

Making positive contributions across our neighbourhoods

Summer 2026

My Home

Customer Magazine



aspire
housing

Win

A family ticket to the cinema
aspirehousing.co.uk/cinema



*Terms and conditions apply

In this issue:

Our annual Tenant Satisfaction
Measure results 25/26

Energy performance certificate rollout

Cross Street: Three phases.
One vision. A community at the heart

A portrait of Andrei Szatkowski, a middle-aged man with short grey hair, smiling. He is wearing a white button-down shirt with small blue polka dots. The portrait is set within a large, light grey circle with an orange border.

Welcome

A warm welcome to the summer edition of MyHome

As we head into the warmer months, I want to say a sincere thank you for your continued support - and for the feedback you share with us throughout the year.

Your views help shape our priorities and make sure we stay focused on what matters most: providing safe, decent homes and services you can rely on.

In this edition, we're sharing updates on some of our biggest areas of work. You'll find the latest on the proposed merger discussions with whg and what happens next, alongside our annual Tenant Satisfaction Measure results and what they tell us about where we're doing well - and where we need to keep improving.

We're also outlining our major investment plans for the year ahead, including our home improvement programme and our EPC rollout, which will help us target energy efficiency improvements and support our ambition to bring all our homes up to EPC C by 2030. And you'll see how we're continuing to transform our repairs service - reducing waiting times, improving first-time fixes, and making it easier to report and track repairs.

You'll also read about the work happening in neighbourhoods across Staffordshire and Cheshire - from ASB Awareness Week activity with partners, to our Neighbourhood Plans and the practical improvements being led by our new Environmental Impact Officer to help keep shared spaces clean, safe and welcoming.

Finally, I'm proud to share that we have been recognised in the Sunday Times Best Places to Work list for the second year running. And on top of that, we've been named an **Industry Awards Winner for the Non-Profit and Charities sector** - an amazing achievement!

I hope you enjoy the summer edition of MyHome. As always, if you have questions or feedback, please do get in touch - we're here to help.

A handwritten signature in purple ink, reading 'A Szatkowski'.

Andrei Szatkowski
Executive Director of People



aspire
housing



whg

Delivering for people, dedicated to places.

Merger update between Aspire Housing and whg

Keeping you informed about what matters

Earlier this year, we shared that we have entered into discussions about a potential merger with whg, based in Walsall.

This partnership would bring together our strengths, resources and expertise to build a new organisation with 32,000 homes across our combined Midlands heartland, and a shared vision of **'Delivering for people, dedicated to places'**.

Your voice

In March, we launched a programme of engagement with customers from both Aspire and whg to hear your views on the proposals and understand more about your priorities.

We received responses from more than **3,600 customers across both organisations**, including around **15% of Aspire's customers**.

Thank you to everyone who took the time to share their feedback.

What happens next?

All of your feedback will be taken into account by our Boards at the end of July, when they make their decision about whether the merger will go ahead.

If they agree, then the merger will happen before the end of the year.

If the merger goes ahead

You can continue to contact us in the same way as you do now to report a repair or to discuss anything to do with your tenancy.

Your rent and service charges will not increase as a result of the merger.

They will continue to be reviewed each year and will only go up in line with the increases that are approved by the government, as they are now.

There will also be no change to your tenancy agreement, and your rights and terms will remain the same.



Visit our dedicated webpage for the latest information, including FAQs, ways to get involved, and next steps
aspirehousing.co.uk/whg-aspire



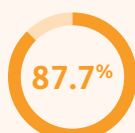
Tenant Satisfaction

Measures 2025/26



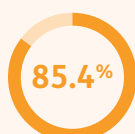
Keeping you informed about what matters

Keeping our homes in good repair



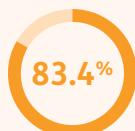
Satisfied with overall repairs service in the last 12 months

Up by 7.4% from last year's result 80.3%



Satisfied with the **time taken** to complete most recent repair

Up by 13% from last year's result 72.4%



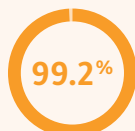
Satisfied the home we provide is **well maintained**

Up by 8.4% from last year's result 75%



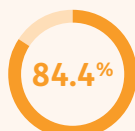
Of homes don't meet the **Decent Homes Standard**

Improved by 0.2% from last year's result 0.3%



Of emergency repairs completed within target timescales

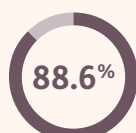
Up by 2.7% from last year's result 96.5%



Of non-emergency repairs completed within target timescales

Up by 25% from last year's result 59.4%

Maintaining building safety



Satisfied your **home is safe**

Up by 8% from last year's result 80.6%



Gas safety checks completed

No change from last year's as 100% compliant



Fire risk assessments completed

No change from last year's as 100% compliant



Asbestos management checks completed

No change from last year's as 100% compliant



Water safety checks completed

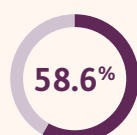
No change from last year's as 100% compliant



Lift safety checks completed

No change from last year's as 100% compliant

Effective handling of complaints



Satisfied with the landlord's approach to **handling complaints**

Up by 8.2% from last year's result 50.4%



Number of **complaints received** relative to the size of us as a Landlord* - Stage one

Reduced by 3.5% from last year's result 69.6%



Number of **complaints received** relative to the size of us as a Landlord* - Stage two

Increased by 2.2 from last year's result 7



Stage one **complaints responded to within timescales**

Up by 3.7% from last year's result 94.6%

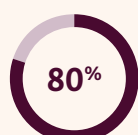


Stage two **complaints responded to within timescales**

Up by 2.8% from last year's result 93.5%

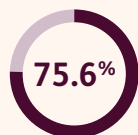
*calculated as the number of complaints per 1,000 homes.

Responsible neighbourhood management



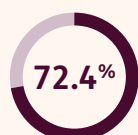
Satisfied that the landlord **keeps communal areas clean** and well maintained

Up by 11.7% from last year's result 68.3%



Satisfied that the landlord makes a **positive contribution to neighbourhoods**

Up by 8.4% from last year's result 67.2%



Satisfied with the landlord's approach to **handling anti-social behaviour (ASB)**

Up by 12.4% from last year's result 60%



Number of ASB cases relative to size of our company*

Increased by 6.5 from last year's result 49.3

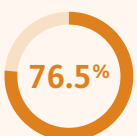


Number of ASB cases that involve hate incidents*

Reduced by 0.4 from last year's result 1.3

*calculated as the number of ASB cases per 1,000 homes.

Respectful and helpful engagement



Satisfied that the landlord **listens to tenant views** and acts upon them

Up by 8.2% from last year's result 68.3%



Satisfied that the landlord **keeps tenants informed** about things that matter to them

Up by 9% from last year's result 73.5%

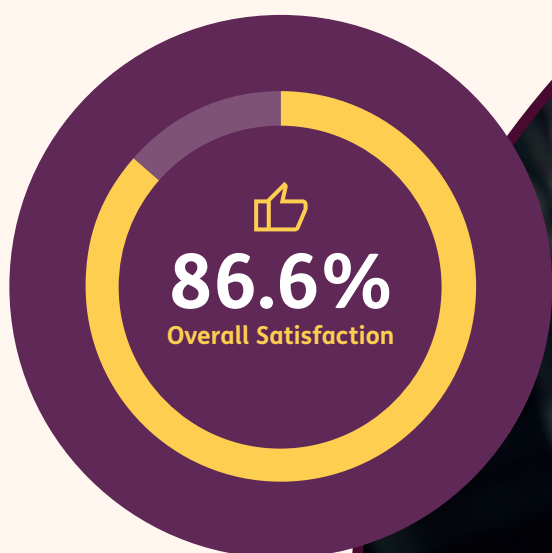


Agree that the landlord **treats tenants fairly** and with respect

Up by 5.2% from last year's result 80.6%



To find out more about Tenant Satisfaction Measures, and see how our results compare to previous years, visit aspirehousing.co.uk/tsms



Investing in your homes:

Our 2026/27 home improvement programme

Keeping your home safe and well maintained

We know your home is more than just a building - it's where day-to-day life happens.

That's why, this year we're making a major investment to improve the quality, safety and comfort of our customers' homes, while also keeping up with rising demand for repairs and maintenance.

Improvements you'll see across our communities

Over the coming year, we'll be carrying out a wide range of planned improvements across our homes, including:



664 new kitchens



485 new boilers installed



459 new windows



215 new doors



186 roofs replaced



63 full central heating upgrades



48 bathroom upgrades



31 communal entrance doors



11 storage heating upgrades

What this means for you

Not every home will need work this year. If your home has been identified through a Home Improvement Survey as needing one of these upgrades, our team will contact you directly to confirm what's planned and when the work is due to take place.

If you haven't heard from us, it simply means your home isn't currently scheduled for these planned improvements.

All of this work supports our ongoing commitment to the Decent Homes Standard - helping to make sure homes stay safe, warm and comfortable.

Overall, **we'll be investing £12 million in improvements** like these during 2026/27.

Investing in safety, quality and compliance

Keeping customers safe remains one of our biggest priorities. **We're investing £1.8 million in landlord compliance programmes**, alongside targeted work to tackle things that can have a real impact on day-to-day wellbeing, including:

- Damp and mould treatments
- Health and Safety Rating System (HHSRS) risks
- General property disrepair

This investment also helps us **prepare for phase two of Awaab's Law**, coming into effect from October 2026, so we can meet new legal requirements and respond quickly when issues arise.

Making shared spaces feel safer and more welcoming

We're also continuing to invest in shared spaces — because entrances, hallways and communal areas all play a big part in how a neighbourhood feels.

This includes:

- Cyclical painting programmes (£350k)
- Upgrades to communal entrance doors (£329k)

These works will help create cleaner, safer, more welcoming environments for customers and visitors alike.





Energy performance certificate (EPC) rollout

Keeping you informed about what matters

This year, we'll be carrying out a programme of EPCs across around 1,900 of our homes. It's an important step in improving energy efficiency, reducing carbon emissions, and helping customers live in warmer, more affordable homes.

What is an EPC?

An EPC shows how energy-efficient a home is and how much it typically costs to run.

Each home is given a rating from A to G:

A = very energy efficient

G = least energy efficient

An EPC also includes:

- Estimated energy costs for heating, hot water and lighting
- Information on carbon emissions
- Recommended improvements to make the home more efficient
- A potential future rating if those improvements are carried out

EPCs last for 10 years, but they can be updated sooner if improvements are made - for example, a new heating system or upgraded windows.

Why we're doing this

We're working towards a target of bringing all our homes up to EPC rating C by 2030, in line with national expectations and planned new regulation called Minimum Energy Efficiency Standards (MEES).

To do that, we need accurate and up-to-date EPCs.

What this means for our customers

If your home is included in the programme, we'll contact you directly to arrange an appointment at a convenient time.

During the visit:

- A qualified Domestic Energy Assessor (DEA) will carry out a short survey
- The visit usually takes around 30 minutes
- The assessment is non-invasive - no drilling and no disruption

The assessor will need access to all rooms, including living areas, bedrooms, kitchen and bathroom, and loft space (if accessible). They'll collect information such as room sizes, insulation levels, heating systems and windows, and may take photographs to support the assessment.

What happens next?

Once the EPC is completed, we'll have a clearer picture of your home's energy efficiency. We may identify potential improvements that could make your home warmer and cheaper to run, and we'll use this information to plan future investment works.

The benefits for you

This programme is part of our wider work to improve homes and support customers.

Benefits include:

- Lower energy bills through improved efficiency
- Warmer, more comfortable homes
- Better understanding of your energy use
- Access to future improvements and upgrades

Even small changes highlighted in an EPC can make a difference.



To find out more about EPC visit
aspirehousing.co.uk/epc

Cross Street: Three phases.

One vision. A community at the heart

Creating positive contributions to your neighbourhoods

Cross Street is one of the biggest long-term investments we've made in Chesterton - and it all started with a simple commitment: listen first, then build.

Since 2018, customers, residents and partners have helped shape a regeneration plan that will deliver **91 new homes** and create a place people can feel proud to call home - now and for generations to come. It's a programme of investment of around **£20 million**, delivered in phases so we can do things the right way and keep the community at the heart of every step.

How it all started: shaped by local voices

Before any plans were finalised, we held a series of public consultations and events to share ideas, hear concerns, and make changes based on what local people told us mattered most - including the need for:

- High-quality new homes that meet local needs
- A better look and feel across the area
- Practical improvements like layout and parking

Thank you to everyone who attended events, asked questions, and shared feedback. Your input helped shape the masterplan from the very beginning.

The three phases: One vision

Phase one: A strong start

Phase one marked the first visible step in the transformation - delivering 9 new bungalows for affordable rent for the over 55s.

It was an important milestone: proof that the plans were becoming reality, and the start of a new chapter for the area.

Status: Completed 2022

Phase two: Silkworks at Cross Street

Phase two brought even more new homes into the heart of the community. Silkworks at Cross Street delivered **43 new affordable homes to rent**, including:

- One-bedroom apartments
- Two- and three-bedroom homes

This phase was a major step forward - and it's been fantastic to see customers moving in, settling down, and making new memories in their brand-new homes.

Phase three: What's next

The next stage is focused on homes designed specifically for the over 55s. Phase three will deliver 39 new bungalows exclusively for customers aged over 55, helping more people to enjoy independent living in a home that suits their needs.

Status: In development / underway, estimated completion: End of 2026

Working with partners to invest in Chesterton

Cross Street is being delivered through strong partnership working, including support from Homes England and the Newcastle Town Deal - helping us bring forward high-quality homes and support wider regeneration in the area.

The timeline:

from first conversations to new homes

March
2018

First public
consultation

November
2018

Second public
consultation

March
2019

Third public
consultation

October
2019

Public information
event to share the
final masterplan

May
2020

Planning application
submitted



**A huge
thank you!**

This project has always been about more than bricks and mortar. It's about creating a neighbourhood and community that feels safe, welcoming and full of opportunity.

Thank you to everyone who has been involved - from the first consultations to today.

We'll continue to keep you updated as Phase three progresses.



Community engagement
began in 2018



Phase two: 43 affordable homes to rent
(completed May 2025)



Around £20 million
investment into the local area



Phase three: 39 over 55s
apartment and bungalows
(estimated completion end of 2026)



Phase one: 9 bungalows
(completed 2022)



91 new homes in total
(across the full masterplan)

**October
2020**

**Planning permission
approved**

2022

**Phase one
completed**

**May
2025**

**Phase two completed
(Silkworks at Cross Street)**

**End of
2026**
Estimated

**Phase three completion
(Kilnworks at Cross Street)**

Helping us get repairs done:

Why access to your home matters

Improving our repairs service for you

When something in your home needs fixing, you want it sorted quickly - and we want that too. But one of the biggest reasons repairs can't be completed on time: we can't always get into homes when we need to.

Between April 2025 and March 2026, we carried out **81,830 visits** to customers' homes. On **10,457 occasions**, we were unable to gain access to complete the work.

When we can't get in, the impact is bigger than one missed visit.

A "no access" appointment isn't just an inconvenience — it can mean:

- Your repair doesn't get done and has to be rebooked (often pushing it back).
- Someone else loses an appointment, because that slot can't always be filled at short notice.
- We pay twice for the same job - travel time, scheduling, and admin all have to happen again.
- Small problems can become bigger ones, especially with leaks, damp, electrics or heating issues.
- Safety checks can't be completed, which puts customers at risk and can leave us unable to confirm your home is safe.

Last year, missed access added up to more than **3,000 hours** of lost time and cost **over £70,000** - money that could have gone into improving homes and services.

Put simply: every time we can't get access, it slows repairs down for everyone — and it costs us all.

What we're doing to make access easier

Clearer appointment times

We're tightening our time slots so you're not waiting around all day - you'll know when to expect us.

More reminders and updates

You'll receive text reminders before your appointment, plus updates when your trade colleague is on their way.

How you can help us complete repairs faster

A successful repair is a partnership. Here are the things that make the biggest difference:

Be home for your appointment

If you can't make it, please let us know as soon as possible so we can offer the slot to another customer and rearrange yours.

Nominate someone you trust

If you can't be at home, you can authorise a friend, neighbour, or family member to provide access on your behalf (they just need to be over 18).

Keep your contact details up to date

If we can't reach you, we can't confirm your appointment or let you know if anything changes.

If you need to update your contact details, you can do this on MyAccount or by contacting our Customer Excellence team.

Make the area safe and accessible

Clearing the space around the repair helps our team work quickly and safely.

Rearrange if it's no longer convenient, or if you won't be home. You can rearrange your appointment:

- Through the text message confirming your appointment
- Via MyAccount
- By contacting our Customer Excellence team on 01782 635200

Why access matters



Most importantly, delayed repairs can lead to bigger problems. A small leak can become a major issue. A loose fitting can become unsafe. Quick access means quicker fixes, safer homes, and fewer repeat visits.

Working together for better repairs



We're committed to providing a repairs service that's reliable, efficient, and easy to use. Improving access is a key part of that. With your help, we can complete repairs faster, reduce waiting times, and keep your home in great condition. If you have suggestions on how we can make access easier for you, we'd love to hear them - your feedback helps shape the services you rely on.

ASB Awareness Week:

Working together for safer neighbourhoods

Our approach to ASB

From 29th June to 5th July, we supported ASB Awareness Week - a national week of action that shines a light on the impact of anti-social behaviour (ASB) and the importance of working together to prevent it.

Tackling ASB isn't just about responding when things go wrong. It's also about being visible in our communities, listening to customers, and working with partners to make practical improvements that help neighbourhoods feel safer, cleaner and more welcoming.

Throughout the week, our teams were out and about alongside partners including Newcastle-under-Lyme Borough Council (NBC) and the Police, taking a joined-up approach to community reassurance, engagement and positive action.

What we did during the week

Chesterton

We kicked off ASB Awareness Week in Chesterton with a highly visible morning of action alongside partners. Teams carried out litter picking, helped arrange removals, reported repairs and completed a general tidy-up, while also speaking with residents and responding to concerns raised on the day.

Madeley

In Madeley, we worked alongside partners to provide a welcoming, visible presence for residents. The team spent time listening to customer feedback, answering questions on site and offering reassurance, showing the value of joined-up working to support the local community.

Newcastle Town Centre

We took ASB Awareness Week into the heart of the community with a town centre drop-in session and site visits across the area. Teams were on hand to speak with residents, share key messages, and carry out practical improvements such as litter clearance and visibility works, helping build confidence that concerns are being heard and acted on.

Silverdale / Knutton

In Silverdale, we continued positive neighbourhood activity on and around the Parade, speaking with residents and partners about local priorities. Alongside practical action like checking bin stores, scoping fly-tipping hotspots and collecting litter, we also gathered feedback on community improvements residents would like to see progressed.

Kidsgrove

We finished the week in Kidsgrove with a strong partnership presence focused on visibility, reassurance and community engagement. Teams carried out a litter pick in the area and spoke with residents who were out and about, listening to feedback and reinforcing how people can report concerns and access support.

Together, we can keep building neighbourhoods that feel safer, stronger and more connected.

SPOT IT,

REPORT IT,

WE'LL ACTION IT

Neighbourhood Plans update:

What we've been doing so far

Creating positive contributions across our neighbourhoods

Earlier this year, we shared about our new Neighbourhood Plans - shaped by customer feedback and built around a simple goal: to create positive change in every area, with customers at the heart of what we do.

Since then, our Neighbourhood teams have been getting out and about, working visibly in communities, listening to customers, and teaming up with partners to tackle the issues that matter most — from environmental improvements and community reassurance, to creating cleaner, safer, more welcoming neighbourhoods.

Here's an update on what's been happening across each area so far.

North East: Listening, acting, improving

The North East team has continued to deliver visible, community-focused activity with a strong emphasis on customer engagement, collaborative working and environmental improvement.

Highlights include:

The big Community Clean-Up Chesterton: A focused clean-up responding to customer concerns about littering and presentation.

Civic Pride Chesterton: A collaborative event involving litter picking, customer conversations and joint working with partners to address issues raised on the day.

Walkabout Wolstanton: Reviewing environmental impact, identifying issues and noting actions to improve the area.

Walkabout Chesterton: Focused on customer feedback themes, environmental impact and proactive identification of concerns.

A great example of how customer feedback is shaping action: the additional clean-up day on 13th January was introduced directly in response to what customers told us in satisfaction surveys - showing our commitment to listening and acting on what matters.

South: Visible presence and practical improvements

The South team has delivered a strong programme of neighbourhood activity, focusing on customer engagement, environmental impact and being visible in communities. Civic Pride events and walkabouts continue to support our commitment to maintaining safe, clean and well-presented neighbourhoods.

Highlights include:

Civic Pride Thistleberry: A clean-up event focusing on litter, presentation standards and customer engagement.

Walkabout Town Centre: Reviewing environmental impact and identifying hotspots to support town centre appearance and safety.

Walkabout Blurton: Focused on environmental impact and customer feedback themes.

Walkabout Clayton: Reviewing environmental impact, identifying issues and noting actions to improve the area.

Lockwood Street Park Clean-Up: Initiated after our Environmental Impact Officer spoke with customers who shared the park felt unsafe for children due to overgrowth. The team carried out a targeted clean-up to open up sightlines, improve visibility and help the space feel safer and more welcoming for families.

Civic Pride Clayton: A collaborative event involving litter picking, customer conversations and joint working with partners.

North West: Proactive engagement and reassurance

The North West team has continued to deliver strong neighbourhood visibility and proactive engagement, focusing on environmental impact, customer reassurance and targeted presence in areas where concerns have been raised.

Highlights include:

Walkabout Kidsgrove: Reviewing environmental impact and maintaining visibility across the estate.

Community Living Litter Pick Hollinswood Close:

A targeted litter pick and engagement session responding to local concerns around anti-social behaviour, with a focus on visible presence and direct conversations with customers.

Walkabout Hollinswood Close & Talke: Reviewing environmental impact, identifying issues and noting actions to improve the area.

Walkabout Holmes Chapel: Focused on being visible and available for customers to speak to.

Walkabout Wistaston: Continuing visibility and proactive identification of concerns.

Central: Strong visibility and early action

The Central team continues to maintain a strong visible presence, focusing on environmental impact, customer engagement and proactive neighbourhood work. Walkabouts and Civic Pride events remain key ways to identify issues early and support customers.

Highlights include:

Walkabout Knutton: Reviewing environmental impact and maintaining visibility across the neighbourhood.

Walkabout Hempstalls (Hyacinth, Larkspur, etc.):

Focused on environmental impact and customer feedback themes.

Civic Pride Silverdale: A collaborative clean-up event involving litter picking, customer engagement and joint working with partners.

Communal Garden Tidy (Poplar Court): Inspired by conversations between our Environmental Impact Officer and residents who felt the communal garden — once well maintained - would benefit from some TLC. The team organised a tidy-up to refresh the area, improve presentation and help restore it as a welcoming space for everyone to enjoy.

What's next?

This is just the start. We'll continue to build on this work and share regular updates - so you can see what's happening in your area and how your feedback is shaping our priorities.

If you spot an issue in your neighbourhood, or you've got an idea for what would make the biggest difference where you live, please let us know. Your voice helps us focus on what matters most.





Homes Transformation update:

Successes so far – and what's next

↓
48%

Reduction in
average wait time
since last year

Listening to you and acting on your views

Last year, our focus was on one thing customers told us mattered most: **reducing waiting times for repairs.**

The good news is we've made real progress. **We've cut the average wait time by 48% - that's 11.6 days** quicker than a year ago.

Now we're building on those successes as we begin our second year of transforming our Home Repairs service.

This year, we're focusing on two main areas: our workforce and our technology.

Workforce: **more repairs done first time**

Our trade colleagues will always aim to sort your repair on the first visit where possible. But sometimes a job needs two or more different trades to complete it - which can mean extra appointments and more waiting.

Over the coming year, **we'll be making major investments in training and skills**, so more of our trade colleagues can complete a wider range of repairs. **This should help reduce repeat visits**, get more jobs finished first time, and get your home back to normal sooner.

You also told us that some appointment times aren't always convenient. We've listened, and **we'll be trialling new repair hours during summer and autumn to offer more flexibility** - so repairs can be carried out at times that suit you better.

Technology: **making repairs simpler and improving contractor standards**

You've told us that some of our **systems need to be more user-friendly**. This year, we'll be reviewing our technology to make it easier to report repairs, arrange appointments, and stay updated on progress.

We also use contractors for some repairs, and customers have told us that communication and respect for your home haven't always been good enough. By introducing a new system, **we'll have more control and oversight of contractor jobs** - and we'll be using this to start improving that part of our service.

Servicing and testing: **keeping your home safe**

One of our most important responsibilities is keeping your home safe.

It's a legal requirement for us as your landlord to carry out:

- Gas servicing and safety checks every year (if your home has gas)
- Electrical safety testing every five years

You've been clear about where we need to improve, and we're working hard to make sure these essential appointments are arranged and carried out with the minimum of fuss.

In the meantime, it's important that you allow us access to your home so we can complete this vital safety work.

Sunday Times Best Places to Work



We're thrilled to share that we've been featured in the Sunday Times Best Places to Work list for the second year running!

And on top of that, we've been named an **Industry Awards Winner for the Non-Profit and Charities sector** - an amazing achievement!

The list is shaped by colleague feedback and recognises organisations leading the way in employee experience and workplace culture, including wellbeing, diversity and inclusion, reward and recognition, job satisfaction and instilling pride.

We're proud to be recognised as one of the Sunday Times Best Places to Work, and we're excited to use this award to show why now is a great time to join Aspire Housing.

The award helps us attract talented people who can support us in delivering safe, decent homes and excellent housing services for you, our customers.

Whether you're starting out, looking for a new role, or ready for a change of pace, we're always looking for great people to join our growing teams.

Together, we work hard to make a difference for our customers, colleagues and communities across Staffordshire and Cheshire.

Hear what our colleagues have to say:

"I have worked here for 15 years and cannot imagine working anywhere else. Everyone is so friendly and happy to help - in my experience, there is a real 'Aspire family' culture. There is always lots to get involved in and new opportunities. I feel really proud to work at Aspire and to play a part in helping our customers and communities."

Katie, Governance

"I've been part of Aspire for nearly two years within the Planned Kitchens team, and it's been a really rewarding experience. I've had the opportunity to work alongside a fantastic group of people who are all committed to delivering high quality kitchen upgrades and making a real difference in our customers' homes. I'm proud to be part of a team that shares the same focus on high standards, teamwork, and delivering great results for our customers, and I look forward to continuing to build on that."

Steve, Planned Works

"I really enjoy the variety that my role brings. I'm lucky to work with people from all areas of the business as part of my job as well as being part of an incredibly engaged and supportive team in HR/Learning & Development. The people first culture at Aspire makes it a great place to work."

Natalie, People Services

"You'll be joining a fantastic supportive team. Every day is something a little bit different and interesting!"

Chris, Customer Voice



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