

**Somerset West  
and Taunton**

*SWT Housing – Great Homes for Local Communities*

**Somerset West and Taunton**  
Housing Revenue Account Business Plan  
2020 - 2050

## **SWT Housing – “Great Homes for Local Communities”**

### Corporate Strategy:

A district that offers a choice of good quality homes for our residents whatever their age and income, in communities where support is available for those who need it.

### SWT Housing:

Our homes will be safe and secure and we will build many more in which our tenants will thrive. To do this we will develop a great team to provide excellent and modern services. We will compare ourselves with the best and match their performance, and seek to win awards to recognise our progress and give assurance we are doing a good job. We will work hard to deliver the following priorities....

# SWT Housing - Our Priorities

Our work and resources will be directed to help people to lead healthy and fulfilling lives and even more people to access better homes in Somerset West and Taunton by:

- ➔ Delivering more new homes
- ➔ Providing great customer service
- ➔ Improving our existing homes and neighbourhoods

# Delivering more new homes

Our purpose is to run a highly efficient business to enable us to build more new homes

## We will:

- **Deliver 1000 new homes over the next 30 years**
- **Build new homes that will help to combat climate change through their fabric and design.**
- **Implement exemplar regeneration in North Taunton.**
- **Incorporate further regeneration into our new build programme targeting the worst performing stock.**
- **Support the development of new homes in our rural communities.**

## Our customers will:

- Have greater choice and access to new social and affordable housing in the Council's area.
- When having their community regenerated have opportunities to relocate or move back into new homes which will be more comfortable and cheaper to run.

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# Providing great customer service

Our purpose is to ensure our customers consistently experience great service and community support

## We will:

- **Improve customer satisfaction through stronger processes and clear responsibility and ownership.**
- **Make it easier for our customers to engage with us and access the information they need, through introducing and promoting new technology and offering a wide choice of access options**
- **Ensure the voices of our customers are heard and influence the service we offer, by improving how tenants and leaseholders are engaged and represented**
- **Improve how we keep our customers updated on what is happening and how we are performing and ensure there are effective routes for customers to contact us and know their view will be taken into account.**
- **Provide enhanced support for families and communities experiencing hardship**

## Our customers:

- Can expect their needs to be resolved quickly, efficiently and with care and be able to self serve for an increasing range of services.
- Will receive prompt acknowledgement and action if things do not go to plan.
- Will be supported to manage their tenancy.
- Feel well informed about what is going on and know where to go to have their say and confidence this will be heard.
- Will need to play their part by looking after their home, paying their rent and helping us to build strong neighbourhoods.

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# Improving our existing homes and neighbourhoods.

Our purpose is to invest in homes and the places where people want to live

## We will:

- Continue to invest in the safety of our homes
- Investigate ways to increase our investment in the energy efficiency of existing stock.
- Look after our estates and ensure the service charge is spent wisely, we will investigate ways to better manage our open spaces to reduce our carbon footprint and support nature.

## Our customers can expect:

- To live in good quality homes where they feel safe, warm and secure and where they can thrive.
- Their communities to be attractive places where they choose to live, work and stay.
- To live in homes that are cheaper to run and that reduces our impact on the environment.

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