

A GUIDE

to Our Vision and Values



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

Vision and Values

Vision

Cosmopolitan Housing Association aims to enhance life choices and life chances by providing high quality customer focussed services to meet the needs and aspirations of current and future residents, creating places where people choose to, and enjoy to live.



Vision Statement

Following consultation with its residents, staff and Board, Cosmopolitan Housing Association has devised a vision statement that places its residents at the heart of everything it does:

“Residents 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 and team work.
- Be open to change and flexible in attitude.
- Respect, integrity, trust and fairness are fundamental to personal, customer and inter-agency actions.
- 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.



If you wish to have this document translated into your chosen language, please tick the relevant box below and return to Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

This document is available in large print, Braille and audio tape on request.

إذا لديك الرغبة في الحصول على هذه الوثيقة مترجمة إلى اللغة التي تختارها، أرجو أن تضع علامة على الصندوق وترجعه إلى هيئة إسكان كوسموبوليتان.

Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Arabic)

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(Chinese – Simplified)

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(Chinese – Traditional)

ئەگەر حەز دەهه کهیت ئەم نۆکیومینتەت بۆ سەر زماهی خۆت بۆ وه دیگێ پێدێت ئەوا تکایه نیشانهی ✓ له چوارگۆشه بدهو بیگهڕینهوه بۆ (کۆمهالهی کوسمۆپۆلیتان بۆ خانووبههه) بۆ ئەم ناوینشانه:

Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Kurdish)

Jeśli chcieliby Państwo otrzymać tłumaczenie tego dokumentu w wybranym języku, prosimy odhaczyć okienko i odesłać do: Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Polish)

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(Somali)

Bu belgenin seçtiğiniz dile tercüme edilmesini arzu ediyorsanız, lütfen kutuyu işaretleyin ve Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY adresine geri gönderin.

(Turkish)

Please be aware that Cosmopolitan Housing Association may record any incoming or outgoing telephone calls as part of our commitment to providing excellent customer service.



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Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.

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