



## ALEXANDRIA DEPARTMENT OF CODE ADMINISTRATION

# ***ONE TEAM, ONE CITY – OUR CITY***

### One Team – Our Values

- **Accountability and Responsibility:** We are accountable and fully responsible for our actions and their results. We strive not to make excuses nor reassign blame. We advocate taking ownership of issues and actions. We will do whatever is right even when no one is observing.
- **Commitment:** We will remain committed to common goals, and review and update them regularly to make sure that they are relevant. We will hold each other accountable to these guiding principles while supporting each other to accomplish them.
- **Diversity:** We recognize, embrace and encourage diversity. Each person brings different strengths, perspectives, and opinions that add to our collective value as a team.
- **Customer Service:** We will strive to provide excellent customer service by:
  - Recognizing that everyone is our customer. All of our customers need to be treated with respect, dignity, compassion, and understanding of circumstance and perspective.
  - Providing the best environment and simplest processes for our customers to do business by minimizing unnecessary forms, and reviewing processes through the Continuous Improvement Model for efficiency, ease of access, and regulatory need so that we can better serve our internal and external customers.
  - Greeting and speaking to our customers professionally, friendly, and respectfully.
  - Providing timely, efficient, well documented and thorough plan review and inspection services to eliminate repeat inspections or reviews, facilitate a full understanding of what is needed to successfully move to the next phase, and make ourselves available for questions and clarifications.
- **Education and Coaching:** We will provide an environment that supports staff and customer training to better expand our collective knowledge and improve accuracy and consistency in our application and interpretation of codes and ordinances that we are responsible for. We will coach each other as we know coaching provides long-term and lasting ways of finding solutions.
- **Ethical Conduct:** We will have the best interest of the public in which we serve. We will conduct ourselves at all times in a fair and ethical manner. We will accept no favors or gratuities in the course of our service, nor use information gained during the course of our job for personal gain. We will perform our assigned duties without favoritism, while recognizing that positive outcomes come from a good understanding of the codes, good customer service skills, conveying clear and concise expectations, and sometimes brokering and achieving equitable compromise for a positive outcome.
- **Accepting the Human Element:** We accept the fact that we are human and prone to make errors or misjudgments. The team will be supportive of one another to correct, move forward from, and capitalize on what we learn from our errors while not focusing on mistakes.
- **Morale:** We will build and maintain good workforce morale. When we achieve great results, the team should share the credit and be recognized for the accomplishment. We will have the best interests of each other in mind, and treat each other with respect and in a professional way. We will create and nurture an

environment of trusting, open and honest communication. Honest communication deepens trust and lays a foundation for mutual respect.

- **Mutual respect:** We value feedback from our community and teammates. We are willing to make adjustments from constructive observations.

## One City – Our Commitment

- All of the Department of Code Administration staff is part of the safe building team. We will work with all **customers**, both internal and external, to provide a safe and sanitary built environment;
- We will provide quality services within the scope of our duties;
- We are part of the **City of Alexandria team** and there are no silos. We will work as one city unit with all departments, agencies, citizens, and customers to provide:
  - Quality, timely, efficient, and needed services without unnecessary bureaucracy, processes or steps, while still meeting mandated codes, standards and regulations.
  - Appropriate guidance to resolve code and ordinance violations.
  - Education to our customers regarding the intent of the codes, processes, and procedures so that they can better understand how and why they exist.
  - Partnerships with residents and the business community to help identify problem areas in the city and formulate long term solutions to fix them.
  - Any department assistance during city-wide efforts during times of emergency, disaster, or as needed/directed.
  - Ownership of things presented to us. If it is not within our capacity to resolve, we will make sure that the proper hand off takes place and our customers know where they can follow-up.

## Our City – Our Goals

- No matter where we live and call home, Alexandria is **our** city; we are proud of **our city**; its proud history and accomplishments. We will promote **our city** at every opportunity.
- We recognize that Alexandria is successful if we are successful in providing:
  - The best quality services in the region that are easy to access;
  - A well trained, customer service oriented, friendly and cooperative staff;
  - A safe, sanitary, healthy, and nuisance free built environment for all of whom live, work, visit, and play in **our city**, maintaining an excellent quality of life and sustaining property values for **our city**.

On behalf of the Department of Code Administration Team:

*John D. Cattell, February 12, 2012*

Director