



# Why Join Us

An Introduction to Working with  
Caledonia Housing Association

## **Introduction to working at Caledonia Housing Association**

Welcome to Caledonia Housing Association. We hope that the following information will encourage you to apply for a position with our company and that you will see it is truly is a great place to work.

### **Our Mission Statement**

Sustainable homes, flexible services, vibrant communities

### **Our Vision Statement**

To achieve excellence in everything we do

### **Our Values**

These are the beliefs and values that we want our people in the Association to share.

- Excellence – we will strive for excellence in all that we do
- Customer Service – providing great customer service will be at the heart of our work
- Respect – we will respect the diverse nature of our customers, their individual needs and the communities where they live.
- Integrity – we will be open, honest and accountable in all aspects of our work

### **Our Business Priorities**

There are four strategic objectives which are our key business priorities encompassing our mission statement, vision statement and wider operational context:

- Customer Excellence – we will deliver excellent services that are valued by our customers, aim to meet their needs and provide value for money
- Business Growth – we will continue to provide new homes for our diverse customer group and will develop the range of services that we can offer to them
- Business Sustainability – we will make our Association stronger for the future through effective governance, sound financial and risk management, investing in our homes and striving for continuous improvement
- Investment in People – we will invest in the skills and knowledge of our staff team and Management Board to enable them to do their best for the Association

## Our History

In welcoming you to work with us at Caledonia Housing Association we thought that you should know about the history and appreciate the origin of this organisation.

The organisation was formed on 1<sup>st</sup> October 2011 as a result of a merger between two organisations, Servite Housing Association and Perthshire Housing Association.

Perthshire Housing Association was formed in 1990, as a charitable organisation. Originally known as Perth Housing Association, it aimed to tackle the shortage and need locally for good quality affordable housing. Its founding members firmly believed this need could best be addressed by a locally controlled and managed organisation.

It acquired its first homes in Perth High Street later that year and set about pursuing development opportunities in other parts of the city and the surrounding area. The organisation quickly expanded, providing around 500 homes prior to merging with East Perthshire Housing Association in 1996. At that time it changed its name to Perthshire Housing Association, signifying its broader area of operation and future aspirations to serve all parts of Perthshire, including the many rural and outlying areas.

Over the next sixteen years, its aims remained unaltered and a further 1100 homes were developed for affordable rent and low cost home ownership.

Servite Housing Association was formed in 1945 by Miss Joan Bartlett, OBE, DSG. Its main aim at that time was to provide accommodation and care for a number of elderly people who had lost their homes during the war.

In 1973, Servite Housing Association was invited to Dundee by the District Council when the first scheme at Alloway Place was built with generous grants from the District and Regional Councils. In 1979 the then Housing Corporation, a Government agency, invited Servite to extend their operations in Scotland to cover the whole of Tayside and Fife regional areas. Later in April 1985 "devolution" took place and Servite Housing Association was established as a separate legal organisation with its own voluntary Committee of Management.

Now the two organisations are merged and collectively called Caledonia Housing Association. We are a registered charity governed by a voluntary Management Board. We provide homes and related management, maintenance and support services including home help, factoring, care and repair agency services across Perthshire, Dundee, Angus, Fife and the Highlands. We are registered as a Social Landlord with the Scottish Housing Regulator and also registered as a Support Provider with the Care Inspectorate. We have 3904 homes with a further 96 being built over 2012/13.

## **Our People**

Valuing people and treating all with respect and dignity are fundamental core values for Caledonia Housing Association.

As with every successful organisation today, we believe that each member of our staff plays a crucial role within Caledonia Housing Association. If you are successful in your application we very much hope that you will enter into the spirit which created, and which still sustains, our organisation.

In return you can be assured that we will provide you with excellent working conditions, relevant training and a staff benefits package which is second to none.