

Our Mission Statement, Vision and Values

Mission Statement

The Board considers our mission statement and have decided that it remains relevant, encompassing what the Co-operative seeks to achieve.

Drumchapel Housing Co-operative is committed to providing an excellent service to our tenants and service users. We will work in partnership with the local community to provide good quality homes and create a better Drumchapel.

Vision

Our vision is that Drumchapel Housing Co-operative will be the landlord of choice in our neighbourhood, working with our customers, communities and local stakeholders to create an area where people choose to, and are happy, to live. Great service and value for money will be at our core and we will strive relentlessly to balance both.

Values

The following values will shape how we do business to achieve our mission and the strategic objectives set out in this plan. They underpin all the work that we do.

Excellence – We are committed to providing a quality, customer focused service that demonstrates value for money. We will publicise information on how we are performing, welcoming challenge and feedback to continuously improve the effectiveness and relevance of the service we provide.

Accountability – Our Board and senior staff team will provide strong strategic leadership and oversight, with non-senior staff at the forefront of delivery, ensuring tenants' interests are protected in all that we do. We will ensure that our actions are transparent.

Partnership Working – We will work collaboratively with all sections of the local community. This includes working collectively and individually with our customers, other registered social landlords, and statutory and voluntary sector partners working in Drumchapel to improve the lives of our residents. We will continue to be a proactive member of the local community, seeking out new, innovative ways to address issues that impact our residents.