



Our culture

Culture is what we do without thinking. It's how we behave and the things we believe in.

Our culture is simple – our tenants come first, second and third!

In the way we work, the actions we take and the services we design, we have our

TENANTS AT
HEORT

H

Honest – We give our tenants a clear understanding of what we are doing for them and set realistic expectations.

E

Empathetic – We listen to our tenants and understand what they need. We understand how we impact their lives and homes. We treat our people with fairness and respect. We know we're all here to do the best job we can!

A

Ask Questions – We're professionally curious and we care enough to ask. If something doesn't look or feel right, we don't ignore it.

R

Reliable – We do what we say will. We do it when we said we would. We deliver what we said we'd deliver. Every time!

T

Tenant-centric – Our tenants come first and are at the heart of every decision we make.



Our values

We're people focused

Our motivation is making things better and we hold ourselves and others to the highest standards. We understand our environment and change to stay ahead of the curve.

We're inclusive

Our differences are our strength, when we listen to each other and pull together good things happen. Whoever you are, wherever you're from, your contribution matters.

We're professional

We act with integrity and take ownership of our actions. We think about how our actions affect others and whether they will make improvements.