

Contact information

General Enquiries:
0845 285 5550

Repairs Freephone:
0800 561 0010

Emergency out of hours:
0800 561 0010

Our website address is
www.nshomes.co.uk

Email us at: housing@nshomes.co.uk

If you want to comment on services you receive please contact 0845 258 5550.

NEWARK AND SHERWOOD HOMES

Kelham Hall, Newark on Trent, Notts NG23 5QX
Email: housing@nshomes.co.uk

GENERAL ENQUIRIES
LOCAL CALL RATE:
0845 258 5550

EMERGENCIES
OUT OF HOURS FREEPHONE:
0800 561 0010

FAX:
01636 655514

HAWTONVILLE OFFICE
77c Eton Avenue,
Newark on Trent, NG24 4JH
Tel: (01636) 655503
Fax: (01636) 655504

REPAIRS FREEPHONE:
0800 561 0010

MINICOM:
01636 655960

OLLERTON OFFICE
Sycamore Road,
Ollerton NG22 9PS
Tel: (01623) 860740
Fax: (01623) 860729

www.nshomes.co.uk



Housing Matters How to use the scheme

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



Prosimy skontaktować się z nami, jeśli chciał(a)by Pan(i) uzyskać ten dokument w innym języku lub formacie albo też potrzebuje Pan(i) skorzystać z usług tłumacza ustnego.

(Polish)

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 noutró idioma ou formato, ou se necessita de um intérprete, contacte-nos.

(Portuguese)



Signing

The Big Word
Translation Services

Audio Tape

"to deliver excellent Housing Services"

Suggestions Comments Thanks

Why do we have a Housing Matters procedure?

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. This leaflet explains how to use the Housing Matters scheme.



What can you use it for?

Use the Housing Matters scheme if you have a suggestion or comment about the housing service. You can also use it to say thank you. We like to hear about the things that we are doing well and what we are getting right. If, unfortunately, you have a complaint please use our Complaints Matter scheme.

How does it work?

All Housing Matters forms are acknowledged within 3 working days of receipt. 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 thanks these will be shared with all the staff concerned.

What happens with my suggestion, comment or thanks

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.

Help in using the Scheme

We appreciate that you may need help in putting your suggestion, comment or thanks in writing. If this is the case please contact us and we will help you to ensure your valuable comments are noted.

In all cases we will send you a written reply but you may also request that we provide a response over the telephone or at our local offices.

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 and thanks. Future newsletters will carry a regular update on the Housing Matters scheme.