

# Harvard Real Estate Services

## *Mission Statement*

The mission of Harvard Real Estate Services (HRES) is to provide outstanding delivery of real estate services and solutions to the Harvard community. As is expected of all undertakings at Harvard University, HRES aims to achieve excellence in value, quality, and customer satisfaction.

To these ends we will strive to:

- Provide thoughtful and insightful stewardship of our University and commercial portfolio to best serve the Harvard administration and faculties
- Support the University's faculty and graduate student recruitment and retention efforts through innovative and well-run housing programs that will be known for outstanding customer service
- Ensure that capital projects are strategically planned, appropriately budgeted, and thoughtfully executed to meet the University's long-term facilities needs

HRES is a self-critical organization that is committed to the ongoing examination and improvement of our performance, to the fair and respectful treatment of our colleagues and clients, to the enrichment of the communities we serve, and to the pursuit of excellence in all that we do.

