

Our Values

Providing Excellent Service

- We aspire to 'excellence in customer services' and at the same time seek ways to enhance communities
- We will work to make each contact easy and trouble free and turn the ordinary into the extra-ordinary by going that 'extra mile' for you.
- We do what we say we will do, when we say we will do it. If we don't we will apologise and take whatever practical steps we can to put it right.

Acting with Integrity

- We are honest in our dealings with you. We will always strive to keep our promises.
- We will run our business in a way which is ethical and decent by doing 'the right thing'.
- We will use our resources and influence to help you and make sure our policies and practices reflect our commitment to an ethical business.

Valuing People

- We value you and will treat you with respect and understanding. We expect you to do the same when dealing with us and your neighbours.
- We see everyone as important. Even when we can't meet every request you make we will try to help. If we can't help we will explain why.
- We want to get things right first time and we will involve you whenever we can on the things that affect you.
- We listen to what you tell us and use this to help improve the services you receive.

Delivering Creative Solutions

- We will work with you and our partners in a culture of mutual respect.
- Not all issues are as simple as 'you ask, we do'. Some require more complex solutions and we will work with you and others, as far as is practical, to develop them.
- We will work with you and our partners to help find solutions which reflect your needs as individuals.