



About Us



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ANCHO is a housing association, a Registered Society under the Co-operative and Community Benefit Societies Act 2014, registered with the Scottish Housing Regulator, recognised as a Scottish Charity and a registered property factor.

We currently own and manage over 850 properties across eight local authority areas, with the majority in Ayrshire. We also provide property management services to over 200 owner occupiers.

We are governed by a voluntary Management Board which meets bi-monthly, and in between, holds focus meetings which enable an in-depth discussion of a range of topics. Each quarter, the Board receive a Traffic Light Report on performance against the Key Performance Indicator targets, as well as on how well we are delivering the Corporate Strategy operational objectives. We also have two Sub-committees – our Scrutiny Sub-Committee, which includes interested tenants, and our Youth in Film Entrepreneurial Sub-Committee, which includes some of the young people involved in our Youth Arts projects.

Mission, Values and Strategic Objectives

Our Mission

ANCHO exists to create neighbourhoods where people want to live.

Our Core Values

Integrity

- We do what we say we're going to do
- We treat customers as we would want to be treated ourselves
- We try to be the best we can be

Friendliness

- We are always willing to help others to the best of our resources
- We are caring, welcoming and available to our customers
- We are there when our customers need us when possible

Respect

- We try to understand how people feel as individuals and treat them with dignity
- We strive to build trust in all we do
- We respect people's differences, feelings and needs

Excellence

- We try to be better than most
- We rise to challenges and find a way to deliver
- We go the extra mile
- We are never happy with just 'OK' and will always strive to do better

Strategic Objectives

- To provide **excellent services** which meet the needs and expectations of our tenants and other customers.
- To invest in and maintain ANCHO's properties and services towards achieving **excellent standards** for current and future customers.
- To ensure that our activities and our relationships with others lead towards **excellent neighbourhoods** within the communities we serve.
- To promote the development of our Board and staff towards **excellent communication, leadership and direction**.

Questions

We're happy to help if you're unsure about what to do. Just call our Freephone number **03030 300 999**



Telephone: 01294 313121



Email: mail@ancho.co.uk



Web: www.ancho.co.uk

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