

# Quality Policy



**Nottingham  
City Homes**

**Our vision is to 'create homes and places where people want to live'.**

Our 5 goals which have been agreed with tenants, leaseholders and employees to achieve this vision are:

- To listen to our tenants and deliver an excellent housing service
- To make all our estates great places to live
- To build high quality, affordable new homes for local people
- To diversify our services, re-investing in our communities
- To be a great place to work

## **Our company values**

We are:

- Passionate about delivering outstanding services
- Respectful towards our colleagues, our customers and our communities
- Always looking for ways to improve
- Keen to provide great value for money
- An effective team, working with each other, our customers and our partners

The direction of the company is set out in our 3 year Corporate Plan which gives more detail about our ambitions and the targets we have set for our performance up until 2021. The Plan is ambitious and demonstrates the company's commitment to continual improvement.

We review our performance against these targets regularly, reporting quarterly to our board. When we update our Corporate Plan, the measures are reviewed to ensure they are fit for purpose and that they meet the requirements of our customers, the business and other stakeholders and other interested parties.

We communicate with employees to bring about an awareness of performance and business objectives that will in turn lead to improvements to the service generally.

The Executive Management Team (EMT) are committed to ensuring the highest standards of service are available to our customers. Managing performance and risk are key to maintaining high standards and each member of EMT has responsibility for addressing underperformance and managing risk. Changes to our systems are planned ensuring that appropriate resources are available to deliver the changes effectively and monitoring takes place to ensure any changes deliver the intended outcomes.

To achieve our vision and deliver against our objectives all of our activities are carried out in accordance with our business management system, which is working within the framework of BS EN ISO 9001:2015.

The aim of our business management system is to ensure that:

- We deliver a quality service to maintain excellent customer relations
- Customer satisfaction remains inherent to our business
- Our customer's requirements have been fully understood and met
- All work is carried out consistently to a defined standard
- We have the skills and resources to fulfil our customer requirements
- Our staff are fully trained and involved in quality improvement
- We strive to continuously improve our systems, procedures and processes and the effectiveness of the quality management system as a whole
- Any complaints are dealt with efficiently and within agreed timescales.

This policy is published on the Intranet and forms part of the awareness training given to employees and suppliers and is publicly available from our website.

Our professional and dedicated employees are wholly committed to delivering our vision and objectives, and the realisation of our company values.



**Nick Murphy**  
**Chief Executive**

**Dated: 27<sup>th</sup> March 2018**