

Our Values

MULTIBUILD
HOMES



A message from Phillip and Kalotina Hoare

Each and every day, our organisation is at the forefront of change.

Change in the lives of our clients, our team, those who represent us and the landscape around us.

Our organisation is created it on a foundation of trust.

Trust in ourselves. Trust is who we are. Trust in what we do.

We are all very different people. We bring our own unique life experiences, ideas, cultures and personalities to the table.

Our Values are what brings us together. They are what make us all part of a fabric, part of a tightly woven team, with trust at the core and ingrained in who we are.

We choose action over perfection, and in doing so, accept that whilst we don't always get it right, we learn and we change.

We are fast and nimble, adapting as we learn, continuously evolving our organisation to lead the future in whatever we turn our hands to.

Phillip and Kalotina



Summary

- 4** We stay focused on the purpose and mission
- 5** We don't charge extras
- 6** We never ever give up
- 7** We are transparent
- 8** We take immediate and decisive action
- 9** We act in the best interest of the customer
- 10** We make the process easy
- 11** We are fair

WE STAY FOCUSED ON THE PURPOSE AND MISSION

Our Purpose is to help people realise the dream of owning the brand new home they never thought possible.

This tells us who our client is and what the service we need to offer them. We stay in our lane and focus on what we know and do well.

Our mission is to help 1,000 families own their own home by 2030 and we are well on our way to exceeding that goal already.



WE DON'T CHARGE EXTRAS



When we enter into an agreement we stick by it. We are upfront with our pricing and charge a fair price for what we offer. We carry the risk so our customers don't have to.

The only extras our clients should ever pay are for the changes they ask for.

Likewise, we expect those we work with to share this value. We do not accept extra charges after the deal is done. We believe in same day work, same day pay, but only in the amount of what we have agreed.

WE NEVER EVER GIVE UP

When times are tough, and they often are when pushing the boundaries, don't give up or lower the targets, instead ask for help.

Own your challenge but join your leaders in solving the problem – delegate up not down.

You have the complete confidence and belief of your team that you can achieve what others cannot even dream of.



WE ARE TRANSPARENT



We are truthful in all that we do. Whether we are right or wrong, our clients, our team and those we work with, deserve the respect of an honest answer and an explanation if needed.

Be honest in your actions and you will never need to worry about second guessing yourself or those around you.

You have our full support in every success and mistake you encounter.

WE TAKE IMMEDIATE AND DECISIVE ACTION

The most important thing we can do is to make a decision.

Choose action over procrastination. Plan your day effectively and if needed, lean on your team for support. Don't put things off.

We will never perfect anything we do. But we can execute what we do in a flawless way. There will always be something to improve, so don't let perfection bog you down.

We are all in this together.



WE ACT IN THE BEST INTEREST OF THE CUSTOMER



We will not always be in the right. What matters though is how we act. Our team comes first, always, but second to this is our clients.

In all we do, stop and think, are we living up to what our customer expects from us and are we putting their best interests first.

This will mean owning our mistakes and making things right. It means making those calls, before our customer does. It is our responsibility to live this value and not for our customers to request it.

WE MAKE THE PROCESS EASY

Remain on the lookout for ways to make each and every process easier, faster and more efficient.

What is one thing we can do, to make the process that little bit easier for our customers, for our team or for ourselves.

Do not be afraid of change. Share your ideas with the team without fear. Remain open to improving our business and the lives of those around us.



WE ARE FAIR

All our decisions are based on a simple, 2 step, decision making process. What's the legality and more importantly, what is fair.

The first decision is based on a simple assessment of where we stand. It's black and white. There are no shades of grey.

The final decision is based on what is ethical, what is fair and what would we expect in the circumstances.

Regardless of the money involved, the time spent or the resources required, if it is the right thing to do, we will do it.

Never be afraid to tell the team you think we are wrong. We will always be open to you sharing your perspectives and changing our minds. Do unto others as you would want done unto you.

MULTIBUILD
HOMES

MULTIBUILD HOMES

www.multibuildhomes.com.au

@multibuildhomes

