

NPH Voice

Issue 4 » Spring 2016

Housing news for Northampton tenants & leaseholders

Northampton
health walks

Meet the
apprentices

Investment plan
update

What's on
in Northampton



Welcome

With Spring well and truly in the air, it's time for the fourth edition of NPH Voice. We hope that you enjoy reading the articles as much as we enjoyed putting them together. We're really excited about the work that's started to improve your homes and neighbourhoods and have dedicated our centre pages to keeping you up to date.

Keeping with the Spring theme of growing and blossoming, we wanted to introduce you to the first NPH apprentices. You will also find some ideas of things you can do now you've packed the woollies away for another year.

We would also like to say a huge thank you to Aleksandra Kostina, one of our tenant editorial panel members, who gave up a day of her time to work with NPH Voice designers Milton Bayer. Aleksandra did a fantastic job and provided one of her own photos for the front cover.

If you have any suggestions for NPH voice, we would love to hear from you – please contact voiceeditor@northamptonpartnershiphomes.org.uk

Also, remember that you don't have to wait for the next edition to find out what's going on at NPH, you can visit our website at northamptonpartnershiphomes.org.uk

Best wishes

NPH Voice Editorial Team



Large print?

If you would like a version of this magazine in large print, or another language, please call **0300 330 7003**



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PROUD TO BE A TENANT

At NPH, we are proud of our tenants and we want everyone to know it! If you are proud to be a NPH tenant, we want to hear from you and help you tell your story.

The NPH Voice editorial team recently had the pleasure of meeting Mike and Gail Butcher, who live in Ecton Brook.



The Butchers will vouch for the fact that life doesn't always go according to plan. Until July 2014, Mike was still working for an engineering firm and Gail loved her job caring for adults with cerebral palsy.

They were looking forward to retirement and starting to make plans when Mike suffered a stroke. The after-effects left him unable to work and needing care, which led to Gail giving up her job to become Mike's carer. Due to the severe reduction in income, the Butchers' housing situation was no longer sustainable and they were at risk of homelessness.

Mike and Gail were offered "the perfect property for them" and have not looked back. They both receive amazing support from Different Strokes and Northampton Brewin's Stroke Group, where they have made great friends who understand how hard it can be to adapt after a stroke. The Butchers have also become involved with NPH tenant engagement activities, such as Tenants' Panel and Scrutiny Panel. When we asked why they were proud to be NPH tenants, Mike told us:

"When the chips were down, NPH were there for us. We are proud to be part of a diverse community and to be able to give something back by helping to improve services for tenants. We have a lot of experience we can bring to the table and will do anything we can to help."

If you or anybody you know has been affected by a stroke you can contact the following organisations for advice and support:

Different Strokes

W: www.differentstrokes.co.uk

T: 01908 317618

E: webcontact@differentstrokes.co.uk

Northampton Brewin's Stroke Group

W: www.stroke.org.uk/finding-support/northampton-brewins-stroke-group

T: 07941 145 682

E: brewins.stroke@outlook.com

Your chance to win in our competition



We would love to see your children's pictures or paintings of Spring to brighten up the NPH offices. Our tenant editorial panel will pick their favourite to be published in the next edition of NPH Voice. The winner will receive a **£10 book token**.

Take a photo of the work of art and send it to comms@northamptonpartnershiphomes.org.uk or send the original to Customer Engagement at the address on the back page.

Christmas Quiz winner

The lucky winner of the £20 shopping vouchers was Rhianne Sanderson of Briar Hill.



Celebrating our first anniversary

On 5th January, NPH had its first anniversary and held a small event to mark the occasion. Customers, employees, partners and Board members joined together to acknowledge the progress NPH has made in its first year.

We also had a very special guest - our very first NPH competition winner, Angela Paul. Having taken the best photograph for our "Scenes of Summer" competition, Angela was invited to photograph the anniversary event.

"I had a wonderful time as guest photographer and thoroughly enjoyed every moment of a memorable day. It was a great experience."

Brighten up your kitchen this Spring

How many times have you bought herbs for a recipe and ended up throwing the droopy leftovers in the bin? Or, you needed that finishing touch to your favourite dinner and the stocks in the local shop were a total let-down? With these kitchen quandaries in mind we tracked down BBC Radio Northampton's gardening expert, Johnnie Amos who passed on a few tips to get us all growing our own.

Choosing your herbs

You can of course grow herbs from seeds, but if you are a beginner (or just impatient!) you can buy ready-grown herb plants from nurseries, garden centres or supermarkets. If you do go for the ready-grown option, make sure you split large clumps into smaller plants to give them enough space to grow.

Basil, rosemary, thyme, chives and parsley are great herbs to start with – they taste good, will give your kitchen a lovely aroma and can be used in lots of different recipes. We've posted a few recipes for you to try on the NPH website www.northamptonpartnershiphomes.org.uk/sites/default/files/NPH_cooking.pdf

Planting

- Decide on how many plants you want to grow and then choose a container that's wide and deep enough to accommodate them – you should be able to squeeze six plants into a 30cm container.
- Cover the drainage holes at the bottom of the pot with some broken pot shards and then add a layer of compost.
- Arrange your plants in the container, making sure that lower growing plants are placed around the edges.
- Fill in the gaps with compost and press to firm around the plants, leaving a 2cm gap between the top of the compost and the rim of the container.
- Water well.
- Place by a sunny window or in a sunny spot by your kitchen door, wait for your herbs to grow, then get cooking!



Johnnie Amos

The big **interview**

Pippa Grainger,

Housing Officer



Tell us how you came to work at NPH

I was working as a Custody Officer for G4S when I was diagnosed with a degenerative disc disease, which led to me not being able to restrain prisoners. I'd worked in social housing before, so I started a 3 month temporary position in NBC's Housing Service in March 2014. My contract kept getting renewed - I was obviously doing something right - then in October 2015 I finally got a permanent position with NPH.

What does working for NPH mean to you?

I was so happy when I got my permanent job, I cried! I love being out in the community building relationships and I always take the time in my day to chat to people. I think it's really important as a Housing Officer to find out what it's like for people living in the areas I work in. I treat everyone I meet in my job as I would like to be treated myself and I think this has helped me gain trust and respect from my residents. It can be a hard job but I love it - being a Housing Officer fits with my ethics and who I am. I'm proud of the work I do and proud to work at NPH.

What do you do to wind down after a hectic week at work?

My colleagues have a laugh about my Friday night - it's always the same - a box of Coors and a kebab pizza while watching a horror movie! What more could you ask for?

What else do you like doing when you're not at work?

I'm not really one for going out on the town - I much prefer having family and friends round to my house for food and drinks. I am a bit of a paella fan and when we get good weather, I make it on the fire pit in my garden - quite a few of the other NPH Housing Officers have sampled my paella!

So, who would be your dream guests to cook paella for?

Nigella, because she's such an animal in the kitchen - she would definitely get stuck in and get her hands dirty! Ellen Degeneres would keep us entertained and Ruby Rose would bring a bit of glamour to the table.

Do you have a favourite holiday destination?

For a quick weekend getaway I head up to Chapel St Leonards, Lincolnshire with the loves of my life - my partner Steph and two dogs Jacob and Arnold. We stay in a friend's caravan and go on long walks up and down the coast. If we have a bit more time, we go to Bridlington in Yorkshire but my favourite holiday destination of all time is Perranporth, Cornwall and we go there for our summer holiday every year.

Are you a music fan?

I love old school country music like Lynn Anderson and Tammy Wynette - whenever we drive up to Yorkshire I put my country tunes on in the car and it reminds me of family holidays when I was little.

Do you have a pet hate?

That's easy - dog fouling. If I see people not picking up their dog's mess, I will stop my car, get out and have a word, it really makes my blood boil!

If you didn't work for NPH, what would your dream job be?

I would definitely run a dog sanctuary and give neglected dogs a lovely home.

Investment plan update

Have you ever wondered how you would spend an improvement budget of £25 million? Well, Geoff Prior - NPH Director of Property Services has been doing exactly that!



Exciting plans to improve your homes and neighbourhoods are underway. So we thought you'd like to see a preview of our priority areas of work for the coming financial year as well as a round-up of what has already been achieved since NPH launched.

Let's start with what we've been doing in our first year.

- A new programme of work started to upgrade communal areas in blocks of flats and the outside of the buildings. The pilot works in Eastfield have been completed and the programme will continue across Northampton in the next few years.
- The Decent homes programme continues, renewing items such as kitchens, bathrooms and heating.

- We have installed energy saving photovoltaic panels to approximately 1,000 bungalows.
- External insulation works to non-traditional and timber framed homes have been carried out, to improve heat efficiency and reduce heating costs for tenants.
- Refurbishment works at Dover Court have started and are due for completion during the summer of 2016.
- An extensive refurbishment at Eleanore House is underway. The work will create 5 additional flats and modernise existing flats.
- Improvement works have started in Abbey Street, including external wall insulation and a full external makeover of blocks.

Work on these projects will continue and the following planned improvements are due to commence in 2016/7:

- Little Cross Street – demolition of existing properties and redevelopment of the site.



- **St Katherine's Court – full external refurbishment, communal area improvements and replacement of services.**
- **Aids and Adaptation works to homes.**

If that isn't enough to keep Geoff and his team busy, they have committed to the delivery of four major work themes – all great news for our tenants and leaseholders.

External improvements

£5.5 million will be spent during 2016/7 on external property maintenance, including improvements to internal and external communal areas in blocks of flats. This work has already started and will continue in Eastfield and Kings Heath. Look out for the start of the next phase in Delapre and Far Cotton.

Environmental Improvements

£4 million will be spent primarily on renewing fencing, with a proportion of the budget allocated to individual landscaping projects. This work will largely be carried out at the same time as the external improvements described above.

Home Energy Efficiency improvements

£2.5 million will be spent on improving the energy efficiency of the most poorly insulated homes to reduce energy costs for tenants, particularly in our non-traditional built homes and properties with solid walls. Work will continue in Duston and Abbey Street and will also move into Far Cotton and Delapre where there are high numbers of solid wall constructed homes.

Internal modernisation works

Almost £4 million will be spent on renewing fixtures and fittings with an emphasis on targeting homes that missed out on earlier work.

We will of course communicate with you directly in advance of any planned works and actively seek your feedback wherever possible. Please keep an eye on our website www.northamptonpartnershiphomes.org.uk where regular updates will be posted as well as in future editions of NPH Voice.



Preparing for Universal Credit

You may remember in the second edition of NPH Voice, we explained that there are big changes to the benefit system on the horizon? Well, Universal Credit (UC) has now arrived in Northampton for single benefit claimants and a small number of our tenants are already receiving payments. Over the next few years, UC will be rolled out to include all other claimants of working age. We will keep you up to date with information about each phase on the Benefits and UC page of our website and future editions of NPH Voice.

Meanwhile, it is really important that you remember the three things you need to do to prepare for UC.

- 1. Get a bank account**
- 2. Start saving a small amount regularly**
- 3. Get online**

We know that it hasn't always been easy to get a bank account and they can be really costly if charges are incurred, but there has recently been some good news from the banking sector (yes, we did say good news)! Truly fee-free bank accounts were introduced on 1st January, which means that even if you have a hiccup with your direct debits you won't have to worry about getting into debt or your income being swallowed up by charges. The accounts do not offer an overdraft facility and will not let you go overdrawn, even by accident.

The banking industry has made an agreement with the Government to ensure that these bank accounts are completely fee-free and that they are made available to anyone who doesn't already have an account or is unable to use one due to financial difficulty. The following banks have signed up to the agreement and the names of the accounts you need to ask for are detailed below.

Barclays – Barclays Basic Current Account
Co-operative Bank – Cashminder
HSBC – Basic Bank Account
Lloyds Banking Group (including Halifax and Bank of Scotland brands) – Basic Account
Nationwide – FlexBasic
National Australia Bank Group (including Yorkshire Bank and Clydesdale brands) – Readycash Account
NatWest – Foundation Account
RBS England & Wales – Basic Account
Santander – Basic Current Account
The Royal Bank of Scotland (Scotland) – Foundation Account
TSB – Cash Account
Ulster Bank (Northern Ireland) – Foundation Account

When claiming UC it takes around six weeks from making your claim to the first payment being made, so having some money set aside to pay your rent and other bills is really important.

Look out for more information on how to start saving in the next edition of NPH Voice.

Our commitment fire safety

If you live in a block of flats, you may be aware of the ongoing measures NPH is taking to keep communal areas clear and free from obstruction. This is part of our commitment to keep tenants and leaseholders safe.

We are aware of incidents in other parts of the country where items stored in communal areas have caught fire with sometimes tragic consequences. Here are just some of the devastating headlines.



NPH, like any other housing provider, is governed by Fire Regulations and Acts of Parliament. We must make sure that the communal parts of buildings such as emergency routes and exits are always kept clear. If items are left in communal areas, we will remove them unless the owner can be identified.

If you live in a block of flats, we would ask that you play your part in keeping all communal areas clear and free from obstruction. As the headlines show, this really could be a matter of life or death!

To find out more, check out our video on fire safety by visiting our website at www.northamptonpartnershiphomes.org.uk.





Walking for health

Do you ever feel like it'd be nice to get out and about more often? Do you want to be more active but find the gym too expensive or too intimidating to visit? Northampton's Health Walks may be the solution for you.

With Northampton's array of outdoor space (we have around 170 parks and open spaces); walking is simple, free and accessible for people of all ages and abilities who want to be more active or just enjoy the outdoors. Research suggests that regular walking reduces the risk of chronic illnesses, such as heart disease, type 2 diabetes, asthma, stroke and some cancers. Walking can really improve how happy we feel too!

When we walk - just like when we do any kind of exercise - our brains release chemicals that make us feel good. So that means walking can help with things like depression, stress and anxiety.

The NPH Voice editorial team met with residents and walkers from Eastfield to try one of the walks and find out how easy it is to join a Health Walk.

We, along with 20 walkers, met on a beautiful sunny day in Abington Park. Dorothy and Sue, Walk Leaders

of the Abington Health Walks took us around the park, past the museum and via the lakes.

We spoke to Janet, who had been walking with the Abington Health Walkers for 3 months who told us why she takes part. "Health Walks are accessible to everyone. I found out about them locally and realised that there is always a walk on at a time that suits me". When we met with walkers at Eastfield, Ken, one of the regular walkers described the walks as "a life saver". They allow the opportunity for individuals to get out and about, meet new people and enjoy the beautiful green spaces Northampton has to offer.

It's really easy to get started. There is a short form to fill in, which you can complete when you turn up. We can tell you from experience, the group members are friendly and welcoming and love a good chat!

Health Walks are completely free, open to all ages and abilities and walkers are encouraged to go at their own pace. The shortest walk is around 20 minutes and the longest walk lasts for around an hour and a half.

Take a look at the health walk timetable to find a group near you.

Northampton Health Walks 2016

Monday:

Venue: Pauls Walks, various venues: please call leader to confirm (for people with COPD – ideal for beginners, 20-30 minute walks) **Meet:** Various **Time:** 2:00pm

Leaders: Pauline - 07724 848234 or Erica – 07551 954010

Tuesday:

Venue: Kingsthorpe Bradlaugh Fields (varied terrain, 45 minutes – 1 hour) **Meet:** Kingsthorpe College Reception **Time:** 9:30am **Leader:** Alex Bennett

Venue: Eastfield (45 minutes – 1 hour)

Meet: Morrison's on the Kettering Road **Time:** 10:30am

Leader: Shirley Stafferton & Barbara Hughes

Wednesday:

Venue: Delapre Abbey (varied terrain, sometimes muddy, 45 minutes – 1 hour) **Meet:** The Lodge, parking on London Road **Time:** 10:30am **Leader:** Max

Venue: Harlestone Firs, Duston (short and long walk available, varied terrain, 20-30min & 1 hour)

Meet: Wyevale Garden Centre, outside main entrance

Time: 2:00pm **Leader:** Eileen

Venue: Bradlaugh Fields (1 hour - 90 minutes)

Meet: Spinney Hill Road entrance **Time:** 1:00pm - 2:30pm

Leader: Vikkie Maloney - 07900 673742 - This is a Park Ranger led walk supported by Northampton Leisure Trust

Thursday:

Venue: The Racecourse (flat paved route, 45 minutes – 1 hour) **Meet:** Alliston Gardens Community Café

Time: 11:00am **Leader:** Val Kirkham

Friday:

Venue: Abington Park (flat paved route, some inclines, 45 minutes – 1 hour) **Meet:** Abington Park Café

Time: 12:00noon **Leader:** Dorothy Shannon

Saturday:

Venue: St James (varied terrain 45 minutes – 1 hour)

Meet: St James Library **Time:** 10:00am **Leader:** Ellen

Sunday:

LADIES ONLY Walk

Venue: Abington Park (flat paved route, some inclines, 45 minutes – 1 hour) **Meet:** Abington Park Café

Leader: Sue – 07799 273556 or sueward80@hotmail.com

(2x Walks a month, alternative Sunday's please call leader for more info)

For more information on any of the walks please contact Linda Savage from Northampton Leisure Trust Sports, Play and Health Development Team on **01604 837774** or lsavage@northamptonleisuretrust.org.uk

Street football

Free for young people aged 8 - 18



These sports sessions take place all over town, every weekday from 5:30pm to 6:30pm for 8 to 12 year olds and 6:30pm to 7:30pm for 13 to 18 year olds. You can also get involved in the school holidays when Street Football Festivals are held.

Street football really is a community initiative - the groups are led by fully trained and qualified volunteers from the local area. There is even access to a free, nationally recognised programme for young people aged 12 and over who are interested in football coaching.

Check out the timetable on the Trilogy website www.trilogyleisure.co.uk/images/Sports_Deve/Street_Sports_Programme.pdf or call the sport and play team on **01604 837774**.

Meet the NPH apprentices

In January 2016, NPH employed their first apprentices.

Northampton College students Wesley and Raice, who work in the Property Information department, caught up with NPH Voice to talk about why they chose to take an apprenticeship and what they are learning at NPH.

First up we meet Wesley...

How old are you?

I'm 22.

Tell us how you came to join NPH as an apprentice?

I was studying software development at Northampton College in 2014 and attending courses at Moulton College part time to further my education. I thought about going to university but found higher education grants difficult to obtain. In order to fund my education, I was also working in various jobs. I was a car washer for a couple of years and also a support worker for a few years too. I joined the apprenticeship scheme through Northampton College where I was invited by NPH to an interview for the role of Database Administrator Apprentice. I was really happy when they offered me the job.

What qualification will you achieve at the end of the apprenticeship?

I've got a choice. The college gives me the option to work towards a Level 3 business administration qualification or a Level 2 ICT qualification.



So what do you think to NPH so far?

The people are really friendly. I am enjoying it very much. I like working in an environment with other people and this is giving me great work experience.

What about play? What do you enjoy outside of work?

I like playing and watching Rugby. I'm part of a local Rugby team where I play in the backs, on the wing and sometimes full back position. I also work as a Ward Host at the weekend at Northampton General Hospital which is really rewarding.

What do you want to achieve within NPH?

I currently work with databases so I really want to keep developing our existing databases so that tenants and leaseholders of NPH have the best possible information available to them.

Next it's, Raice...

How old are you?

I'm 19

What made you choose NPH?

I was studying Media Studies at Northampton College when I decided in my final year that I wanted to take a new career path and get an apprenticeship. My parents were really supportive of my decision to switch and encouraged me to seek out an apprenticeship. I'd been interested in working in a role that allowed me to work with numbers so this role really suited. I was contacted by NPH for an interview where I also met Wessley and was really pleased when I was offered my first proper job!

Are you enjoying it?

Everyone here is really nice. It is a different environment to college and I feel like a lot of trust is placed on me by my manager to manage my own work and make my own decisions. I was introduced to Mike Kay recently (NPH chief executive), as part of my induction and he was really easy to talk to. Hopefully once my 18 month apprenticeship is finished, there will be the option to stay on and grow within NPH.

What do you get up to outside of work?

I like to play and watch basketball, although I sometimes I wish I was a bit taller!



We also spoke to **James Whybrow**, Assistant Principal at Northampton College, who said:

"An apprenticeship is a way to earn money in a real job while you learn and gain a valued qualification at the same time. Apprentices earn practical skills in state of the art facilities, gain nationally-recognised qualifications and earn a salary as well as training".

If you're interested in finding out more about apprenticeships available, Northampton College has access to hundreds of job vacancies for budding apprentices. Have a look at the Apprenticeship pages of Northampton College's website: www.northamptoncollege.ac.uk/apprentices

You can also visit Northampton College at The Skills Centre NC at the Lower Mounts campus on Fridays between 9am and 3pm, or contact them on **01604 734323** or email business.centre@northamptoncollege.ac.uk to speak to one of their friendly advisors.

NPH is committed to improving employability in Northampton and providing more opportunities for talented young people like Raice and Wessley!

NPH's commitment to equality and diversity

We love Northampton and the diversity of its community. We believe in treating all of our customers as individuals and making services accessible to all. As a relatively new organisation, we have a fantastic opportunity to shape the way we do things and we are continually working with customers, colleagues and partners to develop our working practices.

To demonstrate our commitment to fair treatment for all, we have recently published the NPH Public Sector Equality Report. It highlights some of our ongoing activity to make equality and diversity central to everything we do.

You can download a copy of the report from our website www.northamptonpartnershiphomes.org.uk by searching for 'Public Sector' in the document library section. If you are unable to access it online, you can contact us on **0300 330 7003** and request a copy by post.

If you have any feedback or suggestions relating to our approach to equality and diversity, we would love to hear from you via our online feedback form www.northamptonpartnershiphomes.org.uk/give-us-feedback or by telephone on the number above.

What's on in Northampton?

Goodbye Winter, hello Spring!

It's time to get out and enjoy what Northampton has to offer, so here are few ideas we've pulled together for you:

Spring Crafts Workshop

5 April **Northampton Museum**
7 April **Abington Park Museum**

Free Entry. Suitable for all ages. Come along to make seasonal paper based crafts.

Magic Dave

8 April 10am
Lings Forum Leisure Centre

£1.50 per child £1 for accompanying adults. An interactive magic show designed for the whole family to enjoy. Children aged 8 or under must be accompanied by an adult.

Contact Trilogy Leisure on **01604 838 333** to book your tickets.

Spring Food and Craft Fair

9 April 11am - 5pm
Abington Park Museum

Free Entry. Over 40 stalls of Artisan food and drink makers. For more information call **01604 838 111**

Art Exhibition: Bees - Pollinators of the World

19 March - 15 May
Northampton Museum and Art Gallery

Free Entry. Through stunning photography, this exhibition introduces visitors to the life of the honey bee. For updates visit our page on facebook: **facebook.com/NorthamptonMuseum**

Art in the Park

16 April - 15 May
Abington Park Museum

Free Entry. Abington's annual open art exhibition which showcases the work of Northamptonshire artists. Find out more: **www.northampton.gov.uk/museumexhibitions**

Mucmara Mind, Body & Spirit Fair

21 & 22 April
The Guildhall, St Giles Square

£3 Entry. Mix of top rated exhibitors, across the spiritual, the holistic and the complementary: Aromatherapy, beauty and health treatments. Find out more: **www.mucmarawebsite.wordpress.com**

Delapre Abbey Heritage Open Weekend

14 & 15 May
Delapre Abbey Preservation Trust

Free Entry. An opportunity for the public to have tours of the Abbey to see the restoration work underway

Email: **info@delapreabbey.org**
Tel: **01604 760817**

Northampton Race for Life Pretty Muddy

4 June, 10am first race. Final race 10:45am. 5 June, 14:00 **Abington Park**

Race for Life Pretty Muddy is a brilliant 5k muddy obstacle course where you can raise money for cancer research. You must be over 13 years old to take part in this event. There's also a 10k course taking place on Sunday 5 June, 10am if you fancy the challenge!

To get involved you can contact race for life on 0300 123 0770.

Adult registration costs (16+ women-only) **£19.99** Child registration costs (13-15 girls) - **£10.00** It's free to come and watch and show your support.

There's also lots going on at our community hubs. Check them out here:

www.northamptonpartnershiphomes.org.uk/whats-on

Contact us:

Customer Engagement, Northampton Partnership Homes,
Westbridge Depot, St James Mill Road, Northampton, NN5 5JW

t: 0300 330 7003 e: participation@northamptonpartnershiphomes.org.uk



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