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Introduction

Poole Housing Partnership (PHP) is committed to improving access to information for all Leasehold Residents.

We manage over 500 Leasehold properties on behalf of the Borough of Poole in line with the Chartered Institute of Housing Good Practice Guidance.



We have produced this **Handbook** with the help of your *Leaseholder Customer Service Panel* and the *Resident's Reading Group*.

Our aim is to provide useful information about PHP, our services and your rights and responsibilities as a Leaseholder.

We have tried to include as much information as possible, but if you would like more information, or have any comments about the services we provide, please call our HelpDesk on FREEPHONE 0800 652 3900 and ask

to speak to your Leasehold Services Officer.

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