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Miss C Rowston

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February 2008

Dear Leaseholder(s)

Leaseholders Monitoring Group and Resident Involvement Opportunities 2008

You may remember our '20 Questions' leaseholder group survey last year, well, we are now pleased to announce how we propose to incorporate your preferences into the Company's new Resident Involvement Strategy and provide details of our meetings for this year.

We currently provide opportunities for all our customers to get involved with the development and monitoring of our services in a variety of ways. We aim to provide a flexible approach with opportunities to become involved both in local issues, for example through the Tenant and Resident Groups, Estate Walkabouts and Surgeries but also to cover issues relating to specific service areas. Neighbourhood Improvement and District Improvement Panel meetings provide opportunities for broader involvement and Monitoring Groups cover specific service areas such as Leasehold Services, Repairs and Housing Management. Our next Panel meetings are detailed below;

Eastern Area Panel, 18 March 2008 at Cleveland Square 7-9pm
Western Area Panel, 30 March 2008 at The Circle Clipstone 7-9pm
District Panel, 1 April 2008 in the Drawing Room at Kelham Hall 7-9pm

Our Resident Involvement Strategy will aim to bring together all these opportunities and we expect to make it public early in the new financial year following Board approval. In the meantime if you would like any more information on the opportunities currently available please let me know.

Meetings for our Leaseholders Monitoring Group have now been scheduled for the coming year and details are included on the enclosed flyer. The results of our survey revealed that the majority of you would prefer to have between one and five meetings each year, preferably in the evenings. To accommodate this we decided to hold two evening meetings each year together with an afternoon open event midway through the year where we will provide information on a variety of topics including those highlighted as your main areas of interest. We also hope to be able to have officers on standby to answer any queries you may have on the day.

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The majority of you who responded to our survey revealed that you would prefer a local venue, however, our district covers a large geographic area and we believe that local issues are more effectively addressed jointly with the Tenant and Resident Associations (TRA's). I have provided details below of current Tenant and Resident Groups; if you would like any further information please contact them. If you would like representation from myself or your Monitoring Group at any of the TRA meetings, please let me know – where possible we will be pleased to attend.

TRA Contact Numbers

Bailey Road & Thoresby Ave	Mary Smith, ☎ 01636 681398
Balderton	Dinah Clawson, ☎ 01636 679536 John Jaye, ☎ 01636 652636 Anthony Wilson, ☎ 01636 679010
Bilsthorpe	Marian Bradbury, ☎ 01623 871329
Bilsthorpe (Youth)	Stefan Prest, ☎ 01623 411095
Bildworth	Arthur Fell, ☎ 01623 793838
BOTRA	Tony Straw, ☎ 01636 684343
Cleveland Square	John Davis, ☎ 01636 700024
Chatham Court	Stephanie Dickinson, ☎ 01636 684343
Clipstone	Karen Willis, ☎ 01636 684343
Coddington	Gill Burgess, ☎ 01636 706461
Collingham	Joan Curtis, ☎ 01636 892890
Edwinstowe	Shirley Taylor, ☎ 01623 825126
Fosse Estate	Ginette Hardy, ☎ 01636 684343
Lovers Lane	John Franks, ☎ 01636 650871
Lowdham	Maurice Tracey, ☎ 0115 9663539
Rainworth	Ron Longmate, ☎ 01623 406578
Rural	Graham Tomlinson, ☎ 01623 883083
Southwell	Contact the Federation of TRA for up-to-date information
Sutton on Trent	Doreen Stapleton, ☎ 01636 821723
Winthorpe	Maureen Wilcoxson, ☎ 01636 684655
Federation of TRA	Karen Willis, ☎ 01636 684343

Remember! The Leaseholders Monitoring Group has been set up to help and support you as leaseholders. The Group monitor and help develop the services provided by Newark and Sherwood Homes and provide you all with an opportunity to discuss any concerns or problems you may have with other leaseholders as well as officers from Newark and Sherwood Homes in a relaxed, friendly and informal environment.

If you do not have transport and wish to attend any of our meetings please contact us, we have some facilities available and will do our best to help.

Thank you for your interest, we hope to see you soon!

Yours sincerely

Carolyn Rowiston

Leasehold Officer, Property and Estates Management, Customer Services Directorate

Encl: Leaseholders Monitoring Group Meetings and Events Listing for 2008

Information leaflet: New gas appliance servicing offer from Powerminster Gleeson Services

“If you have difficulty in visiting our offices – please contact us, we may be able to make arrangements to visit you at home”