

## Zeal for decent homes and strong communities burns into the 21st century

Origin Housing has diverse 'origins' in societies and associations in London and the home counties. These include: the Griffin Housing Association formed to provide homes for London transport workers; the Humanist Association for people who could not access charitable church homes; Stevenage; Speedwell; and probably the most well know, St.Pancras housing association, where the zeal of Basil Jellicoe and Irene Barclay in the 1920s and 30s transformed the slums around St Pancras into decent homes for local people.

We are proud of the history and have worked hard to sustain Basil Jellicoe's drive to improve homes and neighbourhoods into the 21st century through our vision of:

- Great homes: where people are proud to live.
- Positive people; responsive, caring staff getting services right for customers.
- Strong communities: helping people and neighbourhoods thrive.



Inspirational Father Basil Jellicoe (with book) explains the social housing planned for Somers Town to the Duke of Kent in the 1920's.

# Origin's staff charter

## What you can expect from Origin, and what customers and work colleagues expect from you

Origin Housing is committed to providing a working environment in which all staff feel valued and respected.

This staff charter is part of Origin's commitment to you as an employee, but it also outlines your responsibilities to our customers, your employer and your work colleagues.

Origin's board and executive support the principles outlined in this charter and pledges that these principles will form an integral part of the day-to-day running of the association.

These are not just vague expectations. There is a direct link from this document to your individual work plans in Success Factors.

This charter has been prepared with other Origin staff to ensure it reflects the values, views and expectations of customers, fellow work colleagues and senior managers. Every employee joining Origin is expected to sign up to show a commitment to an approach to working that we all share.

Chair

Chief Executive

Head of Human Resources

**Great homes**  
**positive people**  
**strong communities**

  
originHOUSING

# Origin Housing, its customers and stakeholders expects you to:

Be a responsive, caring, positive person who puts customers at the heart of everything you do and always delivers on promises

Take responsibility, act on your own initiative and act on feedback from your manager and colleagues

Learn from your mistakes and contribute ideas for better and more efficient ways of doing things

Communicate effectively, listen and respect colleagues and customers at all times

Respond positively to challenges and be prepared to change and continuously improve the way things are done

Take pride in your work and go the extra mile to meet customer needs

Have a flexible approach in dealing with colleagues and customers both across departments and within your team



# As an employee of Origin Housing you can expect to:

Be welcomed and inducted so you integrate quickly and effectively in your role

Be consistently managed and coached in a supportive but challenging way to help you be the best you can be

Be supported to achieve your best through quality learning and development events based on individual, professional and organisational need

Have a clear set of policies to work within and receive clear consistent communications about what is going on within the business

Be valued for being creative and working on your own initiative but supported to learn from any mistakes made

Be rewarded for exceeding expectations in your role

Work hard when here, but be able to work flexibly and have a good work life balance

Be part of an organisation that values diversity, openness, respect and actively listens to what staff say

