




## PARTNERSHIP CHARTER

We seek to be a vibrant successful organisation working alongside our partners to provide high quality homes and services, offering choice and investing in the communities that we serve.

- Working together to ensure we exceed the expectations of our customers.
- To achieve consistent, clear and timely communications at each stage working closely with the Resident Champions Team to build up relationships within the community.
- To work within a no blame culture, being fair to all through integrity, mutual trust and honesty and committed to the partnering ethos.
- Creating an environment that offers training, learning and local employment opportunities within the community.
- To value and give commitment to all team members and take responsibilities for actions required.
- Promoting continuous improvement through innovation, communication and technology, measured against key performance indicator results.
- Committed to agreed standards and deadlines through out the partnership.

J. Tomlinson  
Steve Kirkland  
Managing Director  


Three Valleys Housing  
Ian North  
Chair of Board  


Connaught Partnership  
Simon Woodward  
Operational Director  
