



regional presence
local delivery



Perfect start

Longhurst & Havelok Homes began life on 1 October 2009. We've combined the expertise of two organisations - Longhurst Homes and Havelok Homes - to become a major provider of housing, care and support services.



Substantial experience

Longhurst & Havelok (L&H) Homes, created in 2009, is a dynamic new housing and care provider, managing homes and supporting communities across four regions.

But despite our youth and vibrant approach, we've got a wealth of experience to draw from. Our team brings together substantial experience in developing homes, managing estates, running care schemes and much more.

Our services

L&H Homes is ideally-equipped to manage homes and help improve neighbourhoods. Examples of our particular strengths include:

- Managing more than 7,000 homes - including general needs housing and supported accommodation
- Providing affordable homes through shared ownership, rent to Homebuy, intermediate renting and specialist leasehold schemes for the over-55s
- Providing support services - including purpose-built care homes with the highest (three-star) Care Quality Commission rating, and services acknowledged by inspectors as friendly, relaxed and professional
- Supporting and training people, as reflected in our Investors in People accreditation

Customer focus

L&H Homes constantly looks for new ways to meet customer needs and aspirations. This is reflected in our progress towards full Charter Mark status.

Our team's strong track record in community involvement means that we understand how to connect with residents.

We involve customers in all areas of our work - from board membership through to local walkabouts - as their feedback makes sure we meet customer expectations.

Of course, we believe in giving something back and saying 'thank you' to our customers. For example, our tenant loyalty scheme, Just Rewards, provides lots of extras for people who keep to their tenancy conditions. Scheme benefits include training and education grants, Christmas gifts or cashbacks, prize competitions and 'thank you' bonuses.



Strong partnerships

L&H Homes works hard to build and maintain local relationships. We're proud of our achievements with partners such as local authorities, health trusts, the police, Groundwork Lincolnshire and private developers.

We work with partners to create positive change for residents, their families and wider neighbourhoods. It's all about creating stronger, safer communities.

As a landlord we manage properties, repair and improve homes and take care of land in our ownership. And as a developing housing association, we have substantial experience in building new homes for rent and sale, in response to targeted local needs.

But we've got the skills, experience and enthusiasm to do much more. Wherever possible, we like to play an active part in making communities stronger and more sustainable. Sometimes that means inspiring local groups and leaders to transform their neighbourhoods. At other times, it's working closely with community and business partners to tackle problems such as anti-social behaviour, litter and fly-tipping.

We are ready and willing to offer our expertise to support partners and achieve shared objectives. Examples of this include:

- Working with local authorities and government agencies on regeneration initiatives in areas of deprivation
- Partnerships providing specialist accommodation for homeless people and women seeking refuge

- Providing mediation services to air and resolve neighbourhood disputes
- Completing major new build schemes - some to Level Three of the Code for Sustainable Homes - on strategic development sites
- Reaching out to and engaging residents successfully, for example by using our community vehicle for local events and initiatives
- Helping community groups to build capacity and become formally constituted
- Providing induction training to police community support officers, to enhance understanding of each other's responsibilities
- Working with partners to help people to maximise their income and manage a budget; we also support two Lincolnshire-based credit unions.



Nurturing neighbourhoods

L&H Homes is making communities better and safer places to live. We involve customers in estate walkabouts, local events, conservation and junior warden schemes. Our mascot, Finn, is great at engaging families.

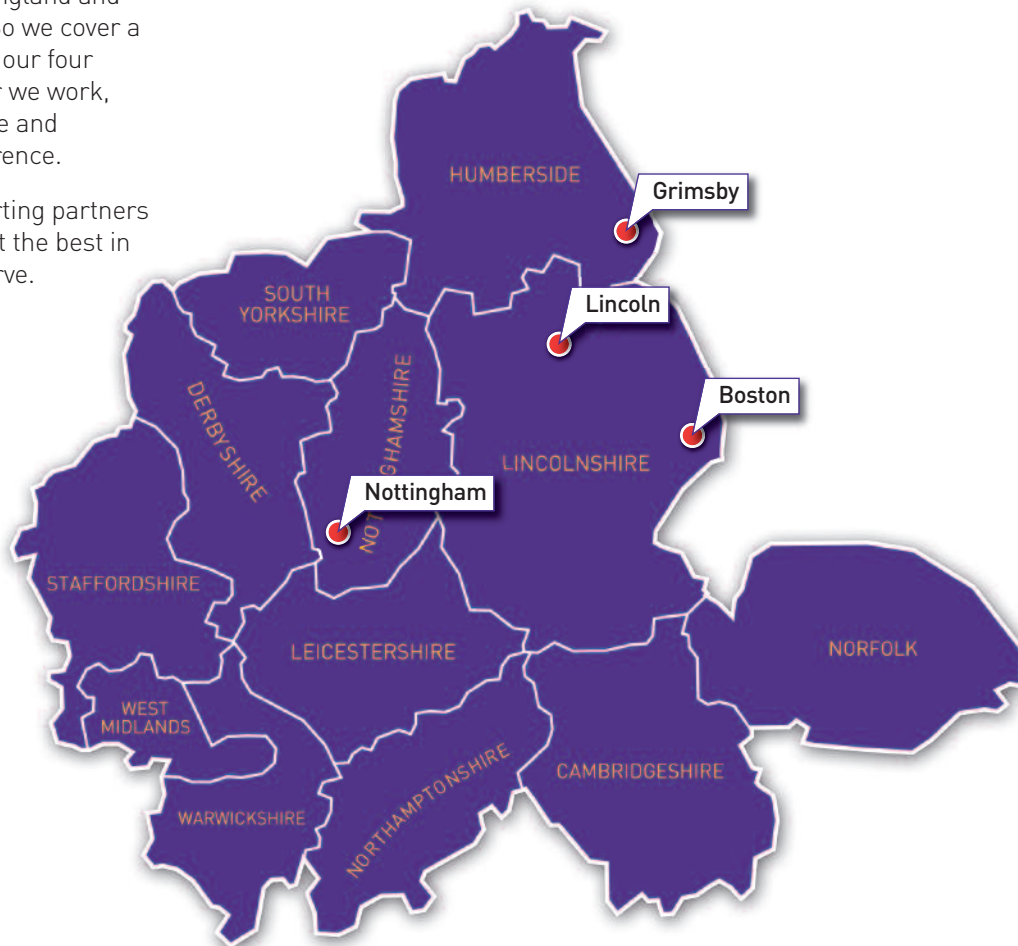
We're promoting community harmony through the Respect standard. And progress towards the **Keep Britain Tidy** quality mark shows our commitment to well-kept neighbourhoods.



Partnership offerings

L&H Homes works across the East and West Midlands, the East of England and Yorkshire and Humberside. So we cover a wide geographical area from our four regional offices. Yet wherever we work, we've got the local knowledge and commitment to make a difference.

We believe strongly in supporting partners and communities to bring out the best in the people, and areas, we serve.



If you're a positive, dynamic organisation and would like a partner to match, we would love to hear from you. Please contact our Managing Director, Mike Hardy, to discuss how we can best serve your needs.

T: 0800 111 4013

E: service.centre@longhurst-group.org.uk

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

www.landh.org.uk

