

Quality Policy

Ōtautahi Community Housing Trust is committed to quality and continuous improvement.

To deliver effective quality services we will:



Put our Tenants at the centre of everything we do



Work closely with our Tenants, partners, and stakeholders to fully understand their needs and meet their expectations



Comply with all legal and other relevant requirements



Set objectives and targets to monitor our performance



Continuously improve of our performance and our management systems



Ensure our employees have the training, skills, knowledge, tools and experience they need for our work



Develop effective relationships with our subcontractors and suppliers, requiring quality from them



Put policies, standards, operating procedures, and processes into practice to control the delivery of high-quality services that reliably and consistently meet our commitments.



Ōtautahi
community
housing
trust

Cate Kearney
Chief Executive, Ōtautahi
Community Housing Trust