



**Yorkshire
Housing**

Providing meaningful support for our customers

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Context & current challenges

Changing our service offer

Great customer experience:

We will listen to customers, design services to meet their expectations and provide targeted support where needed.

We will use data and insight to help us take a proactive approach to delivering services.

Homes and places to be proud of:

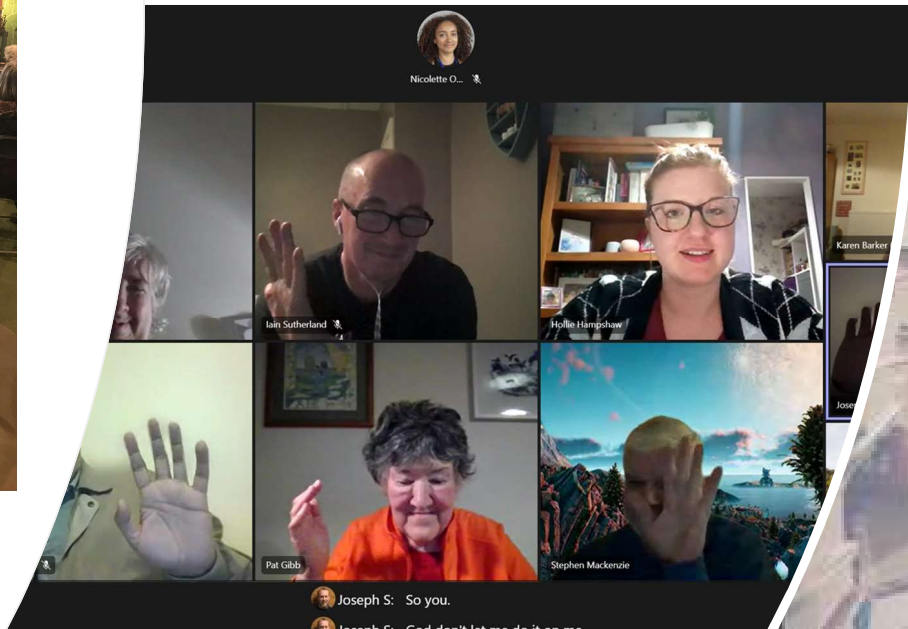
We will provide high quality, safe, affordable homes that meet customer expectations and needs. We will reduce our reliance on fossil fuels and be one of the first UK housing associations to stop using gas heating and hot water systems.

Challenges



Housing scandal: ITV News uncovers widespread problems with leaks, damp and mould in tower blocks across UK

Examples



How do we know it works?

