

PfPS Strategy

Because Community Matters

We want to be known as Scotland's best affordable housing business.

We will create and support thriving Communities by...

1

Delivering for Customers

We will provide high quality homes for our Customers and when things go wrong, react and fix things quickly.

2

Delivering Core Services

We deliver our services by having service standards and consistently delivering against them.

3

Supporting Customers

We will be there for our Customers, when they need us to help sustain their tenancy and provide the support they need to thrive.

Aspirations

Customers

80%

People

85%

Effort

3.9%

Social Value

>15.5m

PBIT

>34.7m (inc. PfPSC £51.5m)

Brand Recognition

80%

How to Win

Customers

We will deliver consistently against our ambitious, consistent service standards, responding quickly and appropriately to our Customers, always.

People

We will attract, develop and engage diverse talent. Our People will be empowered to deliver our promises and standards with strong regional leadership and accountability.

Effortless

We provide the right tools, flexibility and support to deliver effortless services for our Customers with a focus on Customer centric, inclusive design.

Social value

We grow thriving Communities — balancing Customer need with commercial outcomes. We will provide homes for societies most vulnerable through expanding our services and helping Customer Customers to sustain tenancies.

Brand

We create advocates for PFP/S, by getting the basics right, leading to positive reputation, where it counts.

Our Capabilities

A Customer insight strategy that drives business planning.

A workforce with the capacity and skills to deliver business requirements.

ACRM system that enables effortless service delivery.

A business development and investment plan that supports growth.

A brand strategy with a clear focus.