

Butlin property services - Lettings Management

Mission Statement

Butlin Property Services has one simple mission; to professionally and efficiently match and serve the needs of both Landlords and Tenants.

By consistently delivering on our promises, independently owned Butlin Property Services will become one of the most well-respected, trusted and successful agents in the area.

We understand how important it is to have a home which feels comfortable and safe, and we enjoy providing this service to our local community.

Our Values

Our vision is that Butlin Property Services is a company that people are proud to work for and be associated with. In order to achieve this we have a number of values that underpin all areas of the company;

Our Customers

- We always strive to over-deliver on our promises
- We always provide an honest, professional, reliable, efficient, personal and friendly service
- We use state of the art technology and techniques to improve the customer journey
- We always go the “extra mile” for our customers
- We respect and understand the individual needs of our customers and listen closely to these requirements
- We always strive to ensure you can depend on us to satisfy your requests or reasonably set out the reasoning for our decision-making

Our People

- Our employees are our most valuable asset
- We provide inspirational leadership to all our employees
- We encourage every employee to develop to their full potential
- We provide career development opportunities and reward initiative, hard work and loyalty
- We provide a safe, friendly, comfortable and enjoyable environment in which to work
- We empower, challenge and inspire our people to perform beyond their best. We create empowered teams that take informed decisions. We recognise and leverage skills and enable the sharing of knowledge to ensure the strength of our team.

Our Reputation

- Our reputation is the rock that runs through the entire business
- We honour our promises and commitments
- We treat every person with care, honesty, respect, fairness, responsibility and with understanding
- We operate within the highest of ethical standards
- We constantly seek to challenge our processes in order to continually improve our offering
- We accept responsibility, remedy and learn from situations when we may have under-delivered