



Templer HomeBuild
Corporate Plan
2021-24

Quality you trust

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Foreword

We continue to develop our company to be trusted and reliable delivering quality services on which our residents can rely. We still strive to do more and do better.

We're proud of our place as a strong, local repairs company. Our hard work was recognised during 2020/21 with our re-accreditation of the prestigious gold award from the Royal Society for the Prevention of Accidents (RoSPA) and we achieved Investors in People accreditation, which we will build on in the future.

This Corporate Plan sets our vision, values and strategic aims, which are closely aligned with our parent company, Teign Housing.

We are providing ***“Quality you trust”***.

Maureen Robinson
Chair of the Board

Jo Reece
Chief Executive

Justin Glue
Head of Repairs and Maintenance

Our business

Templer HomeBuild (THB) was created in 2017 as a subsidiary company of Teign Housing to provide a long-term, good quality repairs and maintenance (R&M) service to Teign Housing homes; and to provide development opportunities that support Teign Housing's delivery of new affordable housing. Templer has a strong connection with Ian Williams property services company and benefit from their expertise of being one of the UK's leading property services companies. Ian Williams supervise the R&M contract as part of this tripartite arrangement. Profits made by Templer are paid back into Teign to support their charitable aims.

We provide emergency and by-appointment repairs to residents when they need us. Working with Teign Housing, we plan and carry out improvement works such as new roofs, kitchens, bathrooms and windows, as well as work to improve the energy efficiency of our properties keeping homes economical, comfortable and secure places to live. Climate change and a move towards zero carbon ways of working are high on our agenda. We play an important role in keeping homes safe through regular electrical, fire and lift testing, gas servicing and more and our work supports the availability of much-needed social housing as we carry out efficient repairs and improvements between tenancies.

We also provide aids and adaptations to our properties to make them safe and suitable for residents with disabilities and have access to Teign Housing's

'in house' Occupational Therapist to help prioritise and support this work. Equality, for our residents and our staff, is important to us in all its guises.

We aspire to be high performing – in 2020/21 96% of our residents were satisfied with their repairs, we completed 99% of planned repairs on time and turned around empty property to an enhanced standard within 13 days. Where our performance needs improvement we're focussing on that and working hard to do better.

Our people are our biggest asset. We employ over 50 skilled and dedicated staff and we're proud of our commitment to training apprentices to grow local talent.



Future growth

We are a young company but we are keen to grow sustainably into the future. We will seek and consider opportunities for diversification such as working for other service providers to deliver building, repair and maintenance services. When the opportunity arises, we will explore the possibilities of building for open-market sale to support Teign Housing's charitable aims.



Vision

We dedicate ourselves to providing excellent services. Working with our diverse customers and partners we are trusted to build and maintain safe and comfortable homes.

Values



Ethical

We value our role as an employer and in supporting Teign Housing to provide homes and services for those who need them. We are an organisation with heart and strive to offer an empowering workplace and the personal service our customers want.



Resourceful

We maximise our resources by using our money in efficient ways. We look for opportunities to expand our business by creating and growing valuable services. We recognise our role in supporting the local economy.



Respectful

We treat people with respect and provide good quality customer service. We appreciate the relationships we build and, with our customers, sub-contractors and partners, we are proud to be Templer HomeBuild.

Strategic aims



Service

We will	Measure	March 2022	March 2023	March 2024
Minimise return visits	Fixed first time	99%	99%	99%
Work efficiently in residents' homes	Planned works completed on time	95%	96%	97%
Respond quickly to problems	Complaints answered on time	100%	100%	100%
Improve response from the Ian Williams customer hub	Calls answered on time (within 20 seconds)	90%	90%	90%



Safety

We will	Measure	March 2022	March 2023	March 2024
Keep all homes safe	Compliance with all regulatory health and safety standards	Achieve 100% in all health & safety compliance areas	Achieve 100% in all health & safety compliance areas	Achieve 100% in all health & safety compliance areas
Achieve continuous recognition for approach to health & safety	Maintain annual RoSPA accreditation	RoSPA Gold	RoSPA Gold	RoSPA Gold
RIDDOR reportable incidents	Number of incidents	0	0	0

People



We will	Measure	March 2022	March 2023	March 2024
Investors in People (IIP)	IIP status	Maintain IIP status	Achieve IIP silver	Maintain IIP accreditation
Apprenticeships	Number of operatives which are apprentices	3	4	4
Training and accreditation to PAS2030 to access grant funding	Number of employees with approved accreditation	1	1	2

Environment



We will	Measure	March 2022	March 2023	March 2024
Reduce our carbon emissions and negative impact on the environment	Reduction in number of THB diesel vehicles to hybrid	4 vehicles	5 vehicles in total	6 vehicles in total
Maintain amount of waste not going to landfill	Percentage diverted from landfill	98%	98%	98%
Reduce carbon emissions from office space	Number of independent THB offices	1	1	0

Business



We will	Measure	March 2022	March 2023	March 2024
Improve our digital integration	Integration within group systems	Templer HomeBuild staff have direct access to Civica Cx and Cx Compliance	Repairs and compliance information integrated All THB employees to have access to group HR system	Repairs, compliance, planned and cyclical works fully managed by the group through Civica Cx
Cost efficiency and value for money	Increased workforce number to reduce subcontract spend	2 (equivalent £58k)	4 in total (equivalent £116k)	6 in total (equivalent £174k)
Maintain strong governance	Board attendance	100%	100%	100%
Social Value	Number of community projects	2	2	2



