



Habinteg
Housing Association (Ulster) Ltd

Vision, Mission Statement Values and Objectives

Habinteg Charter and Principles of Customer Care



INVESTORS
IN PEOPLE

CUSTOMER
SERVICE
EXCELLENCE



CSE



Jan 2019

Vision

Homes | Lives | Communities

Mission Statement

Habinteg will provide accessible, affordable, inclusive, integrated homes and excellent services to enrich lives and communities of all our customers.

Values

People

Working for people, with people, through people

Quality

Driving continuous improvement across all our services

Integrity

Being honest, respectful, transparent and trustworthy in all that we do

Integration

Embracing diversity, equality and opportunity. Enhancing inclusive living experiences for all our customers

Engagement

Working to develop dynamic services both internally and externally, through teamwork, collaboration and partnership

Objectives

CUSTOMER

By involving our customers and stakeholders, we will create sustainable and thriving communities and provide quality homes and services

OUR PEOPLE

We will value, invest in and empower our people as individuals and teams to improve how we work together

OPERATIONAL EXCELLENCE

To deliver performance improvement in all areas of our operations

FINANCIAL

To ensure financial viability and deliver Value for Money

Our Habinteg Charter

People

All people - customers, employees and colleagues - should, at all times, be treated with and treat others with respect. This is the overarching principle of our interactions with one another. People will be listened to, treated courteously, valued and supported.

Quality

The work we do and the services we provide must fulfil our Mission Statement and be of the highest quality. We will build quality homes and provide a quality support service. Staff members will be suitably trained and professionally supported in their roles.

Integrity

Habinteg will be honest and open in its dealings with customers and staff members. Staff members will likewise be honest with each other, displaying integrity in the workplace and positively representing the Association at all times.

Integration

We will treat all our customers and staff members fairly, without prejudice or preference and will oppose discrimination. We will actively promote good relations and regularly train and develop all staff members in line with our Equality Scheme.

Engagement

We will strive to ensure best practice and continuous improvement working with partners and colleagues to best serve customers and enhance the working environment of staff members.

Principles of Customer Care

Our aim is, at all times, to meet our Customer Service Standards.

All customers

We will treat you with respect - courteously, fairly and equally - and provide you with choice.

We will answer your calls and correspondence with us promptly and aim to connect you with the person who is best able to deal with your enquiry.

We will greet you respectfully, identify ourselves properly and treat your enquiries with due attention and confidentiality.

Tenants / Residents

We will provide you with and comply with the Tenancy Agreement, Tenant Handbook, the Tenants Guarantee and our Policies and Procedures.

We will maintain your property in line with our commitments.

We will provide clear, up to date and relevant customer information. We will ensure it is published, distributed (where applicable) and made available online.