



Quality Statement

At the Housing Trust we are committed to leading the way in the provision of tenancy and property management services to our tenants along with support services.

We are committed to early interventions and preventative maintenance with our tenancy staff and planned maintenance program.

When we deliver these services we recognise that the frameworks of quality, safety, risk management and customer service are primary responsibilities of all of our staff in achieving our mission.

We incorporate continuous improvement and compliance within all that we do.

Our Quality Management System and our risk management framework along with our legal and regulatory compliance frameworks support our achievements.

We recognise the provision of a quality service is the responsibility of all staff and volunteers. Our quality practices of consistency and effective practices will be identified and communicated to staff through our policies, procedures, guidelines and forms.

We believe in quality improvements in being critical, honest and timely with constant evaluation linked with reflection. The process of internal audits contributes to the continuous improvement cycle.

Our Board, Chief Executive Officer, Executive Management and Senior Management endorse, review and promote this policy through active involvement in risk management, quality improvement activities and leadership by example.