

# About us



## **Bromford Group mission**

HomeZone Living is a member of the Bromford Group. Our group's mission is "Creating homes and supporting communities where people really want to stay". We want to help shape and sustain thriving places that meet everyone's needs.

## **About HomeZone Living**

HomeZone Living provides affordable housing and support services for communities in Lichfield and surrounding areas. Our job is to develop, manage and maintain homes for our customers.

We aim to give everyone the level of service they'd like, by always trying to do better and by getting to know you and what you need.

HomeZone Living was set up after a stock transfer in 1997 and became a charity in April 2006. We are the largest registered social landlord in Lichfield, with around 5,700 homes, 1,400 garages and several shops.

In March 2007, we joined the Bromford Group. This means we'll be able to offer you even more benefits and develop new and much-needed affordable housing in Staffordshire.

## **Our properties**

We have properties in Lichfield, Burntwood, Fazeley and the surrounding rural parishes, and also in Kettlebrook and Leyfields, Tamworth.

We also manage more housing stock for Bromford in Lichfield, Tamworth, Stafford, Cannock, Nuneaton and Bedworth, and North Warwickshire.

Our homes are a mixture of houses, flats and bungalows for families, couples and single people. We also have some hostel accommodation and many homes specially for older people, including Beacon Park Retirement Village.

## **Partnership working**

We work closely with local councils, social services and health services. We also work with the police, care and support providers, community groups and resident groups to give you better services and improve your local area. With contractors and developers, we improve existing homes and build new ones for rent and shared ownership.

## **Valuing diversity**

We believe everyone should have equal opportunities to have a home with us and take part in running it. Everyone is different and everyone should feel equally welcome in our community. Whether you're a new customer or you've been with us for some time, we'll try to make our services fit your needs.

## **Aiming to please you**

We promise to go on improving our services to you and making sure you like them. 92% of customers say they'd recommend us to friends and family. We regularly offer you a range of opportunities to tell us what you think of our services and how we can improve them.

## **About the Bromford Group**

At the heart of the Bromford Group are our customers, colleagues and partners. People know us for our warmth, honesty and energy, so the best people want to work with us and for us, and we can get the very best outcomes for you.

Bromford has a strong record of creating places where people want to live and work, now and in the future.

Our homes for general rent are now managed through Bromford Living, Fosseway Living and HomeZone Living. Bromford Support provides housing with care and support, as well as support services to people wherever they live.

Bromford Homes market our affordable shared-ownership properties as well as homes for outright sale.

One of our long-term aims is to become a stronger, more influential group that takes a lead in shaping the national housing agenda.

As a model service provider, we aim to be a market leader in customer service, continuous improvement, creativity and team work.

Having been in the housing business for more than 40 years, Bromford has grown through merging with partners to become a leader in housing. As a group we now manage 25,000 properties and bring care and support services to over 3,000 vulnerable people.

We work in 58 council areas and employ over 1,000 people. We have a reputation for quality, reliability and performance and have won national awards for customer service excellence. We are also recognised as a top UK employer.

If you have difficulty understanding this information or would prefer to receive an alternative format (i.e. translated, audio, Braille or large print) please contact us.

**HomeZone Living**

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**If you are a customer of Bromford Support,  
please speak to the Bromford colleague who is  
working with you for more information.**



CUSTOMER SERVICE EXCELLENCE

[www.bromfordgroup.co.uk](http://www.bromfordgroup.co.uk)

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