

## Housing working Londoners on modest incomes

### MISSION

To provide high quality, truly affordable housing, in desirable locations, near good transport links, for working Londoners on modest incomes.

We help a wide range of London's workers. Teachers, chefs, health workers, creatives and more - the people that make London work.

### GROWTH

- Stable, sustainable growth from 2020 through acquisition and development
- Explore partnership and management opportunities

### VALUING OUR HOMES

- Developing high quality buildings – design and construction
- Investing in and upgrading our homes
- Ensuring we offer the best service we can and so remain an exemplary landlord
- Review the portfolio to ensure it delivers its potential

### FINANCIAL VIABILITY

- Create a stable asset base and strong resilient underlying rental income
- Appraise all projects on an ongoing basis
- Review and regularly update business plan
- Follow and review a treasury strategy that meets the needs of the business with underlying principles of growth, flexibility, matching and stability

### CHARACTER

- A strong commitment to customer satisfaction
- Champion of intermediate rental housing and affordable housing innovations
- Strong relationships across the housing, real estate, BTR, investment and political sectors
- Maintaining focus, remaining agile, able to act opportunistically
- Ensure Dolphin remains a great place to work, retaining and attracting the right staff

The next few years contain significant uncertainty. The best course of action is to build a strong, resilient, agile organisation, positioned to be able to take advantage of opportunities as they arise and taking on acceptable levels of risk. This document sets out the vision for 2020.