

# HOMEfromHOMES

A magazine from Newark and Sherwood Homes

Summer 2010 Issue 20



Left to Right Cllr Tom Bickley, Chairman of Newark and Sherwood District Council, Ginette Hughes, Chair of Newark and Sherwood Homes and Tony Straw, Chair of Newark and Sherwood Federation of Tenants and Residents Association (photograph courtesy of the Newark Advertiser).



## ALL DECENT

**Newark and Sherwood Homes tenants and the council celebrate the successful completion of the 5 year decent homes programme carried out on the District Council's housing stock.**

In recognising the contribution of tenants and the council, the Chair of Newark and Sherwood Homes presented Tony Straw and Cllr Tom Bickley with an Outstanding Contribution to the Community Award (OCCA).

The successful completion of the Decent Homes programme has made a significant and lasting difference to thousands of homes and people within the district.

Tenants have been in the driving seat with Newark and Sherwood Homes all the way - see DVD page 2.

If you know someone who deserves an OCCA and would like to nominate them, refer to page 6.

**MORE ON PAGES 8 AND 9.**

**IN THIS  
ISSUE**

**TENANTS IN THE DRIVING SEAT WITH NEWARK AND SHERWOOD HOMES P2**  
**TENANTS CHALLENGE VALUE FOR MONEY P4 & P5**  
**ALL DECENT - WINNING PARTNERSHIPS P8 & P9**

## Did you know Tenants are on the Board - then why not join the Board?

We are always interested in people coming forward as new Directors of the Board. Directors of the Board play 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, with full training and support provided – you would not be left on your own. If you would like to 'express' an interest contact us now.



If you are up for the challenge, and a tenant of Newark and Sherwood District Council contact Karen on **01636 655992** or via email at **karen.langford@nshomes.co.uk**

Alternatively details can be found on our website at **www.nshomes.co.uk** or from our local offices.

## Tenants in the Driving Seat with Newark and Sherwood Homes



We have produced this film to demonstrate what has been jointly delivered. We will use the film to show best practice and seek internal investment.

If you are unable to view the DVD at home it will be shown at the venues below, all welcome just pop along.

**19 July 2010 - The Circle,  
Clipstone 1.30 pm to 2.30 pm**

**20 July 2010 - William Bailey,  
Collingham 9.45 am to 10.45 am**

**22 July 2010 - Kings Court,  
Southwell 10.00 am - to 11.00 am**

**27 July 2010 - Cambridge Close,  
Rainworth 11.30 am to 12.30 pm**

# Mobility Scooter Sheds



Being mobile and independent is very important for our residents.

Newark and Sherwood Homes have worked hard over the last three

months to ensure residents have a safe, weather tight and secure place to store and to recharge their mobility scooters.



Residents at Dorewood Court, Balderton, Howes Court, Newark and at DeLacy Court, Ollerton purchase a 'top up' card from their housing officer. Mr Temple from Dorewood Court said: "The buggy stores have made my life a lot easier and is ideal for my circumstances."

## What difference have tenants made?

As you know Newark and Sherwood Homes puts tenants at the heart of everything it does and below are just a few examples of how tenants have influenced the work we do! So after consultation with tenants we not only provided car parking but improved the look of the area as well!

Newark and Sherwood Homes, by involving and listening to tenants, provides tailored, individual and above all excellent housing services. Tenants influence and shape the services we

provide Newark in a variety of ways such as Tenant and Resident Associations, Service Improvement Groups, Walkabouts and Monitoring Groups.

So spread the word to fellow tenants to encourage them to get involved with the Newark and Sherwood Homes so that they can have a positive influence on the services they receive. Please point them in the direction of the Tenancy and Estates Team on **0845 258 5550** or forward contact details by e-mail: **housing@nshomes.co.uk**

Tenants said -  
"We need somewhere to park our cars"

Tenants said -  
"Our environment needs improving"



Improvements at Dorewood Court



Before



After

# Tenants Challenge

## Tenants Scrutinise new Government proposals to unlock local rent for local services and Challenge the Value for Money of how rent is currently spent to provide your Housing Services.

**At the moment how much of the rent you pay is spent on your home and housing services by Newark and Sherwood Homes is decided by Government nationally.**

Some of the rent you pay is not currently spent locally but provides other Councils' tenant services.

The Government is looking to change this through something known as 'self financing'

The proposed new system called self financing would see all the rent you pay being spent on your home and local housing services.

Ron Havelock, member of the Value for Money (VFM) tenant group commented 'I didn't realise how much of my rent is used by Government to give to other Councils.

The tenant VFM group, on your behalf, has been working for several years, championing VFM at Newark and Sherwood Homes.

The group has worked on a variety of projects including replacement vehicles and CCTV sites, challenging decisions and systems to enhance efficiency and effectiveness.

This tenant group has been focused on the Government's proposals for self financing, looking at what this could mean to tenants and Newark and Sherwood Homes and also considering is Newark and Sherwood Homes worth it? An independent expert has helped the tenant group look at these complicated issues.

In terms of self financing the group have decided that they are supportive of the proposal, as tenants would be benefitting through increased resources for investment in homes and services. It also allows Newark and Sherwood Homes with the Council to manage resources with more certainty which will help long term planning for better asset management.

**“ I believe that self financing will be a real benefit to all tenants. ”**

*Graham Tomlinson, Chair of the Tenant VFM Group*

In forming its opinion, concerning the self financing proposals, tenants specifically asked about rent increases and received confirmation that under the proposals there is no change to how the rent is set. The Government would continue with its rent restructuring policy.

In addressing the issue of whether Newark and Sherwood Homes is worth it, the group

considered whether ALMO's, like Newark and Sherwood Homes, are a good way of managing Council housing.

The tenants identified that the core issue was choice and what tenants wanted from services. There is one pot of money to spend and the group consider it is important for all tenants to be aware and have a choice on how rent is spent.

**“ I didn't realise how much of my rent is used by Government to give to other Councils. ”**

*Ron Havelock, member of the Value for Money (VFM) tenant group*

# Value for Money.....



The Value for Money Group, Left to right: Graham Tomlinson, Tony Straw (Chair of the tenant Federation), Arthur Usher, Ron Havelock, Joan Tracey and Maurice Tracey.

The group felt having looked at the facts and how money is spent that having a dedicated organisation, like Newark and Sherwood Homes

“I welcome this report which addresses important issues and would like to thank the VFM group on behalf of tenants for their hard work. I support that Newark and Sherwood Homes has a strong proven track record of improving services and want to see them providing our housing services in the future.

*Tony Straw, Chair of the Tenants Federation*



was a good thing as this gave tenants more influence, better services and high satisfaction.

In summary the group felt that the critical issue is that services continue to be challenged to deliver VFM through achieving the highest standard of service at the best possible cost and that tenants be at the core of any decision making process informing this.

All the findings have been captured in a report which is available to download from the website [www.nshomes.co.uk](http://www.nshomes.co.uk) or by contacting **Suzanne Williamson, Finance Manager** on **01636 655446** or the chair of the VFM Group, **Graham Tomlinson** on **01636 684343**.

# Do you know a tenant or leaseholder who makes an 'outstanding contribution to the community'?

Newark and Sherwood Homes are seeking nominations for 'The Outstanding Contribution to the Community Award 2010'

This prestigious award is made to individuals who work within our communities and have gone that extra mile to make a difference to their neighbours and the neighbourhoods in which they live.

We know that there are many tenants and leaseholders who volunteer throughout Newark and Sherwood, carrying out work on behalf of their communities and achieve fantastic results.

This award recognises those tenants or leaseholders within our district who have made an outstanding contribution.

Winners will receive a crafted award along with a certificate and are able to nominate a registered charity to receive £100.

If you know someone like this who you would like to nominate then please contact the Tenancy & Estates Team on **0845 258 5550** for an application form.

## Previous Winners

**2005** - Ken Brooks from Clipstone and Karen Willis from Bilsthorpe

**2006** - Maurice Tracey from Lowdham and Phil Woodward from Balderton

**2007** - John Franks from Newark and Madge Langham from Collingham

**2008** - Doreen Stapleton from Sutton on Trent and Malcolm and Mary Smith from Newark

**2009** - Jim Fordham from Newark and Richard Tracy from Sutton on Trent



## The Royal Society of Prevention of Accidents (RoSPA) Gold Award Winner



Rebecca Rance, Chief Executive, Andy Dewbury, Asset Management & Investment Manager, John Curry, Health & Safety Officer and Richard Tracy, Director of the Board.

### Newark and Sherwood Homes is celebrating winning the prestigious Gold RoSPA Occupational Health and Safety Award after submitting it's first ever application.

The award supports the Company in delivering high standards of services to tenants and customers and RoSPA is delighted to publicly honour Newark and Sherwood Homes who have demonstrated their work to improve performance in this sphere.

The RoSPA Awards scheme is about developing robust health and safety management systems. Newark and Sherwood Homes demonstrates effective health and safety management processes which have been successful in reducing staff absence levels.

David Rawlins, RoSPA's awards manager, said

“Newark and Sherwood Homes has shown a commitment to protecting the health and well-being of its employees and others.

Organisations which do this deserve to have such dedication recognised and that's where the RoSPA Awards comes in.”

Ginette Hughes, the Chair of the Board of Newark and Sherwood Homes said “We are delighted with this amazing success, achieving RoSPA accreditation has been an aim driven from the Board of the Company and delivered through the dedication and hard work of our staff.”

# All Decent - A Winning

## Strong Leadership – Newark and Sherwood Homes Board

The Board of Newark and Sherwood Homes has led the Company and given tenants a seat at the top table. The Board has developed over the past 5 years to encompass a variety of skills to enable a clear and appropriate vision to be delivered. This leadership strength by the Board has provided clear direction and been critical in supporting us to deliver your priorities. Director of the Board, Richard Tracy said: “As a Director of the Board, it is my duty to ensure that the legal obligations of the company are being met and that the continuing success of Newark and Sherwood Homes following the Decent Homes Programme continues, and that all tenants receive good, efficient, value for money services in the future.”



Richard Tracy, Director of the Board and Tenant

**An independent survey of tenants in 2009 has shown that, on average, 89% of you are satisfied with the quality of your home**

## Tenant Involvement = Tenant Priorities

Tenants have been involved in every aspect of the delivery of the Decent Homes Programme. From the Board table to front line services, your involvement has led to positive outcomes for tenants including specification changes. In the Decent Homes Investment Survey in 2006, you identified fuel poverty as a high priority. Energy efficiency measures delivered by the Decent Homes programme have resulted in a 22% increase in the energy efficiency rating of your homes.

The Service Inspection Team, made up of tenants, has been influential in raising service standards. This has resulted in the following:

- Better informed service development
- Services meeting customer aspirations
- Nationally recognised qualification for Tenant Inspectors
- Increased opportunities for tenant involvement



The Service Inspection Team on their graduation day.

## Looking Forward - Future Investment in your home

Stock Option Appraisal Committee - The Federation of Tenants and Residents Associations, local councillors and Directors of the Board at Newark and Sherwood Homes have been looking at future management options for the council's housing stock. Central Government are consulting with councils, including NSDC, on a new option called 'Self Financing'. If this option is adopted, councils will have more freedom to manage their stock.

# Partnership

Overall customer satisfaction with Decent Homes was 94.7%

## Successful Partnership – NSH & NSDC

Newark and Sherwood Homes and Newark and Sherwood District Council have worked together successfully to ensure that all tenants live in a Decent Home. This has only been possible due to the strong and effective relationship which was established at the outset of the programme. The council's ability to access an additional £49.5m investment from government and Newark and Sherwood Homes' clear vision to deliver excellent housing services has not only achieved this but improved performance as well.



Left to Right: Cllr David Payne, Rebecca Rance (Chief Executive, Newark and Sherwood Home), Ginette Hughes (Chair of Newark and Sherwood Homes Board) and Cllr Tony Roberts (Leader of Newark and Sherwood District Council)

## Winning Team = Efficiency and Added Value

### Apprenticeships

Our strategic partners have employed 9 apprentice trades persons and 1 trainee Quantity Surveyor. In addition, their sub-contractors have employed a further 6 apprentices as a direct result of the Decent Homes programme.

**Community Support** – the Decent Homes partnership has delivered benefits to the community as a whole including donations to community groups, participation in clean up programmes and the donation of a bicycle for a Collingham Police Community Support Officer. NSH is proud of this kind of added value being delivered to the community as part of the Decent Homes delivery.

### Value for Money

This has been an area of focus throughout the delivery of the Decent Homes programme. Efficiencies have been made through effective and appropriate investment, joint procurement arrangements and securing long-term benefits for tenants.



Right to left: Collingham PCSO Harriet Samson Bailey with Shaun Nee, Bullock Construction, Jackie Widdison from Newark and Sherwood Homes and Cllr Betty Brooks



### More information

- [www.nshomes.co.uk/](http://www.nshomes.co.uk/)
- Follow us on Twitter [www.twitter.com/nshomes](http://www.twitter.com/nshomes)
- Newark and Sherwood District Federation of Tenants and Residents Associations – Tel: **01636 684343** email: [info@newarkfed.co.uk](mailto:info@newarkfed.co.uk)



Tenants Mr & Mrs Daniels enjoying their 'Decent Home'



## Have Your Say...

Tenants and other customers of Newark and Sherwood Homes are being encouraged to ask questions of the Board of Directors.

At each Board meeting there is the opportunity for Tenants and other members of the public to ask questions. If you wish to ask a question then this has to be submitted in advance. Those raising the question will be given a formal, written response from the Chairman of the Board, Ginette Hughes.

One of Tenant Directors of the Board,

Richard Tracy said: "It is good to encourage questions from tenants and the general public and it is important that we as Directors listen to and act upon their concerns where possible at Board meetings. Both tenants and the general public are invited so that they are able to see how the Board works on their behalf".

The next meeting of the Board is on Thursday 22 July 2010 at Kelham Hall and further details can be found on the Newark and Sherwood Homes website at [www.nshomes.co.uk](http://www.nshomes.co.uk)

# The First New Council Homes to be Built in the District in 33 years

**Newark and Sherwood District Council in partnership with Newark and Sherwood Homes successfully bid for more than £2.2 million of funding to the Homes and Communities Agency to provide 52 New Build Dwellings as part of the local authority New Build Programme.**

This grant represents 14% of successful funding awarded to the East Midlands Region and will provide a mixture of houses, apartments and bungalows in the district. Phase one of the construction is commencing with properties being built at Bleasby, Boughton, Clipstone and Balderton. These are to be constructed by Carter Homes to a high level of energy efficiency.

Newark and Sherwood District Council's Portfolio Holder for Health and Homes, Cllr David Payne, said: "As a rural community, housing affordability has been particularly hard hit

in Newark and Sherwood. I hope these new homes provide energy efficient, secure and comfortable accommodation for families in our district with a housing need."

The properties have been designed by; Cullen, Carter and Hill Architects, BSP Consulting Structural Engineers with EC Harris being the Employers Agent.

Chair of the Board for Newark and Sherwood Homes, Ginette Hughes said: "I am delighted that we have been able to work with the council and formulate the bids. The bid round was heavily over-subscribed so our expertise to formulate the high calibre bid submissions have clearly been vital."

The Chair of Newark and Sherwood Homes and the former Chairman of Newark and Sherwood District Council; Cllr. Bryan Richardson cut the first sod as construction got under way.

# Two Community Centres - welcome new furniture



Newark and Sherwood Homes has provided new furniture to two popular community centres, Ghent House, Balderton and The Green, Bilsthorpe. Tenants from both community centres agreed the new furniture has made activities such as bingo session and ceramic class more accessible for tenants with walking frames and for wheelchair users.

The photographs show some of the centre users at Ghent House enjoying their new tables and chairs, whilst holding a coffee morning to raise funds for the British Heart Foundation.

# Now it's Your Turn!



Following the hugely successful refurbishment scheme at Queens Court, Newark; working with contractors, tenants associations and you the tenants, Newark and Sherwood Homes would like to say a big thank you for your patience and understanding throughout the improvement period. Tenants have stated that they are very impressed with the way that Queen's Court looks and feels and this is, in no small part, because of you and what you said was important.

To maintain this high standard, report instances of anti social behaviour (including graffiti and fly tipping) to Julie Madin, your Housing Officer. Remember to keep everyone safe in their home by not leaving doors open to vandals and keep the area free from litter or rubbish.

Finally....

**Enjoy your new surroundings!**



Queen's Court before the decent homes programme

# Let's get you started with Computers and the Internet

Perhaps if you are not able to use a computer yourself, you may have a friend or family member who can look online for you and let you know what new things are going on.

Remember though, it is never too late to get on board with the new technology yourself and there are many different ways you can find help if you need it, to get you started with computers and the internet.



Online Basics is a great way for you to get started online, helping you to gain the skills and confidence you need to start using computers and the internet. Online Basics will help you learn how to use a mouse and keyboard, be able to search online, stay safe when you are on online and send emails. You can also further your skills to use public services – how to complete online forms, job hunting, shopping online and banking online.



To find out just how easy it is to get started with Online Basics, you can visit them at: -

Unique Coffee Bar,  
Riverside Park,  
Great North Road,  
Newark, Notts NG24 1BL  
or ring **Hollie Cook** on  
**01636 670703** for more information.



To find your nearest centre, call **0800 77 1234**  
or visit **www.online-basics.co.uk**

## Keeping You in the Know

**Communication with our Tenants has always been very important to Newark and Sherwood Homes and continues to be so. As you may be aware, Newark and Sherwood Homes now offer many different ways in which you can get in touch with us. We hope that by offering such a diverse choice, you will be able to choose the method that suits you best. Some of the ways you can get in touch are detailed right: -**

- Phone us on our FREE phone number - **0800 561 0010**
- Visit our website – **www.nshomes.co.uk**
- Text us –  
Text invest to **80011** for more information on investment in your home  
Text tenancy to **80011** for more information on your Tenancy Agreement  
Text newvoice to **80011** for more information on New Voice for Tenants
- Email us –  
**invest@nshomes.co.uk**  
**tenancy@nshomes.co.uk**  
**newvoice@nshomes.co.uk**
- Come along to one of our meetings, the dates and times will be in Home from Homes, on our website or available by telephoning the FREE phone number **0800 561 0010**
- Follow us on Twitter – **www.twitter.com/nshomes**

## 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...

**Why has it taken so long for my ex-partner's name to be taken off my tenancy?**

### WE DID

We explained that by law, this type of change to a tenancy needs both you and your ex-partner to sign a legal form before we can change the tenancy. Unfortunately we overlooked asking you and your ex-partner to sign these forms. We have apologised to you and are now dealing with your request. We have also given our teams some extra training to make sure this doesn't happen again.

### YOU SAID...

**Why is the path outside my property still coming up around the manhole when you have been to repair it twice?**

### WE DID

We believed we had completed the repair to your satisfaction. However, we have now arranged for an inspection to be carried out at a time when you can be present to discuss the problem with the inspector. We will then order any new repairs necessary.

### YOU SAID...

**Why did you still take a rent payment by Direct Debit when we had terminated our tenancy and given four weeks' notice?**

### WE DID

We explained that this is because of the timescales involved in informing the banks about changes to Direct Debits, and we refunded the extra rent we had taken from you. We are also now reviewing our processes to see if in future, we can cancel Direct Debit payments more quickly when a tenancy is terminated.

### YOU SAID...

**Why haven't you been to repair my window which is still boarded up following a break-in which happened some weeks ago?**

### WE DID

We came to inspect your window and identified that a new window was required which we have now ordered. We have also reminded our staff that in future, when we board up a window we must make sure that an order is quickly placed for it to be repaired or replaced.

## Direct Debit Draw Winner



Mrs Hutchings receiving her vouchers from Mrs Fraser

Congratulations to Mrs Hutchings of Burgage Close, Southwell who was the winner of our recent Direct Debit Prize Draw.

Mrs Hutchings was presented with £100 worth of High Street Vouchers by Mrs Fraser on behalf of Newark and Sherwood Homes.

Why not arrange to pay your rent by Direct Debit?



**For more information and an application form, call in at one of our offices or telephone 0845 2585550.**

# Free Tenant Training Opportunities!

## Would you like to develop your skills and influence housing services at the same time?

All tenants from across the Newark and Sherwood District are welcome to attend the range of training courses being delivered over the forthcoming months.

Previous training for tenants has already helped to create tenant Inspectors and tenants have

been able to set service standards and monitor the quality of our performance.

Julie Davidson, Estates Manager said “We are very proud of our tenant involvement structure and wish to give all tenants and leaseholders an opportunity to become involved.”

For more information and to book your places on the free courses telephone the **Terry Bailey** or **Vicky Reynolds** on **0845 258 5550**.

Training Course	Venue	Date
Public Liability	Kelham Hall	12th July 2010 9.00 am – 12:00 pm
Chairing Skills	Kelham Hall	15th July 2010 9.30 am – 11.45 am
Sources of Funding	Kelham Hall	21st July 2010 9.30 am – 12.30 pm
Environmental Issues and Energy Saving	Kelham Hall	5th August 2010 9.00 am – 11.00 am
The Work of Newark and Sherwood Federation of TRAs – An Overview	Federation Office	9th August 2010 9.30 am – 11.45 am

## Whistle Blowing on Housing Fraudsters could earn you £250!

**Newark and Sherwood Homes are committed to tackling housing fraud and are part of the National Fraud Initiative, for tenants that are illegally renting out their property.**

This is a scheme set up by the Audit Commission whereby landlords enter details of their tenants and are quickly able to identify those with more than one tenancy.

Newark and Sherwood Homes are encouraging customers to let them know of any housing fraud, and offering a reward of £250 if properties are repossessed following successful court action.

You can report those illegally renting out their property by ringing the Customer Access Team on **0845 258 5550**.

You can also email on [housing@nshomes.co.uk](mailto:housing@nshomes.co.uk) or report it at any Newark and Sherwood Homes' housing offices.



# 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 MEETING

22nd July 2010 at 5.15 pm  
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, gender, gender reassignment or age.

# 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) 655651. 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 - Minicom: (01636) 655583. Opening times - 9.00am - 4.30pm Monday - Friday

## OLLERTON OFFICE

Sycamore Road, Ollerton, NG22 9PS. Tel: (01623) 860740 - Fax: (01623) 860729 - Minicom: (01623) 837819. Opening times - 9.00am - 4.30pm Monday - Friday

# TRA Contact Numbers

### Bailey Road & Thoresby Avenue

Kate Carter 07813 251191

### Balderton

Dinah Clawson 01636 679536

### Bilsthorpe

Marian Bradbury 01623 871329

### Bilsthorpe Youth

Stefan Prest 07876 485417

### Blidworth

John Allen 01623 407149

### BOTRA

Derek Batey 01623 836410

### Clipstone

Dorothy Harkess 01623 636439

### Coddington

Diana Jones 01636 706266

### Collingham

Joan Curtis 01636 892890

### Farndon

John Clark 01636 705241

### Lovers Lane

John Franks 01636 650871

### Lowdham

Maurice Tracey 0115 966 3539

### Rural

Graham Tomlinson 01623 883083

### Sutton-on-Trent

Doreen Stapleton 01636 821723

### Winthorpe Road

Maureen Wilcoxson 01636 684655

### Yorke Drive Young Crew

Ginnette Hardy 07956 677525

### Federation of TRAs

01636 684343

# WALKABOUTS 2010

DATE	AREA	TIME	MEETING PLACE
8 July	Fosse Estate	10.00am	Beaumont Walk Community Centre
15 July	Coddington	10.00am	Wellgreen House Community Centre
29 July	Howes Court	10.00am	Howes Court Community Centre
5 August	Clipstone	10.00am	The Circle Community Centre
12 August	Edwinstowe	10.00am	Lynds Close Community Centre
19 August	Bilsthorpe & Eakring	10.00am	The Green Community Centre
2 September	Winthorpe Road	10.00am	Beaumont Walk Community Centre
9 September	Hawtonville A	10.00am	Hawtonville Local Office
14 September	Hawtonville B	10.00am	Hawtonville Local Office
16 September	Tithe Barn, Queens Court & Chatham Court	10.00am	Scout Hut, Lovers Lane
23 September	Boughton (Retford Rd Estate, Wellow & Walesby)	10.00am	Turner Lane Shop
30 September	Boughton (Hallam Rd Estate)	10.00am	Adjacent to 58 Hallam Road
5 October	Farndon & Elston	10.00am	Trent House Community Centre
7 October	Caunton, Kneesall & Norwell	10.00am	Deans Close, Caunton
14 October	Farnsfield	10.00am	The Stackyard, Farnsfield
21 October	Balderton (Wolfit Ave Area)	10.00am	Manthorpe House Community Centre
28 October	Balderton (Mount Rd Area)	10.00am	William Ghent Community Centre
11 November	Fosse Estate	10.00am	Beaumont Walk Community Centre
18 November	Hawtonville A	10.00am	Hawtonville Local Office
25 November	Hawtonville B	10.00am	Hawtonville Local Office

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 usznego.

**(Polish)**

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**(Mandarin)**

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

**(Portuguese)**



Signing



The Big Word Translation Services



Audio Tape

