



The Victory Charter



A new set of promises

The Victory Charter is our new set of promises to you. It will focus on the needs, aspirations and priorities of Victory residents, so we need your help to develop it.

Why now?

It is nearly four years since we made our Offer Document promises to residents and we're ahead of schedule, having delivered on more than 80 per cent of them. Now it is time to move forward and set challenging new targets for the future.



How are we doing it?

We want as many Victory residents as possible to be involved in developing the new Charter and setting our commitments to you. A group of residents and staff are working on the Victory Charter project with consultants who are helping with the process and providing independent support and ideas, but we still need more residents to get involved.



Where do we go from here?

Your input and influence has never been so vital; whether you've contacted us before or not, your views are of value. What matters to you? What do you want? If we're not providing it, now is your chance to tell us.

We hope to reach as many residents as possible over the next three months, via road shows, informal chats or short phone calls, to develop Victory's plans for the future.

Your involvement will help ensure that the Victory Charter reflects resident priorities.

How do I find out more?

To find out more or get involved, contact your Housing Officer on **0845 300 6648**, or email **charter@victoryhousing.co.uk**

