



Our Future Plans

The following key commitments act as a common thread through all our future plans:

- **A commitment to quality and continuous improvement**
- **A commitment to equality and diversity**
- **A commitment to efficiency and value for money**

High Quality Homes

We will continue to invest in our homes to meet the Decent Homes Standard by 2008. We will then set ourselves even higher standards.

Excellent Performance

We will ensure that our service performance is amongst the best in the housing association sector.

Real Tenant Satisfaction

We will regularly consult tenants about our services and take steps to ensure that their satisfaction levels are amongst the best in the housing association sector.

Effective Resident Involvement

We will be recognised locally and nationally as a housing association leading the way in resident involvement and community empowerment.

Financial Strength and Stability

We will constantly review and develop our business plan to maintain real financial strength and stability.

Strength through Growth

Guided by our values and objectives, we will strengthen our organisation by increasing our business by at least 50%.

Productive Relationships and Partnerships

We will maintain excellent relationships within our organisation and with our partners, suppliers and contractors.

Positive Publicity and Promotion

We will positively promote the values and achievements of WATMOS locally, regionally and nationally.

Performance through People

We will value the contribution of our people, both employees and volunteers, and will provide them with the training, support and encouragement they need to meet our future plans.