

Hub, Home & Roam Directory

Connect and collaborate with customers and colleagues



Hub, Home & Roam (HHR)

At the core of HHR is providing flexible, community-based services to tenants.

As an employee, it's our responsibility to balance this flexible mindset with good judgement to get the right space to suit the circumstances and to make sure we're using our finances to get the best value for money. It was never the intention to be prescriptive, and rather, we follow a few broad guidelines and principles. Since HHR was launched, some have said having an indication of cost limits and how often we use space for team meetings, for example, would be helpful. The guidelines have been updated to add this detail. Please remember to follow all steps under 'How to Book'.

Our guiding principles

Suitability of the venue and environment

We should always be mindful of each venue being suitable for the purpose of the meeting or discussion taking place. Sensitive tenancy issues are likely to be best discussed in the privacy of a person's home but there may be times when a customer would prefer to meet in a more open setting. Along with considering the space and facilities, we should ask ourselves (and check out with others if we need to) whether the venue will offer any privacy needed and if it's an appropriate setting. Anyone looking to talk about their rent account, or the anti-social behaviour of their neighbour are not likely to want to do that in a more open setting for example. We use our judgement and knowledge of our customers to offer a personalised service, which is respectful of the circumstances. For job interviews, a venue that is private and without distractions, with a suitable waiting space, if needed, is essential and Managers should always be sure venues are suitable prior to booking. For team or collaborative work, you may also need to consider privacy of a venue.

Costs

We've been able to negotiate some good rates for the hire of space, with some rooms being available from less than £10 an hour. Costs should generally not exceed £30 an hour, and the need to hire space should be occasional (eg. for team meetings from time to time or a training event, with a clear purpose) rather than a frequent arrangement. The hiring of equipment too, if needed, should be at a reasonable cost and alternatives considered.

Team Meetings and connecting with one another

Basic refreshments for the occasional team meeting are fine to pre-arrange or order on the day. Team meetings can still happen virtually and as a suggestion, in person meetings taking place once every quarter or 6 months would be reasonable.

Travel costs

Please keep in mind that travel expenditure should always be minimised wherever possible. Please use the Directory to book space in the most suitable and convenient locations for those attending and which aims to minimise travel costs.

Professional integrity

We know what's expected of us and that we need to keep in mind that costs being incurred are reasonable and provide value for money. For that reason, no one should feel they have to be ultra-careful or hold back on making bookings if they're a necessary part of the job or maintaining important colleague and team connections and collaborations. Anyone can make a booking - no pre-approval is needed by line managers but if you're in any doubt, please feel free to check in.

Our trust-based approach aims to ensure that we strike a balance of offering comfortable, collaborative and, when needed, creative, working environments - at a cost that's reasonable and within our available budget. If the balance is tipped to a degree that causes concern, we'll need to review. The only 'ask' is that we respect these guidelines and are diligent about how we use our resources.

If in doubt, remember we can reference our GREAT Decisions guidance to ask ourselves if we're doing the right thing...

G

Get a GREAT outcome

Am I using my autonomy to deliver results for customers and Loreburn?

R

Use RESOURCES to make a difference

Am I using resources to provide an excellent customer experience with value for money outcomes?

E

ENSURE we meet our obligations

Am I balancing my autonomy with Loreburn's statutory and regulatory obligations?

A

ACT with integrity

Will my actions meet the standards of professional conduct required of me? Could acting/not acting damage my own, or Loreburn's, professional reputation?

T

Build TRUST, confidence and co-operation

Am I delivering on my promises and what others expect of me?