

Annual report 2008

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Our membership of Devon & Cornwall Housing group is an exciting opportunity for us to improve and expand the work we do for the residents that we serve.

That decision to join Devon & Cornwall Housing was, in the final analysis, an easy decision, because like us, both Devon & Cornwall Housing Association and Penwith Housing Association place residents at the centre of all decision making.

The Tor Homes board and staff remain very proud of the organisation's achievements. This is why the decision-making independence that this group provides is especially welcome. It ensures that we can continue to offer a local service and remain fully accountable to residents and our other stakeholders in south Devon.

However, pride will not lead to complacency. We continue to survey our residents on an annual basis and benchmark our processes with our fellow group members, as well as other housing organisations in the area.

This helps us to identify improvements and efficiencies, seeking to ensure that the maximum amount of rent received is invested in front line services to residents and investments in homes. As part of that, a key project was to commission an independent review of all the services we offer. We will be in a position to report the outcome of that review next year.



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