

Home from Homes

A MAGAZINE FROM NEWARK AND SHERWOOD HOMES

Newark and Sherwood Homes Gets the Charter Mark



Awarded for excellence

Newark and Sherwood Homes has received a national prestigious award for its customer services only 2 months after the Company went 'live' in November 2004.

The Charter Mark is the Government's National Standard for customer service for organisations delivering public services. To obtain the Charter Mark, we were independently evaluated and assessed on a wide range of issues including performance, standards, how we engage with service users, and how we intend to develop and improve. The assessor recommended the award following

his visit in December and confirmation of this achievement allows us now to display the Charter Mark logo within the Company. Look out for the badge on our vans and presentation materials.

'The Board of Newark and Sherwood Homes are absolutely delighted with this achievement which provides a platform for us to move towards further success when we are inspected by the Audit Commission in May', said Mary Butler, Chair of Newark and Sherwood Homes.

Best Value Inspection

Newark and Sherwood Homes was established as the Arms Length Management Organisation of Newark and Sherwood District Council in November 2004. An inspection by the Audit Commission was a requirement after the Company had been 'live' for 6 months. The outcome of this inspection being the lever to release additional funding. This inspection will test if Newark and Sherwood Homes delivers quality services and investment. There is £49.5 million of Capital Investment riding on Newark and Sherwood Homes achieving 2 stars or even better, a 3 star outcome of the inspection. We are confident that we can demonstrate to the Audit Commission that the standards that we achieve in terms of performance and customer service are of a good quality and that we are committed to improving to even better standards at every opportunity.

We have already submitted to the Audit Commission a 'Self Assessment' of our own performance. Prior to sending it, tenants were involved in 'reality checks' in various different ways to make sure they agreed with our self assessment. This was sent to the Commission some weeks ago and will be used by them when planning the areas they want to focus on when they come to visit. This visit is scheduled for the first two weeks in May and we will have three inspectors on site, including one tenant advisor.

The inspection team will speak to Newark and Sherwood Homes Board of Directors, staff and managers, Newark and Sherwood District Federation of Tenants and Residents Associations (Federation), Tenants and Residents Associations (TRA's) representatives and individual service users. We expect a rigorous examination of policies, processes and their delivery and are confident that we will achieve the 2 stars or even the 3 star rating. If the worst



came to the worst and we didn't achieve the 2 stars at this inspection an action plan for improvement would be put in place and a further inspection would be arranged which would allow for a further evaluation of our services.

On a positive note we expect to reach the required standard and the outcome to be known to us some time during June, in time to allow us to draw down on the first tranche of additional capital investment to enable us to begin to make major in-roads to delivering the Decent Home Standard in the district. With your support as tenants both individually and as organised TRAs and the Federation, we are working together to meet the challenge of the inspection standards. We look forward to a successful outcome that will be to the benefit of individual service users, the Company, the Council and indeed the wider area.



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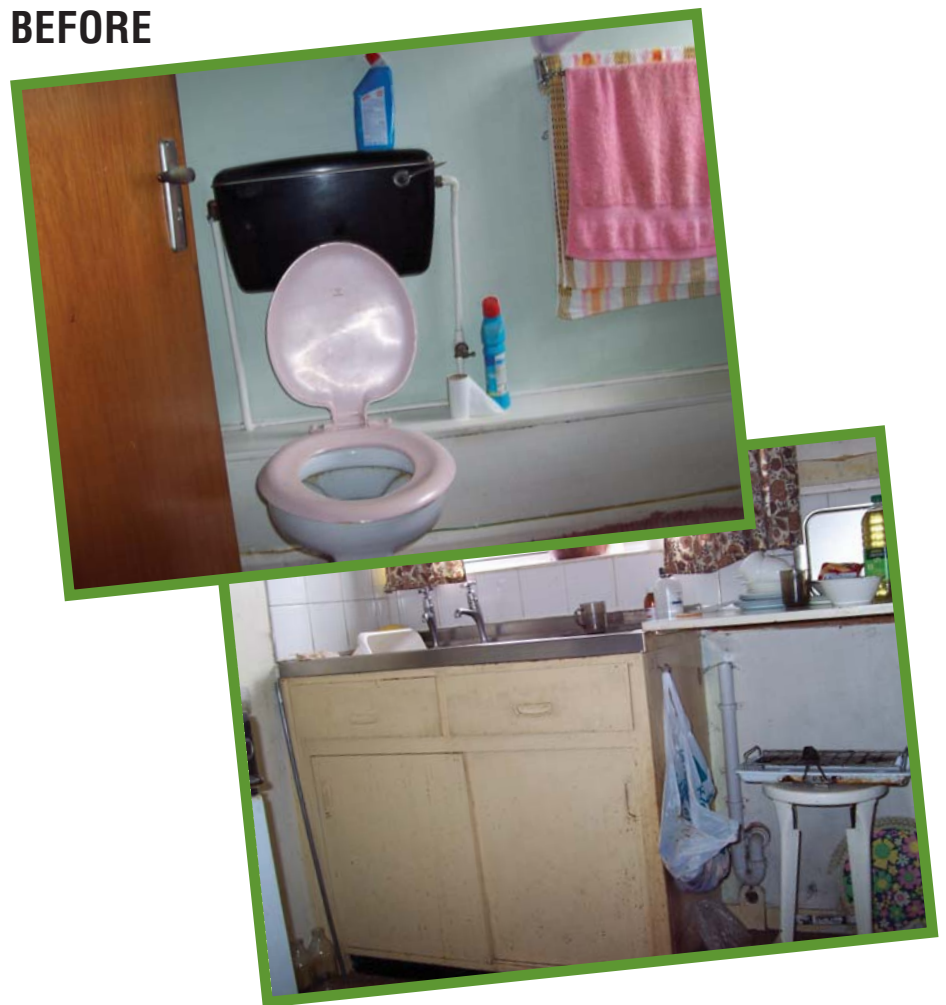
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DECENT MAJOR

There has been a lot of publicity recently about the Decent Home improvements, and Newark and Sherwood Homes are making major improvements in the way that these works are delivered.

Where kitchens and bathrooms have been identified for replacement under the Decent Home programme, tenants have a choice of kitchen finish and a significant input into the layout of the kitchen. These pictures show some of the before and after results currently being experienced by tenants in their homes and the difference that it makes.

BEFORE



New Directors of the Board

Newark and Sherwood Homes are delighted to be able to announce the appointment of three new Directors of the Board. They are: Irene Brown, Councillor Christine Rose and Councillor John Clark.

This brings us up to our establishment of 15 Directors of the Board. An induction and registration process has been arranged for all 3 new Directors as required by regulation and legislation. In welcoming the new Directors Mary Butler, Chair of Newark and Sherwood Homes said: "We are all delighted to have the new Directors on board and will be looking forward to them joining our team to help drive Newark and Sherwood Homes strategic development forward in the face of the challenges and opportunities which lie before us".

HOMES MAKES IMPROVEMENT

AFTER



Newark and Sherwood Homes have now appointed two major contractors to carry out the Decent Homes work over the next five years. Connaught Property Services and Bullock Construction are the successful contractors and were able to demonstrate excellent customer care skills, a high quality finish to their work and considerable experience in working in tenant's homes. This is a major step in ensuring future satisfaction with the work programme.

Connaught Property Services will deliver works to the west of the district: Rainworth, Clipstone, Ollerton, Blidworth, Bilsthorpe, etc whilst Bullock Construction will deliver works to the eastern side of the district; Newark, Balderton, Farndon, Harby, etc.

The formulation of Newark and Sherwood Homes has enabled the Company to introduce the provision of some finance towards fences and gates which tenants have been keen to see introduced since the withdrawal of funding for general repair. These fences and gates will be targeted to areas where they are greatly needed and will form a large part of the environmental works that the Company will be delivering during the Decent Home programme.

The Company is being inspected during May 2005, and all being well will achieve the two stars required to access the additional funding made possible through the formulation of Newark and Sherwood Homes. The two contractors will then be starting on site during the summer months of this year and will work constantly over the next five years to deliver all the works required to meet the Decent Home Standard.

**HOUSING SERVICE PERFORMANCE
FEBRUARY 2005**

How did we do?

How we are performing is very important to both you and us. We will constantly monitor and check our performance throughout the year. The performance for the month ending February 2005 is shown below with the target on the left and the actual performance on the right.

Rent loss due to empty properties

| TARGET | ACTUAL |
|--------|--------|
| 0.7% | 0.7% |

Rent Arrears as percentage of rent debit

| TARGET | ACTUAL |
|--------|--------|
| 0.9% | 1.0% |

86% of our tenants are satisfied with the service they currently receive.

Responsive repairs for which appointment made and kept

| TARGET | ACTUAL |
|--------|--------|
| 99% | 97% |

Number of Notices served on tenants by Tenancy Enforcement Team January to March 2005 is 6.

Average number of days to complete non urgent repairs

| TARGET | ACTUAL |
|---------|---------|
| 22 Days | 19 Days |

Abandoned properties reported Jan - March 05 is 8.

Average re-let time in days

| TARGET | ACTUAL |
|---------|---------|
| 13 Days | 11 Days |

Percentage of urgent repairs completed on time

| TARGET | ACTUAL |
|--------|--------|
| 98% | 99% |

Rent Collection

| TARGET | ACTUAL |
|--------|--------|
| 99.3% | 98.1% |

Did you know? Newark and Sherwood Homes answer 93% of telephone calls within 10 rings

✓ equals target achieved

So what does Newark and Sherwood Homes cost?



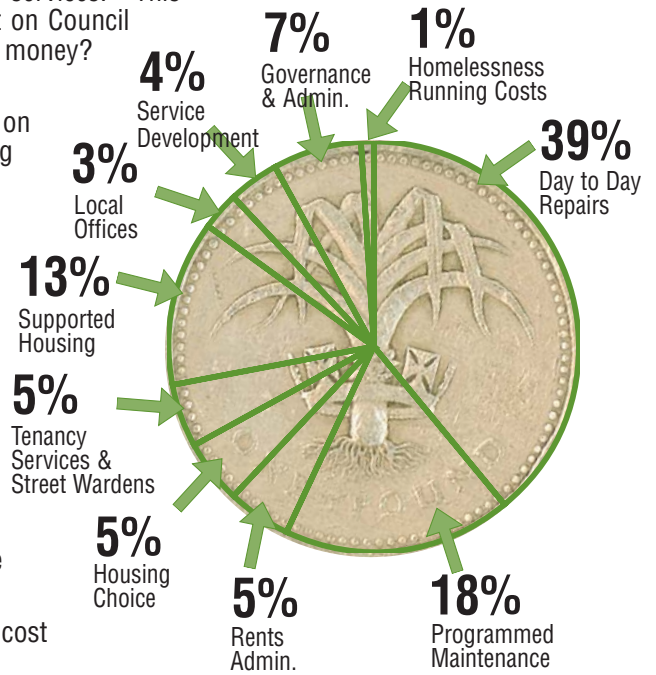
Tenants and leaseholders pay rent to Newark and Sherwood District Council which pays a non profit management fee to Newark and Sherwood Homes to deliver services. This management fee includes all the money the Council would have spent on Council housing. So just what do Newark and Sherwood Homes do with the money? This article will focus specifically on how we spend your pound!

Approximately 57% of the overall income we receive is spent on maintaining and improving your homes. We pride ourselves on ensuring that people have a nice, safe warm environment in which to live. This money does not include the larger capital works such as heating and large-scale window replacements.

31% of the finance we receive is spent directly on housing management functions such as housing choice (letting of properties), tenancy and estates (enforcement of tenancy conditions, grass cutting and estate management), rents (payments and recovery), local offices (access to services and payments) and supported housing (sheltered accommodation and centres).

Service Development, which includes customer participation, Best Value, value for money, quality awards and performance monitoring accounts for 4%. 7% relates to general Administration which includes governance, Board, finance and accounting practices accounts. The retained part of the homelessness function costs approximately 1%.

In future editions of Home from Homes we will be examining the cost comparisons with other local Housing Service providers.



How do we know we are getting Value for Money?



In order to demonstrate that Newark and Sherwood Homes delivers Value for Money we benchmark our performance and costs. This means comparing how we perform against other similar organisations.

When we make these comparisons we can identify who are the good performers and then ask the question – why are they doing so well? Whenever there are opportunities to improve the way in which we deliver our service, then that is a positive result for the 'benchmarking' process and our customers.

There are various benchmarking clubs and benchmarking tools which Newark and Sherwood Homes can use, the objective being to obtain the information to allow us to identify the potential improvement opportunities and then to take action.

What has the introduction of Newark and Sherwood Homes done for you?



With the launch of Newark and Sherwood Homes on the 1 November 2004, we committed ourselves to our Vision:

'To Deliver Excellent Housing Services'

All our staff are committed to our core values listed on page 15, so what does this mean for you?

- We have introduced for example, the **Repairs Freephone 0800 561 0010** and are constantly on the look out for other improvements.
- You will be receiving your copy of the new Tenants Handbook shortly - this contains useful information about your tenancy.
- A comprehensive range of information leaflets are now available at all our offices. These explain more about the services Newark and Sherwood Homes provides.
- We have been awarded the Charter Mark for providing quality services.
- We have established our own identity, for example through the badging of our vans and investing in the corporate image of our frontline staff.
- We have introduced a new style newsletter, Home from Homes with a star prize included on letters to the Editor.
- Repairs performance has improved since Newark and Sherwood Homes was formed.
- The Tenant Compact will be issued shortly.
- We have introduced a new customer feedback scheme which includes Housing Matters and Complaints Matter.
- We have carried out a self assessment which tenants have been involved in to gain additional funding.
- We have written to all tenants confirming the different ways to access our services.



Tenant Participation

Newark and Sherwood Homes is fully committed to tenants participating in all aspects of delivery of our services. Indeed, our first core value is:-

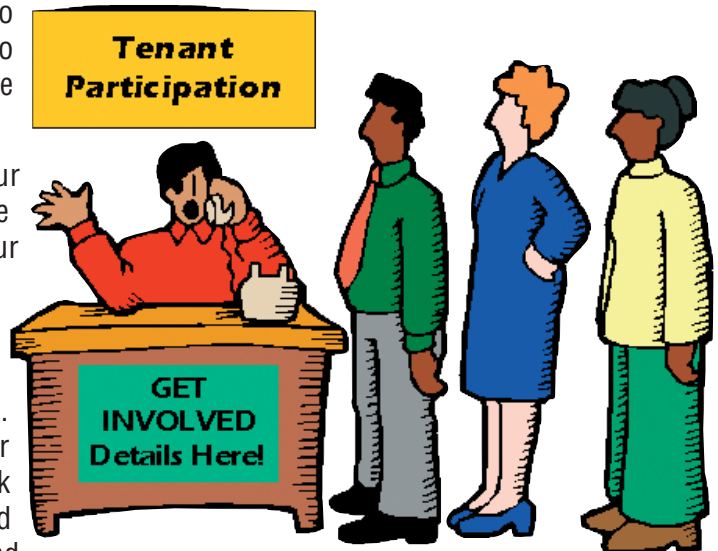
To focus on the customer at the core of our actions.

We firmly believe that involving tenants enables us to deliver on our promises and to identify opportunities to improve the way we deliver, thus meeting with service user's needs.

This commitment to participation is included in our Tenant's Compact that will be launched shortly. We invite all tenants to become involved and to help us improve our services for you.

There are a number of ways to get involved, one of the main avenues for tenant participation is engaging with Tenants and Residents Associations across the District. The Tenants and Residents Associations (or TRAs for short) have an umbrella organisation known as Newark and Sherwood District Federation of Tenants and Residents Association (The Federation). Newark and Sherwood Homes has recently agreed its funding arrangement for the Federation and TRAs for the coming year.

Newark and Sherwood Homes are delighted to agree a new approach to supporting meetings with the Federation and TRA's. This new approach includes a dedicated team of three officers drawn from Service Development, Housing Directorate and the Technical Directorate to provide support and advice to each TRA. The Company is fully committed to a positive relationship with the TRA's and the Federation. We look forward to a continued working partnership to develop and improve the services we provide.



How can I get involved?

There are a whole range of levels where tenants and leaseholders can become involved, ranging from individual feedback, to representation on Newark and Sherwood Homes' Board.

If you are not able to attend meetings there are other ways you can get involved such as:

- Area and District Panels
- Housing Matters scheme
- Monitoring Groups
- Newsletters
- Surgeries
- Surveys
- Tenants Annual Conference
- Tenant Consultation Register
- Tenants' and Residents' Associations (TRAs)
- Tenant training courses

For more information on the above options please contact the Service Development Team on **01636 655522** to talk about ways to get involved that suit you.

Newark and Sherwood Homes' Board

Newark and Sherwood Homes is managed by a Board which includes five Tenant Board Directors. These Tenant Board Directors will be elected each year and will have an equal say in the running of the Company with the five Council nominees and five independent Directors. Not all tenants will be re-elected each year to allow for continuity on the Board. All tenants will be notified when elections for Tenant Board Directors are being held.

Monitoring Performance

The work of Newark and Sherwood Homes performance in achieving standards is routinely scrutinised through two monitoring groups, Repairs and Maintenance; and Housing Management. Staff and tenants meet to discuss issues relating to housing management and repairs and maintenance on a regular basis. The meetings also include discussions on policy and procedures. The Groups are also involved in consultation on developments to improve the services Newark and Sherwood Homes offers tenants and leaseholders. We need more tenants to become involved in the Monitoring Groups and give us their valuable comments and opinions. If you would like to be part of this important process please contact the Federation on **01636 684343**.

Tenant Consultation Register

We appreciate that not everyone has the time to be involved in Tenant and Resident Associations but still want to actively participate in influencing policy and decisions. By agreeing to be on the Tenant Consultation Register (TCR) you can become involved in a way that suits you. Members of the TCR are sent copies of policies, asked to take part in surveys or attend focus groups to discuss different issues. You can be involved as little or as much as you like. If you are interested please call the Service Development Team on **01636 655522**.

Easy Reading Panel

Newark and Sherwood Homes need tenants to be part of the Easy Reading Panel. This involves looking through draft copies of publications, leaflets and other documents to check that they are clear, concise, accurate and easy to read. We will send draft documents to you on a casual basis and all we ask is that you check through them and give us your thoughts either by phone, email or letter. If you are interested please call the Service Development Team on **01636 655522**.

Tenant Compact

The Compact is an agreement between Newark and Sherwood Homes and the Council's tenants setting out how tenants will be involved in the decisions affecting their homes and communities. The aim is to develop a shared vision for the District, planning what tenants want to see changed or improved and agreeing how it will be done.

Newark and Sherwood Homes have developed the District Tenant Compact over the past few months. This process has included a consultation day with tenants as well as postal surveys on the initial draft. Newark and Sherwood Homes have taken all the views and comments received into account as well as considering good practice and guidance recently issued by the Government.

The final draft has recently been sent out to all the Tenant and Resident Associations, the Federation as well as members of the Easy Reading Panel for their views and comments. As soon as all their comments have been submitted and considered, the Compact will be agreed with the Federation and the Council. This process will be completed shortly and a full copy of the Compact will be sent out to all tenants and leaseholders.





LETTERS THE EDIT

We are looking for your views. Why not write in with your thoughts and stories? The best letter from tenants and leaseholders could win a £10 prize. Contributors will be notified by post if they are the winning letter. All tenants and leaseholders are welcome to write to the Editor.

Funding Success

Boughton and Ollerton Tenants and Residents Association have had a run of good luck with regards to applying for funding. As well as a running costs grant from Newark and Sherwood Homes, we have also been successful in the following:

N.C.C, Neighbourhood One Off Grants for £361.00 for copier, printer and stationary
Environment Agency Action Earth for tabards, certificates, stickers and £50 for refreshments

Environment Agency Action Earth for Best Urban Project Award £200

N.C.C, Grant Aid for £500 towards running costs

Groundwork, Newark & Sherwood for £504.46 towards outdoor litter bins

Ollerton and Boughton Town Council for £100 towards running costs

Newark & Sherwood Primary Care Trust for £250 for Drug Awareness Training

CRT Bridging The Gap for £929.00 for computer equipment

The money is out there to be had!!!

Carol Mason

Secretary - Boughton and Ollerton TRA

LOWDHAM TENANTS AND RESIDENTS ASSOCIATION

Lowdham Tenants and Residents Association held a successful Coffee Morning at the Lowdham W.I. Hall on Saturday 13th February 2005. The Coffee Morning was attended by tenants and residents of the Lowdham area and a staff member from Newark and Sherwood Homes. An interest was shown in the issues raised and solved by the Association. The Association are able to call upon help from various sources including Newark and Sherwood Federation of Tenants and Residents Association and Newark and Sherwood Homes.

As Chair of Lowdham TRA, I would like to encourage the tenants of surrounding villages to attend our meetings to ensure we share experiences and ideas for improvement in the services we receive from housing and community providers. If tenants are interested in joining our group please give me a call on 0115 9663539 for further information about what is involved.

Two members of Lowdham Tenants and Residents Association have recently attended a fund raising training course. This successful course was organised by Newark and Sherwood Homes in conjunction with the Council for Voluntary Service. More training courses are to be held in the near future to which new and existing members are welcome to attend.

Following on from the 2004 successful Gardening Competition, it is hoped to make this an annual event, with the prizes being awarded by independent judges.

More information can be obtained by contacting Maurice Tracey on 0115 9663539.

Maurice Tracey

Chairman - Lowdham Tenants and Residents Association



£10
winning
letter

Rural issues in the spotlight

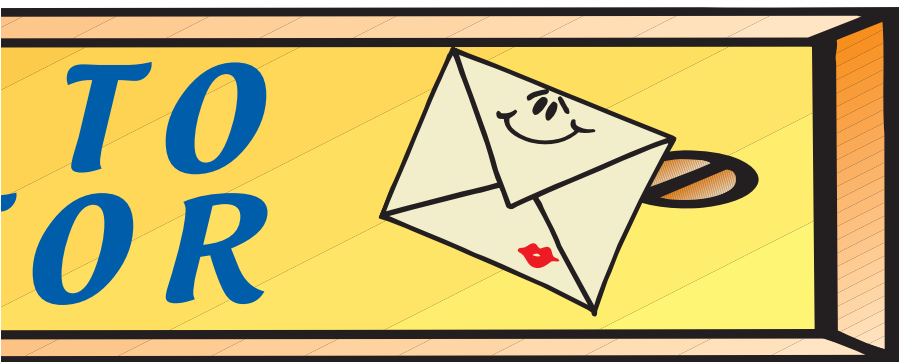
My name is Graham Tomlinson and I have lived in the Newark & Sherwood area for the past 35 yrs with the last 2 years in a sheltered housing bungalow in Edingley. I became interested in setting up a Rural TRA to represent tenants that live in properties in the outlying areas of the district. I feel that we should have as much say in what decisions are taken by Newark and Sherwood Homes about the properties we live in, as people in larger areas.

If you feel you would like to represent the people in your village then please contact me as I am sure the more representatives we have, we can ensure our rural housing issues are raised.

At the moment, being newly formed, the Association requires new members, so if you are interested in getting involved with housing affairs, and helping your fellow tenants, then please don't hesitate to either ring, e-mail or write to me.

Graham Tomlinson, 23 Station Road, Edingley • work: 01623 883161 • grahamtom@ukonline.co.uk





TENANTS AND RESIDENTS OF BALDERTON

The group has been working toward establishing contacts in Balderton. We have now got a representative at Dorewood Court, Dinah, who will report concerns etc on behalf of tenants.

We are now working with Newark and Sherwood Homes to try and establish links at Manthorpe House. If any tenants around the Manthorpe House area would like to volunteer to be a representative of tenants and residents of Balderton we would be very willing to hear from you. The idea is to be available for tenants to report concerns to you which are then handled by the main committee. If you are interested in this idea, or if you are a tenant of Balderton and wish to join us in monitoring the services of Newark and Sherwood Homes we would be glad to hear from you.

Phil Woodward

Chairman

Tenants and Residents Association of Balderton

TRAINING SUCCESS

As a member of Bilsthorpe Tenants and Residents Association, I attended a course on fund raising organised by Newark and Sherwood Homes at their headquarters at Kelham Hall in conjunction with the Council for Voluntary Service. Although Bilsthorpe TRA has been successful in obtaining grants in the past I found the course extremely useful. The course covered issues such as how to make the most of your application, completing application forms, the level of information needed and which charities are available to groups like ours.

I also learned from other Tenants and Residents Associations about their forthcoming projects which gave me food for thought for future applications. I can recommend all TRA's attend these courses.

Marion Bradbury

Secretary

Bilsthorpe Tenants and Residents Associations

All letters should contain the author's name and address. The Editor reserves the right to alter, edit and not publish any items which are unsuitable.



Home From Homes TRA Contact Numbers

Bailey Road & Thoresby Ave 01636 681398
Mary Smith

Balderton 01636 612183
Phil Woodward

Bilsthorpe 01623 871329
Marian Bradbury

Bilsthorpe Youth 01623 871329
Marian Bradbury

Blidworth 01623 490301
Geoff Merry

BOTRA 01636 684343
Tony Straw

De Lacy Court 01623 836410
Carole Mason

Chantry Close 07791 791023
Liz Booth

Cleveland Square 01636 700024
John Davis

Clipstone 01636 684343
Karen Willis

Collingham 01636 892890
Joan Curtis

Edwinstowe 01623 825126
Shirley Taylor

Farndon 01636 686292
Aurdey Leek

Fosse Estate 01636 684343
Ginnette Hardy

Lowdham 01159 663539
Maurice Tracey

Rural 01623 883083
Graham Tomlinson

Sutton-on-Trent 01636 821055
Laurence Dove

Winthorpe Road 01636 684655
Maureen Wilcoxson

Leaseholders Association
Margaret Webb 01623 486185

Federation of TRA's
Karen Willis 01636 684343

Our Website - www.nshomes.co.uk

Newark and Sherwood Homes' website is full of lots of information about the housing service and is available 24 hours a day. You can report a repair, find out about the different ways to pay your rent, how to be energy efficient or even read up on the latest Board meetings. In addition all our leaflets are available to read on-line or even download on to your home computer. Once finalised you will also be able to view the Tenants Handbook and Tenants Compact. There is also information for leaseholders, about our core values and objectives and even current vacancies if you are looking for a job.

The website will be kept under constant review and updated on a regular basis. We have tried to make the site as clear and as easy to use as possible but we welcome your views on how it could be improved. If you have an idea then please let us know by emailing us at housing@nshomes.co.uk.

FREEDOM OF INFORMATION ACT 2000

WHAT WOULD YOU LIKE TO KNOW?

Newark and Sherwood Homes provides information on a wide variety of topics. The Freedom of Information Act allows you the opportunity to have access to a great deal of this information, much of which we already make public and these documents are listed in our Publication Scheme. Copies of which can be found on our web site www.nshomes.co.uk or in our local offices.

Alternatively if you would like to request information, you can do so by contacting us as follows:

Telephoning Martinette Proud or Michelle Whitaker on **01636 655447** or **655448** or faxing on **01636 655514**.

Emailing at freedom@nshomes.co.uk or writing to Newark and Sherwood Homes, HR & Management Support, Kelham Hall, Kelham, Newark. NG23 5QX



EQUALITY AND DIVERSITY

Newark and Sherwood Homes embraces and celebrates individuals uniqueness and draws on different perspectives and experiences to add value to the way it does business.

We are committed to giving all applicants an equal opportunity to obtain quality housing, whatever their ethnic origin, sex or, where reasonably practicable disability.

Newark and Sherwood Homes will continually monitor and review its' Equal Opportunities Policy on service and employment to ensure its' effectiveness.

**For further information please visit our website
or pick up one of the many leaflets about our services,
which can be found in our local offices.**



Customer Feedback Schemes

Newark and Sherwood Homes have recently launched two new schemes to allow customers to give us feedback on the services we provide. Housing Matters is for you to provide us with comments or suggestions or even thanks. The other scheme, Complaints Matter, is for those occasions where things may have gone wrong and you wish to make a complaint.

Housing Matters

Newark and Sherwood Homes aims to provide high quality services to all of our customers. Your suggestion, comment or thanks are a valuable source of information and we want to hear that we are getting it right, or if you have an idea on how we can improve the service even further. You can also use it to say thank you.

How does it work?

All comments and suggestions will be considered by the relevant manager and, where appropriate, we will incorporate these ideas into the housing service as soon as possible. When we receive compliments these will be shared with all the staff concerned. Newark and Sherwood Homes will monitor all responses received through the Housing Matters scheme and will provide feedback to you on how we have dealt with your suggestion, comment or thanks.

Full details of the scheme are set out in the Housing Matters leaflet which is available at all local offices or on the website at www.nshomes.co.uk



Complaints Matter

Newark and Sherwood Homes aims to provide services quickly and efficiently. We recognise however, that occasionally, things may also go wrong. We want to hear from you if you do have a complaint so that we can improve our service to you.

The following examples are given as a guide to what a complaint is:

- We have failed to do something we should have done
- We have done something badly
- We have treated you unfairly or discourteously
- There are two types of complaint – informal and formal

Informal Complaints

Any complaint that is made verbally, either in person or on the telephone is called an informal complaint. Tell us why you are unhappy and what the problem is and staff will do their best to sort out the problem straight away. We hope that most complaints can be resolved informally in this way, however if you are not satisfied with the outcome, you can make a formal complaint.

Formal Complaints

If your complaint has not been resolved informally you can write to the appropriate manager who will fully investigate your complaint and provide you with a full written response, usually within 10 working days, including what action will be taken to resolve the complaint. Although the vast majority of complaints will be resolved in this way, if for any reason, you are still not happy you may take your complaint to the Council or the Local Government Ombudsman.

Full details of the scheme are set out in the Complaints Matter leaflet which is available at all local offices or on the website at www.nshomes.co.uk



Reviewing the service

We want to make sure that we offer a high quality service. In order to do so we will regularly monitor your suggestions, comments, thanks and complaints. Future newsletters will carry a regular report on the types of issues raised through the schemes.

RENT AND RENT PAYMENTS

During March you will all have received notification from us of the rent and service charges for 2005/2006 which have been set by the Council. Rent and service charges are set to cover the costs of providing the services to tenant and leaseholders on behalf of the Council. Paying your rent is obviously absolutely vital as it is this money that pays to provide the services to you. We provide a range of options to make it easier for you to pay your rent to the Council, these include:-

- **By debit card in person or over the telephone**
- **By cash or cheque**
- **By bankers standing order**
- **To a Rent Collector**
- **By post using cheques or postal orders**
- **Internet**

We are exploring alternative ways to make payment even easier including enhanced methods of paying by telephone 24 hours a day and the possibility of examining how payment can be made through your local supermarket. We are considering these options in detail and will report the outcome of the consultation through a future issue of Homes from Homes.

Are you having difficulty paying your rent?

Could you claim Housing Benefit?

If you are having difficulty, please contact our Rents Team on **01636 655516** for advice. If you are on a low income, you may be entitled to Housing Benefit; helping towards paying your rent and giving you more cash in your pocket for life's other essentials.

If you think you may qualify, even if you are not sure, do not hesitate to check it out you have nothing to lose. Remember, the sooner you apply, the sooner any Benefit will be paid and the sooner you can start to enjoy life a little more.

Ring the Council's Housing Benefit Section on **01636 655000** for further information and an application form. Alternatively call in at one of our local offices at Eton Avenue, Newark, or Sycamore Road Ollerton.

Further information and an 'on-line' calculator is also available at www.newark-sherwooddc.gov.uk or www.entitledto.com. You can also contact independent advice agencies such as the Citizens Advice Bureau.

Whatever you do and however you do it, make sure you don't miss out on your entitlement!

TACKLING ANTI – SOCIAL BEHAVIOUR FEEDBACK

The recent consultation on dealing with anti-social behaviour has been completed. A total of 5558 consultation documents were sent out – 395 responded to the questionnaire which equates to a response rate of 14%. Five documents were returned incomplete. The responses to the following questions have now been collated and the results are as follows:

Have you read the policy on Tackling Anti-Social Behaviour contained in the document?

98% responded positively to this question

Do you think it is a fair policy?

96% responded positively to this question

Would you make any changes to the policy?

14% said they would change the policy

86% said no changes were necessary

Would you like to make any other comments on the Anti – Social Behaviour policy?

11% chose to comment on the policy. Some of these were specific cases and have been passed onto the relevant Tenancy and Estate Officer, and some were pertinent to the Police so they will be forwarded on also.

In general comments received focussed on increased partnership working with timely and effective intervention by all the agencies involved.

Newark and Sherwood Homes would like to thank everyone who took the time to fill in the feedback form. Your views and comments have been taken into account in the preparation of the final strategy document.

Compensation for your improvements when moving on

Compensation is available for some improvements should you move within a certain time from having completed them. The type of improvement and level of compensation payable has been set by the Government and Newark and Sherwood Homes will apply this in any claim for compensation for improvement.

Compensation is only payable where the correct permission has been obtained and the works have been completed properly. The type of work generally covered is:

- Central heating replacement
- Replacement windows
- New kitchen and bathroom fittings.

The compensation payable will reduce annually for each year after completion, and will be based on the actual installation cost, it is therefore important that your claim is supported by actual bills and receipts for the work carried out. Any claim for compensation not supported by the correct paperwork cannot be considered.

Should you wish to request permission to alter your home or have any questions regarding permission to alter or compensation please contact the Technical Directorate on **01636 655555**.

Permission required for alterations

Home improvements are a major business and just because you rent your home from the Council does not mean that you cannot make home improvements. However as part of your Tenancy Agreement, you will need permission before you can make certain home improvements. The request for any alteration to your home must be made to Newark and Sherwood Homes.

General internal decoration, carpeting and furnishing does not need permission and is your responsibility as a tenant. However, the list of alterations below do need permission:

- Installing a new electrical socket
- Knocking down an internal wall
- Adding a conservatory
- Replacing windows or doors

- Installing a new gas fire
- Building an extension
- Erecting or demolishing a garage
- Fitting a new fire surround

- Demolishing or erecting a garden wall or fence
- Replacing the bath, wash basin, toilet, or shower
- Demolishing or altering outhouses or coal sheds
- Altering or fitting a new kitchen

Generally permission will not be refused, and an inspector will visit within 10 days of your request to assess the nature of your intended alteration and to ensure that it is carried out properly.

Some alterations can only be carried out by fully qualified engineers; and may need building regulation permission as well before they can be completed. These works are:

- Installation of any new window (unless the company replacing them is FENSA registered)
- Any work to the gas system including the replacement of the central heating boiler (all gas work must be carried out by a CORGI registered plumber)
- Any new electrical circuits or alterations (new rules for electrical safety came into effect on January 1st 2005)

The new electrical safety rules cover electrical alterations in the home and garden and were introduced to reduce the number of deaths, injuries and fires caused by faulty electrical installations, and to make it harder for "cowboy" builders to leave electrical services in an unsafe condition.

Gas Safety Checks

Make sure you let us into your home if we ask to come and service your gas appliances – the safety of you and your family depends upon it. Ensuring the safety of your gas heating appliances is very important and could be a matter of life or death. Newark and Sherwood Homes have a good record in conducting such checks, and we have recently made some major improvements in the management of this service.

Newark and Sherwood Homes now send an appointment letter to advise that a gas engineer will be calling to service your heating appliance, and you can greatly assist us by keeping this appointment or re-arranging it at the earliest opportunity if you are unavailable.

Newark and Sherwood Homes aim to service all gas appliances within one year of the previous service, but there are a small number of properties where despite repeated attempts to gain access, we have been unsuccessful. We have a legal obligation to service all appliances and if we cannot gain access by invite, we will seek legal action to do so, and it could lead to a notice of seeking possession.

If you have any questions on gas servicing please contact the Technical Directorate on **01636 655555**.

Newark and Sherwood Homes Limited

Forthcoming Events



BOARD MEETINGS

AREA & DISTRICT PANELS

May Meeting

26th May 2005, 5pm

Kelham Hall, Newark. (Lady Chapel)

Eastern Area Panel

8th June 2005, 7pm

William Ghent House, Balderton

July Meeting

7th July 2005, 5pm

Kelham Hall, Newark. (Lady Chapel)

Western Area Panel

6th June 2005, 7pm

The Leys Community Centre, Lowdham

August Meeting

18th August 2005, 5pm

Kelham Hall, Newark. (Lady Chapel)

District Housing Panel

22nd June 2005, 7pm

Kelham Hall, Newark. (Carriage Court)

Please note members of the public are given an opportunity to observe the Board meeting.



Awarded for excellence

Newark and Sherwood Homes Limited

Registered Office: Kelham Hall, Kelham, Newark, Notts. NG23 5QX

Telephone: 01636 687888 Fax: 01636 655514

Company Registration No. 5145364. A company registered in England and Wales

Email: housing@nshomes.co.uk Website: www.nshomes.co.uk

Home from Homes

A MAGAZINE FROM NEWARK AND SHERWOOD HOMES

is published by

Newark and Sherwood Homes Limited

Contributions from Tenants & Leaseholders should be sent to:

Housing Service Development Team

Newark and Sherwood Homes,

Kelham Hall, Newark, Nottinghamshire NG23 5QX

Email: housing@nshomes.co.uk • www.nshomes.co.uk



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Welcome to the Management Team

Newark and Sherwood Homes has a Board of Directors, who set the strategic direction of the Company and ensure effective delivery of the vision, core values and objectives.

The operational responsibilities for management of the Company and the services it provides fall to the Senior Management Team who are:



Rebecca Rance
Chief Executive



Andrew Treweek
Technical Director



Suzanne Whitting
Finance & Corporate
Services Director



Fin McElhinney
Housing Director



Martinette Proud
Head of Human
Resources

The Principal Management Team and their staff are responsible for day to day operational delivery of services.



Sue Parker
Housing Service
Development Manager



Caroline Meek
Housing Services
Manager



Barry Brassington
Investment
Programme Manager



Tim Whitworth
Performance Manager

Newark and Sherwood Homes has a Vision: *"to Deliver excellent Housing Services"*

Core Values

The Core Values set out the type of organisation that Newark and Sherwood Homes is, and the way in which it will reach its Objectives and deliver its Vision. These Core Values are:

- To focus on the customer at the core of our actions
- To value the contribution of everyone
- To ensure we deliver excellence in everything we do
- To make a positive difference in customers' lives
- To share knowledge, information and understanding through communication.

Objectives for 2004-06

Newark and Sherwood Homes' Objectives outline the stages to be achieved in delivering Newark and Sherwood Homes' Vision:

- Achievement of a 3* inspection rating from the Audit Commission.
- Delivery of the Decent Homes Standard in accordance with the annual profile and for all Newark & Sherwood District Council stock by the end of March 2010.
- Achievement of top quartile performance in all the performance indicators measured by the Audit Commission.

Providing housing services
to tenants and leaseholders of
Newark and Sherwood District Council



Contact Us

Newark and Sherwood Homes

Kelham Hall, Newark, Notts. NG23 5QX

Tel: **(01636) 687888** - Fax: (01636) 655514

Opening times - 8.30am - 5.15pm Monday - Thursday
8.30am - 4.45pm Friday

Farrar Close Office

Tel: **(01636) 655555** - Fax: (01636) 655578

Opening times - 8.30am - 5.15pm Monday - Thursday
8.30am - 4.45pm Friday
(No public access)

Hawtonville Office

77c Eton Avenue, Newark, NG24 4JH

Tel: **(01636) 655503** - Fax: (01636) 655504

Opening times - 9.00am - 4.30pm Monday - Friday

Ollerton Office

Sycamore Road, Ollerton. NG22 9PS

Tel: **(01636) 860740** - Fax: (01623) 860729

Opening times - 9.00am - 4.30pm Monday - Friday

REPAIRS FREEPHONE

0800 5610010

EMERGENCY OUT OF HOURS

01636 655473

COMMENT ON THE SERVICE YOU RECEIVE

01636 687888

Our website address is: www.nshomes.co.uk

Email us at: housing@nshomes.co.uk

If you would like this document in another language or format,
or if you require the services of an interpreter, please contact us.

જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઇન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાધો.

(Gujarati)

本文件可以翻译为另一语文版本, 或制作成另一格式, 如有此需要, 或需要传译员的协助, 请与我们联系。

(Mandarin)

Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos.

(Portuguese)



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Minicom



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