

LHS Delivery Charter

Quality

We will:

- deliver and evidence high quality works
- deliver sustainable solutions
- manage performance and apply the lessons learned

People and Behaviours

We will:

- engage with residents to shape the services we provide
- keep residents informed about the works
- do what we say we will do

Community and Legacy

We will:

- deliver a programme that improves homes, neighbourhoods and lives
- draw communities together
- leave a legacy on estates

Accountability, Governance and Finance

We will:

- take shared and individual ownership for delivering excellent services
- deliver value for money
- invest wisely in the future

