



Welcome to the 2021 Annual General Meeting



A year's worth of reflections

Michael Newey
Chief Executive

Agenda

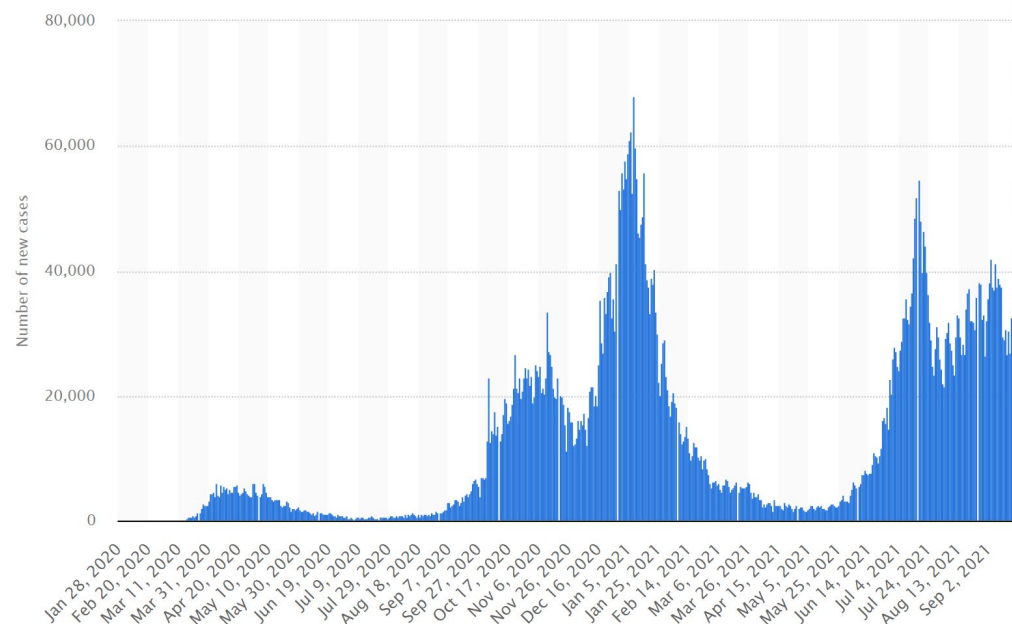
Our context

Our challenges

Our successes

Our ambitions

Acknowledging the reality of 2020/21



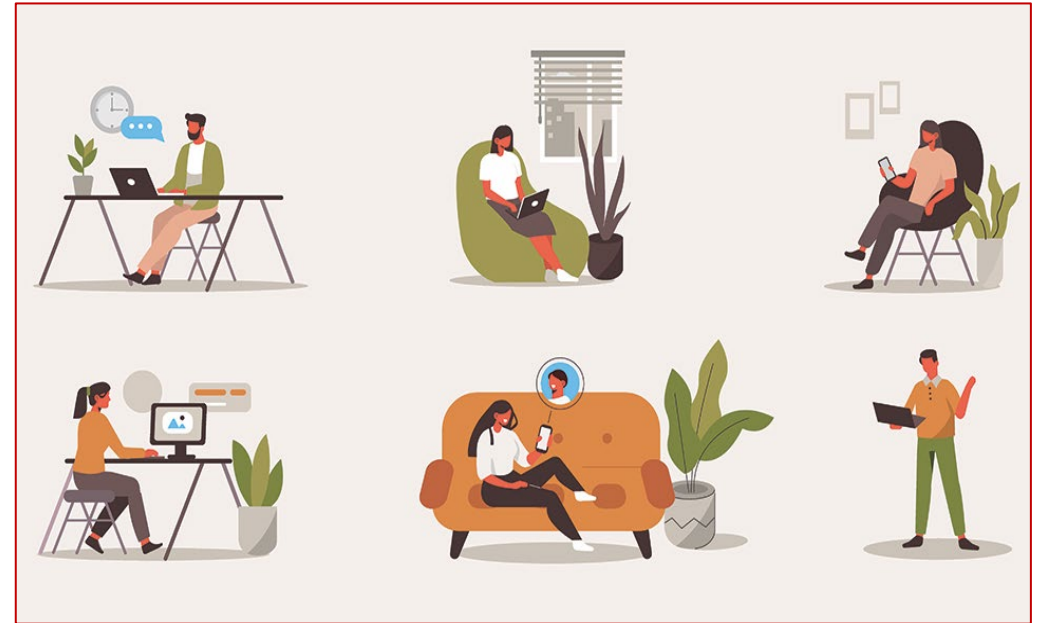
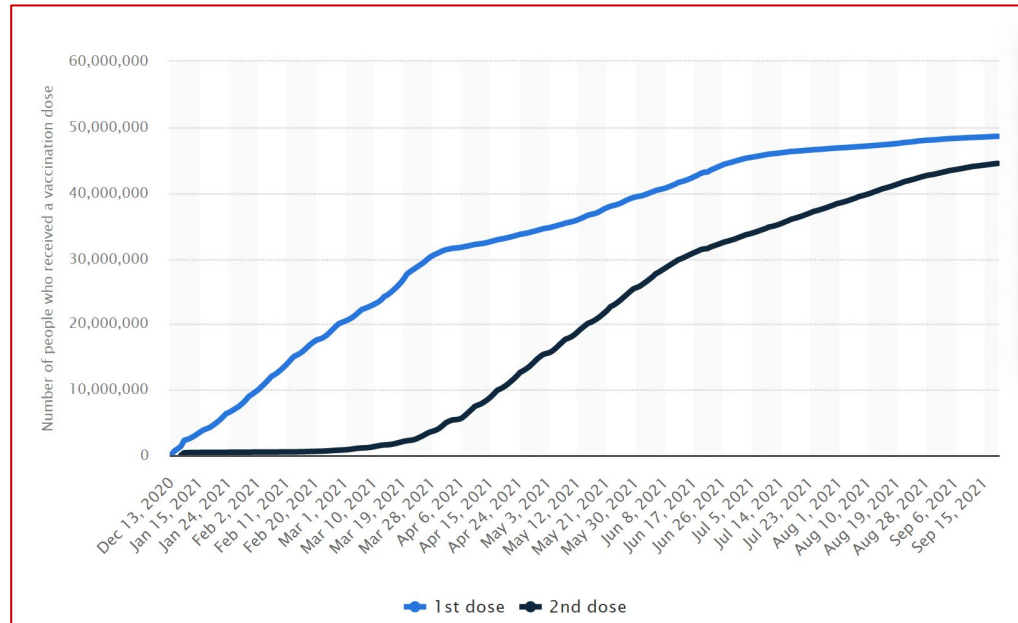
**KEEP STAYING
AT HOME
AS MUCH AS POSSIBLE**

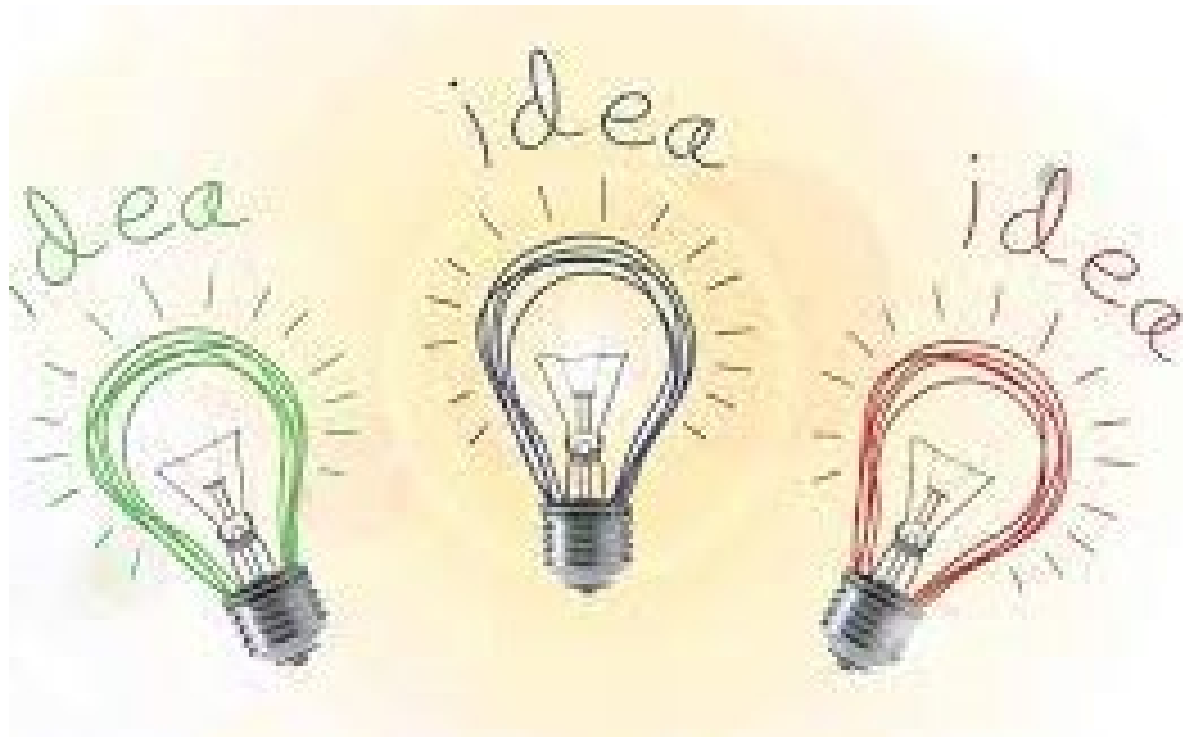
**CORONAVIRUS
IS STILL WITH US**

**PROTECT OURSELVES.
PROTECT NORFOLK.**



Hope for a new normal ...





2. The challenges of the last year

The year of three strategies

Keeping
people
safe





Keeping homes decent

Meeting our tenants' expectations



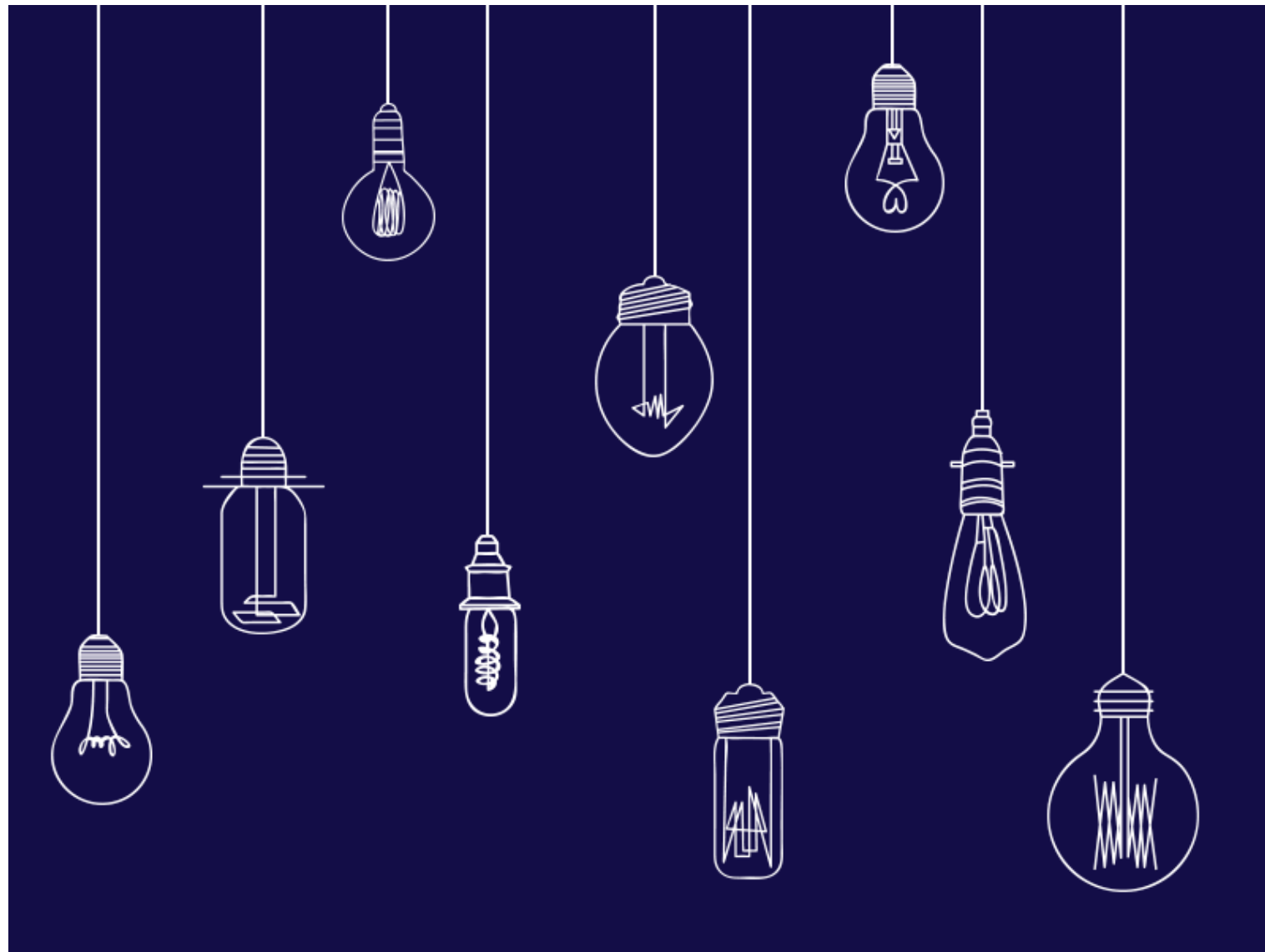


Responding to climate change





Tackling diversity





The successes of 2020/21



Looking out for people



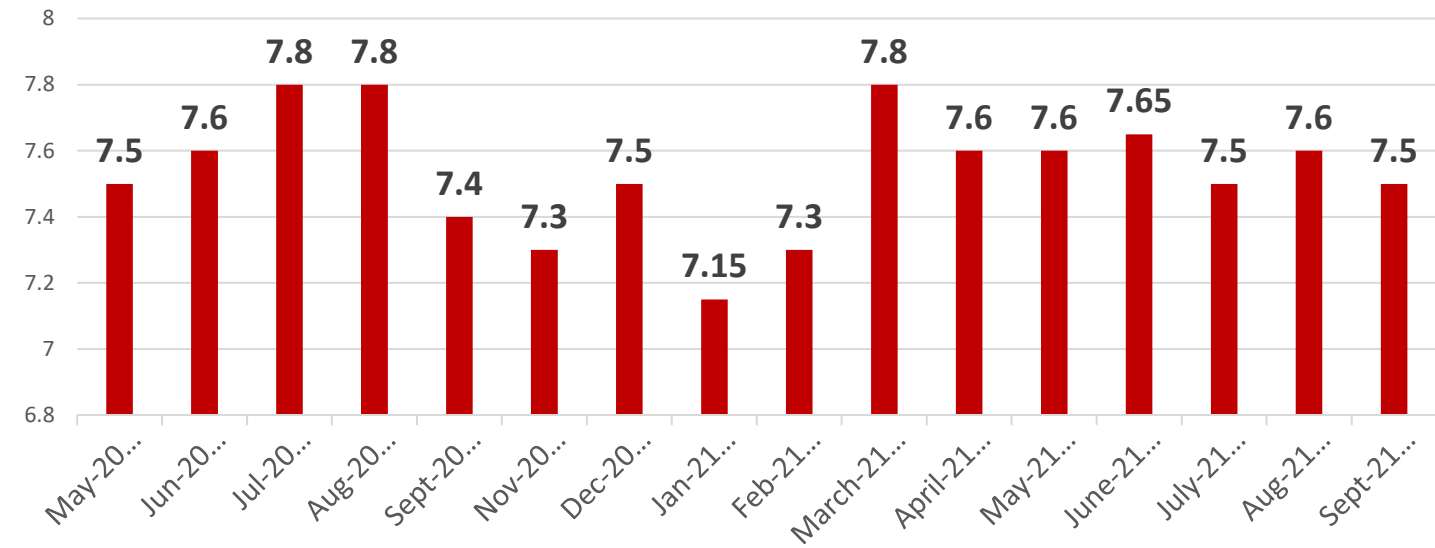
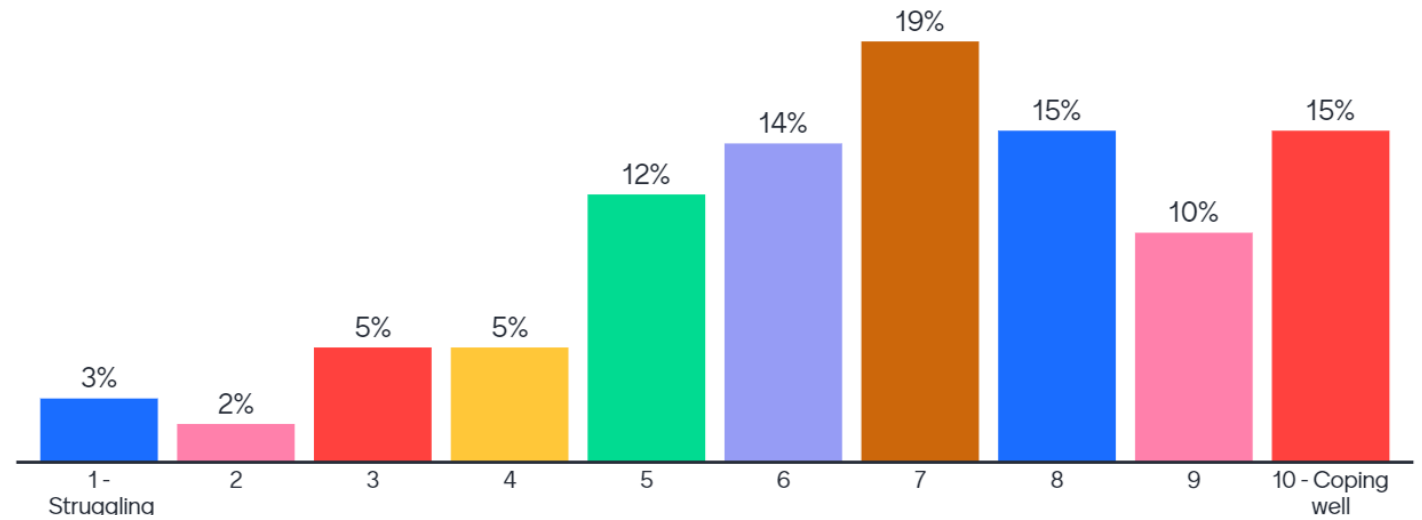


Tenancy Support



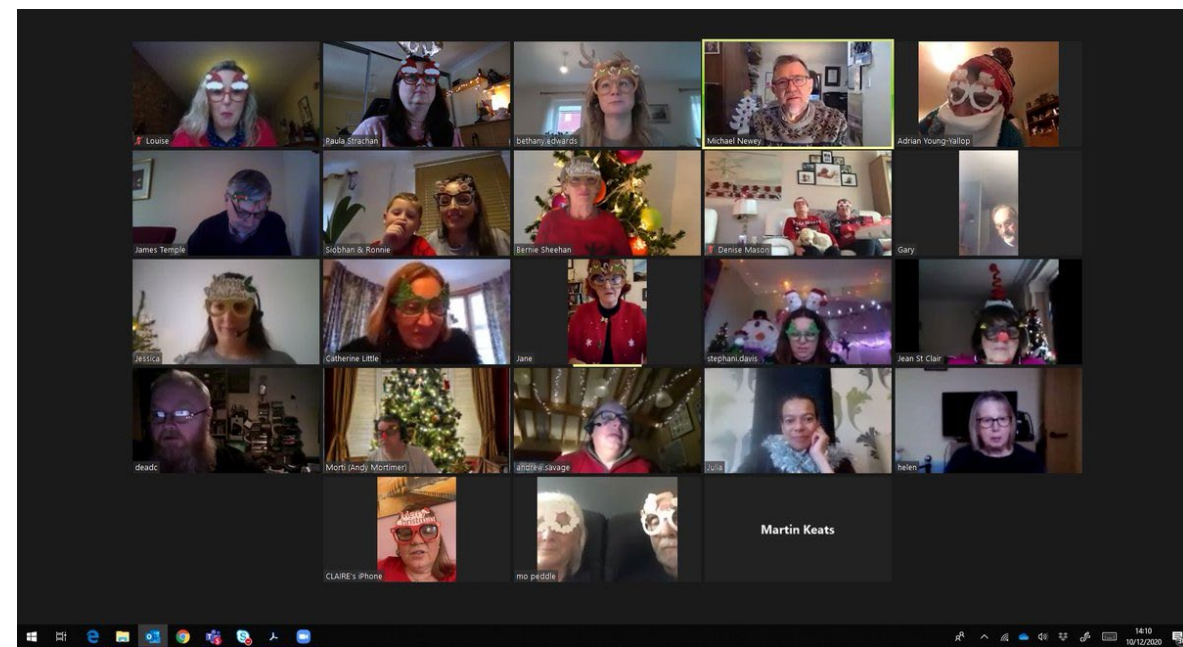
How do you feel today?

And our colleagues ...



Listening ...

Tenant involvement in lockdown



Your name,
where you live,
how long have
you been a
tenant?

10



WORK
— IN —
PROGRESS

Renewed focus on
local delivery



Responding to homelessness

- Housing First
- Move on accommodation
- Partnership working



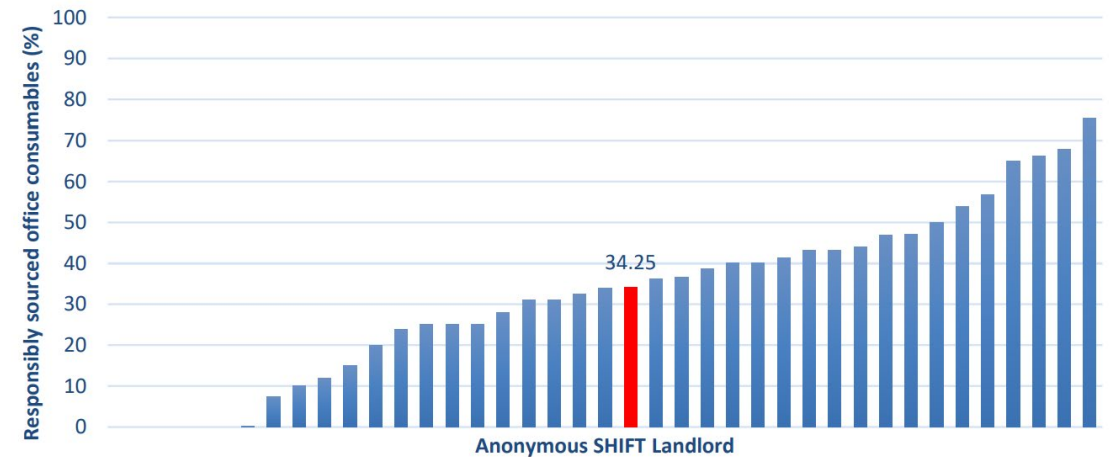
Providing new homes

- Delivering 147 new homes – forecast 72
- Selling 33 shared ownership homes
- Selling 48 market homes to fund the subsidy gap

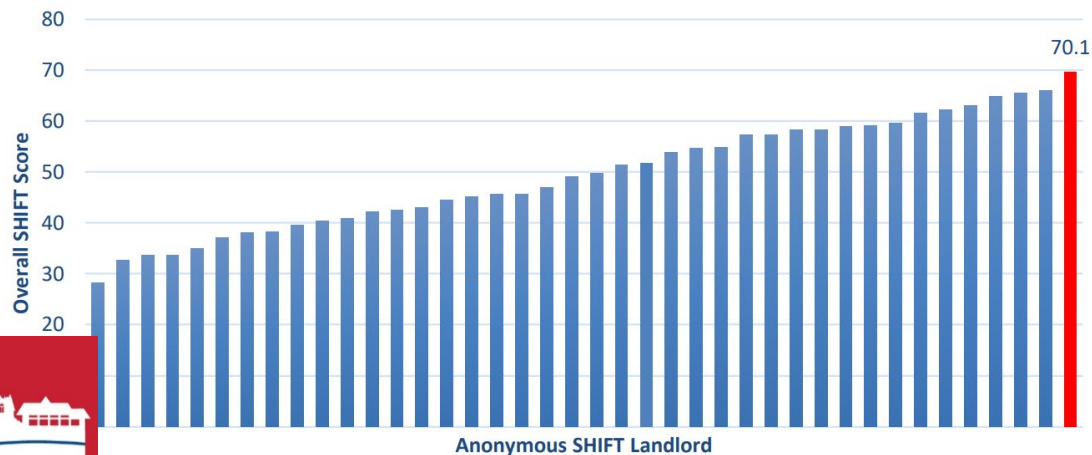
Becoming greener (But still much to do)

Gold SHIFT assessment

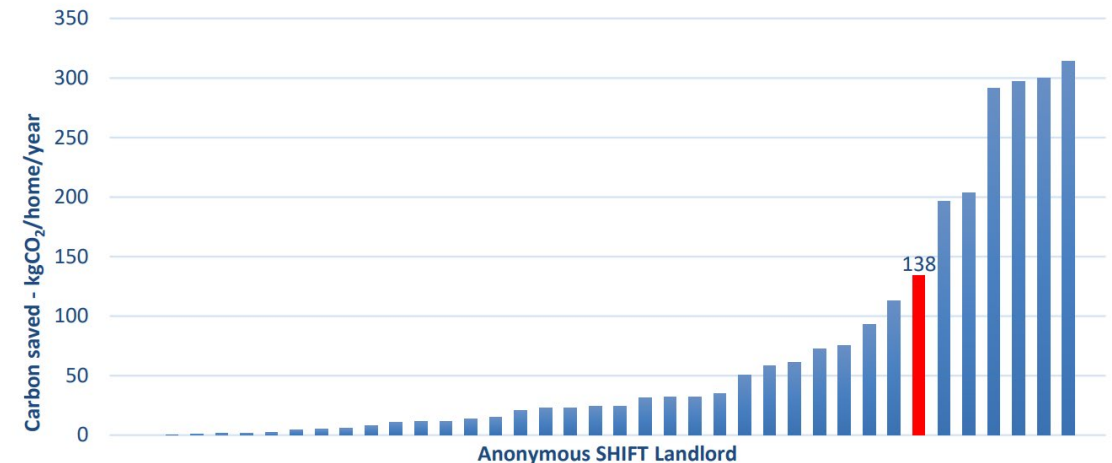
Responsibly sourced office consumables



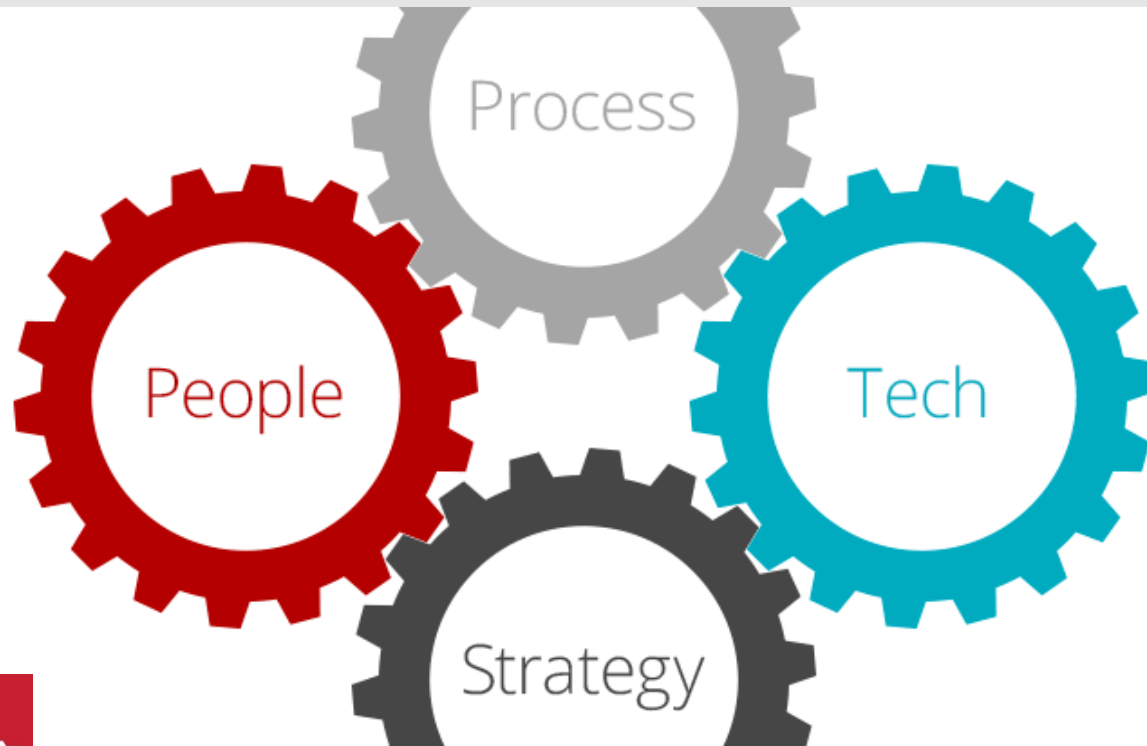
Overall SHIFT Score



Carbon savings from sustainable transport interventions



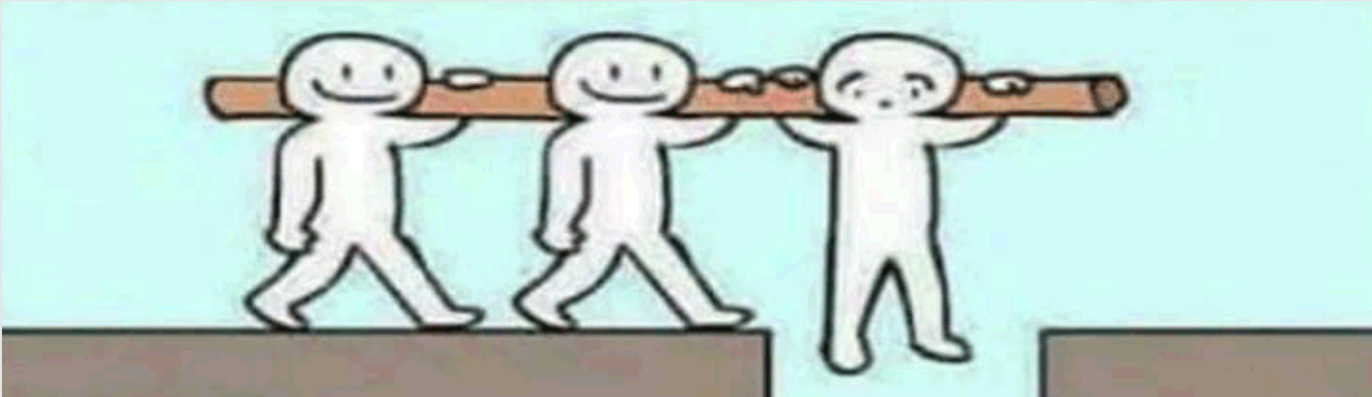
Where next?



- **A new strategy for a new normal**
 - Hybrid working and agile tools
- **Focus on:**
 - Housing need and homelessness
 - Repairs and maintenance
 - Health and safety
- **Consultation underway**



Thank you



- To our employees
- To our tenants
- To our Board Members
- To our partners