

HOMEfromHOMES

A magazine from Newark and Sherwood Homes

Autumn 2010 Issue 21



“YOUTH RULZ”

Newark and Sherwood Homes is committed to involve all ages in shaping and challenging our services. Newark and Sherwood staff and the Yorke Drive Young Crew together are leading the development of a new initiative to provide a guidance document that will set the standards and assist them and other youth groups throughout the district.

The 'Youth Criteria of Recognition' gives guidance and establishes standards for youth groups to work towards and the criteria will allow other groups to also set their own rules.

The Yorke Drive Young Crew are working with Newark and Sherwood Homes staff and a number of workshops have already taken place.

“It has been really fun” said Kayleigh Hardy of Yorke Drive
“We want to help all Youth Tenants and Residents Associations both now and in the future as we believe that they benefit our local communities.”

The Yorke Drive Young Crew has dedicated their time to activities that have benefited the community:

- Organised and helped school holiday play scheme
- Raised money for picnic benches
- Organised and taken part in an Easter bonnet parade
- Organised a Halloween party
- Held regular litter picks on the estate
- Organised a children's Christmas party

How can you get involved?

Youth groups range from ages 6 – 17 years and there are currently only 2 in the district with plans in place to increase this over the coming months.

Interested and want to know more contact the Tenancy and Estates team on **0845 250 5550**.

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Tenants Annual Conference 2010



Your Voice, Your Future, Your Services

Newark and Sherwood Homes and the Federation of Tenants and Residents Association invite tenants to attend on 9th October 9am to 2pm

Remember to return your reply slip to Kelham Hall no later than Friday 24th September 2010

We look forward to seeing you!



New Tenant Annual Report 2009-10 and Calendar 2011

- Your chance to win £100!!

Look out for 'Your Annual Report 2009-10 and Calendar 2011' which will be delivered to you in October - this is new for this year and we would like to know what you think about it.

Included will be information about how well we are performing and what plans we have to improve the services we provide for you as well as some practical information such as useful contacts and frequently asked questions.

We welcome your comments and one lucky person returning a completed questionnaire will win £100 in gift vouchers - good luck!



Last chance to nominate a tenant or leaseholder for award

This is your last chance for this year to nominate someone for an 'Outstanding Contribution to the Community Award'.

Remember this award recognises those tenants or leaseholders within the district who have gone that extra mile. The winners will receive an award and certificate, nominating a registered charity of their choice to receive £100.

If you have someone in mind that you wish to nominate, then contact the Tenancy & Estates Team on 0845 258 5550 for an application form and return by 30th September 2010.



Expecting Inspectors!



Newark and Sherwood Homes is 'upping the ante' and starting the next phase in its search for Tenant Inspectors of its housing services.

"We are expecting huge interest from Tenants and Leaseholders who want to become part of the Inspection Team. They will look at specific areas of the company and recommend improvements in the service" said Ginette Hughes, Chair of Newark and Sherwood Homes.

The Service Inspection Team is a joint initiative between Newark and Sherwood Homes and Nottingham Community Housing Association and is currently made up of approximately eight Inspectors. The Team was established in November 2009 and has already had numerous successes including the completion of reports on Choice Based Lettings

advertising, and the Grounds Maintenance contract at Newark and Sherwood Homes.

The Schedule for 2011 includes looking at establishing 'Question Time' panels to review services and the look at best practice in relation to customer services.

The Team is looking to attract new Individuals who are keen to improve services for all tenants.

Graham Tomlinson, one of the Inspectors stated "There is an excellent team spirit and focus on improving services. I would recommend involvement to all Tenants and Leaseholders."

To explore how you can help and make a difference to your housing services, please call **0845 258 5550** or email housing@nshomes.co.uk

Getting more for every pound - How are Newark and Sherwood Homes doing?

Newark and Sherwood Homes are focused on continually delivering more for every pound of your rent.

The company sets value for money targets every year to make sure we are continually reviewing the costs of the services we provide. During this financial year we are pleased to report so far that we have delivered £188,000 of value for money savings across all services areas. We are on track to achieve the annual savings target of £600,000.

The value for money savings are not generated from cutting services it is about



providing high quality, customer focused, local services for the best possible price. Savings that we generate are invested back into your services for the benefit of you our tenants and customers.

We are also continually seeking to secure additional income for the benefit of tenants and the local community and we have worked with our partners and suppliers to gain £55,000 of extra funding to date, which means we have more to spend on services such as housing repairs and managing your local areas.

New Council House Build Programme

Phase One Well Under Way

Newark and Sherwood Homes in partnership with Newark and Sherwood District Council and Carter Homes are well under way with delivering Phase One of the Council's New Build Programme that will see the following properties being built:

- 8 - two bedroom apartments at Bakewell Close, Balderton
- 5 - two bedroom houses at Newark Road, Boughton
- 2 - two bedroom bungalows and 1 - three bedroom house at Orchard Close Bleasby
- 2 - two bedroom bungalows and 8 - two bedroom houses at Vicars Court, Clipstone

Newark and Sherwood Homes hold on site meetings each month with Carter Homes, Cullen, Carter and Hill Architect, BSP Engineer and EC Harris, Employer's Agent to discuss the progress of each site in Phase One ensuring the schemes are on time and to a high standard.



Working in partnership, delivering excellence.



All four sites are being constructed by Carter Homes with the majority of sub-contractors being local. Newark and Sherwood Homes are overseeing a training plan involving local colleges, universities and a number of external agencies to support local people.



Construction of the new timber frames.

Progress at Balderton

Demolition has been completed along with the clearance and now construction has started at Bakewell Close.



Construction of the apartments in progress.

Progress at Clipstone

Construction is coming on well at Vicars Court and Directors of the Board and members of the Newark & Sherwood District Federation of Tenants & Residents Association and local Councillors have recently visited the site. Ken Sutton, one of the Directors of the Board said: "I was very impressed with the quality of the work and the use of space in the design. The ten dwellings have an ideal outlook and location for local amenities for the new residents."



Two of the Directors of the Board - Ken Sutton and Arthur Fell checking on progress at Vicars Court, Clipstone.

Tony Straw, the Chair of Newark & Sherwood District Federation of Tenants & Residents Association went on to say: "This is a great step forward for Newark and Sherwood Homes and Newark and Sherwood District Council, to build new housing stock of this quality. A new type of heating with a low running cost will be beneficial to tenants in the long term, this has to be the way forward for everyone."



Construction of the new slate tiled roofs on the bungalows.



Members of the Newark & Sherwood District Federation of Tenants & Residents Association, Directors of the Board and Newark and Sherwood Homes staff surveying the site.

From Grass Roots to Director!

Little did he know when he entered a Newark and Sherwood Homes Garden Competition that he would end up being a Director of the Board at Newark and Sherwood Homes. This is the reality for Richard Tracy from Sutton on Trent.

“I didn’t really know what I wanted to do at first, said Richard who has lived in Sutton on Trent for 7 years. Myself and my wife are proud of our garden and I thought that the Garden Competition was an excellent way of having a bit of fun and maybe getting some recognition for our efforts.”

Richard asked the local Tenants and Residents Association if there was anything he could do to help them and was invited to join their ranks, quickly becoming Chairman of the Group, a job which he has done now for 2 years. “I am very proud of the good work that the association does” said Richard. “Groups like ours exist across the district and do some very good work”. Richard stated “I just wanted to help people and benefit the community in which we live.” **Richard soon saw the opportunity to learn more about housing when he was asked by the former Chairman of the Federation of Tenants and Residents Associations to consider being part of a newly formed group of Tenant Inspectors.** “I thought this was an excellent opportunity to shape operational services at Newark and Sherwood Homes. It gives tenants the opportunity to have a real say in how things are delivered and helps tenants to understand the constraints sometimes placed on policy and procedures. I had an excellent time working with Newark and Sherwood Homes and Nottingham Community Housing Association.”

Richard received trained for the role by both housing companies in Data Protection, Communication Skills as well as other useful courses and completed the Chartered Institute



Richard Tracy, Director of the Board at Newark and Sherwood Homes

of Housing Level Two Course. “This was a real eye opener” stated Richard. “It taught me things about housing that I had not considered previously. You don’t need to be an academic. The course is very easy going but interesting.” He continued “There were some people who didn’t want to do the course but still wanted to be an Inspector, and that was ok.”

Richard finally stood as a Director of the Board and was elected in 2009. He remembers it to be “a very proud moment” when he got the news that he had been selected. “Newark and Sherwood Homes prides itself on the quality of its tenant involvement, and I can see why. We are truly leaders in tenant consultation. Tenants can get involved and make a real difference. I started by looking at the operation day to day and look at me know? I am making decisions about the strategic direction of the whole company!! How great is that?”

Richard concludes “I still have some time to look after my garden and I look back to my first steps when becoming involved, included garden gloves and compost!”

Gardens in Bloom!

The Delacy Court gardeners, cheered when they heard the news they are so proud to have received the most improved Communal Garden Award for 2010.

This year's amazing entries for the Garden Competition saw Mr and Mrs Haynes short listing and the final judging conducted by Jean Clark, Tenant and Director of Newark and Sherwood Homes Board and Mr John Clark, Secretary of the Federation of Tenants and Residents Association. All the judges were blown away by the high standard and dedication that had gone into creating the most beautiful gardens – making the final decisions extremely difficult.

Winners of the Most Improved Individual Garden, Mr & Mrs Hebblethwaite, Newark said “we are over the moon and delighted to have won.”

Howes Court Gardeners said “It's nice that all our hard work has paid off and that we were able to host the presentation.”

Next year you too could be a winner!



Mr & Mrs Hebblethwaite, Newark receiving their awards



Mr Pemblington, Clipstone - Rear Garden



Mr & Mrs Hebblethwaite, Newark Most Improved



Mr Wayment, Collingham - Front Garden



Delacy Court, Ollerton Most Improved Communal Garden



Mr & Mrs Mills, Blidworth - Special Judges Award



Howes Court, Newark - Communal Garden



Mr & Mrs Rogers, Newark - Patio/Balcony Section

Newark and Sherwood Homes gains Top Award.

Newark and Sherwood Homes has been awarded the Investors in People Gold standard, recognising it as one of the best national employers.



INVESTORS
IN PEOPLE | Gold

Investors in People recognises those organisations which invest in their staff in order to improve their business and deliver better services to the public. There are 40,000 organisations in the country which have achieved Investors in People, but only 126 have achieved the highest Gold standard – which now includes Newark and Sherwood Homes.

The award was made following a thorough examination of the Company and its staff by independent assessors. They were very impressed with what they found, identifying many areas of good practice. They found that staff were proud to work for Newark and Sherwood Homes, and this was clearly demonstrated in all areas of their work. The assessors concluded “Newark and Sherwood Homes truly warrants the accreditation as a Gold Investor in People”.

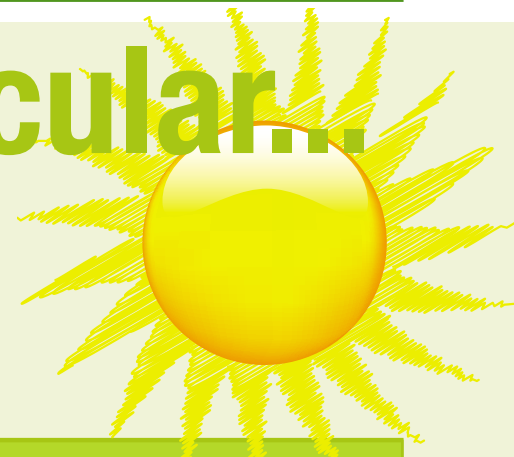
Ginette Hughes, Chair of the Board of Newark and Sherwood Homes said:

“We are delighted to have been recognised by Investors in People with the prestigious Gold Award. In these challenging times, we are continually refocusing our resources to ensure we provide excellent services to tenants and local communities, and the staff at Newark and Sherwood Homes are the key factor in the success of this organisation. Continuous training and development has empowered the staff, helping the Company to reduce complaints, maximise value for money and increase tenant satisfaction.”

Chief Executive, Rebecca Rance, commented:

“The Investors in People Gold Award recognises the investment Newark and Sherwood Homes has made in its staff. To be amongst the top 126 of organisations across the country shows the commitment and dedication of our staff team to delivering excellent housing services for tenants and local communities. Areas that were identified for development, will be taken forward to ensure our continuous improvement.”

Summer Spectacular!!!



There have been no dark clouds over the district this Summer and even if there was who would have noticed with all the fun, fundraising and sporting activities for all ages taking place!

Teddy Bears gather for a picnic to celebrate Summer activities on Yorke Drive



Not only did the Yorke Drive Youth Crew raise money for two new picnic benches with the assistance of Newark and Sherwood Homes but they also helped to dig the benches in place at the Lincoln Road Pavilion.

A teddy bears picnic was held in celebration of the Youth Crew's hard work. As part of the play scheme the Youth Crew also organised a visit from the local fire crew where everyone was invited to jump on board and have a look around.

Two All at Ollerton!!

Newark and Sherwood Homes, along with the Rural TRA and Ollerton Town Council donated goal posts for the older children and young adults of Boughton. 40 budding and eager footballers turned up for the football game organised by PCSO Danny Childs and Brian Toomer from Ollerton Town Football Club.

Just before Kick Off and the match got underway, the Mayor of Ollerton and Boughton Cllr Irene Miller cut the ribbon to officially mark the opening of the goal post. The game was a lively one and the final score ended in a draw 2-2.

Ms Leonard of Ollerton said: "It has been a good day. The children have really got involved with it".

The arrival of the goal posts provides an opportunity for young people to get involved by forming a Youth Group/Football team.



A BIG THANK YOU TO EVERYONE WHO CONTRIBUTED TO A GREAT DAY!

Litter Picking in Boughton

In the morning it began with a litter pick at the Retford Road estate where up to 50 children joined in including Ollerton Brownies and Scouts donning 'Keep Britain tidy' gear.

"Hey you, pick that up, I have been picking litter all morning" was the quote of the day from one of the avid litter pickers.

After a busy couple of hours, the bags were collected by Newark and Sherwood District Council's Cleansing team and the children were treated to a goody bag courtesy of the Safer Neighbourhood team and Newark and

Sherwood Homes. They also enjoyed pop and crisps donated by the local shop, a bouncy castle, ice cream van, face painting provided by the Children's centre and entertainment from our very own Squirrel, otherwise known as Jon the Street Warden.



If that wasn't enough the Community event was also supported by numerous businesses and organisations including McDonalds who provided sports equipment and the local newspapers, the Roundabout and Sherwood Villager who promoted the event.

The total proceeds from the event were £67.70 which will be donated to Delacy Court Gardening Club in Ollerton. Due to the success of the event, tenants from Hallam Road estate have asked if they can get involved and a litter pick is scheduled to take place on the 2nd October and work is progressing to repeat the Community event next year.

Multi Sports Sessions

Activities for young people over the Summer Holidays were organised by Newark and Sherwood District Council in partnership with Newark and Sherwood Homes and Everyday Champions.

Newark and Sherwood Homes funded a sports coach, enabling all young people on Yorke Drive to have a go at different activities to keep them entertained over the summer holidays.

The youngsters enjoyed mini soccer, kwik cricket, rounders and the chance to learn multi skills.



Tramps are Champs at Coddington

Coddington Tenants and Residents Association held a Tramps Supper at Wellgreen House, Coddington in July supported by Newark and Sherwood Homes and Nottingham Community Housing Association.

The winner of the 'Best Dressed Tramp' competition was Rosemary Hansard, Margaret Russell came second and Audrey Stevens was third. A hearty supper of cottage pie and peas followed the event. Maureen Tinsley, Treasurer said "The event was excellent and everyone seemed to enjoy it."

The group raised £122 which will be used for other social events.



Fun Day in Newark

A good day was had by all to celebrate the Lovers Lane Tenants and Residents Association Fun Day in Newark this Summer.

Nottinghamshire County Councillor for the area Mr Keith Girling had the pleasure of opening the event.

Batman and The Stig amongst other famous characters joined in the fun which included a cake stall, bric and brac, a tombola and a raffle.

Fancy footwork was on display at the five a side football for the young people and a dancing display by the Colts and Fillies line-dancing club.

The proceeds from this fantastic fun day will go towards a new swing for the Lovers Lane play area and new noticeboards. Due to the success of the event, the Treasurer and Secretary of Lovers Lane Tenants and Residents Association Mr John Franks said he hoped to hold a fun day again.



DIGNITY and DEMENTIA

The Supported Housing Team attended the Dignity and Dementia Conference organised by Nottinghamshire County Council, Adult Social Care and Health Department and joint funded by Nottingham County Council, Adult Social Care and Health Department and Nottingham Primary Care Trust.



The conference opened with a talk from Heather Roberts entitled 'Dementia and Me'. Heather, who is in her mid fifties and has suffered from Alzheimer's disease for four years, is an Ambassador for the Alzheimer's Society and she informed explained how she is coping with her condition and the effects on her and her family.

The highlight of the day for many was a presentation by John Suchet the ITN newsreader. His wife Bonnie has Alzheimer's disease and he gave a very interesting and moving account of how her condition has developed. He described the care that she has been receiving and how she has now moved in to residential care with the support that he is receiving from the Admiral Nurses – nurses specially trained in Dementia care.

During the event there were a number of workshops for the delegates to attend covering the current staff training methods and care for dementia sufferers.

Arthur Fell, Vice Chair of Newark and Sherwood Homes said "Tenants will benefit greatly from the Supported Housing staff's attendance at this event, due to their insight into dementia support and care available. Admiral nurses will be able to provide support to tenants and their families to maintain independent living for longer into the illness than they may initially think."

The event has widened the understanding and knowledge of the condition and the amount of support that is available. Staff will be able to signpost tenants to the right organisation for their needs.

Newark and Sherwood Homes staff hold regular Supported Housing surgeries and if anyone would like more information on this subject, they can call in to their local surgery or call **0845 258 5550**.

National Supported Housing Month and Big Lunch 2010

In June, Newark and Sherwood Homes staff organised two local events, to support the National Supported Housing Month and Big Lunch.

National supported housing month aims to raise the profile of services and support provided. This was done in partnerships this year with the Nottinghamshire Fire and Rescue Service to increase safety awareness for tenants. In addition, tenants were consulted during the days on service standards in order to inform the local offers process. This consultation will continue via the Supported Services Continuous Improvement Group. The Fire Service informed the group about home safety checks and that they are able to provide such as vibrating fire alarms to go under pillows, fire proof bed sheets and sand buckets. One of the tenants commented that they enjoyed the talk and were surprised at what help they could get. Both Community Centres also enjoyed a Big Lunch provided by Newark and Sherwood Homes staff and many commented that they couldn't wait for the next one.

The Green at Bilsthorpe were also celebrating 25 years since the opening of the community centre and a cake was cut and enjoyed by all, provided by Newark and Sherwood Homes.

So watch this space as next year it could be coming to a Community Centre near you.



Don't Get Distracted

Distraction burglaries unfortunately do occur and if you fall victim to one then contact your local Police. Newark and Sherwood Homes are also able to offer you practical advice, enabling you to feel confident and safe within your own home.

We are aware of some of our tenants who have been affected by distraction burglaries. Newark and Sherwood Homes circulate the information so that staff can inform as many tenants as possible within the affected area.

For further information please call at your local Community Centre surgery or call 0845 258 5550.

If in doubt, keep them out

Help us tackle burglary in your area

Although the chance of being burgled in Nottinghamshire and the surrounding areas is low, you could still become a victim of burglary after being distracted by a dog, a child or a neighbour.

Be prepared to take these steps to help protect your home:

- Use a door alarm. Even the chime or bell always acts as a deterrent from the thief if you do not raise them
- Always inspect the ground. Companies will usually call ahead to arrange a free survey
- Don't leave bags outside of door in the house
- Ask a neighbour whether you can see their dog or car. A neighbour's dog and car will deter them from burgling if they can't see your dog or car

Receive free updates about bogus callers

Register today for our free text alert service. Just fill in your details of your address where a bogus caller would call you. Only Newark and Sherwood Homes Police Station, Queens of Clarendon, Nottinghamshire NG23 7JH

Text message service registration

Title (Mr / Mrs / Miss / Ms) _____

Forename _____ Surname _____

House number/flat and street _____

Town _____ City _____

Postcode _____

Mobile number to receive alerts _____

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...

If I die, will my son be able to take over my tenancy?

WE DID

We explained how it may be possible to take over the tenancy in the event of a tenant's death and we therefore arranged for a Housing Officer to visit to explain in more detail.

YOU SAID...

Outside my flat the grass has not been cut?

WE DID

The grass will be cut on a fortnightly basis during the cutting season and this has been rectified by the contractor.

YOU SAID...

Why has it taken you so long to sort a problem with my central heating?

WE DID

We explained that we had to isolate the boiler to identify the leak. We arranged for the boiler manufacturer to carry out the repairs once the fault had been identified.

YOU SAID...

Why has a property been allocated to someone who owns their own home?

WE DID

Whilst we would not be able to discuss another person's circumstances, there are often factors which affect an individual's situation which you will not be aware of. Owner occupiers are not excluded from our waiting list, and all of our properties are let under the terms of the Council's Choice Based Lettings Policy which places applicants into priority bands according to their needs.

Congratulations to...

Mr Pearson of Highfield Road, Clipstone who was the the winner of our recent Direct Debit Prize Draw. Mr Pearson was presented with £100 of High Street Vouchers by Newark and Sherwood Homes.

Paying by direct debit helps keep our collection costs down, freeing up more funds to be spent on frontline services as well as offering flexible payments to suit your needs.

Setting up a direct debit is easy, simply telephone 0845 258 5550 for a direct debit mandate or download one now at www.nshomes.co.uk and return to Newark and Sherwood Homes and our staff will do the rest for you.

The Direct Debit Guarantee safeguards against any payments made in error, ensuring that you are entitled to a full and immediate refund of the amount paid, from your bank or building society.



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 0845 258 5550.

DATE, TIME & PLACE...

Board Meeting
22nd September 2010 at 5.15pm
Lady Chapel, Kelham Hall

Annual General Meeting
25th November 2010 at 3.00pm
Carriage Court, Kelham Hall

Board Meeting
25th November 2010 at 5.15pm
Drawing Room, Kelham Hall



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www.twitter.com/nshomes

text for specific updates

- **New Voice for Tenants**
'newvoice' to 80011
- **Tenancy Agreement**
'tenancy' to 80011
- **Investment in Your Home**
'invest' to 80011

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

TRA Contact Numbers

Bailey Road & Thoresby Avenue
Kate Carter 07813 251191

Balderton
Dinah Clawson 01636 679536

Bilsthorpe
Marian Bradbury 01623 871329

Bilsthorpe Youth
Mike Cater 01623 870604

Blidworth
John Allen 01623 407149

BOTRA
Derek Batey 01623 836410

Clipstone
Dave Thompson 01623 490547

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

WALKABOUTS 2010

Date	Area	Time	Meeting Place
23 September	Boughton (Retford Rd Estate, Wellow & Walesby)	10.00am	Turner Lane Shop
30 September	Boughton (Hallam Rd Estate)	10.00am	Adjacent to 58 Hallam Road
5 October	Farndon & Elston	10.00am	Trent House Community Centre
7 October	Caunton, Kneesall & Norwell	10.00am	Deans Close, Caunton
14 October	Farnsfield	10.00am	The Stackyard, Farnsfield
21 October	Balderton (Wolfit Ave Area)	10.00am	Manthorpe House Community Centre
28 October	Balderton (Mount Rd Area)	10.00am	William Ghent Community Centre
11 November	Fosse Estate	10.00am	Beaumont Walk Community Centre
18 November	Hawtonville A	10.00am	Hawtonville Local Office
25 November	Hawtonville B	10.00am	Hawtonville Local Office

REPAIRS FREEPHONE
0800 561 0010

EMERGENCIES OUT OF HOURS FREEPHONE
0800 561 0010

COMMENT ON THE SERVICE YOU RECEIVE 0845 258 5550
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(Polish)

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(Portuguese)



Signing



The Big Word
Translation Services



Audio Tape