

building on what matters



our plan to 2030

We're here to provide safe, sustainable, good quality homes and services that help you to live well.

We have an exciting new plan that builds on what we know matters most for customers. It focuses on providing high-quality homes, delivering a good service, and supporting communities - making a positive difference for you and the place you live.



our goals

We have set goals within our plan that we want to achieve for you by 2030.

85% of customers are satisfied with us as a landlord.
We'll measure this through the annual tenant satisfaction survey.

Building more homes and increasing the number of homes we own by 5%.
This is important for people waiting for an affordable home of their own.

Colleagues put you first and are proud of what they deliver for you.
We're aiming for **95%** of colleagues saying they are proud to work at Irwell Valley Homes in our annual colleague survey.

We'll achieve these goals by focusing on three core priorities:



Delivering quality homes and trusted services

Looking after your home so it's safe, well maintained and meets your needs.
Being here for you, providing reliable, friendly services you can trust.
Building more affordable homes and investing in existing homes and neighbourhoods.



Providing good customer and colleague experience

Putting you first - delivering the best experience we can for you and involving you in our work.
Treating you fairly and promoting inclusion and wellbeing.
Supporting colleagues to do their best for you and deliver value for money.



Nurturing strong, sustainable communities

Working with partners to support safe neighbourhoods.
Improving the energy efficiency of homes.
Supporting employment, skills, and opportunities in your community.

We'll let you know how we're doing as we go, with regular updates on our website, across our social media and in your rent statements.

You can also get involved by sharing your feedback and contributing to our work. Find out more on our website www.irwellvalley.co.uk/for-customers/customer-involvement.

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Scan the QR to read the full plan and our latest progress against it.

