



Calendar 2011

and Tenant's Annual Report 2009/2010





Contents

January

An introduction to Your Annual Report and Calendar

February

What is the Annual Report and Calendar?

March

Tenant Involvement - how are we doing?

April

Maintaining your Home - how are we doing?

May

Managing your Tenancy - how are we doing?

June

Looking after your Neighbourhood and Communal areas - how are we doing?

July

Delivering Value for Money - how are we doing?

August

Governance and Financial Viability - how are we doing?

September

Developing our Local Offers

October

How do we spend your money?

November

How to contact us and useful contacts

December

Your questions



NEWARK AND SHERWOOD HOMES

Tel: 0845 258 5550 Repairs Freephone 0800 561 0010

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**NEWARK &
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DISTRICT COUNCIL**



JANUARY 2011

Mon	Tues	Weds	Thurs	Fri	Sat	Sun
31					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30



An introduction to Your Annual Report and Calendar

We are performing well

that's the message from Newark and Sherwood Homes in this our first annual report to you.

We listen to your views on all the services we provide and want to make sure you have the opportunity to get involved in how these services look for the future - that includes agreeing your priorities for the work we do in your communities.

We know our services compare very well with other landlords and regularly check our performance against others with you. You have told us you like what we do – 83% of you said you are satisfied with the services you receive.

We have asked you what matters most and you told us that the repairs services and dealing with anti-social behaviour were the most important. We are already working on these areas by extending our repairs appointments to suit your needs and working in partnership with others to tackle anti-social behaviour.

We would like to hear what your think of **'Your Annual Report 2009-2010 and Calendar 2011'** so please take a look at what we are doing and let us know what you think by filling in the questionnaire included with the report.



Rebecca Rance
Chief Executive
Newark and Sherwood Homes



Ginette Hughes
Chair
Newark and Sherwood Homes

All returned questionnaires will be entered into a prize draw with one lucky winner receiving £100 in gift vouchers – so what are you waiting for, it could be you – good luck!

WIN
£100 IN
GIFT
VOUCHERS

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FEBRUARY 2011



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14	15	16	17	18	19	20
21	22	23	24	25	26	27
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What is the Annual Report and Calendar?

Who is this from?

Newark and Sherwood Homes has produced **'Your Annual Report 2009-2010 and Calendar 2011'** which tells you what we have been doing for you during the year. We have managed and maintained your home on behalf of Newark and Sherwood District Council since November 2004. During this time, we have looked after your neighbourhood, let new homes and completed your repairs on time and to your satisfaction – all of which you have been involved in. You told us that your home is the important to you so we have improved homes as part of our Decent Homes Programme which finished in March 2010.

Our Board looks after your interests and makes sure that we are properly run and that we do what we should. Our Board members have a wide range of professional skills and experiences which help them to do this.

“Our home is important to us...”

What is it all about?

In April 2010, the Tenant Services Authority (TSA) became the regulator for your home, it is similar to Ofsted or the Financial Services Authority. The TSA requires us to issue an annual report to you every year, giving you an honest and helpful view about how well we are meeting the national standards set by the TSA for:

Tenant Involvement and Empowerment

Home

Tenancy

Neighbourhood and Community

Value for Money

Governance and Financial Viability

What we do, how we do it and when we do it is very important to you. So wherever we can, we have included information about our performance and how we compared to other organisations like us. To do this, we use Housemark, an independent organisation, to check and compare our performance against others. This will help you to decide on the quality of the services we deliver.

Our report includes some information on how we are working together to develop our local offers to you which includes the standard of service you can expect to receive. To develop the local offers and this report, we asked a group of tenants to agree what should go into the report as well as how we should go about setting standards for the services you receive.

The group wrote and approved this report and calendar - this is the result of their work. They were keen to make sure we spent your money wisely and the report and calendar only cost £1.16 to print. By including a calendar we hope to save you money so you don't need to buy another one and as well as finding it useful.



Courtesy of the Newark Advertiser

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MARCH 2011

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Tenant Involvement - how are we doing?

This national standard covers getting involved, responding to your complaints and customer care.

How Well Are We Doing?

Your needs are important to us and we make sure you are at the heart of everything we do - our Customer Service Excellence award shows this. We have a number of ways in which you can get involved in the services we provide and our best practice was recognised by the Audit Commission. If you wish, you can be involved:

- as a Director of our Board
- or be a member of a group looking at a service in detail
- talking to us at surgeries
- through a Tenants and Residents Association and/or the Federation of Tenants and Residents Associations
- as part of an inspection team
- attending a training session
- or simply by sending us feedback through complaints, compliments and suggestions as well as satisfaction surveys
- and many more – all this helps to make the services we provide better for you.

Did you know our Board has 15 Directors of which 5 are tenants

We support 16 Tenants and Residents Associations across the district – and a Federation!

9 out of 10 customers contacting the Customer Access Team were satisfied with the service they received

You can contact us in different ways such as by telephone, letter, text and email. We also have information leaflets about our services that can be tailored to your needs such as in large print, Braille, or alternative languages. Our website gives you all the details you need to access any of our services.

We try to make life simpler so our approach to complaints includes putting it right where we have made a mistake or failed to do something and apologising. We welcome your comments and use these to improve the services we provide. We will always listen to what you tell us.

We are one of the best in the country over 80% of you are satisfied with the way we deal with your complaints

Our service standards cover all our main services - we developed them with you and they are available on www.nshomes.co.uk or calling us on **0845 258 5550**. We also have a range of policies, strategies and procedures that have been developed with you to make sure that you receive the best service possible in accessing our services, customer care or by making sure everyone has the opportunity.

How Are We Meeting Your Needs?

We work hard to meet your needs. We know from your feedback that we need to understand more about families and those under 45 years of age and what their needs are – so we will be using our Service Inspection Team to do more work to look at this. You told us what you wanted, and in response:

- we print rent statements in large text if you ask
- we send you information by text, email and twitter about issues affecting you
- we give you more notice when arranging appointments with you
- we made sure our contractors follow our 'Code of Conduct' too

We will be looking at a number of our key strategies and will be talking to you about these including: resident involvement, district tenant compact, equality and diversity, access and customer care, community cohesion and satisfaction of families and those under 45 years of age.

Did you know that our average time to respond to complaints was 6.5 days, which was 2 days faster than other best performers

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APRIL 2011



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18	19	20	21	22	23	24
25	26	27	28	29	30	



Maintaining your Home - how are we doing?

This national standard covers repairs, the quality of your home and our investment plans.

How Well Are We Doing?

In March 2010 we finished our Decent Homes programme on time and in budget, having spent over £49.5 million on your homes over the last 5 years. We have worked with you to select contractors and fittings such as kitchens and bathrooms that would be part of your newly improved homes - over 94% of you said you were satisfied with the results! We were also able to provide training and work opportunities for local and young people in the district. Looking ahead, we are going through our finances to see how we can maintain and plan future investment in your homes over a 30 year programme.

You told us that the most important thing to you is getting your repairs completed on time and to your satisfaction. We work in partnership with you and others to set standards and make sure your homes and the areas where you live are clean, safe and well kept. Our repairs service uses the latest technology in mobile working and works planning to reduce our costs. In addition, we have also

Did you know we:
Installed new windows to 568 homes
Replaced 217 heating systems, 647 kitchens, 280 bathrooms, 535 doors and 128 roofs
Rewired 34 homes

Did you know it took us an average of just over:

4 hours to complete an emergency repair and we did 3563 of them
2 days to complete an urgent repair and we did 2893 of these
15 days to complete a non urgent repair of which we did 11363 of them

fitted speed limiters and trackers on our fleet of vans to save on fuel costs and insurance premiums. We make sure our staff are fully trained on all health and safety issues too.

How Are We Meeting Your Needs?

You said you wanted more than the basic decent homes standard so we worked together to give you better quality homes. This included better quality double glazing, more kitchen units and reduced the age limit for replacing fixtures from 30 to 20 years.

We changed our repairs service after you told us you wanted:

- **extended service hours of trades operatives to cover 8am to 6pm daily, early evening and Saturday morning appointments**

We helped you to live independently by fitting 564 adaptations such as grabs rails and showers for those that need a bit of extra help

- **flexible appointment times such as around the school run**
- **us to keep our appointments**
- **a repairs policy to meet your needs if you have care or support issues**
- **repairs completed right the first time around**
- **empty homes to be checked by you before they were relet**

We are one of the best in the country

We completed 100% of all gas services due in 2009-10
We kept 13,095 of our 13,391 appointments for repairs
We completed 11051 routine repairs 'right first time'

We will be looking at a number of our key strategies and will be talking to you about these including health and safety, maintaining your home, how we tailor your home to suit you and greater use of mobile working. We will also be looking to improve the number of repairs appointments that we attended.

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MAY 2011



Mon	Tues	Weds	Thurs	Fri	Sat	Sun
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2	3	4	5	6	7	8
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16	17	18	19	20	21	22
23	24	25	26	27	28	29



Managing your Tenancy - how are we doing?

This national standard covers letting new homes, rents and tenancies.

How Well Are We Doing?

Letting a new home and the excitement of getting new keys is important to you and for us too. We let a new home in the shortest possible time and while it is empty we carry out any repairs that are needed. You check a number of our empty homes to make sure we keep up our standards.

We have a Choice Based Lettings allocations system which helps us to make the best use of empty homes by giving these to those in the most housing need. If you are looking for a new home, we encourage mutual exchanges, transfers and the Home Swap Scheme to make it easier to find a home of your choice.

We work in partnership with the Council to support their priorities in helping our local communities. To do this, we offer two types of

99.8% of you were satisfied with your new homes

We are one of the best in the country at collecting rent. In 2009/2010 we collected £16,715,250 or 99.7% of rent due

tenancy, introductory or secure and it will depend on your circumstances as to which type you are offered.

We write to tell you every year about how your rent will be set in line with Government targets and we include a wide range of information about how to pay your rent and where to get help if you are having problems paying.

How Are We Meeting Your Needs?

We worked together to review your tenancy agreement that sets out your rights and responsibilities and included a number of your suggestions. We also talked to you about our policies on anti-social behaviour, domestic violence and anti-harassment to make sure these meet your needs.

We work in partnership with other agencies such as Social Services or Framework to support you to remain in your home where you have care and support needs. You told us that children and young people needed more

We have only £221,054 or 1.3% arrears outstanding making us one of the best in the country

We lost only 0.6% or £99,581 rent through empty homes making us one of the best in the country

activities so we arranged 15 different events throughout the year to help stop young people getting involved in anti-social behaviour.

You have told us in your feedback that we need to look at our Changing Places scheme which frees up family accommodation. We will also be helping the Council to build more affordable homes in the district for local people as you asked.

You asked us to look at the information used in advertising our homes and the tenants Service Inspection Team came up with a list of suggestions which we have used.

We are one of the best in the country at reletting empty homes taking 16 days on average

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JUNE 2011



Mon	Tues	Weds	Thurs	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			



**Looking after your Neighbourhood and Communal areas -
how are we doing?**

This national standard covers your local areas, how we work with others and tackling anti-social behaviour.

How Well Are We Doing?

We believe that your neighbourhood and communal areas are equally as important as your home. We work in partnership with you and other agencies to make sure these are clean and safe. We do this for example through estate walkabouts and employing street

wardens. We also work as part of a multi agency group on your behalf which includes others such the Police, the Council, Safer Neighbourhood

Groups and lots more

organisations. We have also worked with young people at our events to help stop them getting involved in anti-social behaviour.

You are at the heart of everything we do and we are very proud to support local tenants groups including 16 active Tenants and Residents Associations along with a Federation to champion them. Tenants from these groups are always involved in some way, this can be checking the services we deliver or suggesting improvements.

The benefits of our work in your community are clear too, with over 86% of you being satisfied with your neighbourhood.

We have supported local people into work through apprenticeships in both our Repairs service and with our Decent Homes contractors as well as providing employment opportunities in building new homes in our area.

How Are We Meeting Your Needs?

We have a service standard which sets out our approach to dealing with anti-social behaviour but we know from your feedback that we need to review the anti-social behaviour policy and work in partnership with others to support families in need. You have also told us that you want us to look at our victim support by providing more help when it is needed.

You told us you wanted more street wardens so we employed another one to improve the service we deliver. Our estate walkabouts proved popular and you asked for more of them - we did 60 during the year up from 24 the previous year.

99% of our issues were actioned within 4 weeks of walkabout

We are one of the best in the country 100% were satisfied with the outcome of their anti-social behaviour complaint

90% of you were satisfied with estate services

We investigated 328 cases of anti-social behaviour



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JULY 2011

Mon	Tues	Weds	Thurs	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31



Delivering Value for Money - how are we doing?

This national standard covers using your money wisely in line with your priorities.

How Well Are We Doing?

We understand the cost of all our services and we use this information to make sure that our business decisions are sound. We talked to you about setting your priorities on how we should spend your money along with looking at what those priorities would mean for other services we provide which included a full range of cost information. We look at what we spend and find better ways to deliver our services to make your money go further.

We made over £800,000 efficiency savings – over 10% of our budget – in the last year which meant we could spend more on repairs and community projects

The average rent for a Housing Association home was £77.90

Our 30 year business plan helps us to plan what investment is needed in your homes and also to look at how we can improve services and take up opportunities. Working with others has helped

us to get better prices for things we buy and has made sure our money goes further.

You have been very active in our tenants Value for Money Group and have been involved in looking at how our services work and deciding how you wanted us to deliver savings and efficiencies.

Our staff have been active too – its very competitive in our Championship League for efficiency savings!

We keep an eye on what others are doing too – to make sure that we keep up to date with best practice and regularly compare ourselves with this.

How Are We Meeting Your Needs?

We are always looking to make your money go further and improve what we do.

You asked us to look at how your rent payments could be put onto your account more quickly – your direct debits now take 3 days rather than 10.

The average rent for a Council home was £60.74

86% of you feel that your rent is good value for money

You also asked us to make sure that we cancelled your direct debit quickly if you had told us you were leaving your home and we happily obliged.

We saved £95,000 through reducing our staff sickness to 7.8 days

We will be looking other ways of making your money go further and will be looking at how our Community Centres are used as well as some of our contracts for insurance and audit services.



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AUGUST 2011

Mon	Tues	Weds	Thurs	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
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22	23	24	25	26	27	28
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Governance and Financial Viability - how are we doing?

This national standard covers how the Company is run and does it have sound financial plans.

How Well Are We Doing?

We have a Board of 5 tenants, 5 councillors and 5 independents that set the vision and direction of the Company and makes sure we do what we say we will do for you and the communities where you live.

...focused on delivering excellent housing services...

The Board is focused on delivering excellent housing services to you which represent excellent value for money. It does this by listening to you and by keeping up to date with changes in housing and business.

To help them do this the Board has a Constitution and a Management Agreement which set out the services we will provide and a set of policies and procedures which make sure we work in the right way when dealing with you and with our staff.

We have detailed financial controls in place to safeguard your interests and ensure the proper use of public funds. These controls and our systems are

99% of decisions made by the Board have an impact on you as tenants

scrutinised though internal audit and our external auditors on an annual basis and are presented to the Board in accordance with the Companies Act 2006.

We plan for the future by having financial plans in place for providing services to you and improving your homes over the next 30 years.

The Board considered 67 items during 2009/2010

We actively manage the risks to the Company, your home and the services we provide to you so as many unexpected events as possible are avoided by thinking what might happen and putting actions in place to stop them happening.

How Are We Meeting Your Needs?

We are looking at how we can make your money go further by getting new quotes for our External Audit Contract. We have a group of you who look at how we spend your money on your home and your housing services.

Our Directors of the Board are improving their skills and knowledge through a learning and development programme following an external appraisal.

Our directors of the Board are improving their skills...

We are working as project manager for building 52 new Council homes which will bring more money into the Company which we can spend on your services.

We have secured over £350,000 of additional money to make improvements to your homes such as improving energy efficiency



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**NEWARK &
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SEPTEMBER 2011



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12	13	14	15	16	17	18
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Developing our Local Offers

How Well Are We Doing?

The Tenant Services Authority (TSA) have set out the national standards and we have told you how we are performing against these in this report. At the beginning of 'Your Annual Report 2009-2010 and Calendar 2011', we told you how we had asked a group of tenants to come together to look at how we would set our local offers sometimes called service standards which need to be in place by April 2011. This is something the TSA ask us to do - it is nothing new to you or us as we have talked to you and involved you for many years in delivering services you want.

The tenants group is known as the TSA Steering Group and meets regularly to look at our approach to setting the local offers. The group have looked at what policies, strategies and service standards we already have and how we could review these.



We have already started talking to you about our local offers and are planning to use a wide range of ways to find out what you think should be included – this could be through for example:



It is important that you tell us what you would like to be included in the local offers so that our services will meet your needs – please take the time to talk to us. You will also want to know how well we are doing in delivering the local offers and we will be talking to you about how we will let you know this and how you can get involved too.

Tenants have been involved throughout

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**NEWARK &
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OCTOBER 2011



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31					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30



How do we spend your money?

We focus on getting more value for money for every pound we spend. We actively encourage you and our staff to tell us how we can save money and improve services that you want and to your satisfaction. We delivered £800,000 of efficiency savings during the year which is equivalent to 267 new bathrooms and this money has been used to improve our services.

For every pound of your money:

We spend 46 pence on repairs, maintenance and improving your home. We pride ourselves on making sure that you have a nice, safe and warm home to live in. This money does not include things such as contracts to replace heating systems or windows.

We spend 30 pence on managing your homes and estates which includes tenancy conditions and grass cutting. Letting new homes, providing local offices, rent services and supported housing accommodation and centres are also included.

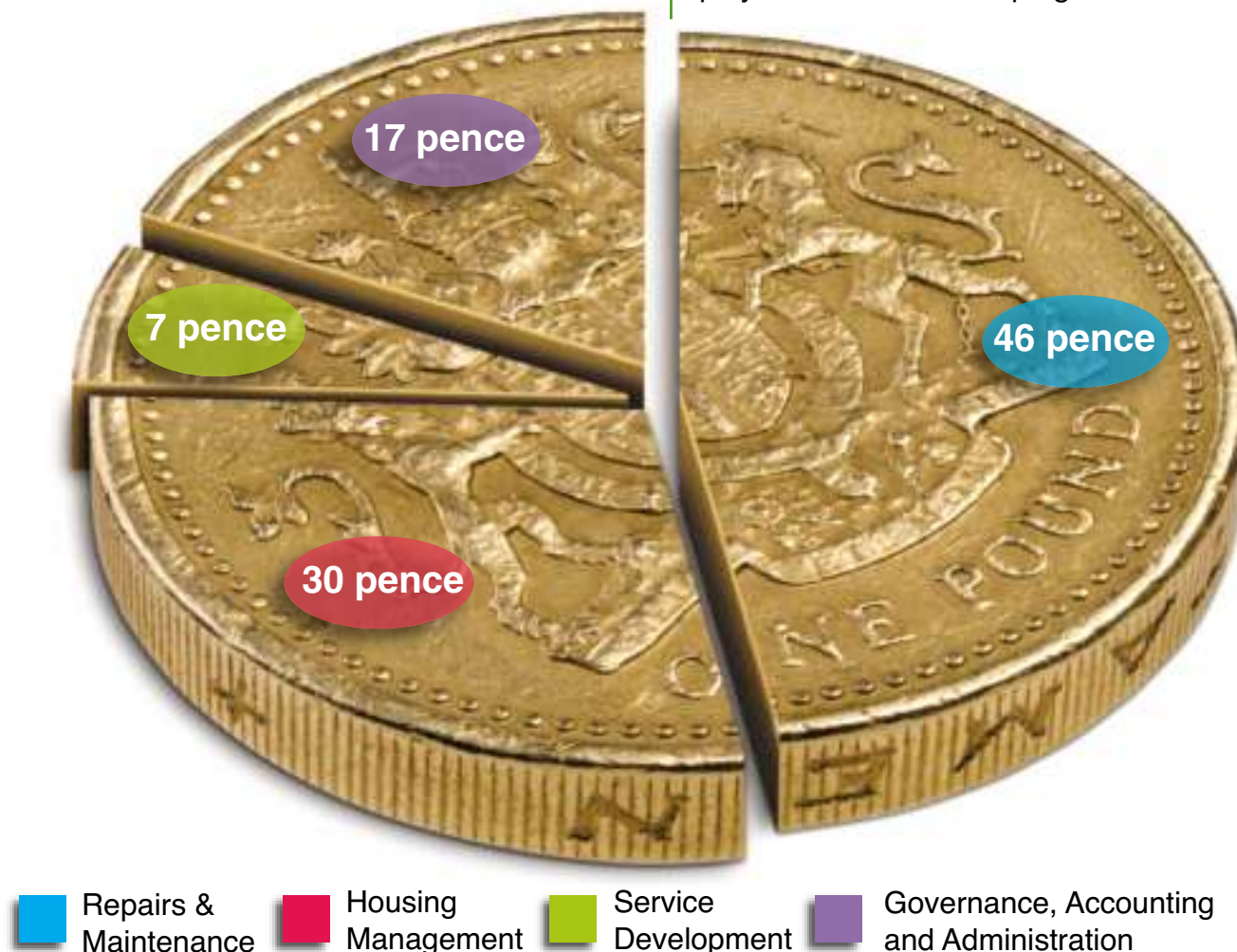
We spend 7 pence on involving and consulting you, communications, monitoring our performance and quality.

We spend 17 pence on general administration which includes governance, insurance, the Board, finance and accounting charges.

We look at what we spend on our services with you and measure our costs against other landlords to find ways to improve and deliver better value for money.

During the year we completed major repairs to

your homes valued at £10.6 million – this included new kitchens, bathrooms, roofs, electrical rewires and heating programmes. Your areas also benefitted from projects totalling £3 million for parking schemes, play areas and landscaping works.



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NOVEMBER 2011



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	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				



How to contact us and useful contacts

How to contact us

By Telephone

On **0845 258 5550** for general enquires (Local call rate) or **0800 561 0010** for Repairs Freephone, and **0800 561 0010** for emergencies after hours.

Visit one of our offices

You can visit our offices at the following times

Kelham Hall - 8.30am – 5.15 pm
Monday to Thursday
- 8.30 am – 4.45 pm Friday

Hawtonville and Ollerton Offices

- 9.00 am – 4.30 pm
Monday to Friday

Home Visit

We can arrange for one of our officers to visit you in your own home.

By Text

You can text us to order a non urgent repair or place a bid on a property.

Start the message with **rep** then follow this with a **space**, then the **address of the repair, space**, then the **repair details**. Then send the text to: **07786 206 726**.

Start your message with **bid** then follow this with a **space**, then your **registration number**, another **space**, your **surname**, the **property code** from the property advert. Add a **space**, the **second**

property code if applying for two properties. Then send the text to: **07786 206 726**.

By Letter

You can write to us at **Newark and Sherwood Homes, Kelham Hall, Kelham, Newark on Trent, Nottinghamshire NG23 5QX**.

By Email

You can send us an email at **Housing@nshomes.co.uk**

On the Internet

A wide range of information is available through our website **www.nshomes.co.uk**.

Latest Information

You can also receive the latest information on Investment in your Home, your Tenancy Agreement and New Voice for Tenants by:-

Emailing: **tenancy@nshomes.co.uk**
newvoice@nshomes.co.uk
invest@nshomes.co.uk

Text: **INVEST, TENANCY** or **NEW VOICE** to 80011

Follow us on Twitter at **www.twitter.com/nshomes**



Visit our Website **www.nshomes.co.uk**

Useful Contacts

Federation of Tenants and Residents Associations
01636 684343



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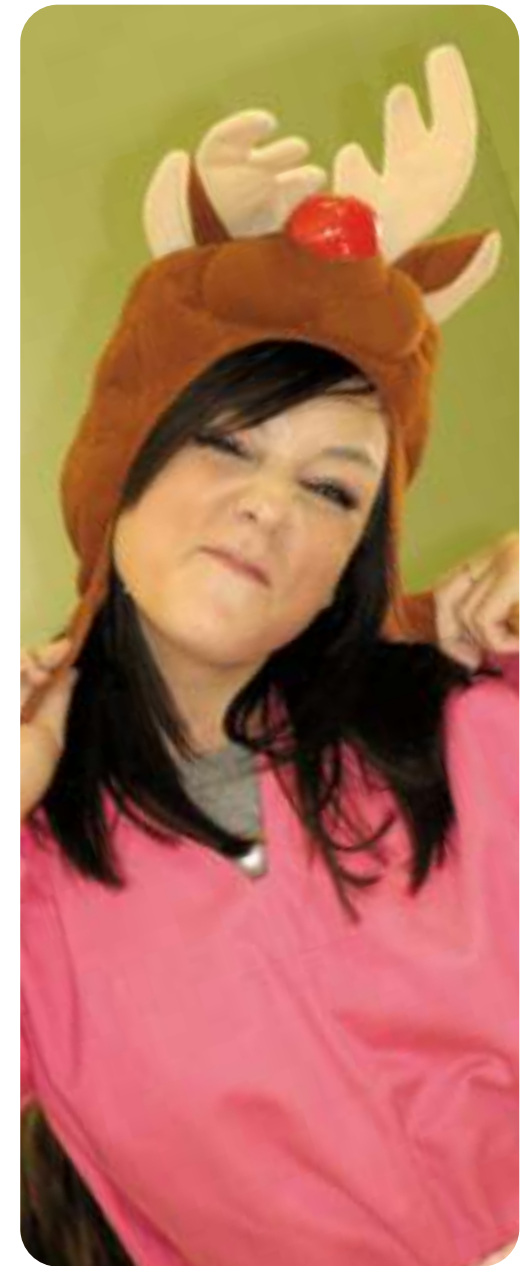
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DECEMBER 2011



Mon	Tues	Weds	Thurs	Fri	Sat	Sun
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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	



Your Questions

Q. How can I find out when your Board meetings are as I would like to attend?

A Our Board meetings are published on our website www.nshomes.co.uk and are also listed in your newsletter Home from Homes. You can also contact us on 0845 258 5550 or email housing@nshomes.co.uk, if you would like more information.

Q. Where can I get more information about finding a new home?

A We advertise all empty homes in the local press and on our website too. If you would like more information please contact our Customer Access Team on 0845 258 5550.

Q. I am having problems paying my rent and other bills, who can I speak to?

A The first thing is to speak to our Customer Access Team on 0845 258 5550 for some initial advice. They will be able to help point you in the right direction and tell you what is available.

Q. Can you help me with my Housing Benefit and Council Tax Benefit too?

A Our staff are always willing to help you so please ask!

Q. Where can I get more information about your service standards?

A They are all available on our website www.nshomes.co.uk or we can send you a copy if you ring our Customer Access Team on 0845 258 5550.

Q. How can I report a repair?

A There are several ways to do this including phoning 0800 561 0010 or 0845 258 5550, during our opening hours, email: housing@nshomes.co.uk, or go online at www.nshomes.co.uk please remember if you have an emergency when our offices are closed you should ring 0800 561 0010 only.

Q. I would like more information about getting involved with the services you provide, who can I talk to?

A Your involvement is very welcome and vital to our success – please ring our Customer Access Team on 0845 258 5550 and they will happily get you started!

NEWARK AND SHERWOOD HOMES

Tel: 0845 258 5550 Repairs Freephone 0800 561 0010

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



**NEWARK &
SHERWOOD**
DISTRICT COUNCIL





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

(Polish)

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

(Mandarin)

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

(Portuguese)

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