

### **Vision statement – Let’s Do Housing!**

- Bury Housing Services puts people and their wellbeing first. How people feel about the homes we provide for them matters to us.
- We want our tenants to feel safe and secure, warm and welcome, healthy and happy in their homes and a valued part of their local community.
- We go above and beyond as a landlord, creating homes that people love.
- We work hard to offer the right advice at the right time, to help people get housing that suits their needs and to prevent people becoming homeless.
- We couldn’t do this without our passionate, trained and committed teams, who embrace our people-first focus through the work they do every single day.

<b>Vision Objective</b>	<b>What does success like?</b>
<i>Satisfied tenants</i>	Percentage of tenants satisfied with the service provided by Bury Housing Services <ul style="list-style-type: none"><li>• 2025/26 – 74%</li><li>• 2027/28 – 80%</li></ul>
<i>Quality homes</i>	Percentage of tenants satisfied that their home is well maintained <ul style="list-style-type: none"><li>• 2025/26 - 69.4%</li><li>• 2027/28 – 80%</li></ul>
<i>United communities</i>	Percentage of tenants satisfied that the landlord makes a positive contribution to the neighbourhood <ul style="list-style-type: none"><li>• 2025/26 – 62.5%</li><li>• 2027/28 – 75%</li></ul>