

# HOMEfromHOMES

A magazine from **Newark and Sherwood Homes**

Summer 2009 Issue 16



SUPPORTED HOUSING WESTERN TEAM



SUPPORTED HOUSING EASTERN TEAM

## Meet Our Cover Girls

**A Service to  
be Proud of!**

Our Supported Housing  
Teams can be found  
on page 8.

If you think you  
need some help so  
that you can live  
independently,  
Who can you call?

Please see page 8  
for details.

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## Looking Ahead

**An appraisal of the best way to manage the council's housing stock, to enable it to be maintained and improved, is continuing.**

Newark and Sherwood District Council owns about 5,500 properties which are managed by Newark and Sherwood Homes (NSH), an arm's length management organisation (ALMO), which is responsible for ensuring the council's housing is improved to the government's 'Decent Homes standard' by March 2010.

The council is looking at the options for the future management and maintenance of its stock beyond 2010 so you continue to get a good service and improvements to your homes can continue.

Currently there will be a significant shortfall of funds by 2014 for making improvements.

Under the government's Housing Finance Review, changes were announced recently to the way council housing will be financed. Currently, money from rents is paid to central government and then redistributed to each council as an allowance for management, maintenance and repairs.

New proposals would mean receipts from rents paid locally can be kept and reinvested locally and spent on maintenance and enhancing the housing stock.

The council is looking at what this will mean to us through a tenant, officer and member working party, called a Stock Options Appraisal Commission.

A stock condition survey has been commissioned by the council. The surveyors, Savills, are looking at a sample of the council's houses. This information will tell us what finances are needed to maintain and improve council housing. This will help us recommend ways that council housing should be best managed in the future.

The council will be consulting with tenants before any final decision is made.

Details regarding consultation events will be publicised in the coming months.

**If you require more information, call the council's strategic housing team on (01636) 655643.**

## TRA Contact Numbers

### Bailey Road & Thoresby Avenue

Kate Carter  
01636 706353

### Balderton

Dinah Clawson  
01636 679536

### Bilthorpe

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John Allen  
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Dorothy Harkess  
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### Coddington

Diana Jones  
01636 706266

### Collingham

Joan Curtis  
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### Farndon

John Clark  
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0115 966 3539

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Ron Longmate  
01623 406678

### Rural

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01623 883083

### Sutton-on-Trent

Richard Tracy  
01636 821796

### Winthorpe Road

Maureen Wilcoxson  
01636 684655

### Federation of TRAs

Karen Willis  
01636 684343

## Still Going Strong

Ollerton Ladies Group was formed in 1953 so that wives of miners could enjoy some time together away from the daily chores. Over the years the group went from strength to strength, with over 130 members at one time. Now, there is a regular membership of about 30.

Meetings used to be held in the Ollerton Miners Welfare, but after it closed in January 2009, the group moved into the De Lacy Court Community Centre.

The group recently celebrated their 53rd birthday with a cake and afternoon tea.



Ollerton Ladies Committee members with Revd. and Mrs Goodhand at their recent birthday celebrations

Mrs Russell, Chair of Ollerton Ladies Section said, "We were very grateful to be able to use the Community Centre and enjoy the excellent facilities on offer. We have such good times together with our fund raising efforts, quizzes, speakers, holidays and weekend breaks, but most of all the community friendship which we hope will continue for many more years."

**If you live in Ollerton and would like to join the Ladies, call the Secretary Mrs Irwin on 01623 836252**

## Easier Access at Ollerton



Paul Mathie and his son, Ben, try out the new automatic doors at the Ollerton Office of Newark and Sherwood Homes on Sycamore Road.

**Customers at Newark and Sherwood Homes' Ollerton office on Sycamore Road have found it easier to visit, thanks to a series of improvements to disabled access.**

New automatic doors for wheelchair access have been fitted. Handrails have also been painted to improve visibility for partially sighted visitors.

A minicom telephone has also been installed which will help customers with hearing or speech difficulties to get in touch. The minicom number is 01623 837819.

These improvements are part of an ongoing programme to make sure that Newark and Sherwood Homes' services are accessible to all.

# Tenants get a say on TSA



Tenants from the Blidworth Event voicing their views.

**Tenants from Newark and Sherwood Homes took part in a nationwide consultation, which will set the standards for the future direction of social housing.**

The Tenant Services Authority (TSA) was established earlier this year to be the regulator of social landlords across the UK and is listening to tenants views by holding a 'National Conversation'.

Newark and Sherwood Homes arranged for tenants to attend the Leicester event and has organised five other local conversations in Ollerton, Blidworth and Newark.

Tony Straw, Vice Chair of the Federation said "It is vital that tenants are aware of the Tenant Services Authority. This will be the organisation that keep social landlords in check and ensure that tenants receive excellent housing services".

Rebecca Rance, Chief Executive of Newark and Sherwood Homes said "It is very important that our tenants have a say in their future. The TSA will regulate ALMO's such as Newark and Sherwood Homes from April 2010".

**Tenants can still have their say by visiting [www.nationalconversation.co.uk](http://www.nationalconversation.co.uk)**

# KAREN'S A Winner

**Karen Willis, Chair of the Newark and Sherwood Federation of Tenants and Residents Associations was nationally recognised at the Tenant Participation Advisory Services 'Connecting People' awards held in London.**

Karen has been involved with the tenants movement for over 10 years and started by helping to establish a youth tenants association. She is passionate about the rights of tenants and leaseholders and has been Chair of the Federation of Tenants and Residents Associations since 2002.



Pictured (L-R) is Fin McElhinney, Customer Services Director, Jean Clark, Director of the Board, Karen Willis, & Vice Chair of the Federation, Tony Straw.

She was nominated by Newark and Sherwood Homes because of her continued commitment and involvement with many projects which improve services for tenants. Karen is a strong advocate for tenants rights and believes that all Newark and Sherwood tenants should receive 'excellent services as standard'.

Karen said "I would like to thank Newark and Sherwood Homes for their nomination. There are many other deserving cases out there but I am happy to have received this award."

# Looking out for Better Services

## An update from the Services Inspection Team



**Following the launch in November, the Services Inspection Team, made up of tenants from Newark and Sherwood Homes and Nottingham Community Housing Association, has been working hard to set up a programme of inspections.**

The twelve tenant Inspectors, have been trained and some are even taking that extra step and have enrolled on a Certificate of Housing Level 2 Course with the Chartered Institute of Housing.

Karen Willis, who is an Inspector on the Course said, "Things have progressed at a fantastic rate. The team have pulled together and the whole process is proving very enjoyable. The first inspections have taken place and have been successful. The Team are keen to return to these service areas later in the year to make sure that improvements are continuing".

Newark and Sherwood Homes is very supportive of this initiative and is confident that the group will go from strength to strength. The groups enthusiasm is infectious and they should be congratulated on what has been achieved so far.

The Group have also developed a DVD in association with Nottingham Community Housing Association and Newark and Sherwood Homes which will help staff to understand the purpose of the group.

Future Inspections include the Grounds Maintenance Service and Choice Based Letting from Newark and Sherwood, and Repairs by Appointment from Nottingham Community Housing.

**More news in future editions of Home from Homes.**

### Involvement Opportunity!

If you are interested in becoming involved with this or any other group, please contact Newark and Sherwood Homes on:

**0845 258 5550**

Leave your details, someone will call you back.

# On Her Bike



Harriet Samson-Bailey gets her new bike from Shaun Nee, with Jackie Widdison and Cllr Betty Brooks, Director of the Board of Newark and Sherwood Homes.

One of Newark and Sherwood Homes' construction partners, Bullock Construction, donated a bicycle for Collingham Police Support Officer, Harriet Samson-Bailey.

The bicycle, supplied at half price by Sherwood Pine Cycles of Edwinstowe, features the Nottinghamshire Police livery and logo.

Beat Officer for the area, PC Deborah Bakin, said "The bicycle means Harriet is better able to get around her beat, will be more visible and more approachable than if she was in a car."

## Do you want to set the direction of Newark and Sherwood Homes – then why not join the Board?

**The annual election is in November. Would you like to 'express' an interest in becoming a tenant member of the Board?**

We are always interested in people coming forward as potential new Directors of the Board. Directors of the Board have a vital role in enabling Newark and Sherwood Homes to fulfil its strategic role and deliver its objectives.

This may sound like a daunting task but we provide full training and support – you would not be left on your own.

If you would like to 'express' an interest contact us now. The closing date is 31st August 2009.

There will be an election process during October with the result of the ballot being

announced at the Annual General Meeting on 12 November 2009.

The role of a Director of the Board will involve attending Board and Committee meetings and setting the strategic direction of the Company rather than involvement in the operational management.

The only condition is that you are up for the role, a current tenant of Newark and Sherwood District Council and your name is on the tenancy agreement.

If you would like to find out more, please contact Claire on 01636 655242 or via email at [claire.mcdonald@nshomes.co.uk](mailto:claire.mcdonald@nshomes.co.uk).

Alternatively details can be found on our website at [www.nshomes.co.uk](http://www.nshomes.co.uk) or from our local offices.

# The Big Clean Up



Operators disposing of car - minus passengers!!

Nearly 50 tonnes of rubbish was collected in addition to hundreds of TVs and white goods, there was even parts of a car!

Dawn Turner, Housing Officer said "We want to thank all tenants who helped out, and feel that these clean ups will hopefully have prevented lots of fly tipping and have encouraged people to tidy up their gardens. Vast improvements are being seen in these areas. There is no excuse for untidy gardens following this and the street wardens have been out in these areas inspecting progress".

**Newark and Sherwood Homes Neighbourhood Improvement Panel, in association with tenants, local members, Housing Officers and Street Wardens organised a series of clean ups on Hallam Road Estate, and Retford Rd Estate, Boughton and Greendale Crescent, Clipstone.**

These events were organised through the panel which meets quarterly and was set up to improve areas within the western area. Newark area also has a panel representing the eastern part of the district.



Piles of rubbish ready for collection

## Decent Homes Update 2009/2010

**We are now working on the final year of our 5 year decent homes investment programme.**

Decent Homes spend to the end of March 2009 was £38,120,000. A further £11.5 Million of extra investment will result in the completion of the Decent Homes Programme which we are on target to achieve by March 2010.

**Programmed works for 2009/2010 include:**

- 640 Kitchens
- 288 bathrooms
- 419 window replacements
- 314 Central Heating Replacements
- 434 Exterior doors.
- Various Re-roofing programmes eg. Tithe Barn Court, Lovers Lane.

# Spotlight on Supported Housing... A Service to be Proud of!

**If you think you need some help so that you can live independently, who can you call? Our Supported Housing team helps people carry on living independently for as long as possible.**

Each of our supported housing tenants is visited and can talk with our team about the help they need. The team can also get in touch with other people who can help, for example NHS departments or social services.

The Response Team look after 2455 supported housing properties, 30 Community Centres and the Careline system

## CAN YOU HELP?

**Do you live in our supported housing?  
Do you use our Community Centres?  
Want to have your say in the way the Centres are run?**

We're looking for people to help us review our Community Centre Constitution during September and October, probably 2 or 3 meetings on Tuesday mornings. Refreshments will be provided. Transport to meetings can be provided.

**Contact Lynne Collier, Supported Services Manager on 01623 862263.**

## Careline in Action



Director of the Board Kathleen Chaffe wearing the pendant



Careline Main Unit.

**If you have Careline fitted and you need help, all you have to do is press the red button on either the telephone unit or the pendant. The alarm pendants can be worn around the neck, on the wrist or clipped to a belt or waistband.**

**99% alarm calls are answered within 30 seconds. There were 67,654 alarm calls between 1st April 2008 and 31st March 2009, an average of 5,638 per month.**

If the alarm button is pressed, you will hear loud dialling noises so you know that help is at hand. The pendant works up to 25 metres (75ft) away from the unit, for example in the garden.

The operators at Central Control know who is calling, because each pendant is unique to that address. Friendly voices from the Control Centre will be heard through a speaker on the main unit, and they provide reassurance and, depending what has happened, ask your family or friend to call round. If it's an emergency they will dial 999 for you.



Paula - one of the friendly voices at our Control Centre

**Careline is our Community Alarm System & gives peace of mind to users & their relatives. The technology was recently upgraded at a cost of £250,000 by Tunstall Telecom.**

The Control Centre has also been upgraded. Night and weekend calls will go through to Tunstall in Doncaster, but during the day our local team will answer. They get to know their regular callers well.

It's not only our tenants who can have a Careline fitted. There are now 725 private Carelines fitted in homes around Newark & Sherwood. Careline can be requested by a health worker or social services, family members or by you. The Response Team visit and demonstrate the service and, if you decide to go ahead, **the Careline is usually fitted within 2 - 3 days.**

**All Careline members get a call from Central Control on their birthday - for some it may be the only birthday greeting they get.**

If you need even more support to stay in your own home, there is Telecare, with extra alarms such as carbon monoxide, fire and flood detectors to help keep you safe in your home. This service is mainly for over 60's, but younger people with disabilities can apply.

The team will visit if you have been in hospital, and make sure you are getting the right help, or if more is needed such as Meals on Wheels until you are back on your feet. The Supported Housing Team also look after 30 Community Centres. The Centres offer a wide range of activities, including advice sessions, Keep-Fit, hairdressers, chiropody and social events such as coffee mornings and lunch clubs.



A wide range of activities, including advice sessions and keep fit are offered.

“We want tenants and the wider community to use these centres for as many activities as possible. Any excuse to get together is a good one, as many of our clients live alone,” says Rachel Turner, Response Officer for the Eastern District.

“Any one of these services can make far reaching improvements to the quality of our tenants lives,” said Lynne Collier, Supported Services Manager. “When people are moving into supported housing for the first time, they often don't know what help is available. Our staff smooth the way and take away the worry.”

**If you would like to talk to the Supported Housing Team about having a Careline fitted for you or a relative living in the Newark and Sherwood area please call 01623 860455 or email [housing@nshomes.co.uk](mailto:housing@nshomes.co.uk)**

Eastern Team	Western Team
 <p data-bbox="831 1429 1114 1473">Rachel Turner</p>	 <p data-bbox="1166 1361 1453 1406">Yvonne Mummery</p>
 <p data-bbox="831 1765 1114 1809">Jo Hughes</p>	 <p data-bbox="1166 1608 1453 1653">Ann Epton</p>
 <p data-bbox="831 2078 1114 2123">Glenys Dudley</p>	 <p data-bbox="1166 1832 1453 1877">Lesley Hartley</p>
	 <p data-bbox="1166 2078 1453 2123">Kathleen Comerford</p>

# Summer Crime Prevention

Summer is usually a good time for all of us who enjoy our gardens, but it's also good news for opportunist thieves and burglars. More than a third of all burglaries are committed by opportunist thieves.

## Together we can reduce these opportunities!

### Remember

#### At Home

- Make sure if you are in your back garden that all windows and doors at the front of the house are locked.
- Use strong locks on all external doors and easy-to-reach windows - those on the ground floor, above flat roofs or near drainpipes.
- Don't hang keys where they could easily be reached through a letterbox or window and never leave them on a sideboard where they are visible.
- Keep valuable items away from windows where they could be seen by passers-by. This includes home computers and television sets.
- Never leave garden equipment unattended, even for short periods of time.

#### Garages and Sheds

- Keep your garage door open only for as long as is necessary. If thieves can see there is something worth stealing they could come back later and break in.
- Valuables stored in a shed or garage should be marked with your postcode and house number so if they are stolen and recovered you can be traced and reunited with your property.

- Large expensive equipment, like lawn mowers, should be fastened to something bulky or fit anchor posts attached to the floor to lock your belongings to.

#### Vehicles

- Don't leave windows and roofs open on vehicles while they are unattended.
- When leaving your vehicle make sure there is nothing on show.
- If you have a satellite navigation (SatNav) system in your car remove it when you leave your vehicle and wipe away sucker marks from your windscreen.

#### Before going on Holiday

- Use timer switches on radios and lamps to give the impression the property is occupied.
- Don't make any significant changes to the exterior of your property. For example, if you never shut your gate when you're at home, don't shut it when you go away.
- Make an arrangement with a trusted friend or neighbour to check on your home while you're away.
- Look at your home through the eyes of a burglar. If you can get into your house without keys then so can a burglar.

# Fire Safety in Your Home

**As a responsible landlord, Newark and Sherwood Homes takes its responsibilities for fire safety very seriously.**

## By law, we must:

- make sure that all the gas appliances we provide are maintained in good order and that a Gas Safe registered plumber carries out a safety check each year.
- maintain all electrical installations (fixed wiring) and any electrical appliances we provide (e.g. cookers) and make sure they are safe to use.
- make sure any furniture and furnishings we provide meet the fire resistance regulations.

We also regularly review fire risks and safety in all our properties, and include improving fire safety in our Decent Homes work.

Andy Dewberry, Asset and Investment Manager, said, "We are doing a survey of our housing stock which includes assessing fire safety.

This will show where there might be a need for improvements. The Decent Homes work which is still taking place around the District includes reducing fire risks.

Residents can also help to reduce the risk of fire in the home by following the fire safety advice below".

## What you need to do to keep safe

- make sure your property has at least one working smoke alarm fitted. If your house has more than one floor you should really have one on each level - you can contact your local Fire and Rescue Service for a free home risk fire check. **Call Nottinghamshire Fire & Rescue Service on 0115 967 0880**
- Test your smoke alarms regularly and **never** remove the batteries to use in other equipment.
- plan an escape route and make sure everyone in your house knows how to escape in the event of a fire.

## Preventing common fires

Over half of all fires in the home are caused by cooking accidents, but there are important precautions you can take to keep you and your family safe when busy in the kitchen.

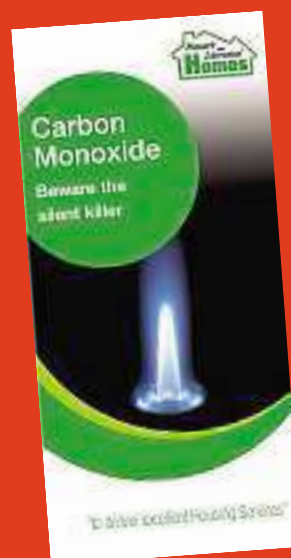
- always take extra care with hot oil.
- avoid leaving children alone in the kitchen when cooking.
- make sure you keep matches and saucepan handles out of the reach of children.

## Other common fires in the home can be prevented by following these steps:

- make sure that candles are in secure holders and never leave them unattended.
- do not overload electrical sockets.
- put cigarettes out properly.

**It is very important that your Gas Servicing is done every year. For your safety, make sure that someone is home when our Gas Servicing Team want to inspect your property.**

There is more advice on fire safety on [www.firekills.gov.uk](http://www.firekills.gov.uk).



Look out for the advice leaflet on Carbon Monoxide included with this newsletter.

If you did not receive this leaflet please call 0845 258 5550 and ask for a copy to be sent to you."

# Winners All

## Pay by Direct Debit and win £100!

**Congratulations to Mr and Mrs Harpham of Rainworth Water Road, Rainworth who were the winners of our Direct Debit Prize Draw.**

Just arrange to pay your rent by Direct Debit before the end of August and if it is still running at the end of October you will automatically be entered in our draw to win a £100 shopping voucher.

For more information and an application form, call in at one of our offices or telephone 0845 258 5550.



Mr and Mrs Harpham were presented with £100 worth of High Street vouchers

## Riding High

Mary Bradley filled in a Value For Money quiz at the Newark and Sherwood Homes Annual General Meeting last October, then forgot all about it. So it was a very surprised Mrs Bradley who found herself accepting a cheque for £500 from John Nicholl, Acting Finance Manager on behalf of her local Tenants and Residents Association.

The Lovers Lane Tenants and Residents Association will use the money for a trip to Skegness in August. Mrs Bradley said, "What a lovely surprise! I'd forgotten all about the competition, but I'm very pleased to have won and I hope everyone will have a good time."



Mrs Bradley takes the driving seat after winning the Value For Money competition on behalf of Lovers Lane Tenants and Residents Association

## TSA Winner 'Over the Moon'!



Director of the Board, Councillor Betty Brooks presents the vouchers to Mr and Mrs Clawson

**Mr and Mrs Clawson from Vessey Close, Balderton were 'over the moon' after hearing that they had won £50 worth of shopping vouchers after returning their National Conversation Questionnaire to Newark and Sherwood Homes.**

The competition was held to encourage tenants to have a say in how the government will regulate social housing including ALMO's such as Newark and Sherwood Homes from Spring 2010.

Mr Clawson said. "I've never won anything before. I would encourage everyone to send in their questionnaires and have a go at competitions run by Newark and Sherwood Homes. Next time it could be you".

## Homes and Gardens

Our grounds and gardens contractor, Mitie, will be giving an update on their work and useful tips for your gardens in every issue of Home From Homes.

We have now passed the spring madness of the first flush of grass cutting when the grass grows vigorously and are now starting to lightly prune the shrubs. This involves making sure footpaths and lines of sight are clear and a general tidy appearance is achieved.

This will be followed in the winter months with a major prune.

The guys we now have working for Mitie are enjoying the challenge of bringing the sites back up to the desired level of quality and are settling into working in their home district.

### Tips for the month from Mitie

- Place your houseplants outside so they can benefit from the sunshine and showers. Protect them from the wind and keep them watered.

## Swine Flu-keeping you informed

The World Health Organisation recently declared a pandemic status for the outbreak of swine flu (more correctly called H1N1 Influenza).

This does not mean that swine flu is expected to become more severe, just that it is spreading worldwide. Most cases of swine flu are mild.

Newark and Sherwood Homes have a plan in place to make sure all our essential services are provided and maintained throughout any crisis, although some disruption to less critical services is likely to occur as a result. The plans include a communications strategy to inform, help and support you.

## Flu friends

### Why not set up a network of Flu Friends now?

Flu friends are neighbours, friends and relatives who can help you if you get ill. For example, they could collect medicines, food and other supplies for you, so that you don't have to leave home if you are ill.

## A Silver Lining



There may have been clouds in the sky, but it was a bright day for another surprised draw winner! Alma Darby of Clipstone was the lucky winner of our Preference Survey prize draw.

Alma, who has lived in Clipstone since she was 22, said she would probably spend the £100 on her 5 grandchildren and one great-grand-daughter. Receiving the voucher from Steve Feast, Business Services Director at Newark and Sherwood Homes, Alma said, "I've never won anything before, but I'm very pleased and I'm sure the grandkids will enjoy spending it!"

# What do you think?

Over the coming weeks, we will be asking your views on the services we provide using the STATUS Tenant Satisfaction Survey. This will be sent out to a number of randomly selected tenants. We will use the results to:

- Identify satisfaction levels overall and with individual service areas
- Identify improvements needed
- Compare our performance with other housing providers in our area
- Develop our performance and improvement plans throughout the year

**If you receive a questionnaire, please take the time to complete & return it.**

We welcome your feedback and use this to improve the services we deliver to you. We will publish the results of the survey in a future edition of Home from Homes. If you receive a survey and would like more information or help in completing it, please contact the Business Services Team on **01636 655728**.

## VALUING YOUR VIEWS YOU SAID, WE DID...

Actions we have taken as a result of the customer feedback we receive from complaints and suggestions:

### YOU SAID...

Our grass has just been cut and we are very unhappy with the standard.

### WE DID

We apologised and told you that we would make sure the next cut was carried out to the correct standard by sending the supervisor to check it on the same day. You later phoned us to say that the next cut had been a "splendid job".

### YOU SAID...

Why wasn't I told that the appointment for my repair had been changed to a different day?

### WE DID

We apologised and made sure that your repair was completed at a time which was convenient to you. We have also reminded our staff that tenants must be told when appointments have to be rearranged.

### YOU SAID...

Why didn't Newark and Sherwood Homes respond to the letter I sent some time ago?

### WE DID

Unfortunately your letter was addressed to a member of staff who had left the company. However, it should have been passed to an alternative member of staff but wasn't, so we have revised our processes to make sure this doesn't happen again.

### YOU SAID...

Why have the litter bins in my area not been emptied?

### WE DID

We explained that we had recently changed the contractor who provides our grounds maintenance service, and that there had been some initial teething problems. However, we have now made sure that the litter bins are emptied more frequently.

### YOU SAID...

Why did my Mutual Exchange take longer than it should've done?

### WE DID

We admitted that there had been some communication problems between the different teams involved in your Mutual Exchange, and we have provided additional training to them to prevent similar problems happening in future.

# Forthcoming Events

All tenants are invited to come and listen to what is discussed - most of which affects you. Public questions are invited prior to the Board meeting. Please telephone Karen on 01636 655992.

## BOARD MEETINGS

30th July 2009 at 5.15pm  
Drawing Room, Kelham Hall

12th November 2009 at 5.15pm  
Lady Chapel, Kelham Hall

# Job Vacancies

Do you want to join an organisation that really cares about its employees and offers an excellent remuneration and benefits package?

We advertise our vacancies on our website and in local papers. Alternatively you can contact Human Resources via email: [human.resources@nshomes.co.uk](mailto:human.resources@nshomes.co.uk) or by telephone on **01636 655447**.

Newark and Sherwood Homes welcomes applications from all sections of the community irrespective of race or ethnic origin, religion or belief, sexual orientation, disability or gender.

# Contact Us

## NEWARK AND SHERWOOD HOMES

Kelham Hall, Newark on Trent, Kelham, Notts NG23 5QX  
Tel: 0845 258 5550 (Local call rate) - Fax: (01636) 655514  
Minicom: (01636) 655960  
Opening times - 8.30am - 5.15pm Monday - Thursday  
8.30am - 4.45pm Friday

## HAWTONVILLE OFFICE

77c Eton Avenue, Newark on Trent, NG24 4JH  
Tel: (01636) 655503 - Fax: (01636) 655504  
Opening times - 9.00am - 4.30pm Monday - Friday

## OLLERTON OFFICE

Sycamore Road, Ollerton, NG22 9PS  
Tel: (01623) 860740 - Fax: (01623) 860729  
Opening times - 9.00am - 4.30pm Monday - Friday

REPAIRS FREEPHONE  
**0800 561 0010**

EMERGENCIES OUT OF HOURS FREEPHONE  
**0800 561 0010**

**COMMENT ON THE SERVICE YOU RECEIVE 0845 258 5550**

Our website address is: [www.nshomes.co.uk](http://www.nshomes.co.uk) - Email us at: [housing@nshomes.co.uk](mailto: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.

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.

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。

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



(Polish)

(Mandarin)

(Portuguese)



Signing



The Big Word  
Translation Services



Audio Tape

# Round and about...

**Tenant representatives and Directors of the Board took a bus trip around some of our towns and villages to see the recent improvements and meet the team who provide our Supported Housing Service.**

The tour visited Chatham Court where security has been upgraded. The installation of CCTV, new security doors and car park barriers has seen a 40% reduction in anti-social behaviour. This is just the beginning for Chatham Court with the Decent Homes improvements starting in August.

The next stop was a trip down Memory Lane for Joan Tracey from Lowdham. The new car parking areas at Norwood Gardens, Southwell are outside the flat her grandma used to live in. "There wasn't a problem with car parking then", she laughed. "Nobody had a car!"

The new spaces have stopped parking on the grass verges, improved access for emergency vehicles and street lighting was also upgraded.

The bus went on to Ollerton for a presentation by the Supported Housing Team and a chance to try out the Careline system. Afterwards, Director of the Board, Arthur Fell said "This is

a wonderful service you are offering and it should get more publicity." – see pages 8 & 9 for more information about Careline and our Teams.



Maurice Tracey, Director of the Board Arthur Fell, and Joan Tracey get back on the bus after visiting Chatham Court.

**Saturday  
7th November  
2009**

## Annual Tenant Conference 2009

**Your Homes, Your Future, Your Choices.**

The Annual Tenant Conference will be held at Kelham Hall.  
**Look out for your invitation**