



*"Working Together Towards a Better Place to Live"*

## ASHTON PIONEER HOMES – COMPANY PROFILE



### INTRODUCTION

**Ashton Pioneer Homes (APH)** is an award-winning, not-for-profit organisation with around 1,000 homes situated in the St. Peter's ward of Ashton-u-Lyne, close to Ashton town centre and its facilities.

### WHAT IS A HOUSING ASSOCIATION?

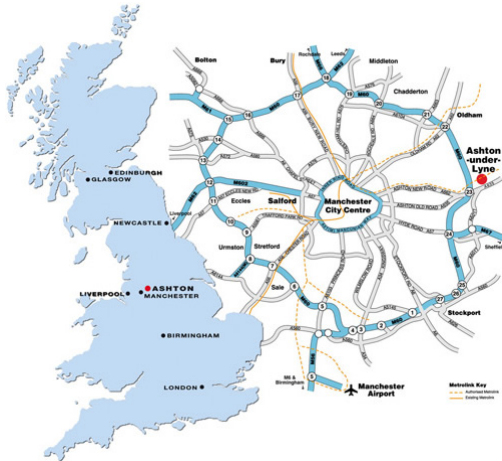
**Ashton Pioneer Homes** is one of over 1,200 Housing Associations in England, who collectively manage around 1.5 million homes, providing housing for over 5 million people.

Housing Associations are the main providers of social and affordable housing in the UK. Larger organisations such as **Ashton Pioneer Homes** operate like businesses with paid staff, but are governed by a Board of Management - typically comprising tenants, representatives from Local Authorities, community groups and business people.

**Ashton Pioneer Homes** is also a *Registered Provider (RP)* - the technical name for social landlords that are registered with, and regulated by, the Homes & Communities Agency. Most RP's are Housing Associations, but there are also trusts, co-operatives and private companies. Although Housing Associations such as **Ashton Pioneer Homes** are run as businesses, they are strictly **not-for-profit** with any surplus re-invested back into the business to maintain existing homes and help finance new services and properties.

### WHERE DO WE OPERATE?

**Ashton Pioneer Homes** is based in **Ashton-u-Lyne**, one of Lancashire's historic and picturesque cotton towns, lying in the lee of the Pennines, 7 miles east of Manchester city centre in the borough of Tameside.



**Ashton Pioneer Homes** is Tameside's leading community based Housing Association. Our stock is situated in the St. Peter's ward of Ashton-u-Lyne, centred on the **Richmond Park** and **West Park** neighbourhoods, close to Ashton town centre and its facilities.

### WHAT DO WE DO?

**In 1999, Ashton Pioneer Homes was established to receive the transfer of ex-Local Authority (Tameside MBC) property stock** which was in need of substantial regeneration, refurbishment and improvement.

Since that transfer and the massive regeneration of the estates / area, we have grown to become the leading community-based Housing Association in Tameside.

Here's what we do / have done:

- Develop and manage quality homes for social rent in Ashton-u-Lyne, Tameside.
- Manage 7 multi-storey residential apartment blocks.
- Manage 5 maisonette blocks providing a range of one and two bedroom homes.
- Manage a diverse range of low rise accommodation from 1 bedroom flats to 3, 4 & 5 bedroom homes.
- Deliver a comprehensive range of high quality and efficient estate management and maintenance services.
- Have demolished and replaced over 100 obsolete flatted dwellings with 140+ high quality modern homes for families.
- Provide a 24hr / 365 day estate management, CCTV, concierge and security services for our residents.
- Have achieved Investors in People and Positive about Disabled status.
- Have adopted and delivered our role as a valuable resource and partner.
- Worked together with our tenants to introduce and develop digital inclusion initiatives



- Have a planned programme to maintain and improve our tenants' homes and social wellbeing.
- Have an on-going development programme to address priority housing needs, focused currently on addressing empty homes in Tameside.
- Lead and facilitate neighbourhood, environmental and community enterprise initiatives.
- Work as a close partner with Tameside MBC, Groundwork Manchester, Salford, Stockport, Trafford & Tameside (GWMSSTT) and St. Peter's Community Partnership on environmental and social programmes, including training and employment.
- Provide the benefit of our quality services to other private, public and community sector partners (through our **Pioneer Homes Services Limited** subsidiary).



## STAFFING

APH now employs some 40+ staff across its range of Housing and Customer Services Teams, Neighbourhood & Estate Services, Finance and Maintenance.

We value our staff; we have a well-developed competency framework for each role and team, linked investment in staff training and development.



To reflect our commitment to our staff and to support our equality and wider social aspirations, we have worked to achieve the.....

- **Positive about Disabled** accreditation
- **Physical & Mental Health Workplace Wellbeing Charter**
- Development of several **Modern Apprentices** to work alongside our Customer Services and Estate Services teams

### **AWARD WINNING ORGANISATION**

We are very proud of the achievements made and the quality of the work and services we provide. To recognise the high standards we set and deliver for our customers and partners, several awards have been achieved. Most notable of these was winning the **UK Customer Service Organisation of the Year** and the two earlier National Housing awards achieved by the company. We have also over recent years achieved recognition linked to a number of areas of our activity.



**INVESTOR IN PEOPLE**

APH originally achieved the Investors in People Award in 2000/2001 and in 2013 successfully retained that award through into 2016. It provides a framework for our support and development of our staff, Board and tenants.



We were also proud to receive and support the Positive about Disabled commitments. This means we have been recognised as a positive place to work for disabled people, and have made commitments to employ, retain and develop people with disabilities.










A Good Work: Good Health Charter award shows that we are looking after the health and wellbeing of our employees, and the health and wellbeing of our business.



## **PIONEER HOMES SERVICES LIMITED (PHSL)**

In 2008 **PHSL** was set up as a subsidiary company to Ashton Pioneer Homes. It offers a wide range of services, to outside clients, which utilise the expertise and skills of Ashton Pioneer Homes including;

-  Private lettings and facilities management services
-  24 Hour CCTV Monitoring and patrolling services
-  Cleaning and caretaking Services
-  Financial Services
-  Housing management and other consultancy services
-  Maintenance Services
-  Estates advice and support

**Further details on housing, work experience, college placements and modern apprenticeships are available from Ashton Pioneer Homes.....**



**0161 343 8128**



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