**Quality Policy**

We make the satisfaction of tenants’ and applicants’ needs our primary goal, by working with them to establish and surpass their requirements now and in the future. Effective communication arrangements are established to assist with the feedback of information relating to the service we provide. Information is analysed and used continuously to improve Homes for Wells’ processes.

HfW’s Scope - The provision of dwellings at affordable rents, for key workers and local families in Wells and adjacent parishes, as a Registered Provider of Social Housing.

We adopt a risk-based approach to quality management and achieve this by forward planning, monitoring risks and opportunities, and compliance obligations of the quality management system. We actively monitor the needs and interests of relevant parties and issues that could affect the quality management system and Homes for Wells’ business objectives.

We promote an environment that recognises the contribution of our staff to the success of the business and encourages their involvement and development. We employ a forward thinking and innovative approach when considering how to reward our employees in our times of success and offer incentives which make Homes for Wells an attractive place of employment.

We aim consistently to provide better services than our competitors.

We provide the appropriate training and educational opportunities and resources to support the achievement of business objectives.

**Responsibility for Quality** - It is the responsibility of the Governance Committee to lead the **ISO 9001:2015** and to involve all staff through a programme of continuous improvement and effective teamwork. The **Governance Committee** take responsibility and ownership for the quality management system and ensure that Homes for Wells adheres to this and its improvement moving forward.

This Policy Statement is published and communicated to our employees, our clients and made available to any interested parties both in our office and on our website. At each management review, our performance in conforming to specified targets is assessed and if necessary, measures taken to ensure their achievement.

DF 22.10.20