

Our Strategy



We build homes, create communities and transform lives

We are an innovative not-for-profit organisation providing housing and services to people in South Wales. We employ 329 people and our Group includes Celtic Horizons which, in partnership, looks after all our property services and Harmoni Homes Ltd which builds affordable homes and homes for sale.

We currently manage almost 6,000 properties across 11 local authorities and in the last five years have built more than 1,000 homes. We provide a range of accommodation including Extra Care and supported housing and are committed to working in partnership with local authorities, health boards and others to provide specialist projects that help people with their wellbeing and encourage independent living in the community.

We work together in a spirit of trust and authenticity, enabling a progressive environment which supports us to embrace new ideas and deliver our priorities.

We are passionate about making a difference, keeping people safe, embracing diversity, working efficiently and effectively, and helping everyone make the most of their strengths. We are ambitious about how we can help people to live their best lives, tackling poverty and providing secure homes alongside support and opportunities for the communities where we are proud to work.

What we are going to do in the next five years

1. Improve customer satisfaction with the maintenance, Neighbourhood and Thrive services we deliver by 2%



2. Deliver 180 quality jobs for tenants over the first three years



3. Provide at least 1,300 new affordable homes that are energy efficient



4. Improve wellbeing by delivering community inclusion services ("social prescribing") for 1,550 people



How we will do that

1. We will tailor services using customer insight and make it easier for people to contact us. We will provide value by constantly innovating and challenging how we deliver services.



2. We will work with both social and commercial partners to create opportunities for paid and unpaid jobs and training programmes.



3. We will maintain our housing assets to ensure that they all continue to be fit for purpose and affordable both for us and tenants and deliver new homes using traditional and innovative ways.



4. We will create an environment where people in communities feel secure, are accountable and are confident to ask for support to deal with the impacts of welfare reform. We will work in partnership with like-minded organisations to strengthen communities by improving health and wellbeing.



5. We will work together efficiently, enjoying increased wellbeing and job satisfaction and our technology and systems will enable us to embrace a modern way of working and develop our digital skills and knowledge.



6. Our finances will be well managed and deliver a healthy surplus, ensuring the services we provide achieve their targets.

