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Introduction

What is Poole Housing Partnership?

Poole Housing Partnership Ltd (PHP) has been contracted by the Borough of Poole to manage and maintain Poole's Council homes.



We are an Arms Length Management Organisation (ALMO), set up after lengthy consultation with tenants and leaseholders and following resounding support from residents in a ballot.

This means that the Borough of Poole continues to own Poole's Council homes and PHP manages them on behalf of the Council. For example, your rent is paid to the Council but PHP collects it on behalf of the Council.

PHP aims to provide all tenants with decent homes, excellent services and to ensure all residents have the opportunity to participate in the management of their homes.

This **Handbook** contains useful information about PHP, our services, and your rights and responsibilities as a tenant of the Borough of Poole.

We have tried to include as much information as possible, but if you would like more information about something, please contact us and we will be happy to help you.

Our contact details are in the **How to contact us** section.

You can also find out more about PHP and the services we provide by visiting our website, www.yourphp.org.uk.

Here you will find the latest copies of all our policies and, you can keep up to date with all the latest news at PHP.

Please keep this **Handbook** safe to refer to in the future.

Equal opportunities and diversity in our community

PHP recognises and embraces the differences that our tenants bring, including cultural and ethnic diversity.

We strive to provide equal opportunity for all our residents in every aspect of our work.

In particular, PHP is actively committed to eliminating discrimination, harassment, and intimidation on grounds of age, disability, gender, colour, ethnicity and sexuality