



A GUIDE

to
Our Vision and Values



This Document has been Read and Approved by the
Tenants Editorial Panel

We use the term 'resident' to describe anyone living in one of our homes or receiving one of our services. This includes tenants, leaseholders and shared owners.

Our Vision and Values

Our Vision

Cosmopolitan Housing Association aims to be a growing and financially vibrant housing association that delivers three star quality services to a diverse range of service users across the North West of England.

Following consultation with its residents, staff and Board members, Cosmopolitan Housing Association has devised a Vision Statement that places its residents at the heart of everything it does, it is to ensure that we deliver services that place:

“Tenants first and foremost”



Our Vision

Cosmopolitan Housing Group companies respect the following values in the pursuance of their common purpose to provide sustainable housing and quality services:

- Listen to, and communicate with, customers, employees and external stakeholders in a timely, accurate, understandable and respectful manner.
- Understand the value of effective and efficient business processes to bring about positive results.
- Foster an environment that promotes personal and corporate innovation, sharing and maximisation of resources together with a desire for team work.
- Be open to change and flexible in attitude.
- Acknowledge that respect, integrity, trust and fairness are fundamental to personal, customer and inter-agency relationships.
- Value a culture where everyone is involved, accountable, respected and appreciated.
- Aim to perform at the highest level of competence and take pride in accomplishment.
- To operate at the highest standards of governance and probity. Adopt a culture that acknowledges staff as the organisation's most valuable asset and seek to invest, develop and retain its employees to achieve mutual benefits.





This document is available translated into your own language and in large print, braille and audio tape on request.

यह दस्तावेज़ आपकी भाषा में अनुदित रूप में भी उपलब्ध है। विवरण के लिए कृपया इस कार्यालय से उपलब्ध "हमारी सेवा पुरितकाओं की गाइड" प्रकाशन देखें।

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਅਨੁਵਾਦ ਉਪਲਬਧ ਹੈ। ਵੇਰਵਿਆਂ ਲਈ ਦੇਖੋ ਪ੍ਰਕਾਸ਼ਨ "ਸਾਡੇ ਸੇਵਾ ਲੀਫ਼ਲੈਟਾਂ ਸੰਬੰਧੀ ਗਾਈਡ", ਜੋ ਇਸ ਦਫ਼ਤਰ ਤੋਂ ਮਿਲ ਸਕਦੀ ਹੈ।

یہ دستاویز آپ کی زبان میں ترجمہ شدہ شکل میں بھی دستیاب ہے۔ کتابچہ بعنوان "ہماری خدمات" دیکھیں۔
(گائیڈ تو اور سروس لیفلٹس) دیکھیں

هذا المستند متوفر أيضا رجمًا إلى لغتكم ،
للمزيد من التفصيل برجاء إطلاع على نشرة " دليل خدماتنا "
المتوفر من هذا المكتب

এই ডকুমেন্টটি /সেবাটি আপনার নিজের ভাষায় অনুদিত পাওয়া যাবে, 'গাইড টু আওয়ার সার্ভিস লিফলেটস'
(আমাদের পরিষেবা পত্রিকার নির্দেশিকা) প্রকাশনা দেখুন, বিশদ বিবরণের জন্য, যা এই অফিসে পাওয়া যাচ্ছে।

這份資料冊已有中文譯本，請參閱《我們的服務 介紹資料冊指引》，
請向我們 辦公室詢問這份 摺 之詳情。

Waxaad kaalood heli kataa dukumeentigani oo ku qoran luqaddaada, fadlan waxaad eegtaa "Kaalayaha xaashida adeegyadena" oo laga heli karo xafiiskani.

Ky dokument është poashtu i përkthyer në gjuhën tuaj, ju lutemi shikoni botimin "Udhëzime për shërbimet tona në fletpalosjet", që mund t'i gjeni në këtë zyrë, për të dhëna.



Cosmopolitan House, 2 Marybone, Liverpool L3 2BY,
Telephone: 0151 227 3716 Fax: 0151 227 4991
www.cosmopolitanhousing.co.uk

Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.