

providing homes
improving lives



providing quality homes

Spire Homes provides more than 4,800 homes in towns and villages throughout East Northamptonshire and Rutland. Our homes meet a wide range of customer needs - from apartments for single people, through to family homes and supported housing schemes. We're committed to maintaining and improving properties, having spent more than £45 million since 2001. And we care about communities - which is why we're proud to support communities in towns and villages across the areas we serve.





delivering great services

Spire Homes is a successful housing provider that manages homes and creates thriving communities in Northamptonshire and the surrounding areas.

Formed in 2001, we started out as a stock transfer organisation. So we understand housing and neighbourhood management and the importance of putting customers at the heart of everything we do. Tenants have had faith in us from the very start, after all we wouldn't exist otherwise. But our drive, energy and enthusiasm have helped us to break new ground and make much more impact in local communities.

Spire Homes provides all the things you'd expect from a strong landlord, and more. We work hard to improve people's lives - having learnt what's important to our residents and developed our services in response. So as well as keeping people's homes in good condition and tackling anti-social behaviour, we go the extra mile

to make a real difference to the people we serve. Examples of this include:

- A dedicated tenancy support officer who helps customers access financial advice and benefits and improve their household management skills
- Employing local people, and providing training and work experience, through a partnership with Jobcentre Plus
- Providing a community fund, where groups can bid for money to create or sustain much-needed local services
- Working with the Citizens Advice Bureau to get tenants priority referrals for free, independent advice
- Creating opportunities for people to get together through family fun days and events.

Making work fun

Providing great homes and services is a serious business, but we pride ourselves on our positive and upbeat approach. And as you can probably tell, we're passionate about making a meaningful impact.

The quality of our team is what makes us successful. So we make every effort to engage staff, and reward their achievements and loyalty. Our staff awards scheme celebrates individual success, by showing how individuals have gone the extra mile. And of course, we provide plenty of opportunities for personal development.

As a result, our business environment is one where people can have fun and enjoy what they do - whilst bringing out the best in themselves and others.

creating amazing opportunities

Every day, the Spire Homes team strives to make a difference. Whether we're developing homes, improving services or supporting partners - we'll always be clear what needs to happen and how we'll get there.

Of course, two heads are always better than one - and in some cases, the more the merrier! So strong, dedicated partnership working is key to our success, and something we also enjoy.

We work hard to be a great partner; learning from the organisations we work with and contributing something in return. And this approach has created some amazing opportunities, such as:

- Providing youth workers and peer mentoring in response to anti-social behaviour problems, through partnership with Groundwork

- Improving security, landscaping and quality of life through area-based partnerships (for example, with parish councils, local authorities and other landlords)

- Working with developers, councils and residents to achieve 'greener' housing - such as solar panels in sheltered schemes and new energy initiatives that keep fuel costs low.

We're always open to opportunities to work with other organisations, and make a big difference to people's lives.

Engaging local communities

From experience, many partners find our ability to engage communities is a major asset. The Spire Homes team is out and about in communities every day; so we know who our customers are, what's happening on the ground and what residents need.

We care about customer opinion and are renowned for acting on feedback. This doesn't stop at the front line, but is managed throughout the organisation - everyone takes responsibility for great customer service.

This knowledge, coupled with a sophisticated customer relationship management system, offers opportunities to fine-tune our work. It means we can choose communications options that best suit residents' needs. It allows us to work out optimum ways of providing services, and ways to get people talking about their neighbourhoods. And ultimately, this helps us to boost satisfaction with our services, and the places we manage.

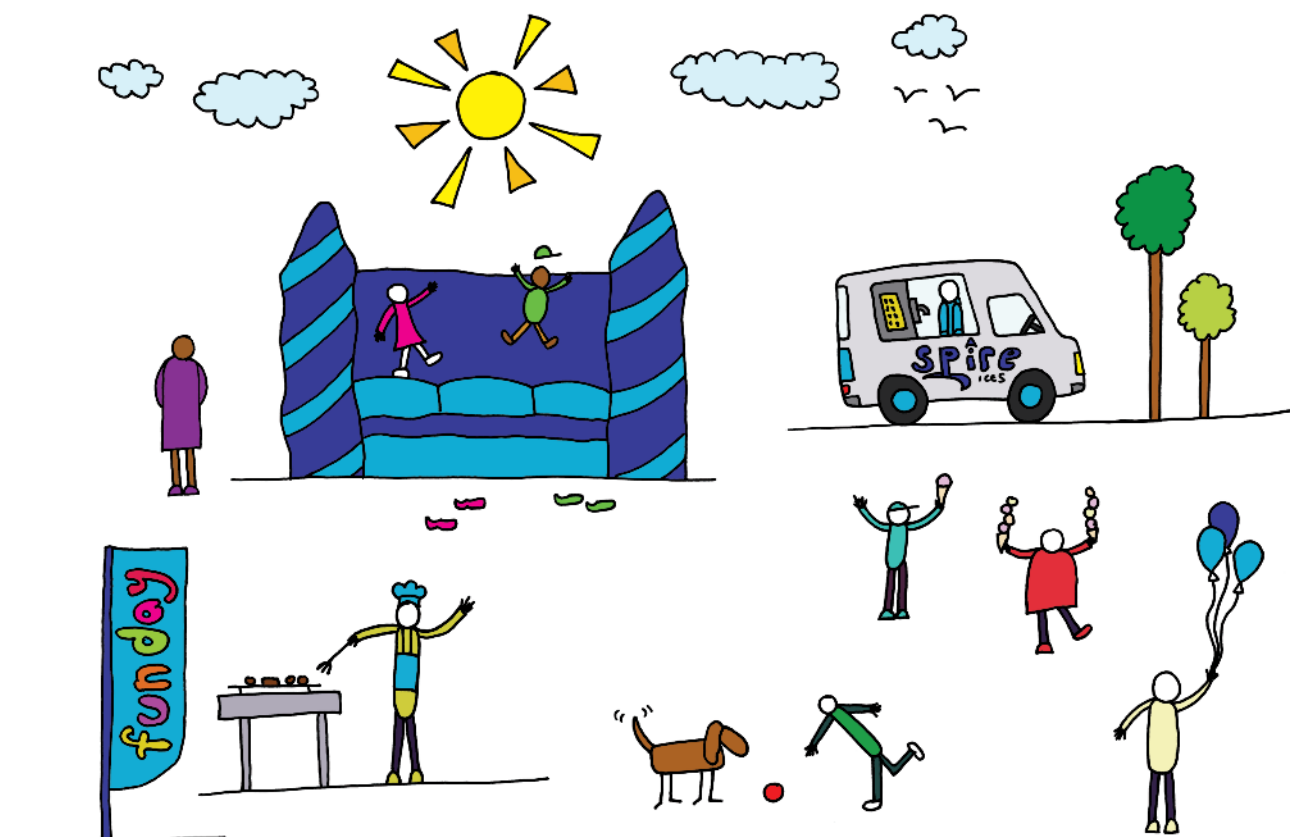
We make engagement fun, as well as meaningful. We've successfully involved customers in everything from competitions to fun days and contractor selection processes. We celebrate diversity and work hard to make people feel included and inspired to get involved.





achieving brilliant results

We consistently achieve high customer satisfaction and service standards. A top quartile performer in most areas, we're also regionally acknowledged as one of the best landlords for repairs and getting jobs done right first time. This track record, coupled with our wider achievements in community involvement, neighbourhood partnerships and the employee development and motivation - and you get a real sense of what Spire Homes stands for.





improving people's lives

Spire Homes provides great quality homes and services that make a real difference to people's lives.

If that's important to you too, let's make a positive difference together. Please contact Lynn Stubbs, Director of Business Services or Katy Sagoe, Director of Housing Services.

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or

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To find out more about us first, please visit our website:

www.spirehomes.org.uk



Spire Homes is a member of the Longhurst Group - a diverse and dynamic group of companies. Group members benefit from each other's shared experience, and each bring their own unique strengths and skills to a wider audience. Through the group, we're creating communities where people live positively together.

Spire Homes (LG) Limited is registered with the Tenant Services Authority (LH4302).
Registered office: 1 Crown Court, Crown Way, Rushden, Northamptonshire NN10 6BS.

