

## **About Endeavour Housing Association**

We are based in Stockton on the banks of the River Tees and have been developing and managing good quality homes since 1974. We work across Teesside, South Tyneside, County Durham and North Yorkshire.

We own and/or manage around 2,000 properties. Our housing is developed to help maintain, strengthen and develop new communities working closely with our tenants, local residents, building partners and local authorities. We also own and manage significant supported housing services which are designed to meet the needs of vulnerable people.

We deliver services to a wide range of people, and as such our aim is to be responsive to the needs of all of these communities and the individuals that we serve. Equality and diversity are integral to all of our activities in every aspect of the work that we do. We respond to the wide social diversity within the communities in which we work, and make sure that we reflect this in our policies and procedures and, in practice, through the day to day delivery of our services. The provision of excellent service where everyone's quality of life is considered is of paramount importance to Endeavour. We believe that everyone should be treated with respect and their differences valued.

We are committed to working with our Tenants and Service Users. By getting involved people can take an active role in making decisions that affect them and the community in which they live. We feel that this is essential to ensure that we provide the level and quality of services that Tenants and Service Users want to see. We understand that everyone has different priorities – some people have more time than others and some people want to be involved more than others. That is why we have developed a range of ways for people to get involved. We will provide all the support and training to enable people to get involved at a level that they feel comfortable with.

We are amongst the top performing associations in the region. Our results are achieved through our Corporate Performance Management Framework which sets out clear objectives which are supported by effective systems and procedures. We routinely monitor and report on outcomes and constantly challenge ourselves to improve the services we deliver.

We are part of North Star Housing Group which was formed in 2006.