

OUR FAMILY VALUES

F

Our renters and our staff will always remember how you made them **FEEL**. Make them feel welcome.

A

Our renters and our staff are **ALWAYS** at the centre of everything we do. Make them feel special by recognizing them, calling them by their name and recalling what is important to them.

M

Create **MOMENTS THAT MATTER**. Delight our renters and our staff with thoughtful, special and unexpected surprises.

I

Make every **INTERACTION** count; connect with our renters and our staff through warm smiles and engaging conversations.

L

Renter and staff **LOYALTY** is our goal; always use your best judgement to do what is best for them.

Y

YOU are the most important ingredient in our success; always do the right thing to deliver our brand promise.

