

2026 - 2029

## CORPORATE PLAN

Saxon Weald's corporate plan sets out how we will deliver better homes, better services and stronger communities by listening to our customers and focusing in on what matters most.

Shaped by extensive customer and colleague research, this plan responds directly to what people told us. They want safe and secure homes, reliable services, clearer communication and faster problem-solving. It is not about starting again, but about doing better, with greater focus, clarity and collaboration.

We will achieve this by strengthening leadership and culture, using data and technology more intelligently, and ensuring every pound we spend delivers real value for customers.

## Our commitment

This plan is our promise to work better together, with customers, colleagues and partners, to deliver homes and services people can rely on.

Better services. Better homes. Better communities.



## Our core areas of focus

Over the next three years, we will focus on four core areas that guide how we operate and make decisions:



### Leadership and culture

Develop a culture of openness and collaboration. Colleagues feel empowered, take ownership of their work and contribute to improvement.



### Technology, tools and data

Harnessing modern technology, data and insight to simplify processes, improve decision making and deliver faster, more reliable services.



### Communication and trust

Improving how, when and why we communicate. Customers will feel informed, listened to, confident in the service they receive and safer in their communities.



### Value for money

Using resources transparently and responsibly to deliver growth, sustainable services, strong governance and long-term financial stability.

## What this means for customers

By 2029, customers will experience a more joined-up, proactive and reliable service:

- Repairs that are easier to report, clearly communicated and more efficiently completed.
- Quicker responses, with empowered staff able to resolve issues without delay.
- Clearer, more personal communication throughout the customer journey.
- Greater visibility and proactive action on neighbourhood issues and anti-social behaviour.
- Services shaped by continual customer feedback.
- Further investment in homes and neighbourhoods.

Customers will feel listened to, supported and confident that Saxon Weald keeps its promises.

## What this means for colleagues

Our colleagues will have clearer priorities, stronger leadership and better digital tools to make the right decisions at the right time.

An empowering, values-led culture will enable teams to work confidently together and deliver better outcomes for customers.

