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[Housing Association |
Auckland Home
Solutions C.I.C](#)

AHS
CIC
Auckland Home Solutions



CORPORATE STRATEGY

AUCKLAND HOME SOLUTIONS CIC
2025 – 2028



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Introduction



Auckland Homes Solution (AHS) is a small Registered Housing Provider that cares about its customers (i.e. tenants), staff and partners. Incorporated in August 2010 under the Companies Act 2006 as a Community Interest Company, our objective is to provide affordable and quality housing to vulnerable adults disadvantaged through disability, age, race, social circumstances or finance. 14 years after incorporation, AHS continues to serve the local communities, working with local authorities, landlords, and care providers. In 2012, AHS became a Social Housing Provider based on its focus on providing temporary and supported housing accommodation. Over the years, its portfolio of managed properties has grown, with most of its assets leased on long-term leases to a mix of Real Estate Investment Trusts (REITS) and private landlords.

Our Values



Accountable – For the decisions AHS makes and the services provided. AHS own it!



Caring – Demonstrating compassion – we prioritise the well-being of one another and the customers we serve.



Customer – focused – prioritising customers' needs, expectations and satisfaction above all else.

Our Mission Statement -

"Empowering trust, fostering happiness, and promoting independence for all"

Our Vision Statement -

"To use customer voices, to shape our services to ensure a high-quality service provision."



Where we work

And how we operate

The map shows the extent of our geographical coverage.

Our Head Office is based in Durham, and we have remote workers distributed around the country.

Our Housing Officers are based within their patches and provide face-to-face services to our Tenants and Care Providers. We also have regional maintenance officers who provide a familiar face to our customers with building safety and maintenance needs.

The delivery of repairs and planned works is also managed by our team in the Durham Head Office, to provide additional support and oversee contractors who are selected to ensure we are always ensuring the best value for money on each appointment. The distribution of workers visiting our properties allows us to build strong relationships with all.

AHS aims to always deliver high-quality service to all our customers.



Our Priorities



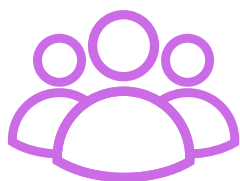
Financial Sustainability

A better financial performance and position by delivering a break-even budget at the end of 24/25 and returning an operating margin from 2025.



Statutory Compliance

Improved assurance on statutory compliance as with the requirements of the RSH, Companies House, CIC Regulator, Health & Safety Executive and other



Customer Focused

Delivering excellent services, quality homes and putting our customers at the centre of all we do through effective customer engagement and Tenants' Satisfaction Measures.



Organisational Resilience

Being an independent organisation with a clear focus on building a robust governance structure, leadership and staff team. Forging good relationships with our landlords, commissioning authorities and providers.

Our Plan

For the next 3 years..

1



Building the strength and skills of the Board whilst exercising strong stewardship.

2



Assess our compliance with the NHF Code of Governance 2020.

3



Achieving compliance with the RSH's standards. working towards achieving compliance with the regulator's economic and consumer standard

4



Develop a succession plan

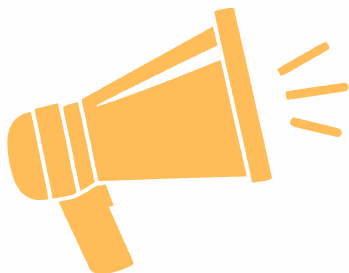
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Establishing an Assurance Framework

What will we do?

1



Ensuring our customers have a voice.

2



Looking after staff.

3



Being a learning organisation and developing our culture

4



Establishing our current compliance position (through self-assessments) and achieving compliance

5



Embedding risk management into our practices

6



Ensuring our data is relevant and accurate, for example - knowing our stock through Decent Homes surveys and having up-to-date customer profiles to help shape service delivery.

How will we do this?

We will achieve this by...



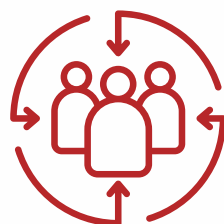
Working with external agencies to conduct self-assessments and test our compliance with regulatory standards



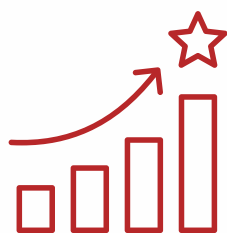
Continue to embed the AHS culture within our team and offer learning opportunities that attract and retain our staff



Be an equal, diverse, safe and vibrant place to work



Continue to invest in our customer engagement services.



Drive improvements in our performance and constantly monitor any upcoming publications or regulatory changes.



Using what we know about our customers and homes to invest our money correctly



Diversify our model to work with small providers and look to purchase more assets.