



HomeRiver Group

Service Standards

Service Standard: We are reliable, dedicated, and resourceful. We are committed to demonstrating our core values in serving our team, tenants, and property owners. We do the right thing. Always.

- We are team oriented. We believe in our mission and embrace our company culture.
- We look for ways to add value to our tenants and property owners.
- We value our team, tenants and property owners and treat each of them with respect.
- We are empowered to make decisions that are best for everyone involved.

Communications Standard: Our communication is timely, clear, and consistent.

- We never use email or voicemail when we need to have a personal conversation.
- We communicate clearly to manage expectations.
- We speak to our team, tenants, and property owners professionally and with respect.

Responsiveness Standard: We respond with a *sense of urgency* to our team, tenants, and property owners.

- We follow-up quickly to ensure projects are complete and correct.
- We respond to customer messages quickly, within three hours, and internal voicemail or emails the same day. If we are unable to meet these standards, we delegate effectively to ensure they are met.
- We check customer voicemail or emails daily when out of the office on business and respond or delegate accordingly the same day.

Accuracy Standard: We take the time to do it right the first time.

- We clarify and confirm requests to ensure we *understand* the need and *execute with precision*.
- We follow up with tenants and property owners when work is completed to ensure satisfaction.
- We do what we say we will do. If we make a mistake, we make it right.
- We maintain complete and accurate notes in our system.
- We value data integrity and understand the importance of "Input = Output."

Accountability Standard:

Each of us is accountable to ensure every interaction with a tenant, property owner, or co-worker is managed in a positive and purposeful way. We own and stay connected to our customer's request from beginning to completion and follow up to be accountable for the outcome. If we make a mistake, we own it and fix it.

- We treat every tenant and property owner as if Andy sent him or her to us directly.
- We act in the best interest of the customer.
- We take ownership of customer's problems and see them through to resolution.
- We don't pass blame or make excuses.

Handwritten signatures of employees on lined paper, including names like Robin Baum, Melanie Higgins, and others.