

OUR HOMES AND COMMUNITIES



We are committed to building sustainable homes and communities and strive to achieve high levels of build quality and customer care. We build highly energy efficient homes and address a wide range of environmental and social issues. In addition, we provide important benefits to local communities from providing much needed housing to financing education, infrastructure and other local services.



OUR FIVE KEY AREAS OF FOCUS CONTINUE TO BE



Supporting local communities

Being a good neighbour and engaging with community and other stakeholder groups through consultation, considerate construction and charitable activities. **p09**

Design

Using design to create high quality, cost effective, attractive and appealing homes and communities that meet our customers' needs and wants as well as enhancing the local area. **p10**

Environmental sustainability

Striving to build homes that are ever more energy efficient as well as reducing the environmental impact of our operations at both a local and global scale. **p11**

Enhancing economic growth

Making major contributions to the local economies in which we build through regeneration schemes, affordable housing, improved infrastructure and increased local employment. **p15**

Customer care

Providing the highest levels of customer care and making our customers' house buying process as simple, straightforward and enjoyable as possible. **p16**

