

# ‘Investing in...



**Halton**  
Housing Trust  
Delivering quality and excellence for all

## **I**nspection

- Core service areas - housing management, repairs, tenancy services.
- Customer Satisfaction Framework
- Investment Programme
- Customer investment and involvement
- Delivering positive outcomes for customers
- Hard to reach groups
- Equality and diversity

## **N**ew Business

- Development and regeneration
- Community leadership role
- Construction Services
- Choice and flexibility

## **V**FM and Procurement

- Cashable Savings Project
- Delivery of business plan targets
- Increased awareness of VFM
- Performance management

## **E**nvironment

- Environmental Improvement Programme
- Grounds maintenance
- Recycling/carbon footprint/green focus

## **S**taff

- Health and wellbeing
- Development
- Satisfaction
- Customer First Programme

## **T**enancy Management

- Service Baseline Review recommendations
- Disaggregation of service charges
- Targetted estate management