

HOMEfromHOMES

A magazine from Newark and Sherwood Homes

Spring 2011 Issue 23

Your chance to bloom...

Last year we had some amazing and inspirational entries for the Garden Competition. Do you think that you 'can do better?'



**ENTRIES
CLOSE ON 24
JUNE 2011**

We need your entries and the categories are

- **Patio and balcony section**
- **Front garden**
- **Rear garden**
- **Communal gardens**
- **Most improved garden - (please provide photographs before work has commenced)**

PLUS

- **A Special Judges Award (nominations required)**

Call, apply on line or write to us to enter the competition.

Call: 0845 258 5550

On line: www.nshomes.co.uk

Write to: Newark and Sherwood Homes Garden Competition, Newark and Sherwood Homes, Kelham Hall, Kelham, Newark On Trent, Nottinghamshire. NG23 5QX

Please include your name, address, telephone number and your chosen category or categories!

Judging will take place on 14 July 2011

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THE DIFFERENCE

YOUR COMMENTS & FEEDBACK



Mrs S from Newark sent a letter to tell us how we have given her peace of mind and security for the future. Not having to worry about major repairs and being proud to look after her property.

Ms S from Newark, really appreciates the chance she has been given for her and her son in receiving a flat. It was really needed and appreciated, the family have now got their own space.

Ms C from Ollerton, has received excellent support and customer service from the staff at both Ollerton and Kelham Hall. Nothing has been too much trouble for the staff she has spoken to and are non judgemental on any issue. The Ollerton staff are always willing to go that extra mile and why not!



Following the last edition of Home from Homes your comments have flooded in as to how we have made a difference to you. Everything from super kitchens to good neighbours, polite staff and efficient heating were mentioned.

Newark and Sherwood Homes are very pleased to have received such glowing comments but will as always continue to strive for excellence in all that we do.

The winning story was received from Margaret Lapinska from Rainworth who believes she has had a fantastic service throughout her tenancy of 38 years.

Margaret's story began 38 years ago when she moved into her first property and then later transferred to where she lives now. Widowed and having brought up four children, she has always looked after the property including the garden.

YOU'VE MADE....



Margaret Lapinska, from Rainworth

Margaret treasures the photographs she has of the garden when she moved in from day one and the improvements throughout the years.

Margaret was over the moon when her kitchen was gutted, she had always dreamed of having a kitchen with more than one draw! The central heating has been the latest change, an efficient system keep her warm as toast in every room of the house. She thanked Newark and Sherwood Homes for arranging the work and to the staff who have carried out the repairs and improvements.

Margaret has kept her independence with the installation of a stair lift which assists her in her fight against the loss of her sight. She has therefore requested that the £25 goes to the Blind and Partially Sighted Alliance.

YOUR COMMENTS & FEEDBACK



Mr K from Ollerton, his life has changed for the better since he moved into his flat last year. He feels safe and secure, surrounded by nice neighbours and has become involved in helping to look after the communal garden.

Mrs J from Wellow told us how her bungalow makes life easier as she has to use crutches. Everyone is very helpful and she lives in a happy community.



We are still on the lookout for the most unusual good deed stories – something out of the ordinary, if you have, let us know.

Driving down the cost of your fuel bills



Newark and Sherwood Homes have recently partnered with British Gas to deliver a Community Energy Saving Programme [CESP] as part of a wider Government Initiative to bring home energy savings to 90,000 homes across Great Britain.



Tony Straw, Chair of the Newark and Sherwood District Federation of Tenants and Residents Association said, 'Overall this scheme is brilliant and will deliver savings on energy costs for tenants. It is really great to see this joint initiative in action and making a real difference to our residents.'

Within Newark and Sherwood District, Devon Ward on the Hawtonville Estate is classed as a Super Output area and is one of only two wards that attracted CESP grant funding. Newark and Sherwood is constantly working to find effective energy solutions to supporting our tenants and bring investment into the district.

This exciting new project will deliver significant inward investment from British Gas of approximately £250,000 to the Newark and Sherwood District Councils housing stock. This project also offers the opportunity to deliver improved energy efficiency and reduced carbon emissions for the whole community as owner occupiers within the super output area will also benefit.

The scope of works will include installation of external insulated render to our solid wall properties, upgrades to old central heating systems, boiler replacements, where required loft and cavity wall insulation and also providing energy advice surveys.

Newark and Sherwood Homes is working with British Gas to deliver a

community wide solution to improve energy efficiency in the Devon Ward.

Owner occupiers will also have access to the same level of grant funding and pricing structure for the energy efficiency improvement works. For private occupiers, grants will be in excess of 50% of the cost of works plus the benefit of significantly reduced fuel bills. British Gas will be contacting owner occupiers in the very near future with details to take advantage of the scheme and to attend an open day in early April.

As an additional benefit to the community, Newark and Sherwood Homes have negotiated with British Gas to install Solar (Photo Voltaic) Panels to the Bowbridge School on Bailey Road free of charge. These will provide the school with an additional income stream, a reduction in its electricity bills and an opportunity for pupils to experience 'first hand' renewable energy technology.

THE SILENT KILLER

Are your gas appliances safe?

Every year in the UK 30 people die from carbon monoxide poisoning due to poorly maintained gas appliances.

Newark and Sherwood Homes have a legal responsibility to carry out a safety inspection of all its gas appliances, this is a free service and potentially a life saving one. We also carry out a full service on all boilers and gas fires.

When your annual check is due our Contractors - Lovell Respond, will contact you with an appointment to carry out this vital check. If this appointment is inconvenient, please call them on their local rate number 0845 299 0356 so this can be rearranged to a mutually agreeable time.

At Newark and Sherwood Homes we pride ourselves on our gas servicing safety record and once again last year we gained access to all properties under our management that use gas.

We can only achieve such high standards due to the co-operation and willingness of our tenants to arrange time in their busy schedules to allow our engineers to carry out this essential health and safety maintenance.

We are constantly looking at ways to improve this service and with this in mind a questionnaire will be left with every tenants after each service. We value

CARBON MONOXIDE is a silent KILLER

your feed back and our contractor Lovell Respond will donate one pound to the air ambulance for every completed questionnaire that is returned to us.

Please remember CARBON MONOXIDE is a silent KILLER, please provide us with prompt access to check your gas appliances every year and if you suffer breakages to any of your gas appliances, please report them straight away so that they can be repaired.



Equality on Tour !!

Following on from the success of the Equality and Diversity plays performed at the Tenant Conference last year and to promote further understanding of equality issues through discussion, by popular demand the cast of the Newark and Sherwood Homes went on Tour across the District.

During February and March the Equality Group made up of members of the Tenants and Residents Association and staff of Newark and Sherwood Homes performed three plays at Cambridge

Close, Rainworth and Cleveland Square in Newark.

With nods of approval and disapproving 'tuts', the audience were able discuss the specific equality issues that were raised through the plays. The discussion challenged stereotypes of traditional male jobs like plumbing? What is your reaction when the plumber is a woman and are all young people trouble causers?

Harold and Marilyn Hayes from Rainworth said 'We really enjoyed the plays. They really made us think about how we see and think about people.



Improving your Neighbourhoods

Newark and Sherwood Homes is committed to involving tenants and residents in improving the services we provide in our neighbourhoods.

Nowhere is this better demonstrated than the Neighbourhood Improvement Panels (NIPs) where we engage with tenants in to identify local projects to improve the neighbourhoods in which they live.

There are two NIPs; one for the East and one for the West of the district.

These panels meet on a regular basis and are empowered to fund projects which will improve neighbourhoods.

Successful projects include:

- New signs for Tithe Barn Court to enable emergency vehicles to locate addresses
- Notice Boards for Sutton-on-Trent
- Contributed to the purchase of a Speed Gun for Hawtonville Estate

- Installed barriers to prohibit mini motors accessing parks and play areas

The Neighbourhood Improvement Panels are always looking for projects to support which will benefit tenants and residents in the neighbourhoods where they live.

So if you have an ideas or would like to attend the next panel meeting then please contact the Tenancy & Estates Team on 0845 258 5550 for further details.

Phase One coming to an end

Newark and Sherwood Homes are nearing the end of their Phase One New Build Programme, which will have seen a total of 26 new Council homes constructed across the district.

The programme which has utilised around £1.2m of grant following a successful bid for government funding from the Homes and Community Agency will see the final two schemes at Newark Road Boughton and Orchard Close Bleasby completed by the end of March 2011.

Tenants have been celebrating their new affordable and energy efficient homes and appreciated the properties being allocated under a 'Local Lettings' policy providing people who have a local connection to the area, the opportunity to be housed locally. The Newark and Sherwood Federation of Tenant and Resident Associations are extremely supportive of the new schemes and are delighted to see new Council

properties being built through strong partnership working, providing high quality housing for people on the housing register which is wonderful news for local people.

If you are interested in our New Build Programme or you wish to know more about all our New Build Schemes in both Phase One and Phase Two, please visit our website at www.nshomes.co.uk and click on 'Business Development'.



Mark Spencer MP for Sherwood, Mrs Jennifer Murdie ((mother in law) holding their grandson), Mrs Magdalena Murdie (the new tenant) receiving the key to their new property.

Dancing on the Drive

We work with partners and other agencies in a variety of locations to put on activities which are designed to divert young people away from causing a nuisance to other residents in the community.

Youngsters on Yorke Drive have been learning how to street dance as part of our programme of diversionary activities provided by Newark and Sherwood Homes. Since November 2010, up to 20 dancers have enjoyed getting into the groove with Leo Jordon from the Groundhog Dance Company.

Impressed by the groups talent and hunger to learn Leo said 'this has been a really positive project engaging young people from the area who didn't know very much about street dance and giving them the opportunity to have fun! I am proud of the progress the group made; they all have

developed into great dancers! As the group grew in confidence, I was impressed by the teamwork and support they gave to each other; the older girls are natural teachers. I hope this experience will encourage everyone to be able to use these new skills and perhaps take dance further.'

Kerry Walsh, proud Mum of Tori, Imogen and Briar who attended the classes said, 'the children really loved the sessions and were always ready to go!'

Due to the success of these sessions we are hoping to obtain further funding to extend the programme.

If you would like any additional information regarding these session or would like Newark and Sherwood Homes to put on diversionary activities in your area please ring the Tenancy & Estate Team on **0845 258 5550**.

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



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

YOU SAID...

My wife cannot get into our property easily and requires a ramp.

WE DID

We explained that a referral is required from an Occupational Therapist at Social Services and we gave you the telephone number to contact them for advice.

YOU SAID...

The wall at the bottom of my garden requires repair following the demolition of garages behind.

WE DID

We apologised that your wall was left in this condition and arranged for the work to be carried out.

YOU SAID...

Why is my garage still flooding when I have already reported this?

WE DID

Although we had been to unblock the drain near the garages, unfortunately this hasn't solved the problem. We apologised and arranged for specialist contractors to identify the work needed to stop the problem happening again.

YOU SAID...

My boiler doesn't work in the very cold weather because the external pipe from it keeps on freezing.

WE DID

This was a problem for some of our tenants in the extreme weather. Whilst our plumbers worked around the clock to deal with emergencies, we also issued advice to help tenants deal with the problem themselves. A programme of work to upgrade and insulate the pipes that were freezing will minimise future problems.

YOU SAID...

Can the bollard be removed from the footpath at the end of our road, so that vehicles can get closer to our property to pick us up?

WE DID

We explained it is not possible, as the path is an adopted public footpath and not for vehicle access. The path was not constructed as a road and vehicles using it would damage buried utility pipes and cabling.

And also...

WE DID

We visited those tenants in our supported housing schemes affected by the heavy snow.

YOU SAID...

Thank you for visiting us to check that we were all okay following the heavy snow and also for assisting in getting our central heating working. Myself and the other tenants were very grateful.

WE DID

We came to repair your boiler.

YOU SAID...

The workman who came out was very kind, helpful and most polite in explaining about the repair, I was a very happy resident. Also the lady who took my call told me to wrap myself in a blanket and keep warm until they could get to me, what more could I ask for.



Why not follow us on Twitter?

www.twitter.com/nshomes

or text: 'More' for updates 80011
or email: more@nshomes.co.uk

Update on County Council Changes to your Supported Housing Service

In the last edition of Home from Homes we gave the background to the cuts being proposed by Nottinghamshire County Council to Supporting People funding.

The County Council has since announced a further period of consultation extending until 28th March 2011 and have provided information on specific cuts to be made.

We now know that the County Council are proposing cuts of 56.8% to older peoples housing support services.

The two main elements of the proposed cuts are:

1. **To remove the subsidy for Community Alarm Services ie. Carelines by April 2013.**
2. **To end current housing support services and move to a short term service that will only be targeted at the most vulnerable.**

This means that the low level, long term support that over 2,500 older and vulnerable people in Newark and Sherwood currently benefit from would no longer be available if the County Council proposed cuts go ahead.

What can you do to challenge these proposals?

- Please join us at meetings being held across our district during March in a Community Centre near you to discuss these proposals and challenge them
- Complete a comment card available in all libraries
- Complete an online consultation at: www.nottinghamshire.gov.uk/servicereviews
- Contact the County Council Customer Contact Centre on 08449 808080
- Write to:
 Freepost RLUR-UXJJ-ETZZ
 Nottinghamshire County Council
 Chief Executive's Department
 County Hall
 Loughborough Road
 West Bridgford
 NOTTINGHAM
 NG2 7QP
- Email: supportingpeople@nottscc.gov.uk

All responses must be received by Monday 28th March 2011.



Thinking of ending your tenancy with us?

If you are thinking of moving there are important things you need to do:

- ✓ Give us at least 4 week's notice in writing
- ✓ Ensure that the property and garden is left in a clean and tidy condition and that you have removed all furniture, carpets and personal belongings
- ✓ Carry out any repairs which are your responsibility
- ✓ Contact your gas, electricity and water suppliers to advise that you are leaving and give them your final meter readings.
- ✓ Advise Housing Benefit of your move if your rent is paid by them. You will need to fill out a new claim for your new home
- ✓ Hand in all keys (and key fobs if appropriate) by noon on the last day of your tenancy.

Remember:

- You are responsible for the security of the property until the last day of your tenancy even if you move out on an earlier date.
- You will be charged for the cost of any repairs which were your responsibility including removal of rubbish.

We have a handy checklist in our 'How to End Your Tenancy Leaflet' which may help you. This is available to download from our website www.nshomes.co.uk or from any of our offices.

Contact us on **0845 258 5550** for additional information.

Appointments No Longer Required?

Remember if you no longer need your repairs appointment let us know, so we can offer the time to other tenants!

SO IF

- Your heating has now started working again
- Your toilet now flushes
- Your back door no longer sticks
- You have found your keys

Please give us a ring on

0845 258 5550

and let someone else with a

- Dripping tap
- Loose floorboards
- Faulty light switch



HAVE YOUR APPOINTMENT

Let us help you to stay switched on



In the next few months the traditional TV signal will be switched off in the district and replaced with a digital TV signal and this was highlighted in the last edition of Home from Homes.

It may be necessary for those of you with a communal aerial to have your equipment adjusted and in order for you to continue to watch your favourite programmes, please let us in to make the changes.



WALKABOUT SCHEDULE 2011

DATE	AREA	TIME	MEETING PLACE
5 April 2011	Balderton (Wolfit Ave Area)	10.00am	Manthorpe House Community Centre
7 April 2011	Balderton (Mount Rd Area)	10.00am	William Ghent Community Centre
14 April 2011	Bilsthorpe & Eakring	10.00am	The Green Community Centre
21 April 2011	Clipstone	10.00am	The Circle Community Centre
28 April 2011	Sutton-on-Trent & Carlton-on-Trent	10.00am	Snell Close Community Centre
10 May 2011	Farndon, East Stoke & Elston	10.00am	Trent House Community Centre
12 May 2011	Winthorpe Road	10.00am	Beaumont Walk Community Centre
17 May 2011	Oxton, Lowdham & Gunthorpe	10.00am	The Leys Community Centre
19 May 2011	Blidworth & Rainworth	10.00am	Rookwood Close Community Centre
24 May 2011	Southwell & Bleasby	10.00am	Kings Court Community Centre
2 June 2011	Hawtonville A	10.00am	Hawtonville Local Office
9 June 2011	Hawtonville B	10.00am	Hawtonville Local Office
16 June 2011	Chatham Court	10.00am	Chatham Court
21 June 2011	Ollerton	10.00am	Ambleside Community Centre
28 June 2011	Boughton (Hallam Rd Estate)	10.00am	Adjacent to 58 Hallam Road

Tenants and Residents Association Contact Numbers

Bailey Road & Thoresby Avenue

Kate Carter 07813 251191

Balderton

Dinah Clawson 01636 679536

Bilsthorpe

Marian Bradbury 01623 871329

Bilsthorpe Youth

Mike Cater 01623 870604

Blidworth

John Allen 01623 407149

BOTRA

Derek Batey 01623 836410

Clipstone

Dave Thompson 01623 409547

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

Forthcoming Event

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 0845 258 5550.

Date, Time & Place...

Board Meeting

14th April 2011 at 5.00pm

Lady Chapel, Kelham Hall

How to Contact Us



NEWARK AND SHERWOOD HOMES

Kelham Hall, Kelham, Newark on Trent, 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

REPAIRS FREEPHONE

0800 561 0010

EMERGENCIES OUT OF HOURS FREEPHONE

0800 561 0010

COMMENT ON THE SERVICE YOU RECEIVE Tel: 0845 258 5550

Our website address is: www.nshomes.co.uk Email us at: 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 formie albo też potrzebuje Pan(i) skorzystać z usług tłumacza ustnego.

(Polish)

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

(Mandarin)

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

(Portuguese)



Signing



The Big Word Translation Services



Audio Tape