

Factsheet 1: Who are Great Places Housing Group?

Who we are

Great Places is a not-for-profit organisation. We own and manage nearly 16,000 homes in the north of England. Our income is used to maintain these homes and provide high quality services to our residents.

Our vision:

We're strong – bold, energetic, forceful, have sound finances and solid roots

We're bright – innovative, fresh, new, colourful and stylish

We're real – feet on the ground, customer focused, know where we come from, realistic, there's substance to what we do

Our values:

Our values remain a constant – they provide the basis on which the

organisation was founded, thrives and holds firm during periods of change and growth. They are:

- We know and value our customers and the communities in which they live.
- We recognise our talented, enthusiastic staff and all those who contribute to our success.
- We are fair, open and accountable.

How we are funded

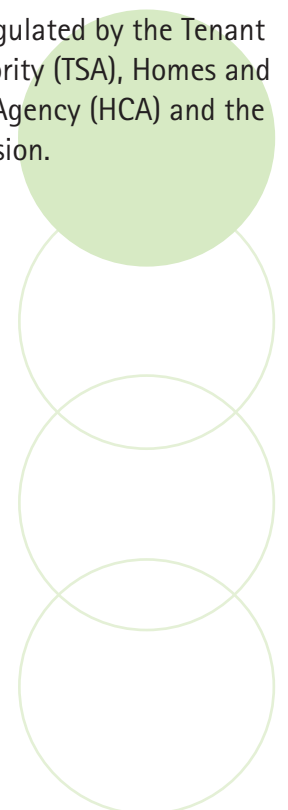
Great Places gets the majority of its money through rents and the amount we can charge is limited by government rules. We also receive grants from the government and borrow money from banks and financial institutions. Every year we plan how we are going to spend this

money and the main focus is maintaining our homes through repairs and improvement work, and managing the neighbourhoods we operate in.

Who decides what we do

The work of Great Places is overseen by a board of management and a Tenant Services Committee (TSC) with our work carried out by local staff. Residents play an important role in deciding what we do so your input and comments are always valued. There is more information about this in the Get Involved factsheet 11.

Our work is regulated by the Tenant Services Authority (TSA), Homes and Communities Agency (HCA) and the Audit Commission.





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