

QUALITY POLICY

United House Limited aims to achieve long term profitability by carrying out property development, refurbishment, new build, building services and responsive maintenance that meet the specified requirements of its clients. The Company performs this work under traditional contractual as well as partnering and PFI arrangements. All work is subject to the controls of the Company's Management System which complies with ISO 9001:2000.

All of the company's management are committed to the successful operation of the Management System and achievement of the company's objectives. The company holds a high ranking position in the housing sector and plans to improve performance, year on year, against the following key performance indicators:

- Client Satisfaction
- Resident Satisfaction
- Defects.

These objectives are established by the Board of Directors, communicated via the Intranet and reviewed at the annual Management Review Meeting. The Company's management ensures that the functions for which they are responsible have the resources of qualified personnel, equipment and facilities necessary to achieve these objectives in the work carried out by the company. All personnel within the Company perform their duties in accordance with the defined processes and contribute to their continual improvement and effectiveness.

Access to the Management System is provided through the Company Intranet and the Company intends to increase the computerised application and operation of the system; personnel shall receive appropriate training in IT skills accordingly.

The company's Quality Assurance Manager maintains and controls the Management System and reports to me on the effectiveness of its implementation. Any difficulties concerning the requirements of the Management System, which cannot be resolved by the Quality Assurance Manager, are referred to me. The Quality Assurance Manager acts with my authority in these respects.



Colin Dixon
MANAGING DIRECTOR
United House Ltd