

# HOMEfromHOMES

A magazine from Newark and Sherwood Homes

Autumn 2008 Issue 13



## TENANT COMPACT TAKES OFF

The District Tenant Compact was officially launched at Newark Air Museum in August by members of the Federation of Tenants and Residents Associations, Directors of the Board and staff of Newark and Sherwood Homes.

It sets out how you can get involved in decisions on housing matters that affect you from attending the annual Tenant Conference to being a committee member of a Tenants and Residents Association, or a Director of the Board of Newark and Sherwood Homes.

Karen Willis, Chair of the Federation of Tenants and Residents Associations explained "We are pleased to have been able to take part in the putting together of this Compact. We believe that this will continue to make a difference to all tenants and leaseholders throughout the district."

The Compact also sets out what you and the Company want to achieve such as better ways of working together, improved local services or a better quality of life, and determines how the Compact will be reviewed to ensure it works properly.

Chair of Newark and Sherwood Homes, Mary Butler, explained "Newark and Sherwood Homes is very proud of its reputation with its tenant

participation and involvement. This Compact is a celebration of the good work that our partnership does between the Company and tenants and leaseholders of the district."

Chief Executive, Rebecca Rance, concluded "The Compact gives tenants and leaseholders a greater choice and opportunity to become involved in the management of their homes and thereby help shape and influence the services they receive. It formalises how we should all work together and therefore strengthens local democracy and local communities."

The leaflet enclosed explains more about the Compact. If you'd like further information on getting involved or to request a full copy of the Compact, please contact us on 0845 258 5550.

**Do you want to play a part in deciding the future of how your home is managed?**

See page 3 for details

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Queen's Court Play Area



# WEEK OF ACTION

The new Lottery funded play area in Queen's Court was officially opened at the recent "Week of Action" in Newark. The play area has provided local young people with a range of equipment including swings and basketball court.

Newark and Sherwood Homes and Lovers Lane TRA played a major role in the "Week of Action" in Newark's Castle Ward area, which includes Tithe Barn and Queen's Court.

Action by a number of different agencies and organisations included increased police presence and mobile CCTV, litter picking, clamping of untaxed vehicles, crackdown on anti social behaviour, road maintenance, sexual health advice, TV licence checks, fire alarm checks and information on a wide range of issues such as doorstep traders, loan sharks and domestic violence.

And the week finished with a Community Day with a football match between local young people and a team from agencies such as Newark and Sherwood Homes, Newark and Sherwood District Council and Nottinghamshire Police.

John Franks from Lovers Lane TRA said: "The week has been brilliant and has been received very positively by local people. A number of issues have been positively addressed and there is now much more awareness about the help available with all sorts of issues that affect people's lives."



Queen's Court Play Area

# The Future Management of the Council's Housing Stock: Tenant Volunteers

**Newark and Sherwood District Council is looking for tenant volunteers to help determine how to best manage your homes now and in the future. One in nine homes across the district is managed by Newark and Sherwood Homes for the Council who want you to be at the heart of the decision on the future management of their housing. This will ensure that ongoing improvements are made to your homes and tenants continue to receive high quality services.**

To do this the Council is setting up a group called the 'Stock Options Appraisal Commission' which will be made up of 6 councillors, 2 members of the tenant's federation and 3 tenant representatives. The Stock Option Appraisal Commission will explore all the options available to the Council for the future management of its housing stock. Members of the Stock Option Appraisal Commission will be supported to understand the implications of each option and to then make recommendations to the Council's Cabinet on the best option.

The Stock Option Appraisal Commission will meet three times during November and December 2008. Meetings will be arranged to suit the Commission and should last no longer than three hours. Any out of pocket expenses will be met by the Council.

Tenant involvement has to be at the heart of this process to ensure the Council takes forward the most appropriate option. If you would like the opportunity to become a tenant representative on the Stock Options Appraisal Commission then please contact Amanda Munro by either phone 01636 655546, email [strategic-housing.services@nsdc.info](mailto:strategic-housing.services@nsdc.info) or text 07970 729 209 with your full name and address so that a expression of interest form can be sent out to you for completion.

**Please note the closing date by which your completed form should be returned to the Council is Friday 31st October 2008.**

The Council is looking to ensure that the 3 tenant representatives are reflective of tenants across the whole of the District and will consider all expressions of interest. A decision of who will be chosen for the Commission will then be made and you will then be advised on whether you have been selected or not.

The recommendations of the Stock Option Appraisal Commission will be reported in a future edition of Home from Homes and further details will be provided on how the Council will keep you informed.

Should you require any further information on this matter then please do not hesitate to contact Rob Main or Leanne Monger in the Council's Strategic Housing Team on 01636 655546 or by email [rob.main@nsdc.info](mailto:rob.main@nsdc.info)/[leanne.monger@nsdc.info](mailto:leanne.monger@nsdc.info).

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

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

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

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



(Polish)

(Mandarin)

(Portuguese)



Signing



The Big Word  
Translation Services



Audio Tape



## Shed Alarm Competition Winners

**20 lucky tenants have won Shed Alarms to secure their pots and tools following the last issue of Home from Homes. Well done and congratulations to you all.**

- Mr Kinsella from Balderton
- Mr Smith from Blidworth
- Mr Wilson, from Coddington
- Mr Taylor from Newark
- Mrs Wilson from Newark
- Mr Potts from Farndon
- Mr Birbeck from New Ollerton
- Mr Graves from Newark
- Mr Spencer from Balderton
- Mr Logue from Bilsthorpe
- Mrs Harrison from Boughton
- Mr Lancashire from New Ollerton
- Mrs Barnes from Boughton
- Mr Tetley from Clipstone
- Mr Evans from Farnsfield
- Mr Wilkins from Boughton
- Mr Fryer from Newark
- Mr Sibcy, from Balderton
- Mr Tyers from Newark
- Mrs Trainer from Newark

# Environmental Works Update

As part of our commitment to carry out improvement works to external common areas we are delivering a number of schemes under the Environmental Works Programme and Community Investment Fund that have been highlighted to us by you, the tenants. Some of the schemes we are working on in this financial year include:

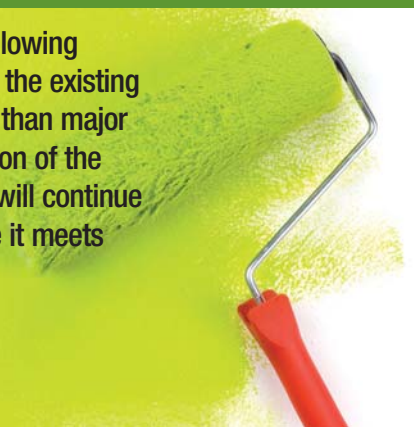
- **Chatham Court** – major environmental programme including the installation of CCTV, improved parking provision, upgraded fencing, installation of new security doors and intercom system, installation of bin stores and general improvements to landscaping
- **Norwood Gardens** – improved parking
- **Burgage Court** – provision of scooter storage
- **The Leys** - mobility scooter parking area
- **Coopers Rise** – mobility scooter parking area.

**Thank you for your involvement in this process. We will be measuring the success of these once completed. If you feel the area you live in requires some form of environmental work in the common area – please contact the Investment Section on (01636) 655654 or your Housing Officer.**

## Launch of New Decorating Voucher Scheme

We have recently entered into an agreement with Homebase to provide an alternative cost effective Decorating Voucher Scheme for you. A decorating allowance is offered to you following completion of investment works in your home in instances where the work has disturbed decoration or where a new tenancy is signed and a decorating allowance is provided as part of the offer for the home.

The new scheme was set up following comments from customers that the existing scheme was less cost effective than major high street stores and the location of the outlets were hard to reach. We will continue to monitor the service to ensure it meets your needs.



# Gardens Galore



Best communal garden Southwell

Mr & Mrs Haynes

Mrs Barnes

**This summer our third annual Best Kept Garden Competition attracted scores of entries again and was judged by a panel made up of tenants and Federation members, as well as Directors of the Board.**

Two presentations were held at Howes Court Community Centre, Newark on the 13th August and the second at Burgage Close Community Centre, Southwell on the 29th August 2008.

Organiser Ann Huthwaite said "The standard was excellent as ever this year and the judges were extremely impressed with all the entries. Thank you to everyone who took the trouble to enter this popular annual competition."

**The winners, who all received a certificate, shield and plant, were:**

- Best front garden:  
**Mrs Barnes** of Boughton
- Best rear garden:  
**Mr Todd** of Rainworth
- Best patio and balcony garden:  
**Mrs Baldwin** of Lowdham
- Best communal garden:  
**Southwell**
- Special judges' award:  
**Mr Escorcio** of Bilsthorpe
- Special achievement award:  
**Mr & Mrs Haynes** of Blidworth



# Top 5 Energy Saving Tips



As fuel costs are continually rising we have put together 5 energy saving tips that you could easily use in your home.

**1. Monitor the energy used in your home:**

Read your meters monthly and record the quantity of fuel used. Monitor usage, check utility estimates against your meter readings, or better still supply your own meter readings prior to utility invoicing – suppliers often get it wrong, they are only obliged to read your meter once every 2 years. Monitor energy costs charged and regularly check against other suppliers for the best deals available.

**2. Control your heating and hot water:**

Set your heating and hot water programmers, and room thermostat(s) to match your occupancy. Turning your thermostat down 1°C saves up to 10% on a heating bill. Your hot water cylinder thermostat should be set at 60°C.

**3. Close curtains at dusk:**

Tuck curtains behind radiators and fit reflector panels behind the radiators to reflect heat back into the room.

**4. Turn it off when not using it:**

Always turn off the lights when leaving a room. Do not leave appliances on standby. Do not leave appliances on charge unnecessarily.

**5. Use your white goods economically.**

Fill your washing machine, tumble dryer or dishwasher. Only if this is unavoidable, use the half-load or economy programme. Washing clothes at 30°C can save 40% of energy costs. Only boil as much water as you need, but ensure that you cover the elements of an electric kettle.

## Help us to help you...

**We'd like to welcome more of you to join our Customer Access Team Continuous Improvement Group (CAT CIG). The Group makes recommendations to improve our Customer Access Service and you could be part of that and really make a difference.**

When we set up the Customer Access Team and new "one stop shop" – contact telephone number 0845 258 5550 – you helped us mould the service. There

have been teething problems and you have helped us to address these by telling us about the experiences you have had when you have contacted us.

Any complaints have been investigated under our Housing Matters scheme but going one step further, a sample of these issues have been taken to the CAT CIG, with tenant representatives and the telephone system suppliers. Recommendations have been made by the Group and changes made to the way your calls are handled.

If you're interested in joining us please contact Bev Hope on **(01636) 655961** or email **bev.hope@nshomes.co.uk**, alternatively you can write to Bev at Kelham Hall.



Mrs Crawford receiving her vouchers

# 1<sup>ST</sup> TIME ACCESS PAYS OFF!

We recently introduced an incentive scheme in partnership with our service contractor Powerminster to encourage tenants to provide the gas service engineers first time access to carry out the annual gas safety check.

Those tenants that allowed access at first visit stage were entered into a quarterly prize draw for £200 Argos Vouchers. We are pleased to announce that Mrs Crawford of Jenison House was this quarter's lucky winner.

As a result of the scheme we are hoping to see a significant improvement in the access rates to carry out the annual gas safety check. This will ensure we keep you safe in your home and allow us to reinvest funds that would normally be used to secure access to your property where 1st time access is not secured on other services.

Mrs Crawford receiving her vouchers with members of the Gas Service Focus Group who monitor the performance of the service.

## *Left to right*

**Mr Chris Gold** - Newark and Sherwood Homes Cyclical Maintenance Manager

**Mrs Crawford** receiving her voucher

**Mr John Smith** - Powerminster Gas Service Contractor Supervisor

**Mrs Kate Carter** - Tenant representative

## From Pull Cords to Pendants

**The Supported Housing Team are in the process of upgrading all emergency alarm equipment for the tenants in Supported Housing.**

Everyone will have a pendant that will work in every room in your home and also in your garden to call for help when needed.

The equipment will be compatible with the new digital technology that is shortly to be introduced across the country by British Telecom, so your service will be uninterrupted.

In the weeks to come we will be writing to you to make an appointment for engineers from Tunstall to come into your home and change your pull cord system for the new Lifeline and pendant.

If you would like more information before the installation, there will be road shows in each community centre before the work begins. This will be an opportunity to see the equipment and ask any questions you may have. If you prefer you can contact Central Control on (01623) 860455 between 7.00am and 7.45pm Monday to Friday.

# Newshound network

## Calling all you budding roving reporters...

We're on the search for tenants to help us with developing the Home from Homes newsletter.

- Do you know what's going on in your local community?
- Do you want to make a difference and report your local stories to us so we can shout them out to other tenants?
- Or would you like to get directly involved in the editorial panel of Home from Homes?

You don't need any experience, just an interest in what's going on in your community. Contact Karen on (01636) 655992 for further information or to tell her the news, or email to [karen.langford@nshomes.co.uk](mailto:karen.langford@nshomes.co.uk)

## Come on...

join the newshound network and help us sniff out those stories!



# Tenants Annual Event

**You should have recently received your invite to attend our Tenants Annual Conference on Saturday 15th November 2008 at Kelham Hall, Newark.**

Don't forget to return your reply slip to reserve your place, or contact us on 0845 258 5550. There will be lots to see and do with a wide range of activities, as well as some interesting discussion groups.

Transport can be arranged.

*A free fun day out for all ages.*

## Making the Connection

- Have you ever wondered how to get jobs with the new businesses moving into your local area?
- Do you know what assistance is available to you in your local area?
- Do you need help and advice to find work or training locally?

Making the Connection helps local people access training and job opportunities with businesses moving into or expanding within North Nottinghamshire. We work with local colleges and training providers to make sure you receive the training and qualifications to get local jobs.

We are working hard to bring new jobs into the area by ensuring that we have a high quality and committed workforce.

For further information on the scheme contact Anne Solway-Gluck on (01623) 819801.

**We will be featuring more details in future issues of Home from Homes... Watch this space.**

# The Sanctuary Scheme

The Sanctuary Scheme can help any person who is threatened with or suffering from domestic violence, regardless of who owns your home.



This free of charge Scheme aims to give people who are suffering from domestic violence, who live in Newark and Sherwood or Bassetlaw District, the option of remaining in their own home if they choose to do so.

The scheme provides additional safety measures to a property: -

- Locks on windows and doors
- Personal attack alarms
- Fire safety equipment
- Anti – arson letterboxes

The scheme is not appropriate when the perpetrator of the violence still lives in the accommodation, however support and guidance will be offered in these circumstances.

The scheme is jointly operated by the following agencies: -

- Newark and Sherwood Homes
- Newark and Sherwood District Council
- Nottinghamshire Police
- Nottinghamshire Womens Aid
- Victim Support
- Bassetlaw District Council
- A1 Housing

If you require further advice or guidance regarding the Sanctuary Scheme please contact the Tenancy and Estates Team on 0845 258 5550 or the Scheme Co-ordinator for Newark and Sherwood on (01636) 655456.

## TRA Contact Numbers

### Bailey Road & Thoresby Avenue

Mary Smith 01636 681398

### Balderton

Dinah Clawson 01636 679183

John Jaye 01636 652636

Anthony Wilson 01636 679010

### Bilsthorpe

Marian Bradbury 01623 871329

### Bilsthorpe Youth

Stefan Prest 01623 411095

### Blidworth

Arthur Fell 01623 793838

### BOTRA

Tony Straw 01636 684343

### Cleveland Square

John Davis (Cleveland Square)  
01636 700024

### Chatham Court

Stephanie Dickinson 01636 684343

### Clipstone

Karen Willis 01636 684343

### Coddington

Gill Burgess 01636 706461

### Collingham

Joan Curtis 01636 892890

### Edwinstowe

Shirley Taylor 01623 825126

### Fosse Estate

Ginnette Hardy 01636 684343

### Leaseholder

Ian Dunlop 01636 659127

### Lovers Lane

John Franks 01636 650871

### Lowdham

Maurice Tracey 01159 663539

### Rainworth

Ron Longmate 01623 406578

### Rural

Graham Tomlinson 01623 883083

### Southwell TRA

Peggy Brooks 01636 816376

### Sutton-on-Trent

Doreen Stapleton 01636 821723

### Winthorpe Road

Maureen Wilcoxson 01636 684655

### Federation of TRAs

Karen Willis 01636 684343

**“Good food, good variety, good service”**

says **Betty Wynne**

**“Lovely dinners, lovely puds”**

says **Maureen Collins**

The kitchen at Vale View



**These are a couple of residents’ opinions on the meal service provided for Vale View residents.**

The service enhances life for residents and is an integral part of the excellent housing service provision at this extra support scheme. Providing an average of forty meals a day the service is open seven days a week, 365 days a year. All the staff attend a Food Hygiene course and at the last inspection we obtained a coveted five star rating.

Meat and vegetables are sourced from local suppliers and specialist diets are available as necessary. There’s also a range of puddings for diabetics.

Residents enjoying their meal



At Christmas and other events the menus are extra special enabling residents to celebrate each occasion fully.

When residents were recently asked for feedback on the service, Wendy Smith exclaimed “Food at Vale View is fab and we have a wonderful choice”. Vic Young stated “The food at Vale View is champion!”



# THANK Q

More than 60 people attended a Thank Q lunch at Kelham Hall to thank all the people, especially those involved in TRAs, the Federation and the Board, who have given up their spare time this year to give us their views and feedback, whether that be at meetings, on estate walkabouts or helping us put together publications.

Chair of Sutton-on-Trent TRA, Richard Tracy, was among the people who attended the event. He said afterwards "It was the first time that I had been to this event and I was amazed just how many people are involved behind the scenes in working with Newark and Sherwood Homes. It was a lovely event and the chance to meet lots of other people and find out more about the work they do."



Tenants, Directors of the Board and staff at the Thank Q event



# Beat the Winter Blues...

...and plan ahead to ensure you don't experience debt problems

Despite our best efforts there are times when debt can become a concern for all sorts of reasons, but there are many ways to get you back in control. Every year people fail to plan ahead for the winter. Rising fuel and food bills are a drain on our resources and taking out credit is not a good option especially if you are already experiencing debt problems. Buying from catalogues or borrowing cash loans means high interest payments.

To avoid all of this you need to plan ahead and follow a few golden rules.

- Do not panic or ignore the problem and never ignore letters or phone calls regarding debts, they will not go away, the longer you leave it the worse it gets.
- Check you are claiming all the benefits and tax credits you are entitled to.
- Tackle all priority debts; especially rent, council tax, gas, electricity, water. These debts could mean losing your home or having your gas and electricity cut off.
- Seek independent advice before borrowing to pay off outstanding debts, winter bills or gifts. If you have to borrow money or buy from a catalogue look at the payments due each week to see if you are going to be able to maintain them in addition to all your other bills.

- Contact all the people you owe money to and let them know you are struggling to pay. Discuss payment plans and make agreements to ensure prompt affordable payments.
- Check out the costs for your gas and electricity it may be cheaper with another supplier.

We support the use of the free money advice sector, which can offer you a structured approach for you to manage your debts. Advisors are trained to identify your problems, assess the overall financial situation and they can negotiate with creditors on your behalf.

If you are having difficulties regarding your rent account, or any other housing issues, you may wish to contact any of the following:-

- **Housing Benefits** – (01636) 650000
- **Citizens Advice Bureau** – (01636) 704308 (Newark), (01623) 861808 (Mansfield)
- **Welfare Rights** – (01623) 845016
- **Shelter** – 0845 241 4515
- **National Debtline** – 0808 808 4000 available Monday to Friday 9.00am to 9.00pm and Saturday 9.30am to 1.00pm or email [www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk). It also provides an information pack on dealing with debt.

Previous winner John Franks and Madge Langham with Mary Butler, Chair of Newark and Sherwood Homes



# Recognising Achievement

**Do you know someone who has given their time voluntarily to help shape the services that we provide?**

We recognise that we are hugely supported in the work we do by people who volunteer and give their own time to improve the community in which they live and ensure that tenants' and leaseholders' views are known.

We are therefore inviting nominations for the "Outstanding Contribution to the Community" Award. Anyone who is a tenant or leaseholder qualifies.

Please contact the Tenancy and Estates Team on 0845 258 5550 (Local call rate) for a nomination form. The closing date for returning nominations is 24 October 2008.

The photograph shows our two award winners from the third annual ceremony being presented with their trophies by Mary Butler, Chair of Newark and Sherwood Homes.

On the left is John Franks, Chairman of Lovers Lane and Wellbeck Tenants and Residents Association and on the right is Madge Langham from Collingham.

## Annual General Meeting 2008

Come and join us at the Newark and Sherwood Homes Annual General Meeting (AGM). All our tenants are welcome.

Our AGM will be held at Kelham Hall, Newark on 13th November 2008 at 2.30pm

For further information please contact Karen Langford on 01636 655992 or email [karen.langford@nshomes.co.uk](mailto:karen.langford@nshomes.co.uk)

Mary Butler, Chair, welcoming Susan Murphy onto the Board at last years AGM



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

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

### YOU SAID...

I would like Cavity Wall insulation.

### WHAT WE DID

Added you to our new insulation contract which will be starting within the next 6 weeks.

### YOU SAID...

A communal slabbed area was in a bad state of repair.

### WHAT WE DID

Started a new Contractor, where we are expecting a dramatic upturn in the quality of works carried out.

### YOU SAID...

Is my bathroom to be upgraded as part of the Decent Homes Scheme?

### WHAT WE DID

Visited you and confirmed your bathroom did not meet the Decent Homes Standard and therefore will be replaced.

### YOU SAID...

Our new telephone system was not working effectively.

### WHAT WE DID

Take these comments to the supplier of the telephones and worked urgently with them to address the issues by extending caller's facilities.

### YOU SAID...

I would like my gas fire re-connecting.

### WHAT WE DID

Sent our compliance engineer to your property to resolve the problem.

### YOU SAID...

We are having problems with noise from our neighbours.

### WHAT WE DID

Sent you some diary sheets to complete and monitor the situation.

## Would you like to help us drive future investment decisions?

We have recently developed a new long term Asset Management Strategy that will drive future investment decisions in the properties we manage.

As a result of this we are setting up a group that will monitor the outcomes of the strategy. The group will meet up to 4 times a year and be responsible for making key decisions of how we invest in our properties in the future and how we will deliver asset management services to our customers.

**Should you have an interest in this area and be interested in joining the group please contact Jason Cannon, Asset Management and Investment Manager on (01636) 655654.**

## Decisions, decisions, decisions!

The Board of Directors approve all strategic decisions for Newark and Sherwood Homes. They are presented with reports from the management team which they consider, discuss, challenge and scrutinise to add value to the service, and make a positive impact to the services delivered to you.

During 2008 the Board has considered and approved many items, the table below sets out some of the decisions made that have a direct impact on the service we deliver to you.

### Item considered and decision approved

Health and Safety Policy

Financial Regulations and Code of Procedures with Respect to Contracts

Board Co-option Protocol

Asset Management Strategy

Appointment of Company Secretary

# OUR PERFORMANCE – to end of August 2008

## How did we do?

How we are performing is very important to both you and us. We will constantly monitor and check our performance throughout the year. The performance for the current financial year to end of August 2008 is shown below with the target and the actual performance.

### How satisfied you are with our services – as at end of August 2008

#### Income Management



#### Choice Based Lettings



#### Responsive Repairs



#### Tenancy and Estates



#### Hostels Management



#### Supported Housing



#### Gas Servicing



### How we are performing – as at end of August 2008

#### Responsive repairs appointments made and kept



#### Percentage of urgent repairs completed on time



#### Rent loss due to empty properties



#### Rent collection



#### Average no. of days to complete a non urgent repair



#### Rent arrears as a % of rent debit



#### Average relet time



### How we are performing against the Customer Promise Standard

Type of Contact	Target	August 2008 achieved
Telephone Calls	Answer 95% within 10 rings	88.26%
Letters/written enquiries	5 working days	3.06 days
Formal Complaints	Acknowledge within 3 working days	1.6 days
Formal Complaints	Full response within 10 working days	60%
Home Visits	Within 5 working days of request	100%
Text Messages	Response within 24 hours	100%

# Calling All Surfers - Website Update



We are always looking to improve the services we provide to you – with this in mind, we are looking to set up a review group with tenants to look at our website [www.nshomes.co.uk](http://www.nshomes.co.uk).

We know that our website is popular - but what do you think of the design and information we put on? Is the information useful and easy to find? If you are interested in looking at ways to improve our website and would like to be part of the review group, please contact Sue Parker on 01636 655513 or email [sue.parker@nshomes.co.uk](mailto:sue.parker@nshomes.co.uk) by 14 November 2008.

# Grounds Maintenance Update



**We are pleased to advise that the new grounds maintenance contract with Mitie Limited has commenced.**

Above is a picture of the Mitie vehicle and what the staff on the ground will be dressed in so they are easily identified when working in your area. A group has been set up consisting of tenants, leaseholders and officers that will monitor the delivery of the contract. As part of the contract we will be carrying out the following works:

- Grass cutting when the grass exceeds 50mm in housing estates and 75mm in recreation grounds
- Hedge cutting twice a year
- Shrub bed maintenance
- Fortnightly site cleaning
- Removal of fly tipping with a specified timescale

Should you be interested in monitoring the performance of Grounds Maintenance please contact Chris Gold, Cyclical Maintenance Manager on (01636) 655645.

## Decent Homes Update

In the last edition of Homes from Homes we published the Decent Homes Programme up to completion. As a further update we can advise that the villages of Lowdham, Epperstone, Gunthorpe, Hoveringham, Muskham and Weston will have work undertaken during January 2009 – March 2009. For further information on any aspect of Decent Homes please contact Mick Carman, Contracts Manager on **(01636) 655646**.

Your chance to

# win £25

## of Vouchers

**Don't miss your chance to win £25 worth of vouchers. See the enclosed carrier sheet for a fun wordsearch and further details (on the back of the address page).**

## Current Job Vacancies

**Do you want to join an organisation that really cares about its employees and offers an excellent remuneration and benefits package?** We advertise our vacancies on our website and in local papers. Alternatively you

can contact Human Resources via email: [human.resources@nshomes.co.uk](mailto:human.resources@nshomes.co.uk) or by telephone on **01636 655447**.

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

## Forthcoming Events

- **Annual General Meeting**  
13th November 2008 at 2.30pm  
Carriage Court, Kelham Hall
- **Board Meeting**  
13th November 2008 at 5.00pm  
Lady Chapel, Kelham Hall

**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**

- **Tenant Conference**  
15th November 2008 at 9.00am,  
Dome and Carriage Court, Kelham Hall

## Contact Us



### NEWARK AND SHERWOOD HOMES

Kelham Hall, Newark on Trent, Kelham, Notts NG23 5QX

Tel: 0845 258 5550 (Local call rate) - Fax: (01636) 655514

Minicom: (01636) 655960

Opening times - 8.30am - 5.15pm Monday - Thursday

8.30am - 4.45pm Friday

### HAWTONVILLE OFFICE

77c Eton Avenue, Newark on Trent, NG24 4JH

Tel: (01636) 655503 - Fax: (01636) 655504

Opening times - 9.00am - 4.30pm Monday - Friday

### OLLERTON OFFICE

Sycamore Road, Ollerton, NG22 9PS

Tel: (01623) 860740 - Fax: (01623) 860729

Opening times - 9.00am - 4.30pm Monday - Friday

REPAIRS FREEPHONE  
**0800 561 0010**

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

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