

# TOTAL REWARDS 2017

## CULTURE

- Staff developed to be involved, autonomous, creative and engaged with the business
  - IIP Platinum 2017 (1st HA in England)
- No 18 on Investors in Diversity Top 100 companies list (2017)
- 3\* accreditation with Best Companies (An extraordinary organisation)
  - Customer Service Excellence (An exemplar 2017)
    - Top 50 Landlord
- Success is celebrated through organisation and team events
  - Annual Staff awards
- Average spend £1900 per person (2017) for training and development
  - Personal and organisational development opportunities for all
- Funding available for further education and professional qualifications
  - Low levels of sickness (1.4% in 2016/17)

## PAY

- Salary set at market median
- Benchmarked every three years
- Living Wage accredited employer
  - Pensions scheme

## TERMS AND CONDITIONS

- Car user allowances
  - Low interest car loans for essential car users
  - Incentivisation of the use of greener cars
- Free eye tests, counselling and physiotherapy services
  - Flexible working
  - Christmas close down
- Annual leave starting from 25 days, rising to 28
  - Long service awards
- Standard hours of work @ 35 hours per week
  - Childcare vouchers
- Adoption, Maternity and Paternity leave at the generous end of the industry norm
  - Paid special leave available
    - Pension scheme
- Death in service. Life Insurance for all staff