

## 1. VISION AND MISSION

Gateway's **vision** is for communities to flourish and thrive in Tower Hamlets.

In order to contribute to this vision:

Gateway's **mission** is to work with residents and partners to deliver excellent housing services in and around Tower hamlets.

## 2. STRATEGIC OBJECTIVES 2010-2015

In order to achieve the above mission, Gateway will focus its activities across the following four **strategic objectives**:

1. We will make a step change in the way we engage and involve our residents and the wider community.
2. We will improve the range and quality of our services to residents.
3. We will develop the quality of the housing we provide.
4. We will develop a strong and sustainable organisation.

## VALUES

- Put the needs of communities and residents first.
- Listen carefully and engage with residents and the communities we serve.
- Be responsive to new and emerging housing needs.
- Treat people with respect and promote neighbourliness.
- Value and rejoice in diversity.
- Be forward looking, flexible and ambitious on behalf of those we serve.
- Take decisions on the basis of research and evidence.
- Be honest and fair, open and accountable, in all our transactions
- Work effectively in partnership with other agencies, including our local authority partners.
- Seek to improve from year to year.