

# GLOUCESTER CITY HOMES

## Mission, Values and Vision

### Our Mission

" To provide a better quality of life to every tenant and leaseholder of Gloucester City Homes by delivering exceptional services and providing decent homes in successful communities."

### Our Values

#### Pride

We will act responsibly and will enable our tenants & leaseholders to take pride in their homes and communities through effective service delivery. Equally, we are proud of our staff and will recognise their achievement and success. We will work in partnership with the council, our residents, staff and partners, to build strong and successful communities.

#### Quality

Our aim is to be the best social housing agency in the country, delivering outstanding customer service and looking to improve continuously. We will listen, responding quickly and fairly to our tenants & leaseholders and employees needs to ensure we achieve our targets and standards.

#### Integrity

We will say what we do and do what we say, publishing clear standards, monitoring performance and providing efficient, value for money services. We will be a caring and responsible housing agency, respecting every tenant & leaseholder and every employee by being honest and fair in all our decisions.

#### Innovation

We will be creative and dynamic in delivering our services, anticipating tenant & leaseholder needs and planning accordingly. We will strive to be a national leader of excellence through challenging existing practices, working together as a team and never accepting mediocrity.

### Our Vision

"To be a first class social housing agency, delivering modern, efficient, high quality customer-focused services so that we can provide an excellent quality of life for our tenants & leaseholders in their homes and their community."

