The Whiteley Homes Trust: Our Behaviour Charter

Our values guide how we work, how we make decisions and how we treat one another every day. Whether you are a resident, employee, Trustee, volunteer, contractor or visitor, we all have a part to play in making Whiteley Village a welcoming place to live, work and belong.

RESPECT: ***We treat everyone with dignity, kindness and fairness, recognising the value of every individual.***	✓ We listen and respect different points of view ✓ We are polite, courteous and inclusive ✓ We respect people's independence, privacy and individuality ✓ We communicate calmly and respectfully, even when we disagree
INTEGRITY: ***We are honest, transparent and accountable, doing what we say we will do.***	✓ We act honestly, ethically and fairly ✓ We communicate openly and explain our decisions clearly ✓ We take responsibility for our actions and acknowledge when we get things wrong ✓ We build trust by doing what we say we will do
AMBITION: ***We continually improve our homes, services and organisation, securing Whiteley's future for generations to come.***	✓ We strive for excellence and look for ways to improve ✓ We welcome feedback, learn from our experiences and mistakes ✓ We balance today's needs with securing Whiteley Village for future generations ✓ We embrace new ideas and innovation
INVOLVEMENT: ***We listen, engage and work alongside residents, employees and partners to shape the future together.***	✓ We encourage participation and listen to people's views and concerns ✓ We value different perspectives and experiences ✓ We work collaboratively to find solutions ✓ We involve people in decisions that affect them
CARING: ***We create a supportive community where people feel safe, valued and able to live well.***	✓ We show empathy, kindness and compassion ✓ We support one another and look out for the wellbeing of others ✓ We all play our part in making Whiteley Village a safe, welcoming and inclusive community

What You Can Expect from Us: Everyone who represents the Trust will:	**What We Ask from Everyone: In return, we ask everyone living, working or visiting Whiteley Village to:**
✓ Treat you with dignity and respect. ✓ Listen to your views and concerns. ✓ Be honest, fair and professional. ✓ Keep you informed. ✓ Work to resolve issues constructively and within a timely manner. ✓ Be accountable for our decisions. ✓ Learn from feedback and continually improve.	✓ Treat others with courtesy and respect. ✓ Communicate calmly and constructively. ✓ Respect differences of opinion. ✓ Work together to resolve issues. ✓ Help create a safe, welcoming and inclusive community. ✓ Support the Trust's values in everything we do together.