

welcome to Ashton Pioneer Homes

Ashton pioneer homes is a Local Housing Company as created by the Housing Act, 1996. It was specifically set up to accept the transfer of 900 homes that previously belonged to Tameside Council. It is entirely independent and free of any other Housing Associations.

Since our establishment in 1999, we have invested over £28million improving property, developing regenerative initiatives, improving the local environment and improving services. We have delivered on all of our pre transfer promises to local residents in the first five years and we have adhered to the Governments 'Decent Homes' Standard 7 years ahead of the national 2010 deadline.

Ashton Pioneer Homes is also the only Housing Association in the UK to provide a 24hour estate management service with CCTV coverage across 90% of its homes. The Housing Quality Network reports that we are in the top 18 of all Housing Associations in the UK and an independent customer satisfaction survey reports that satisfaction levels are in the top 10% of all housing organisations.

The purpose of the Tenants Handbook

At Ashton Pioneer Homes, we pride ourselves on our customer service. We believe that our customers views are extremely important. We also believe that our customers must have access to as much information about their rights, responsibilities and the services we can provide.

This Handbook is designed to provide our customers with a summarised version of all the information they need to manage their tenancy. If however, the Handbook can be improved, then we would like to hear from you. **Please contact our Customer Services Team on 343 8128.**



*“Working together
towards a better
place to live”*

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