



2022/25 Business Plan Objectives

1. Develop a Digital Strategy - by 30 September 2022
(Implement the Strategy's Action Plan activities over the course of the Business Plan period.)
2. Assess viability of one new housing project each year of the Business Plan
3. Develop an Environmental Policy and Action Plan - 30 June 2022
(Implement the Strategy's Action Plan activities over the course of the Business Plan period.)
4. Develop a Tenancy Sustainment Strategy by 29 March 2023
(Implement the Strategy's Action Plan activities over the course of the Business Plan period.)
5. Maintain and seek to enhance CHA's full compliance with our regulatory and statutory responsibilities – ongoing
6. Gather and use customer satisfaction and insight information to develop an Action Plan – by 29 March 2023
(Implement the Action Plan activities over the course of the Business Plan period.)