

# HOMEfromHOMES

A magazine from Newark and Sherwood Homes

Spring 2010 Issue 19



## STOCK OPTION APPRAISAL UPDATE FROM THE FEDERATION

**Representatives from the Federation of Tenants and Residents Associations have been involved in the Stock Option Appraisal Commission since it was set up during the Autumn of 2008. We, along with other tenants, Directors of the Board of Newark and Sherwood Homes and local Councillors have been looking at the options for the future management and maintenance of the Councils housing, which is currently carried out by Newark and Sherwood Homes.**

The Stock Option Appraisal Commission has considered all the options available to the Council; Continue with Newark and Sherwood Homes, Transfer the ownership of the stock from the

Council to another organisation which could be Newark and Sherwood Homes or the management and maintenance of the stock moving back to the Council. The Commission has been looking at whether these options would meet the needs of tenants and provide the finance needed to maintain and improve the housing stock.

In recent weeks the Government has also said there may be another option - called Self Financing - where all the rent paid by tenants in the district can be spent on council housing in the district. When this offer comes through from Government we will be looking at this to see if it is the best option for tenants.

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## Extension to community centre to cope with demand



Margaret Bateson, Chairman of the Social Committee and Arthur Fell, Vice Chair of the Board of Newark and Sherwood Homes

Residents at William Bailey House in Collingham have buried a time capsule all about life in 2010 in the new extension to their communal lounge.

The Community Centre is part of the complex of sheltered housing accommodation managed by Newark and Sherwood Homes.

The social committee have been working together to give a picture of what goes on at the Community Centre. They have included in the time capsule the front pages of this week's Newark Advertiser, the Collingham village newsletter and the activities programme for the social centre, a list of members, as well as individual letters, descriptions of life in the village and photographs of the residents.

They have also included bus passes for Stagecoach, Travel Wright and a Palace Theatre ticket for the Pantomime. Plans were also included of the new building and an explanation for building the extension.

The time capsule was buried on Monday 8 February and will lie under a concrete slab for the new floor.

The main contractor is Beaufort Construction, who kindly agreed to supply the piping which will contain the time capsule. The work was funded by Newark and Sherwood Homes' Community Investment Fund, which is used to improve the environment and facilities for tenants around the district.

## Prime Minister congratulates Newark and Sherwood Homes on Customer Service Excellence Award

Prime Minister Gordon Brown has written to congratulate Newark and Sherwood Homes on the excellent services they provide to customers.

The Customer Excellence Award is the Government's new national standard for excellence in customer service which recognises organisations who put their customers at the heart of what they do.

The Prime Minister wrote, "I am delighted to learn that your organisation has recently achieved the Customer Service Excellence Award.

Please pass on my congratulations to everyone involved – to be recognised for this challenging standard is a tribute to your organisation's customer service culture.

Your achievement demonstrates that you have recognised the importance of developing an in-depth understanding of your customers' needs. Consultation and customer insight is vitally important if we are to continue to make the improvements we all want to see in public services."

The assessor found that throughout Newark and Sherwood Homes there is a culture of providing customer-focussed services and our customers are happy with the services we provide. He also found that we have many ways for tenants to be involved in shaping our services, and that we are good at measuring our performance and telling customers how well we are doing.



# Status Satisfaction Survey 2009

## You told us what you thought!



Graham Tomlinson, winner of the STATUS survey prize draw, receiving his cheque from Jane Bartle, Quality and Performance Officer

In September 2009 our STATUS satisfaction survey was carried out by an independent research company on Newark and Sherwood Homes' behalf. If you were one of those tenants who received a survey and you took the time to complete it – a big "Thank You!" to you.

The survey results show the following:

- 83% of tenants are satisfied with the services NSH provide.
- 86% of tenants feel that their rent is good value for money.
- 89% of tenants are satisfied with the quality of their home and 86% are satisfied with the general condition of their property.
- 86% of tenants are satisfied with their neighbourhood, although the biggest neighbourhood problems are car parking, disruptive children/teenagers, rubbish and litter.
- 79% of tenants are satisfied with the repairs and maintenance service and 93% feel the attitude of workers is good and that they keep dirt and mess to a minimum.
- 76% of tenants are satisfied with how their most recent enquiry to NSH was dealt with, with 80% making contact by telephone.
- 82% of tenants said our staff are helpful.
- 80% of tenants said they are kept well informed by NSH about the things that affect them as tenants and 87% are satisfied with the quality of our written communications.

These results are very good and compare well with other ALMO's across the country. While satisfaction with some of NSH's services has increased, there are some aspects of our services where we are working hard to improve our performance further. Included with this newsletter is a flier which contains more details of the survey results.

## Choice based lettings policy reviewed

The Choice Based Lettings Policy has been reviewed. Tenants and partner agencies have been consulted and the approved policy is due to 'go live' on 1st April 2010.

All housing applications are being re-assessed against the revised policy and if you are registered with us for a move you will receive notification of your new priority at the end of March 2010. We will also send you a condensed version of the policy explaining the changes.

The main changes are:

- Increase from three to four priority bands
- Priority given to those with local connection to Newark and Sherwood

Applicants will be shortlisted in order of:

- Priority band
- Local connection
- Priority Date (All priority bandings will be effective from the date that the band was awarded and not from registration date)
- Confirmed pregnancy of 26 weeks or more will qualify the applicant for an extra bedroom (if applicant already has child, baby will be counted as if same sex)

- Local lettings policies - The national and regional housing agendas encourage mixed tenures which cater for a range of household with varying needs and aspirations. Local lettings schemes can assist in the managing areas suffering from a disproportionate amount of antisocial behaviour, for example by lowering the numbers of children/young adults or in areas where there is a lack of affordable housing to consider under-occupation of properties usually reserved for larger households. Local lettings schemes will be carefully considered in limited circumstances on certain estates or property types, for a limited period of time.
- Tenants occupying a property with three or more bedrooms and want to move to a smaller house, flat or bungalow with one or two bedrooms, may qualify for the 'Changing Places' scheme; under the revised policy you will also qualify if you are releasing an adapted property. Successful applicants are awarded Band One priority to apply for advertised properties which suit their needs.

The full revised policy will be available on the Newark and Sherwood Homes website [www.nshomes.co.uk](http://www.nshomes.co.uk).



**Ken Sutton** joined the Board in November. Ken lives in Hawton, Newark and worked within the hospitality industry for over 30 years, his last role as an operations director. His experience includes setting budgets and developing financial and customer care targets. Ken also has a wealth of experience working with the voluntary sector including undertaking the roles of Chairman for Newark District Scout Executive and Hawton Parish Council.

**David Roebuck** is the latest member to join the Board in January and has recently retired as the Chief Executive of a local Building Society where he was responsible for HR Policy, Training and Development and Employee Welfare. With over 25 years working as a Director, David has also been involved in working with various committees, including audit, risk management, corporate governance, and finance.

# Help us to stop housing cheats

Newark and Sherwood Homes have joined a national Government campaign to stamp out housing fraud. Housing fraud includes:

- Unlawfully subletting, this is when a tenant lets out their home or a room without the knowledge or permission of the landlord, or
- When someone gives false information when applying for a council house, or
- Wrongly claiming succession, this could happen when someone takes over the tenancy when someone dies.

Newark and Sherwood Homes are keen to stamp this out and are asking for your help to do so. Ring us on 0845 258 5550 or email us at [housing@nshomes.co.uk](mailto:housing@nshomes.co.uk), if you have anything information you would like to share with us.

All reports are anonymous and anything we are told will be treated in the strictest confidence. If successful in gaining the property back you could be in for a £200 reward.

When somebody with a council or housing association home rents it out without permission or obtains a home through providing false information, they are guilty of housing fraud. They are using up valuable housing spaces and depriving families and vulnerable people on the waiting list. It's not fair.

If you suspect someone of housing fraud call us on 0845 258 5550 or email us at [housing@nshomes.co.uk](mailto:housing@nshomes.co.uk). Your reports will be treated in the strictest confidence and can be given anonymously.

**0845 258 5550**

## New IT system for NSH

Newark and Sherwood Homes is installing a new computer system which will be used across the Company. It will cover key services like managing rent accounts, reporting and processing repairs, managing the housing waiting list, advertising and allocating properties.

It will also cover some new aspects of our services including logging all enquiries from our customers in one place, whether you are calling to find out when your repair will be done, how much rent you owe or about a problem with your neighbour.

This system will allow us to hold better information about our tenants, and because it is integrated, when you tell us about a change in your circumstances, once the system has been updated officers across the Company will be able to see this new information.

Many of our letters and other documents have been reviewed and will be produced automatically from the system, improving the quality of the information you receive and also our efficiency.

The system is due to go live in April.



## Blidworth working together Roger the Squirrel strikes again.

Newark and Sherwood Federation of Tenants & Residents and Newark and Sherwood Homes supported the Blidworth Tenants and Residents Association "Meet and Greet Coffee morning on Saturday 6th February.

Roger Squirrel was promoting this year's tallest sunflower competition for children under 18 and the village's best vegetables competition.

For further details about your local TRA or the forthcoming competitions please contact Chairperson John Allen on 01623 407149

# Fancy your blooming chances?

Keeping your garden tidy with hedges and vegetation cut short is part of your tenancy conditions, why not excel and show us what you can achieve. This competition rewards all your hard work. Every year a panel of judges chosen from winning tenants from previous years and members of our board visit your properties to admire your work. We hold a presentation for the winners, have a photo shoot and present trophies for each category.

Ann Higgins from Southwell did and won 'Best Front Garden'

So did Mr Pembrington from Clipstone and 'Best Rear Garden'

**An opportunity for all Tenants in Newark and Sherwood District to show off their neat and tidy gardens and maybe win a prize!!**

There will be 6 categories:

- Patio and balcony section
- Front garden
- Rear garden
- Communal gardens
- Most improved garden (photographs required)
- Special judges award (nominations required)

If you require more information contact the Customer Access Team on: 0845 258 5550  
 You've got to be in it to win it – so enter today by completing the entry form below



Ann Higgins, Southwell 'Best Front Garden'



Mr Pembrington, Clipstone 'Best Rear Garden'

The competition will be judged on or about the 29th July 2010. (Closing date for applications will be 2nd July)

If you would like to enter, please complete details below and return it to:

Ann Huthwaite, Housing Officer, Newark and Sherwood Homes, Kelham Hall, Kelham, Newark-on-Trent, Notts NG23 5QX

I would like to enter the Newark and Sherwood Homes Garden Competition.

I understand that my Garden will be visited by the judges on or around the 29th July 2010.

Name .....

Address .....

.....

.....

.....

..... Postcode

Telephone .....

Category .....

Signature .....

## Hawtonville speeders beware!

In association with Newark and Sherwood Homes Hawtonville Safer Neighbourhood Group and their partners have acquired their own Speed Camera which can be operated by members of the group.

The idea came from residents after the Safer Neighbourhood Group received many complaints about people speeding on the estate.

Councillor Stuart Wallace, Director of the Board of Newark and Sherwood Homes stated:

“There have been many near misses with cars and children as well as elderly residents.

The Safer Neighbourhood Group felt that we could help to monitor speed and take action on those who are persistent offenders and warn residents and those visiting the estate to keep their speed down”.

Ginette Hughes, Chair of the Board of Newark and Sherwood Homes stated “We are very happy to support this initiative. Newark and Sherwood Homes cares for the communities in which we work and I am delighted that we can help to ensure that tenants and residents remain safe when using the roads through this initiative”.

The group will choose various hot spots on the estate and spend time monitoring the speed. Those offenders who persistently speed on the estate will be reported to the Police for further action.



Trying out the speed gun is County Councillors Stuart Wallace and Keith Girling with Mrs Jean Clark, Director of the Board of Newark and Sherwood Homes

## Young people set to HIT the big screen!

Young people in Newark and Sherwood are being asked to take part in an innovative new project which could help other young people to think twice before committing Anti Social Behaviour (ASB).

Newark and Sherwood Homes, as part of the Devon Road Anti Social Behaviour Group is the lead agency and originally came up with the project which is jointly funded by agencies including Nottingham County Councillors, Stuart Wallace and Keith Girling, the Crime and Disorder Partnership ASB Group, Newark and Sherwood District Council Leisure Services Department, Nottingham County Council Youth Services, Nottingham Community Housing Association and Newark and Sherwood Homes.

The idea is to produce a ten minute dramatisation of what happens to a young person when they are involved with ASB. The film will show an incident of ASB at the start and depict what happens to the young person through the process of dealing with cases of ASB, and ultimately what could happen to the young person's family as a result of their behaviour.

The film explains to young people that their actions may affect the tenancy of their families. If they persist in causing ASB then we will take appropriate action which may be against the young person or their parents. Once produced, the film will be made available to the Police, Probation service and other landlords.

The film will also be shown in schools and the youth club. The filming is being undertaken by the Broadway Cinema in Nottingham in conjunction with young people in Newark. Some of the young people involved will have already been involved in anti social behaviour and will be helping to get the message across to others.

The results will be shown in a world premiere in the Spring.

# Focus on... the Federation of Tenants and Residents Association

For 35 years, the Federation of Tenants and Residents Association has been representing the views of tenants in the Newark and Sherwood District.



Brooks House naming ceremony in memory of Ken Brooks (former Treasurer). Pictured is Ken's daughter Val, Ginette Hughes, Chair of the Board of Newark and Sherwood Homes and Karen Willis, Chair of the Federation

From their office in Bailey Road, Newark, the Federation's officers (all volunteers) help local Tenants and Residents Associations (TRAs), offering help and advice on a wide range of issues including finance and constitutional matters. In areas where there isn't a local TRA, the Fed's volunteers help tenants through surgeries and walkabouts. In some villages there may only be a few houses but the tenants get support from the Federation's officers, but in the longer term, the idea is to have rural TRAs set up to support village tenants.



Tony Straw and Graham Tomlinson

The Federation's small team of officers work closely with Newark and Sherwood's teams. Development Officer, Graham Tomlinson is kept busy finding funding for development of the Fed's services and training for officers, as well as offering a new help service for completing disability benefit claims.

John Franks is the Treasurer of the Federation and provides an audit service for the TRAs and allocates their funding. He is helped in this role by Val Wright, who also deals with setting up constitutions and Codes of Conduct for local TRA officers.

If you go to the Federation Office on Bailey Road, the first face you are likely to see is John Clarke, Secretary of the Federation. He also deals with all the correspondence, minutes and all the vital paperwork associated with the TRAs.

Vice-Chairman Tony Straw runs the administration of the Federation office and the walkabout schedule, as well as attending too many meetings!

# tenants and Residents Association

Karen Willis has been Chair of the Federation for 11 years. For Karen, 2010 will be a year of keeping up-to-date with rapid changes in legislation and policies. She is also involved in the Services Inspection Team and is studying for Level 3 of the NVQ in Housing.

The Fed do get enquiries from other social landlords and their tenants, and if they can help they do, but the prime focus of their work is for Newark and Sherwood Homes and their tenants.

All are agreed that it would be great to get more young people involved in their local TRA. If you want to know more about Tenants and Residents Associations, get in touch with the Federation of 01636 654343.

Celebrating 35 years isn't just about looking back. Karen Willis said "In 2010 the Fed is looking forward to developing new TRAs, especially in the Western part of the District. Other aims for the next year include extending the new service helping tenants make benefit claims, reviewing policies and strategies and keeping up to date with new legislation, as well as planning a Federation Fun Day in the summer."



John Franks and Val Wright

## Chill Out with the Yorke Drive Young Crew

Yorke Drive Young Crew Tenants and Residents Association is a group of young people aged 8 to 17 who meet once a week to 'chill out', meet friends and have some fun without the pressures of the outside world. With a view to rebuild the spirit of the local community they have already arranged litter picks/clean-up days; held 2 clubs during the Easter and summer holidays; held a Hallow'en Fancy Dress Party and held a Christmas luncheon for the elderly.



Enjoying festive celebrations

And there not doing things by half, already they held their AGM and elected a committee and they intend to produce a newsletter informing everyone what they are up to. Weekly activities include training courses; sports activities; information nights; arts and crafts, as well as discos. If you want to help the community contact Yorke Drive Young Crew: Tenants and Residents Association on 01636 659243.

## Conquering condensation problems

### What causes condensation?

Condensation occurs when warm, moist air comes into contact with colder air or with a cold surface.



When warm wet air comes into contact with cold, the warm air can't hold the same amount of moisture, so the moisture in the air is released in the form of condensation.

You are most likely to find condensation in rooms where there is a lot of warm wet air, such as kitchens and bathrooms.

### Controlling Condensation

Many elements can cause, or add to, condensation in the home. These are some of the ways you can tackle the problem:

#### Reduce the amount of moisture in the building

You can do this by limiting the activities that generate a lot of damp warm air, such as letting saucepans boil without lids, or drying washing indoors.

#### Increase Ventilation

You can ventilate your home without making it cold. Open a window when cooking or and after bathing to let the moist air escape. Consider having extractor fans fitted.

Close the kitchen and bathroom doors when washing and cooking. This will help stop the wet air spreading to other rooms.

#### Keep the building warm

In cold weather, aim to keep a little bit of background heat in all rooms, so that rooms and surfaces don't get very cold.

## Your tenancy agreement is changing

You have all received a summary of the main changes to your Tenancy Agreement; we hope you have taken the opportunity to let us know your comments by returning the feedback form. The Preliminary Notice of Variation we

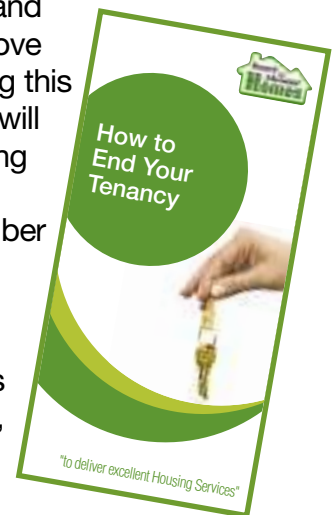


sent you was the first stage in the process of revising your agreement, the next stage is

to consider your comments and then ask the Council to approve the new agreement. Following this approval the new document will be sent out to all tenants along with a 'Notice of Variation'.

An important issue to remember is: As an existing tenant you do not have to sign the new agreement.

The Housing Act 1985 allows the Council, as your landlord, to change the terms of your existing tenancy agreement to match those in the new agreement by serving you with a 'Notice of Variation'. If you have any further questions or want to know more please contact the Tenancy & Estates Team on 0845 258 5550, email [tenancy@nshomes.co.uk](mailto:tenancy@nshomes.co.uk), text 'tenancy' to 80011 or follow us on Twitter [www.twitter.com/nshomes](http://www.twitter.com/nshomes)



## SNIP BITS

ISO:9001 Accreditation Success Newark and Sherwood Homes

continues to deliver high standards by once again maintaining the quality accreditation for the ISO:9001 standard.



# New House Building Success

**Bids in a second phase to build new council housing in the district have been successful as a result of great teamwork by Newark and Sherwood Homes and Newark and Sherwood District Council.**



Stafford Avenue, Balderton - Site for new homes

This means the Government will be funding a further 26 new affordable energy efficient council homes across a further four sites in the district.

This will create a total of 52 new council homes built in Newark and Sherwood. The second round of Homes and Community Agency grant funding secured equates to 14% of the successful new homes in the East Midlands.

The proposal is to build:

- 5 apartments at Sycamore Close, Newark
- 3 houses and 2 bungalows at Grange Road, Newark
- 3 houses and 6 apartments at Stafford Avenue, Balderton
- 3 houses and 4 apartments at Norwood Gardens, Southwell.

The construction work will be starting on Phase One site in March 2010 and will be phased over the next 24 months with most sites being completed by March 2011.

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

Success as teamwork secures a further £1,025,839 for new council house building

All the properties in Phase Two will be built to the same standards as in Phase One:

- Code for Sustainable Homes Level 4
- Lifetime Homes
- Building for Life
- Homes and Community Agency Standards
- Considerate Constructors Scheme
- Construction Skills Certificate Scheme
- Local labour and Training initiatives.

This will mean those on the council waiting lists will have a quality new home at a rent they can afford, with lower energy bills and a reduced impact on the environment.



Proposed new layout for Stafford Avenue, Balderton

## Coddington calendar brings community together

Village groups in Coddington have been working together to produce a village calendar for 2010. The calendar features photographs of Coddington past and present, and provides useful contact numbers and information about living in the village.

The calendar was sponsored by Newark and Sherwood Homes along with Coddington Parish Council, Nottinghamshire County Councillor Vincent Dobson and Nottinghamshire Community Housing Association.

Additional copies of the calendar are available from Coddington Post Office at a cost of £3.



From left to right: Treasurer of the Tenants and Residents' Association Mrs Maureen Tinsley, Housing Officer Mr Terry Bailey, Parish Councillor Mrs Wendy Parrett, Chairman of the Tenants and Residents' Association Mrs Margaret Russell, Committee member Mr George Matthews and Secretary Mrs Diana Jones.

## We've thought about your insurance, Have you?

- No hidden costs - what you see is what you pay
- Includes cover for internal fixtures you have installed if damaged by an insured peril
- Includes cover for theft and loss of keys
- No excess payment required if you claim
- New for old cover
- Low minimum sum insured
- Easy payments
- Optional extensions to cover: Personal Belongings, Wheelchairs and Hearing Aids available

For further information or an application form please contact Newark and Sherwood Homes on

**0845 258 5550**

(Policies are underwritten by Royal & Sun Alliance Insurance plc in the United Kingdom)

## Home insurance matters

**We at Newark and Sherwood Homes take the welfare of our tenants very seriously and would like to ask you all to take a moment to think about taking out Home Contents Insurance.**

Just recently, one of our tenants, Mrs C from Hawtonville, was faced with a dilemma following a water leak from an upstairs property which damaged her decoration and some clothing and bedding. Neither Mrs C nor the Tenant upstairs were insured and Mrs C faced the prospect of having to find the money to redecorate and replace her damaged items herself. Fortunately for Mrs C, on this occasion a local Newark based charity, along with the local County Councillor, Cllr Keith Girling, were able to step in and help and Mrs C's story had a happy ending:

"I didn't have contents insurance at the time, I definitely have now because it wasn't the everyday things (clothes etc), it was the personal items I lost that were more important and that could not be replaced. Where the insurance was concerned, in hindsight I wish I had taken it out when I first moved in. I didn't know I would have these problems – if you could look into the future I would definitely have done it before. I would not be without insurance now, for peace of mind – now I can sleep at night without worrying".

**Mrs C, Hawtonville**

Just stop for a moment and put yourself in that scenario – the possibility of facing the New Year with a hefty bill at a time when a lot of us are still recovering from the extra expenditure Christmas brings! How would you manage?

Newark and Sherwood Homes offer a service to tenants, in partnership with Royal and Sun Alliance, where you can take out a Home Contents Policy and it can be paid along with your rent account.

If you would like further details on this, please contact Mrs Charlene Fraser, Income Accounting Assistant, Newark and Sherwood Homes (Tel: 01636 655512 or email [Charlene.fraser@nshomes.co.uk](mailto:Charlene.fraser@nshomes.co.uk))

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

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

### YOU SAID...

Why does it take up to two weeks for my Direct Debit payment to appear on my rent account?

### WE DID

We are in negotiation with the District Council so that Direct Debit payments will appear on your rent account more quickly after being paid from your bank account.

### YOU SAID...

Why do you still collect Direct Debit payments from me on 'No Rent Due' weeks?

### WE DID

For those who pay their rent by monthly or 4 weekly Direct Debits, we will only charge 48 week's worth of rent charges over a year's payments. For other frequencies, we are looking at alternative ways we can process Direct Debits to allow for no payments to be collected on 'No Rent Due' weeks.

### YOU SAID...

I am not happy with the repairs carried out to my garden path and toilet.

### WE DID

Arranged for a quality check by one of our inspectors in order to arrange any further works needed.

### YOU SAID...

I am disappointed with the tone of a letter you have sent me.

### WE DID

Apologised and reviewed our working practices and our letters to prevent this happening again.

### YOU SAID...

I am unhappy that you missed an appointment made to repair a leak, which led to the repair not being completed on time.

### WE DID

Arranged for the repair to be completed and informed you about our repair guarantee scheme, where you may be entitled to compensation for overdue repairs.

### YOU SAID...

Why have you removed personal items from the communal areas where I live, like doormats and pictures etc?

### WE DID

Explained that we had to follow advice taken from the fire service and complete fire risk assessments, which indicated we needed to maintain clear escape routes and remove all combustible items.

### YOU SAID...

Why can't we access our rent account via the internet to see our account?

### WE DID

Informed you that we are currently implementing a new computer system which will let you view your rent account as you suggested, so improving the services we deliver to our customers.

## Congratulations to Mrs Harrison of Coopers Rise, Rainworth who was the winner of our Direct Debit Prize Draw.



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

Just arrange to pay your rent by Direct Debit and if it is still running at the end of April, then you will automatically be entered into a draw to win £100 worth of shopping vouchers!

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



**WIN  
£100**

# Looking for new members



**Are you interested in getting the best possible deal for your money?**

**Would you like the ability to influence and share your views on service costs and identify financial gains?**

We are looking to increase the membership of our value for money group. This tenant group is small and friendly, with a passion for value for money.

From April 2010 the group will be considering some new and exciting issues and therefore it is an ideal time for new tenants to come on board and contribute to decisions about service delivery

and procurement choices to provide effective customer focused services.

No previous experience is necessary as training and support will be provided, you just need to be enthusiastic about contributing to Newark and Sherwood Homes' commitment to improve value for money across all the service areas.

Please contact Suzanne Williamson, Finance Manager on 0845 258 5550 for membership details, to get updates text 'newvoice' to 80011, email [newvoice@nshomes.co.uk](mailto:newvoice@nshomes.co.uk) or follow us on Twitter [www.twitter.com/nshomes](http://www.twitter.com/nshomes)

## Decent homes update January 2010

**Newark and Sherwood Homes are currently nearing successful completion of our five year decent homes programme. We secured £49.5 million in extra investment to bring all Council properties up to the Decent Homes Standard by March 2010.**

In total we have completed in excess of 10,000 elemental replacements over the period of the programme. This has included 2396 kitchen replacements, 1460 bathroom replacements, 4068 window replacements (properties), 2188 external doors (properties) and 1226 heating replacements.

As at 31st January 2010, 98% of the total housing stock met the Governments Decent Homes Standard and in line with our programme we are on target to achieve 100% decency by March 2010.

In terms of Customer satisfaction we are currently averaging over 94% in the delivery of the programme.

## Investment programme 2010/11

The forthcoming financial year April 2010 to March 2011 will be challenging with a significant reduction in funding for the investment programme following the completion of the decent homes work. Primarily we will utilise available resources to deliver works that are a legislative requirement, for example asbestos, fire safety and footpath maintenance etc. However, we have also set aside additional resources to deliver other priorities such as disabled adaptations as well as endeavouring to maintain the level of decency within the housing stock.

Both Newark and Sherwood Homes and the Council are currently looking into options for the future that will maximise our investment potential. This process is aimed towards ensuring that we continue to provide you with a high level of customer service and can continue making positive improvements to the housing stock despite the challenging economic climate.

Should you require any additional information please contact Mick Carman Contracts Manager on 0845 258 5550 or email [invest@nshomes.co.uk](mailto:invest@nshomes.co.uk), text 'invest' to 80011 or follow us on Twitter [www.twitter.com/nshomes](http://www.twitter.com/nshomes)

# Forthcoming Events

All tenants are invited to come and listen to what is discussed - most of which affects you. Public questions are invited prior to the Board meeting. Please telephone Karen on 01636 655992.

## BOARD MEETINGS

Board Meeting  
29th April 2010 at 5.15pm  
Lady Chapel, Kelham Hall

## Job Vacancies

**Do you want to join an organisation that really cares about its employees and offers an excellent remuneration and benefits package?**

We advertise our vacancies on our website and in local papers. Alternatively you can contact Human Resources via email: [human.resources@nshomes.co.uk](mailto:human.resources@nshomes.co.uk) or by telephone on **01636 655447**.

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

## Contact Us

### NEWARK AND SHERWOOD HOMES

Kelham Hall, Newark on Trent, Kelham, Notts NG23 5QX  
Tel: 0845 258 5550 (Local call rate) - Fax: (01636) 655514  
Minicom: (01636) 655651. Opening times - 8.30am - 5.15pm Monday - Thursday 8.30am - 4.45pm Friday

### HAWTONVILLE OFFICE

77c Eton Avenue, Newark on Trent, NG24 4JH  
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# WALKABOUTS 2010

DATE	AREA	TIME	MEETING PLACE
4 March	Fosse Estate	10.00am	Beaumont Walk Community Centre
9 March	Boughton (Retford Rd Estate, Wellow & Walesby)	10.00am	Turner Lane Shop
11 March	Hawtonville A	10.00am	Hawtonville Local Office
16 March	Boughton (Hallam Rd Estate)	10.00am	Adjacent to 58 Hallam Road
18 March	Hawtonville B	10.00am	Hawtonville Local Office
25 March	Tithe Barn, Queens Court & Chatham Court	10.00am	Scout Hut, Lovers Lane
1 April	Balderton (Wolfit Ave Area)	10.00am	Manthorpe House Community Centre
8 April	Balderton (Mount Rd Area)	10.00am	William Ghent Community Centre
15 April	Bilsthorpe & Eakring	10.00am	The Green Community Centre
22 April	Clipstone	10.00am	The Circle Community Centre
29 April	Sutton-on-Trent & Carlton-on-Trent	10.00am	Snell Close Community Centre
4 May	Farndon & Elston	10.00am	Trent House Community Centre
6 May	Winthorpe Road	10.00am	Beaumont Walk Community Centre
13 May	Lowdham & Gunthorpe	10.00am	The Leys Community Centre
20 May	Blidworth & Rainworth	10.00am	Rookwood Close Community Centre
27 May	Southwell & Bleasby	10.00am	Kings Court Community Centre
3 June	Hawtonville A	10.00am	Hawtonville Local Office
10 June	Hawtonville B	10.00am	Hawtonville Local Office
15 June	Tithe Barn, Queens Court & Chatham Court	10.00am	Scout Hut, Lovers Lane
17 June	Boughton (Retford Rd Estate, Wellow & Walesby)	10.00am	Turner Lane Shop
24 June	Boughton (Hallam Rd Estate)	10.00am	Adjacent to 58 Hallam Road

REPAIRS FREEPHONE  
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