

Welcome to PHP



Poole Housing Partnership is the 3-star excellent Arms Length Management Organisation (ALMO) responsible for managing, maintaining and improving council houses and estates for the Borough of Poole.

We are committed to delivering excellent housing services to the Council's 5,200 residents and leaseholders.

Throughout our work, we are mindful of the wider community and the regeneration issues in Poole.

Our aim is a continuously developing and improving range of customer-focused services, to ensure that we remain one of the national leaders in best practice and the delivery of excellence in housing management.

Our Mission Statement

“Working with residents to deliver quality homes in strong communities”



Our Board of Directors

We are a non-profit making organisation managed by a Board of 15 members, consisting:

- ★ 5 Councillors from the Borough of Poole
- ★ 5 tenants and leaseholders
- ★ 5 independent people with professional skills to help run the service

The role of the Board includes:

- ★ scrutinising effectiveness
- ★ setting targets
- ★ monitoring performance
- ★ drafting the organisation's constitution
- ★ agreeing the Annual Delivery Plan with the Council, and long-term planning
- ★ approving the budgets
- ★ agreeing policies and making decisions on financial matters
- ★ making sure that Poole Housing Partnership is run lawfully and ethically

It is the Board's job to ensure that Poole Housing Partnership is run independently from the Borough of Poole and is effective in delivering excellent services.

Quality Homes In Strong Communities

3-Star Excellent Assessment

This accreditation was awarded by the independent Government watchdog, the Audit Commission, following their inspection of Poole Housing Partnership in October 2004.



The achievement makes us only one of three 3-star excellent ALMOs in the south, and amongst the very best housing organisations in the UK.

Investor In People (IIP)

We achieved the IIP standard by effectively demonstrating the following throughout our business practices:



INVESTOR IN PEOPLE

- ★ We are really committed to developing our people
- ★ We have clear goals and make sure that everyone understands them
- ★ Our investment in people directly helps us to meet our goals
- ★ We understand the impact that our investment has on our performance

Work/Life Balance

At Poole Housing Partnership, we understand that regardless of age, race or gender, everyone can find a rhythm to help them combine work with their other responsibilities or aspirations.



This award is given when an employer helps its employees to maintain a balance between life inside and outside of paid work.

Managing Diversity Policy

Poole Housing Partnership operates a policy of equal opportunity and fair treatment in employment, promotion and training.



Acts of unjustifiable discrimination on any grounds will not be acceptable. Throughout our employment policies and practices, we aim to provide equal access to all of our services, for all sections of the community.

All applications will be considered solely on their merit, regardless of race or ethnic origin, gender, sexual orientation, marital status, religion, disability or age. Everyone will receive full and fair consideration in all employment decisions.

Poole Housing Partnership supports the Positive About Disabled scheme and accordingly guarantees any applicant with a disability, who meets the minimum criteria for a post, an interview.

Chartermark

This award is issued by the Cabinet Office to recognise excellence in the provision of public services.



We obtained the Chartermark by putting the public first and by constantly striving to improve the services that we provide.