

# Corporate Strategy 2023 - 2026

## Investing and Developing in Diverse Neighbourhoods where People Want to Live and Thrive

### Providing More Affordable Homes

- Deliver our Growth Strategy
- Develop new homes
- Purchase and refurbish existing homes
- Explore Section106 opportunities
- Explore opportunities for management of other RP's stock
- Purchase suitable Empty Homes
- Purchase properties from other registered providers
- Repurchase RTA's and Shared

### Looking After Our Existing Homes and Tenants

- Deliver our Asset Management Strategy
- Deliver Efficient procurement
- Deliver Effective Contract Management
- Have a clear understanding of our assets
- Deliver data intelligence led Stock Investment programmes
- Achieve EPC Level C by 2030
- Achieve Net Carbon Zero by 2050
- Provide safe and cost-effective homes

### Community Investment and Partnership

- Deliver our Community Investment and Partnership Strategy
- Create opportunities for tenants
- Have effective Partnership working
- Attract investment to deliver community projects and initiatives
- Measure our social return on investment

### Tackling Inequalities in the BAME Community

- Be a leading voice for the BAME community
- Be an awareness raiser for BAME issues locally and nationally
- Understand customer insight and deliver an effective resident engagement model
- Empower staff and residents to make a meaningful difference

**MHA  
Vision**

**Excellent  
Inclusive  
Innovative**

**Customer First**

We will put customers at the heart of everything we do

We will understand customers, needs, expectations and aspirations

We will shape services based on diverse needs and expectations based in partnership with customers

**Passionate about our work**

We will be innovative and creative about our work

We will strive for continuous improvement

We will make a positive difference to people's lives

**MHA Values**

**Accountability**

We will always take responsibility for our actions

We will always be open and transparent

We will work in partnership to make things happen

**Embrace Diversity**

We will treat everyone respectfully recognising individual needs

We will create an inclusive environment where customers and colleagues will flourish

We enjoy the challenge of responding to the diversity of our communities

**MHA Mission: To provide high quality, affordable homes and services to meet the needs of our community particularly South Asian Families**