

The Wohnbau Weilheim mission statement

“We stand for collaborative, open and honest communication. As a sustainable company, we continually strive to improve living spaces and the quality of our service. We take even the smallest of problems seriously, work on site, are reliable and treat others on an equal footing. We handle the financial means and resources available to us responsibly. Our aim is to provide a basic entitlement to “living” at affordable prices.”

The Wohnbau Weilheim mission statements

Responsible collaboration

- Everyone must act responsibly towards employers, colleagues, customers and each other.
- We pass on information to the parties involved in good time.
- We focus on mutual respect.
- Conflicts are acknowledged and resolved in an open manner with those concerned.
- Confidential matters remain confidential.
- We stand by our words and actions.
- We focus on a respectful approach, show understanding and support and help others.
- We provide information in a prompt, open, clear and friendly manner.
- We respond to complaints and requests.
- We regularly reflect on our work and actions.

Management

- We can only expect from others what we would do ourselves.
- We take suggestions for improvement seriously, review their feasibility and provide feedback.
- We make clear statements, explain the aims and benefits and ensure that others have understood us.
- Valuing success is important to us.
- We conduct employee reviews at least once a year.
- We plan in a need-oriented manner, make targeted, sustainable investments and always remain focussed on cost-effectiveness.

Tenant satisfaction

- We reach out to our tenants in person.
- Our rents are below standard market rates but must be enough for us to be able to fulfil our duties.
- We make time for our customers.