

HOME from HOMES

A magazine from Newark and Sherwood Homes

Summer 2011 Issue 24

Equal Players



The Equality & Diversity Continuous Improvement Group receiving the award.

At the Tenant Participation Advisory Service (TPAS) awards for the central region held on 1 April, Newark and Sherwood Homes won the Equality & Diversity Award for the project called "Equal Players".

The Equal Players project was devised by the Equality and Diversity Continuous Improvement Group which comprises of tenants and staff. The group wrote, developed and acted in plays aimed at questioning misconceptions, stereotypes and attitudes towards different diversity groups.

Some of you will have witnessed the thought-provoking performances at the Annual Tenants Conference last year.

If you are interested in joining the Equality & Diversity Continuous Improvement Group please ring **0845 258 5550**.

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100 years young



Mrs Hilda Goodwin celebrated her 100th birthday at Vale View and Newark and Sherwood Homes presented her with a basket of flowers.

Hilda has lived at Vale View since 1999 and spent most of her childhood and married life living on farms. Hilda played an active part working on the farm and also participated in village life.

At Vale View she enjoys reading, watching snooker, rugby, cricket and quiz shows. What is the secret to long life? Hilda puts it down to hard work!



Do you have a Question and need an answer?

At each Board meeting there is the opportunity for you to ask a question. If you wish to do this, then you will need to submit it in advance. Your answer will be given at the next Board meeting, followed by a formal written response from the Chair of the Board, Ginette Hughes.

The next time the Board will be meeting is on **Thursday 28 July 2011**, so this gives you plenty of time to let us know your questions.

TENANTS AT THE HEART

is what we say, more importantly
what do you say?

Throughout this 'Tenant Special' you will see how our tenants support and shape the communities they live in, what activities they get involved in and how they make a difference to other tenants. You will be able to see how tenants share the vision, shape the way we do things, improve their neighbourhoods, make outstanding contributions by making a difference and paving the way for others.

No matter how great or small the contribution is – the difference tenants make for tenants is evident across our district!



You set the standards in the Tenant Compact!

What is a Tenant Compact?

Compacts are agreements between council landlords and tenants setting out how tenants will be involved in decisions affecting their homes and communities.

Their aim is to help councils and tenants to develop a shared vision for their area, planning what they want to see changed or improved and agreeing how it will be done. They help tenants to decide how they wish to be involved in influencing and shaping the decisions taken by their council on housing issues in a way that meets their needs and priorities.

Our Commitment

Newark and Sherwood Homes is proud of the way it involves tenants in all aspects of the delivery of its housing services. Working closely with tenants we have recently reviewed the District Tenant Compact.

The District Tenant Compact sets out:

- how tenants can get involved collectively in decisions on housing matters which affect them;
- what both parties want to achieve through the Compact, such as better ways of working together, improving local services, and enabling a better quality of life;
- how the Compact will be implemented and reviewed to make sure it is working properly.

The District Tenant Compact aims to:

- give tenants a greater choice and opportunity to become involved in the management of their homes and thereby help shape and influence the services they receive;
- create clear and understandable strategies, policies and mechanisms for participation and consultation, which are accessible to all tenants;
- provide a real and meaningful role for tenants in the monitoring process in order to create continuous improvement and quality services;
- create partnerships;
- increase local democracy and strengthen local communities;
- allow tenants and leaseholders to concentrate on issues most important to them;
- raise the level of tenant awareness of involvement opportunities;
- increase the effectiveness of tenant involvement.

The District Tenant Compact explains the differing levels of involvement available:

Informal Level

Available to all tenants and includes receiving newsletters and leaflets, participating in district-wide surveys. Walkabouts, Surgeries and attending the Annual Tenant Conference.

Formal Level

In addition to the above you could join:

- Tenant Consultation Register
- Single-issue Working Parties
- Neighbourhood Improvement Panels
- Service Monitoring Groups
- Your Local TRA

This may include becoming a committee or panel member, or a Director of the Board of Newark and Sherwood Homes.

To obtain a copy of the District Tenant Compact or further information about getting involved, contact us on **0845 258 5550** or via housing@nshomes.co.uk



Tenants at the Heart Shaping Newark and Sherwood Homes

This past year we have seen a lot of changes and challenges at Newark and Sherwood Homes. We could not have delivered those changes and met those challenges without the strong partnership between the Company and the Tenants and Leaseholders of Newark and Sherwood Homes.

The Tenants and Leaseholders of Newark and Sherwood Homes have helped to shape major improvements in service delivery this year.

These include:

- ▶ Setting the Local Service Standards for all the services that we deliver to you
- ▶ Reviewing and shaping the policies and strategies that we work to such as:
 - The Customer Care Strategy
 - The Equality and Diversity Strategy
 - The Tenant Compact
 - The Resident Involvement Strategy
- ▶ Resolving issues picked up on the Estate Walkabouts
- ▶ Delivery of Community events
- ▶ Delivering Value for Money savings of £1 million pounds
- ▶ Monitoring performance in all service areas including grounds maintenance, cleaning, estates management, repairs and decent homes works.

We would like to take the opportunity to thank you for the positive influence that tenants and leaseholders have



Tenants celebrating the completion of the review of the Tenants Compact

contributed over the last year. At the same time we look forward to some of the areas where tenants will be involved in the coming year such as:

- ▶ Review of the Anti-Social Behaviour Policy
- ▶ Setting a new Repairs Policy (including our repairs priorities)
- ▶ Monitoring delivery of the new Local Standards

- ▶ Develop and Deliver a programme of Community Events
- ▶ Develop and Deliver a tenants training programme
- ▶ Review Domestic Violence Policy

If you would like to become involved in helping to improve the services Newark and Sherwood Homes provide, please contact us on **0845 285 5550**.



Tenants Improving their Neighbourhoods



Enjoying the improvements

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 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.

Some of the successful projects include:

- ▶ Renewal of Street signs in Bilsthorpe
- ▶ Winthorpe Road TRA refurbishment of communal benches
- ▶ New crockery supplied for Beaumont Walk Community Centre
- ▶ New Lights at Wolfit Avenue

Funding has also been granted for:

- ▶ Removal of a bench from The Circle, Clipstone, which will be repaired and relocated at Fairvale, Norwell
- ▶ Creation of flower bed at Metcalf Close, Bilsthorpe

- ▶ Planters and materials for outside The Leys Community Centre, Lowdham.

Tenants are currently working with staff from Newark and Sherwood Homes to complete these projects.

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 any ideas or would like to attend the next panel meeting then please contact us on **0845 258 5550** for further details.

A star in the making you must know someone that gives up their time for others and deserves an *'Outstanding Contribution to the Community Award'*

We recognise the importance of success is dependent on delivering services that tenants want; and to the standards required.

The Outstanding Contribution to the Community Awards are a celebration of the good work carried out by tenants and leaseholders throughout the District. Each year we recognise two people who have been nominated by their neighbours because they have given their own time to improve the community in which they live.

The winners receive a trophy and a cheque for £100 which goes to their chosen charity.

Last years winners were Ray Wright from Collingham and Don Kerriage from Queens Court, Newark.

This year, the Company is pleased to accept nominations from Tenants and Residents who are aware of a tenant or leaseholder that they feel deserve this honour.

If you know of anyone who contributes in this way to their community, please contact us on **0845 258 5550** for a nomination form.

Closing date for completed nominations is 30 September 2011.

£100

Community Initiatives that make a difference

At a recent premiere of the Four Walls, Kate Carter, Chair of the Bailey Road and Thorseby Avenue Tenants and Residents Association spoke about the work of the Safer Neighbourhood Group and how this group from an initial idea of involving local people to educate young people why they should not become involved in anti social behaviour grew to working in partnership with the Police, Newark and Sherwood District Council, Nottingham Community Housing Association and Nottingham County Council. Together the partnership secured script writers and a film crew to shoot Four Walls, with members becoming involved in all aspects, including acting!

The aim of the short film is to show families how children that are involved in anti social behaviour can affect their tenancy and their home.

The Chair of Newark and Sherwood Homes, Ginette Hughes said "Families are sometimes unaware that they can be evicted for the children's behaviour, we together with our partners want to see anti social behaviour stamped out as much as possible. We also want to help families to maintain their tenancies but we must make sure that their children do not make life difficult for other people who want to live a peaceful life."

Inspector Mark Burell, from Newark Police stated "This is an excellent pro active film which will hopefully deter youngsters from becoming involved in petty crime, ASB and vandalism. They should now understand that there is a firm link between being arrested and possibly losing their home. We fully support this initiative."

The Chartered Institute of Housing East Midlands were so impressed with the film that they have awarded it their Good Practice Award for 2011 stating they "were impressed with the aims of and the innovative nature of the Four Walls project and how it involved tenants and partners across the community."



*Kate Carter,
Chair of the Bailey Road and Thorseby Avenue
Tenants and Residents Association*

Tenants paving the way



New tenants, Mr Paul and Mrs Helen Owen pictured with Mr Tony Straw, Chair of Newark and Sherwood Federation of Tenant and Resident Associations, welcoming Mr & Mrs Owen to their new home at Orchard Close, Bleasby

Tenants and Newark and Sherwood Federation of Tenant and Resident Associations have played a vital role in providing their ideas on our new build schemes such as housing types, locations and internal fittings via the Housing Needs Survey and our New Build Feedback Survey which was launched at the last Annual Tenant Conference.

Tenants continue to support and contribute to the New Build Programme by participating at the Opening Ceremonies and other events to talk about their exciting experience of moving in to a new energy efficient home.

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.

For tenants who still wish to contribute to future Council housing development schemes, the survey is still available on our website and can be accessed by visiting www.nshomes.co.uk.

Alternatively please contact us

on **0845 258 5550** for further information.

A further 26 new homes across four more sites in Newark, Balderton and Southwell will be available between June and September 2011.

All of the properties will be allocated to applicants who have a local connection to the area giving them an opportunity to be housed locally.



Lucky winner, Ms V Fox and Jackie Massey receiving their prizes from Carter Homes and Apollo Group in our New Build Treasure Trail and New Build Feedback Questionnaire at the Annual Tenant Conference

Tenants Panel

Six tenants have now become members of the Tenants Panel, which works on behalf of tenants to make sure the services provided by Newark and Sherwood Homes are of the highest standard by checking and challenging what we do and how we do it!

The six tenants are all of different ages and backgrounds and come from different parts of the District where Newark and Sherwood Homes manages council houses.

The Panel will meet 4 times a year, with the first meeting in early summer. This will be the first meeting of the panel and will be used to decide which areas of the Business Plan and Local Service Standards the panel will review and scrutinise in the coming year.

There are still places available on the Tenants Panel, so if you are interested in making sure tenants views are at the heart of everything we do, please contact us on **0845 258 5550** for more information.

Do you want to make a difference?

Then why not become a Director of the Board of Newark and Sherwood Homes?

Tenants make up a third of the Board, which plays a vital role in enabling Newark and Sherwood Homes to fulfil its strategic role and achieve its vision to deliver excellent housing services.

Elections to become a Director of the Board will be held in the late summer, so if you are up for a challenge and are a tenant of Newark and Sherwood District Council, please contact Karen Langford on 01636 655992 or via email at karen.langford@nshomes.co.uk to "express your interest".



Tenant Directors – Arthur Fell, Jean Clark and Richard Tracy

Delivering Excellence

“**B**”

Whilst most organisations are awarded a C rating, Vale View and the hard work and dedication of the staff team who deliver excellent services to people in our communities, were given a glowing report and awarded a well deserved 'B' rating for safeguarding and support planning!

It's your service – get involved!

Tenants play a massive role in Newark and Sherwood Homes, from tenants on the Board, through members of Tenants and Residents Associations and the Federation, to being involved in checking the services we provide are up to the standards we set.

You can now also get updates by following Newark and Sherwood Homes on Twitter or by receiving emails from us.

So, if you want to get involved, we have a way to suit you.

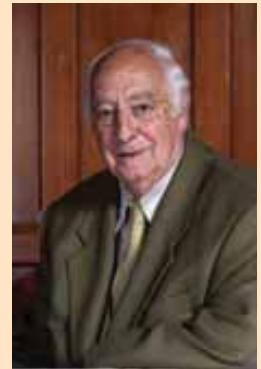
Further details can be found on our website www.nshomes.co.uk or by contacting us on **0845 258 5550**, or by contacting the Federation on **01636 684343**.

New Directors of the Board

Two new Directors have recently joined the Board of Newark and Sherwood Homes; they are Councillor Robert Bradbury and Councillor Ben Wells. Look out for them at future events.



Cllr Robert Bradbury



Cllr Ben Wells

Help us review our Anti-Social Behaviour Policy

Anti-Social Behaviour (ASB), if not dealt with effectively, can have a negative effect on communities.

Newark and Sherwood Homes are looking to review the policy which sets out how we deal with ASB, and we are looking for tenants and leaseholders who wish to take part in this review. We will be running a series of workshops over the summer months to allow for a thorough review to take place.

If you would be interested in being a part of this review please contact us on **0845 258 5550** for further details.

Making life changes

Could you make a difference to another family's life?

There are times that when our needs change, we don't and our choices may prevent another family ease the burden of caring for their loved one.



Case Study 1 Mrs X has a son aged 5 with Cerebral palsy. He relies on a wheel chair and

walking frame to get around. His mum and dad help him upstairs to bed and to the bathroom. The older he gets the more difficult this is and he is keen to become more independent in his own home, not relying on others for his basic needs. Mrs X said: "To

have everything on one level for our some would make such a difference to our lives. At the moment I have to accompany him when he wants to go upstairs as he is unable to use the stair lift unaided. Our toilet is upstairs and as it takes too long to get to he has to use a commode in the living room – he has no privacy."



Case study 2 there are families across the district, where a family member is struggling to

live within their home which is not suitable for major structural adaptations. To

improve the quality of life, each family is working closely with Nottingham Occupational Teams and Newark and Sherwood Homes to find proactive solutions.

How can you help?

Do you live in an adapted property with facilities that are no longer needed or would you consider downsizing allowing a family to move to a larger property?

If you want to discuss your options and the type of property you may be willing to move to call **0845 258 5550**.

Money matters



Introduction of the Welfare Reform Bill introduced earlier this year includes measures that will have direct and substantial impact for tenants.

Already, April for some tenants saw non dependant deductions increase for non dependants aged 18 or over and not in work to £10.18 per week. This is an increase of £2.16 per week.

Also from April 2013 there will be cuts in housing benefits entitlement for under occupiers (occupancy), limiting the amount of benefit payable to a dwelling of an appropriate size which will be restricted to tenants of working age.

This means for homes in the East Midlands, around a £11 per week reduction. This will limit a household's

total weekly benefit income to £350 for a single person household and £500 for couples and lone parents.

If you have any concerns about paying rent or need advice on maximising your income, contact Newark and Sherwood Homes 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 relative has spent a long time on your Housing Register waiting for a home.

WE DID

We explained that unfortunately the demand for properties outweighs the supply of housing stock in the area. We arranged for one of our officers to contact your relative to make sure their housing application is up to date and to give advice on other housing providers in the area.

YOU SAID...

There are a number of street lights which aren't working in our local play area.

WE DID

Thanked for bringing to our attention and carried out the repair to the lights without delay.

YOU SAID...

I am unhappy at the size of the rent increase that has been implemented.

WE DID

Provided information to explain how rents are set and controlled by Government. We also explained that we offer financial inclusion services and provided information on other agencies that help tenants manage their finances.

YOU SAID...

Will my property be included in the external insulation and rendering programme happening in my area?

WE DID

Unfortunately your property is not included as it falls outside the area covered by the scheme. Newark and Sherwood Homes are delivering the work in partnership with British Gas as part of a Government scheme and the criteria set.

And also...

WE DID

Carried out a number of repairs to your home over the course of a week which involved various operatives being in the property.

YOU SAID...

The operatives were all fantastic! They all worked really hard and were very pleasant and nothing was too much trouble.

WE DID

Created a DVD with other agencies to outline the risks Anti-Social Behaviour can have on a person's tenancy.

YOU SAID...

The DVD was emotional, hard hitting and to the point, informative and educational. Bravo to Newark and Sherwood Homes for instigating this well planned and executed idea; money well spent! Let's hope it reaches out to more families in time to save their homes.



Why not follow us on Twitter?

www.twitter.com/nshomes

or text:

'More' for updates **80011**

or email:

more@nshomes.co.uk

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



Left to right:

Rebecca Rance, Chief Executive, Sarah Miles, Director of the Board, Les Cooper, Health & Safety Officer and Andy Dewberry, Asset Management & Investment Manager.



Newark and Sherwood Homes is celebrating winning the prestigious Gold RoSPA Occupational Health and Safety Award for the second year in a row!

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

The Royal Society for the Prevention of Accidents (RoSPA), a safety charity, launched its awards programme 55 years ago. The scheme looks not only at accident records, but also

entrants' overarching health and safety management systems, including important practices such as strong leadership and workforce involvement.

David Rawlins, RoSPA's awards manager, said: "RoSPA firmly believes that organisations that have demonstrated their commitment to continuous improvement in accident and ill health prevention deserve recognition. Newark and Sherwood Homes has shown that it is committed to

striving for such continuous improvement and we are delighted to honour it through the presentation of an award."

Sarah Miles, Director of the Board of Newark and Sherwood Homes said: "as a Company Board member receiving this award gives great reassurance to myself and other board members that our Safety Management system is of a high calibre and we can be confident our employees and residents are protected."

WALKABOUT SCHEDULE 2011

DATE	AREA	TIME	MEETING PLACE
7 July 2011	Holme, Collingham & Harby	10.00am	William Bailey Community Centre
14 July 2011	Fosse Estate	10.00am	Beaumont Walk Community Centre
21 July 2011	Coddington	10.00am	Wellgreen House Community Centre
28 July 2011	Howes Court	10.00am	Howes Court Community Centre
4 August 2011	Clipstone	10.00am	The Circle Community Centre
11 August 2011	Edwinstowe	10.00am	Lynds Close Community Centre
18 August 2011	Bilsthorpe & Eakring	10.00am	The Green Community Centre
6 September 2011	Winthorpe Road	10.00am	Beaumont Walk Community Centre
8 September 2011	Hawtonville A	10.00am	Hawtonville Local Office
15 September 2011	Hawtonville B	10.00am	Hawtonville Local Office
20 September 2011	Tithe Barn, Queens Court & Chatham Court	10.00am	Scout Hut, Lovers Lane
22 September 2011	Boughton (Retford Rd Estate, Wellow & Walesby)	10.00am	Turner Lane Shop
29 September 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

BOTRA
Derek Batey 01623 836410

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 Events

Date, Time & Place...

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.

Board Meeting

28th July 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.



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(Polish)

(Mandarin)

(Portuguese)



Signing



The Big Word
Translation Services



Audio Tape

V.8