

#### Our growth will adhere to the principles of sustainability, innovation, desirable location and

- Aim to meet the growth targets driven by our financial capacity
- Growth through identifying and entering into development partnerships
- Diversify our portfolio to mitigate risk

- A strong commitment to customer satisfaction
- Investing in and upgrading our homes
- Ensuring we offer the best service we can and so remain an exemplary landlord
- Review the portfolio to ensure it delivers its potential

## Housing working Londoners on modest incomes

#### GROWTH

#### FINANCIAL VIABILITY

### **MISSION**

To provide high quality, truly affordable housing, in desirable locations, near good transport links, for working Londoners on modest incomes.

We help a wide range of London's workers.

Teachers, chefs, health workers, creatives
and more – the people that make London
work.

# VALUING OUR HOMES AND OUR RESIDENTS

CHARACTER

We continue with a course of action to build a strong, resilient, agile organisation, positioned to be able to take advantage of opportunities as they arise and taking on acceptable levels of risk. This document sets out the vision for 2020/21

- Create a stable asset base and strong resilient underlying rental income
- Use our financial capacity to deliver new homes, whilst adhering to our treasury strategy
- Grow in a financially sustainable way
- Appraise all projects on ar ongoing basis
- Review and regularly update business plan
- Demonstrate good value for money in everything we do
- Champion of intermediate rental housing and affordable housing innovations
- Strong relationships acros the housing, real estate,
   BTR, investment and political sectors
- Maintaining a focus, remaining agile, able to act opportunistically
- Ensure Dolphin remains of great place to work, retaining and attracting the right staff