



Annual report 2007

Providing new and better homes, creating better places to live and improving the lives of local people

Now available for download is our annual report 2007. The last year for Tor Homes was a time of considerable change with leaving the William Sutton group and joining Devon & Cornwall Housing group. The board pursued this change in the best interests of our residents.

We believe that joining the Devon & Cornwall Housing group offers residents great opportunities for service improvements, whilst maintaining the board's local accountability.

Throughout this time of change our staff have maintained and improved services to our residents. Our annual independent satisfaction survey showed improvements in customer satisfaction, placing Tor Homes above average in all areas compared to similar organisations.

During the year we completed 71 new homes, and commenced development on a number of important new sites in south Devon. The board is grateful to Tor Homes staff for their excellent performance throughout a very challenging year. Devon is an area of acute housing need, with low incomes and high house prices, exacerbated by the number of second homes in the area.

Tor Homes aims to make a difference, providing new and better homes, creating better places to live and improving the lives of local people. Membership of the Devon & Cornwall Housing group offers great opportunities for Tor Homes to meet local housing needs and improve services for our residents. There are opportunities to develop more affordable homes, to share best practice and to deliver efficiencies.

The strength and capacity of the new group offers opportunities to influence the regional policy agenda and to pursue solutions to the acute housing problems in this area. In the coming year we aim to pursue the opportunities to improve services and achieve efficiencies through the group. This will include the managed expansion of Tor Homes maintenance team and the growth of our joint venture subsidiary, Call24Hour.

Through our operational service improvement plan we will continue to improve and develop services, aiming always to raise levels of customer satisfaction. By continuing to develop resident involvement we aim to ensure that the board remains accountable to our residents for its actions and decisions.


Having successfully negotiated a period of considerable change, Tor Homes is entering a period of stability and opportunity which should enable all of the company's resources to be devoted to our goal of providing affordable, quality homes for the communities of south Devon.

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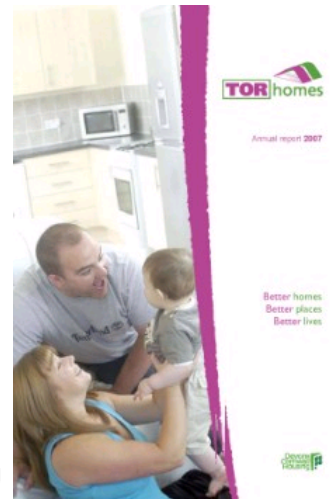
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