

# Quality Policy



***City Living Property Services is dedicated to quality and continuous improvement for both customers and employees.***

## ***Our Objectives***

- Deliver Economical, Socially and Environmentally Responsible Solutions
- Continue to improve the way we do business and the outcomes for our staff and clients.
- Customer satisfaction through timely delivery of quality products and services
- Work towards certification to AS/NZS ISO 9001:2008

## ***Our Methods***

- ✓ Practical Property Management and Building Solutions, reflecting the client's requirements and Regulatory Standards;
- ✓ Timely delivery of Services;
- ✓ Continually review of our business objectives for their effectiveness;
- ✓ Measuring, monitoring and improving our Management System through audits and management review;
- ✓ Provide employees with the tools and training to implement best practice into their daily work.

This Policy applies to all operations where City Living Property Services is undertaking work and covers all our activities and services.

City Living Property Services is committed to working together and with our clients to achieve our objectives.

**Nigel Bainger**  
Director, City Living Property Services

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