

SGCH Company Values

QUALITY CUSTOMER SERVICES

SGCH will ensure the customer is treated as an individual, their needs are taken into consideration at all times, and every effort is made to provide a reliable, consistent level of service and resolve customer problems at the first point of contact.

LISTENING

SGCH welcome ideas, suggestions and comments on our services and will ensure that all views are taken into account.

COMMUNICATION

SGCH will continually enhance communication methods, ensuring clear, accurate and relevant information is relayed to customers and staff in a timely manner.

SUPPORTIVE ENVIRONMENT

SGCH will ensure that it creates an approachable, friendly, helpful and supportive environment for customers and staff.

ACCOUNTABILITY

SGCH are committed to being open and honest with its customers and staff. It will ensure that all staff are trained and empowered to take responsibility for their actions and will act with integrity at all times.

INCLUSIVE

SGCH will ensure that services are accessible to all customers, and that everyone is treated equally, fairly and with respect.

PROFESSIONAL

SGCH will set high standards and will ensure these are delivered in a professional and efficient manner.

RECOGNITION

SGCH will recognise and encourage the valuable contribution customers and staff make through Tenant and staff reward schemes.

CLEAR DIRECTION

The Board and Seniors Officers of SGCH will give clear direction and focus for the future of the company.

**A strong future together -
investing in homes, neighbourhoods and lives**

