to surveys via the website, app and other digital routes.

Construct carbon efficient homes by incorporating the appropriate amendments into Soha's standard specifications.

Provide 12 units to support homeless people into secure and long-term homes.

Increase Membership to 2000 by clearly promoting the benefits to residents.

Form a resident 'Sounding Board' to work with Soha to ensure inclusive consultation on changes or introductions to services.

Re-assess and change internal business processes to save £100K per year which can be reinvested into services and properties.

Deliver financial resilience coaching to 200 tenants and shared owners each year.

Appraise all our low demand and high maintenance properties for improvement, repurpose or redevelopment.

Establish Soha's existing carbon footprint to understand what level of reduction is required by 2050.

Identify Soha homes where high energy costs put tenants into fuel poverty.

Review digital platforms available to ensure our systems are future-proof, innovative and efficient.

Support a local community to build and take ownership of a project for the benefit of people living in that community.

Work with local councils to assist residents with benefits, support and advice to avoid evictions and potential homelessness.

Provide Wi-Fi in all our public areas such as in our reception and communal areas of Independent Living schemes.

Support up to three communities to deliver locally beneficial sustainable projects.

Achieve 90% satisfaction from residents for service delivery under the UK housing sector best practice STAR survey.

91% of residents satisfied with their neighbourhoods and estates.

Offer residents a quicker repairs and contact service by upgrading technology.

Support 50 residents a year who are experiencing mental health challenges to feel safe and secure in their homes.

Ensure full equality, diversity and inclusion when recruiting staff.

Develop a new Equality, Diversity and Inclusion (EDI) strategy to deliver broader opportunities to residents.

Involve and engage 250 residents a year on a variety of different projects.

A minimum spend increase of 50% to deliver social benefits to local communities.

Increase the number of social rent homes delivered.

Funding support for 50 new Housing First flats across Oxfordshire.

Produce a 15 year investment programme of energy-efficiency improvement work for properties currently EPC band D or below.

Maintain our financial risk, health and safety standards (G1, V1) so we can react quickly, transparently and effectively to economic and other impacts.

Ensure Soha's digital channels are accessible to a diverse range of residents through training and provision of hardware.

