



GUIDING PRINCIPLES AND VALUES OF MYLONDONHOME AND ITS EMPLOYEES

1. WE LISTEN

We listen to our landlords, tenants, colleagues and associates to ensure we understand their needs. We communicate clearly, concisely, professionally and are responsive at all times.

2. WE EARN TRUST

We earn the trust of our landlords, tenants, colleagues and associates by doing what we say we are going to do. We are open, transparent and sincere, displaying integrity and strong moral ethics throughout.

3. WE INNOVATE

We embrace innovation and we are always looking for progression whilst upholding our key principles.

4. WE ARE DEDICATED

We are passionate about what we do. We are dedicated and at all times devoted to our landlords, tenants, our colleagues and our overall vision.

5. WE VALUE YOU

We treat our landlords, tenants, colleagues and associates in the way we like to be treated - with honesty, compassion and care.

6. WE ARE KNOWLEDGEABLE

With dedicated training and support, we know our job inside out, always work with an open mind and we are passionate about learning.

7. WE ARE ORGANISED

Our processes allow us to deliver a unified and transparent service. Nothing is left to chance.

8. WE ARE EFFICIENT

We deliver our service in the most efficient manner with clear focus, purpose and defined goals encouraging resourcefulness and innovation. We aim to 'do it right' the first time.

9. WE PAY ATTENTION TO DETAIL

Attention to detail matters. We are thorough and accurate encouraging positive progress in everything we do.

10. WE WORK AS A TEAM

Our team is bonded by support, respect and fun. Our teamwork allows individuals to achieve exceptional results.