

your news


Homes
FOR NORTHUMBERLAND

January 2014

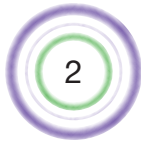
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**ENTER THE SPIRIT OF THE
COMMUNITY AWARDS 2014**

CUSTOMER CONFERENCE

**2014/15 CAPITAL
PROGRAMME EXHIBITIONS**





Welcome to the latest issue of Your News


Welcome to our first Your News of 2014. We embark on this New Year with high hopes and ambitions.

From February we take responsibility for providing services to a new hospital and extra care scheme in Haltwhistle. By the Autumn we expect to be on site building new homes for the people of Northumberland to meet much needed demand. We will also continue to project manage the councils building programme. We are also want to make sure we continue to focus on improvement of the core services. We will be working with tenants to find out your views on areas where we could improve the services that you want in your homes and neighbourhoods.

This is the last issue of Your News that will be sent automatically to all tenants and leaseholders. We are introducing an Opt In scheme. If you want to continue to receive the magazine just let us know by the methods detailed on page 18. If you would prefer not to have it in future you need do nothing and we will remove your details from our mailing list. We hope that all tenants will want to still get the magazine but for those that don't we are exploring lots of ways to keep you informed.



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You said , you were concerned that many tenants were not receiving copies of Your News
We did , make Your News opt in. All those who opt in will be added to a new mailing list ensuring those who would like to receive Your News do.

Homes for Northumberland Customer Conference

Customers enjoyed a productive, fun and interactive day at the Homes for Northumberland Customer Conference on Friday 1st November at the Holiday Inn, Seaton Burn. Staff and Customers worked together to coordinate the conference, which gave customers the opportunity to come along and find out what the future holds for Homes for Northumberland.

Kevin Lowry, Managing Director of Homes for Northumberland, opened the conference and thanked everyone for attending and then Grant Davey, Leader of Northumberland County Council, spoke about the close working relationship between the Council and Homes for Northumberland.





The event was overall very good and event staff were very helpful

WORKSHOPS

Throughout the day customers attended interactive workshops to work with the Directors of Homes for Northumberland, on future plans and priorities:

Improving Services

In this workshop, customers talked about how services, in general, could be improved. Ideas included:

- Improve the condition of estates and street cleaning
- Help customers save energy
- Improve how we communicate with customers and the information we provide
- Improve how and when trees are pruned
- Introduce a gardening service for vulnerable tenants – can we extend the Handyman service?
- Neighbourhood Liaison Officers could start checking conditions of rear gardens when they do the Health Checks.

Building a Stronger Future

In this workshop customers discussed the corporate vision for the future of Homes for Northumberland and how this compared to their hopes for our future. The key area of focus was developing customer service.

The customers identified that we should be:

- Their first point of contact
- Acting as an agent for tenants
- Quicker to respond to difficult issues
- Implementing and maintaining staff training
- Hiring a designated Disability Officer
- Offer more help and support with regards to reporting difficult tenants
- Our staff should be: Reliable, punctual, consistent, flexible and empathetic – move to end

Customer Empowerment

In this workshop customers discussed the current ways in which they feel empowered and new ways to develop this. Ideas included:

- Providing feedback on work/issues submitted by customers
- Run incentives for involvement
- Better promote the different ways and reasons for involvement
- Implement more tenant ideas
- Increase the range of locations used for tenant meetings and events

Well Run and Cost Effective Business

In this workshop customers discussed what they felt a well run and cost effective business should do. Ideas included:

- Find a balance between cost and quality
- Shift resources to accommodate people
- Clarify responsibilities of Northumberland County Council and Homes for Northumberland
- Continue apprentice recruitment
- Better allocate time for repairs

We would like to thank all of the customers who attended the workshops and provided us with this invaluable feedback. Responses will be used to develop our Delivery Plan and service.



A really enjoyable day, all of the staff/speakers were friendly and easy to talk to

MARKET PLACE

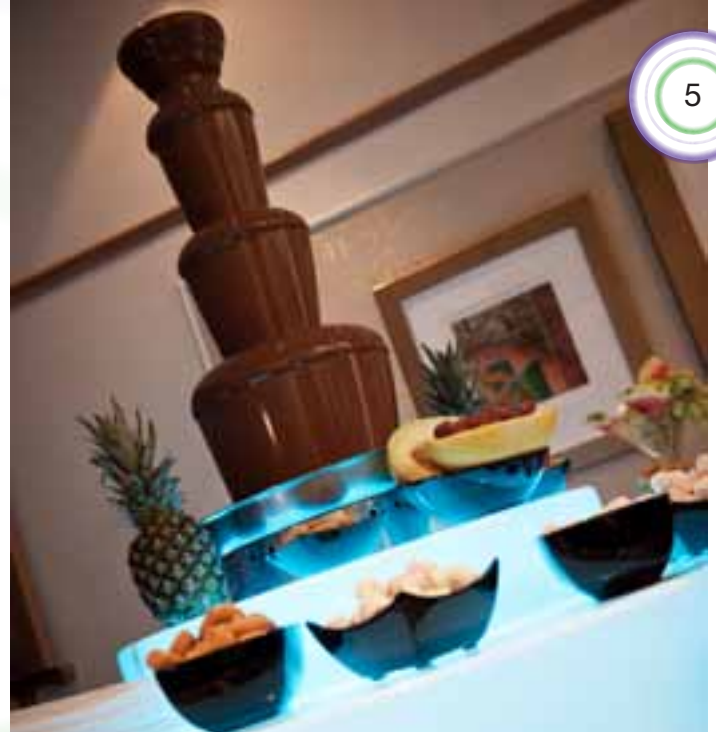
During the lunch break there was an opportunity for customers to speak to other organisations such as;

- Northumberland County Council
- Northumbria Police
- Age UK
- North East Procurement
- Northumberland Fire and Rescue
- Citizens Advice Bureau
- Various Homes for Northumberland services

PRIZE DRAW

All those who attended were automatically placed into a prize draw and won the following prizes;

- iPad Mini** - provided by Homes for Northumberland
- £50 Asda vouchers** - provided by Galliford Try
- High Street Vouchers** - provided by Love to Shop
- A selection of sweet treats** - provided by local Morrisons
- Sunday Lunch for two** - provided by The Holiday Inn



CUSTOMER FEEDBACK

All who attended completed a feedback form and it was really good to see that of those who attended;

- 86 % were happy with the catering
- 96 % felt happy with access to the Holiday Inn
- 100 % were happy with the overall organisation of the event
- 87 % enjoyed the speakers and presentations
- 96 % were happy with the event staff

Special thanks to;

- | | |
|------------------------|----------------------|
| The Holiday Inn | Creation Station |
| Howard Snaith Coaches | Northumbrian Nannies |
| Elite Taxis | Morrisons |
| UK Chocolate Fountains | Galliford Try |
| All Made Up | Love to Shop |



If you are interested in becoming involved with Homes for Northumberland please contact us on customerinsight@hfn.uk.com or ring 01670 542424 and ask for Customer Insight.

Spirit of the Community Awards - Enter now!

The deadline for nominations has been extended to February 7th 2014.

Winners will be presented with an award at a ceremony held March 17th 2014. More details to follow!

The awards have five categories. You can either nominate another tenant or nominate yourself:

- **Good neighbour award**
- **Young person of the year award**
- **Getting involved award**
- **Best community group award**
- **Garden of the year award**
(Please provide a photo for this award)
If you would like to enter but do not have access to a camera please contact us on 01670 542424.

Please note, you must be a Homes for Northumberland tenant or living in a Homes for Northumberland property to apply. If you have any queries about the Spirit of the Community Awards or to be a judge please call our Customer Insight Team on 01670 542424. Alternatively, if you would simply like to attend the awards ceremony to support your nominees and fellow tenants please contact the Customer Insight Team on the above number.

How to enter

Simply return the entry form on the reverse to:

Customer Insight Team,
FREEPOST RLYG-CCTU-THB2,
Blyth Civic Centre, Renwick Road,
Blyth. NE24 2BX



Application Form

Name: _____

Address: _____

Telephone Number: _____

I would like to nominate the following group/individual for the following category:

- Good neighbour award**
- Getting involved award**
- Garden of the year award**
- Young person of the year award**
- Best community group**

Please give brief details of why you think this particular person or group should be nominated. If we need to we will contact you for more information before we contact your nominated person or group. Please attach further sheets of information if necessary.

Name of group/person you would like to nominate

Name: _____

Why you think they should be nominated:



Our Performance

See below a breakdown of how we performed against our performance indicators in September to November 2013.

**Target
100%**

Property Services

Percentage of gas servicing completed

Higher is better.

100%



September 2013

100%



October 2013

99.66%



November 2013

**Target
96.5%**

Property Services

Percentage of repairs fixed first time

Higher is better.

97.07%



September 2013

97.38%



October 2013

97.61%



November 2013

**Target
26 days**

Property Services

Average number of days to re-let a property

Lower is better. This is the number of days we take to get a property ready for the next tenant and get the new people moved in.

There will be increased focus and a sustained effort to improve performance in this area month on month.

30.06



September 2013

27.86



October 2013

27.88



November 2013

Target
£505,804.59

We aim to keep rent arrears as low as possible.

Neighbourhood Services

Current tenant rent arrears outstanding

Lower is better. Rent arrears occur when tenants don't pay all or some of their rent.



Target
4%

Customer Services

Percentage of calls abandoned

Lower is better. An abandoned call is one which is not answered. Although performance is not yet reaching target year to date, the percentage of abandoned calls has considerably improved.



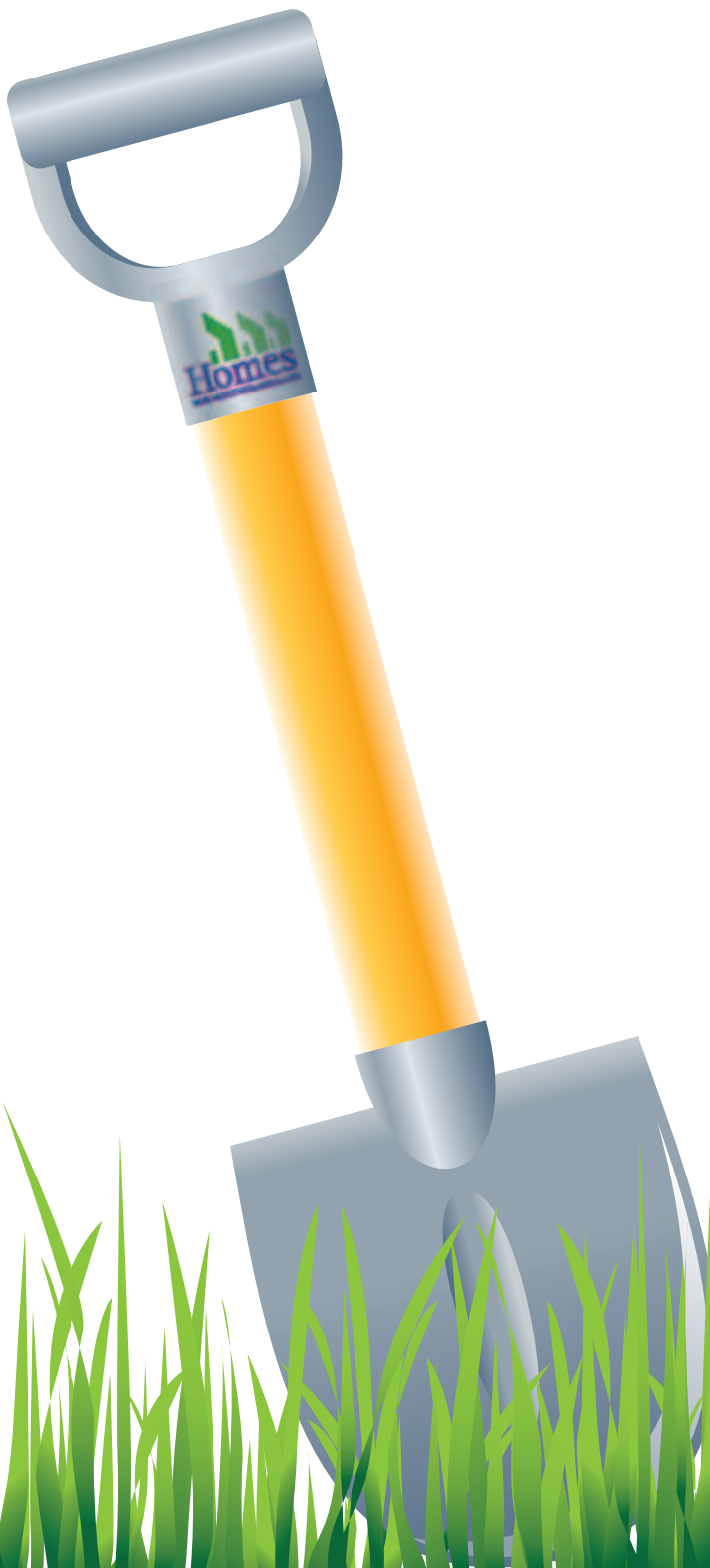
**If you have any comments or questions
about our performance, please contact us on**

01670 542424



Become an Environmental Champion

We are looking for customers to join our Environmental Champions and we need you!



The Environmental Champions carry out inspections to ensure that the service standards contained in our Neighbourhood Agreement are maintained.

The Neighbourhood Agreement aims to make your neighbourhoods; “safer, cleaner and more pleasant” and the Environmental Champions are vital to achieving this.

We currently have around 20 Environmental Champions but are looking to recruit more. There are three areas of Inspection: Open plan front gardens / open spaces, housing units and the assisted gardening scheme.

The Environmental Champions:

- Choose the patch they would like to evaluate
- Receive a six week programme, survey sheets and freepost envelope
- Review the performance
- Provide Homes for Northumberland with the feedback and findings – this is then used to improve the service.

If you are interested in joining the Environmental Champions or require further information please contact Dave Swaddle, Area Housing Manager (Blyth North) on 01670 623498.

We have hired ten apprentices!

We have hired 10 new apprentices, all of whom are customers of the organisation.



Front Row - Left to Right: John McPeake – Apprentice Plumber/Heating Engineer, Alan Wilkinson – Apprentice Joiner, Jordan Burt – Apprentice Plumber/Heating Engineer, Brodie McHugh – Apprentice Clerical Officer and Laura Taylor – Apprentice Admin/Maintenance Assistant **Back Row – Left to Right:** Sean Kelly – Apprentice Electrician, Robert Allen – Apprentice Electrician, Scott Jenkinson – Apprentice Plumber/Heating Engineer, Sophie Greenley – Apprentice Customer Service Assistant.

The apprentices, whose ages range from 16 to 25, will be working in one of our specialist fields: neighbourhood services, property services or corporate services.

Councillor Robert Arckless, Northumberland County Council’s Policy Board Member for Children and Young People, said:

“Apprenticeships are a fantastic option for many young people. We are delighted to be able to work with our many partners in supporting school leavers to find employment experience which will stand them in good stead in the future.

“There are some great opportunities in the county for young people to gain the skills, and experience necessary to enter the world of employment.”

The apprenticeships will last up to three years; this will entail gaining experience within the company and a qualification through Northumberland College.

Brodie McHugh, a 19 year old Blyth customer, has just begun work as an Apprentice

Clerical Officer. She said: “Offering the apprenticeships to tenants is a fantastic way to show us how valued we are and a great representation of our empowerment.

“I am thrilled to work for such a respectable organisation and I hope that my apprenticeship will give me transferrable skills and experience which I can utilise throughout my career.”

Kevin Lowry is Associate Director of Strategic Housing at Northumberland County Council and Managing Director at Homes for Northumberland. He said: “We will provide our apprentices with skills and work-based training which will be invaluable to their careers within Homes for Northumberland. I wish all of the apprentices the best of luck as they embark on their new professions.”

NORTHUMBERLAND

Northumberland County Council

Our Tenancy Sustainability Team is here to help!



Stephen Cooper, Tenancy Sustainability Team Leader, said: We can help in a number of ways including

- Helping you to successfully manage your tenancy
- Helping you stay in your home for as long as you need it Helping you gain access to training/employment
- Ensuring you are getting any benefits you may be entitled to
- Helping you with debt

Benefit case study

Keith Wilkinson, Housing Benefit and Income Officer works with our customers to maximise their income by ensuring they are in receipt of entitled benefits.

Keith recently met with one of our customers who was a pensioner paying full rent. Keith was able to identify that this customer was actually entitled to Housing Benefit. Using his expertise, he helped the customer with their claim and they were awarded 6 months back dated Housing Benefit and an on-going entitlement of £43.47 per week! This has made a massive difference to the income of this customer. Are you sure that you are getting everything you are entitled to?

Debt case study

Lucy Kelly, our Money Advice Worker helps our customers manage any debt they may be struggling with and provides impartial, independent advice to ensure that they can afford to pay their rent.

Lucy recently helped a customer who was struggling to pay rent, food and other essential bills. The customer confided in Lucy that she had taken loans out with numerous companies and these debts amounted to £162.00 per week. The customer found she was trapped in a cycle of borrowing and couldn't find a way out.

Lucy successfully reduced the repayments to affordable amounts and the customer can now afford to pay her essential bills with money to spare.

Do you need help with soaring gas and electricity prices?

Do you need help with soaring gas and electricity prices? Are you struggling to pay your heating bills? The Tenancy Sustainability Team can help!



We have recently teamed up with the Dawn Energy Advice Project to offer free advice and support to customers who are experiencing difficulties with their energy costs or are at risk of fuel poverty. The project can help in a number of ways:

- Dealing with fuel debt, including negotiating with energy suppliers/ resolving energy debts.
- Making grant applications to the British Gas Energy Trust to clear gas and electricity debts.
- Finding the best energy tariff for you.
- Understanding your bill and setting heating controllers.

Tenancy Sustainability Team Leader, Stephen Cooper said: "With rising gas and electricity prices driving up the cost of living, people can quickly find themselves struggling to pay their bills. We have struck up this exciting partnership with the Dawn Energy Advice Project to allow our tenants to access expert advice and ensure they are on the best energy tariff".

For more information or assistance please contact Stephen Cooper on 01670 542424.

NORTHUMBERLAND

Northumberland County Council

Did you know that you may be entitled to free childcare?

Your two-year-old might be entitled to receive up to FIFTEEN HOURS OF FREE CHILDCARE if your family meets certain income and benefits criteria.

You MUST be in receipt of one of the following benefits:

- Child Tax Credit ONLY – Income below £16,190 (Families receiving Working Tax Credit are not eligible)
- Income Support
- Income Related Employment and Support Allowance
- Income Based Job Seekers Allowance
- Guaranteed Element of State Pension Credit
- The Immigration & Asylum Act 1999

If you are in receipt of any of these benefits you can apply online at www.northumberland.gov.uk/freechildcare

Pension Credit - Are you missing out?

Pension Credit guarantees a minimum weekly income of £145.40 if you are single, £222.05 for a couple. You can have up to £10,000 in savings before it starts to affect your claim.

If you are part of a couple it only needs one of you to be of Pension Credit Age to qualify.

For more information or to find out when you can claim, how your Pension Credit may be affected by Universal Credit or how this affects you as a couple ring the Pension Credit Helpline on 0800 99 1234 or Penny Bradley, at Homes for Northumberland on 01670 542424.



A message from Northumbria Police

‘Report it to sort it’

‘Report it to sort it’ is a campaign aimed at tackling anti-social behaviour or ASB as it’s more commonly known.

Police and Crime Commissioner Vera Baird and Northumbria Police take all reports of ASB seriously and are committed to dealing with the problem. ASB in all its forms affects people’s quality of life and the police work with their partners to tackle it. As part of the newly introduced ASB Commitment every victim of ASB will be contacted personally and provided with support. The neighbourhood policing teams will be talking to victims and the communities where they work.

Don’t forget if you’re experiencing anti-social behaviour ‘Report it to sort it’ on 101.

Operation Soundwave



Operation Soundwave is continuing. To crackdown on

burglary, Northumbria Police is reminding people to help keep their property safe. Always lock your doors and windows, even when you are at home, and fit security lighting. Valuables and

keys should not be left within easy reach of doors and windows and keys for the car and house should be kept on separate fobs.

Police are using a range of tactics to tackle burglaries through uniformed patrols, operations and by targeting known offenders. You can help the police by signing up to Immobilise where your property – including bikes, phones, electricals, tools and other valuables – is logged to get it back.

To sign up to this free property registering website go to Immobilise.com

Domestic Violence

‘Walking on Egg Shells’ is the Police and Crime Commissioner Vera Baird and Northumbria Police’s domestic abuse campaign. This will be the second year the campaign has run in the force area and is aimed at encouraging people to report domestic abuse or to seek help. The campaign encourages awareness of what domestic abuse is and the support available from police and partners. It also sends a clear message to offenders that their actions will not be tolerated.

For professional, independent and confidential advice, victims should call 0800 066 5555 or in an emergency call 999.

Adult Learning Services

We have teamed up with the Northumberland Adult Learning Service to promote their courses to you. Every year, the service delivers adult learning to over 15,000 people aged 16+ throughout the county. This incorporates apprenticeships, formal qualifications and leisure courses.

The Adult Learning Service operates in all the areas we have properties and offers a friendly place to learn, right on your doorstep. Whether you want to study for improved job prospects, to gain extra skills, or just for fun, they have a course for you!

They also provide opportunities for people aged 16+ to participate in part time and full time apprenticeships, as well as offering a range of support services to help make your learning successful.

Penny Bradley, Financial Inclusion and Employability Advisor, said: "This is a great opportunity for our customers to receive local training which could help them gain employment or improve their existing job prospects".

Courses include:

- Software and Gaming
- Web Development
- Motor vehicle mechanics
- Diploma in uniform services
- Award in sport and leisure
- Cycle mechanics

Prices are kept as low as possible to make sure the courses are affordable to all. In certain circumstances, customers will qualify for free tuition. Contact Penny Bradley in the Tenancy Sustainability Team on 01670 542424 for further details.

Northumberland County Council Benefit Department drop in sessions now open in Amble

Amble library has opened a benefits drop in session every Wednesday morning between 10am-1pm.

These sessions will provide support for those residents who may require assistance in either completing a housing benefit or council tax support claim form and will also provide an opportunity to speak with a benefit officer who will be able to answer any benefit related questions.



Housing Capital Programme Exhibitions 2014/15

We are currently preparing this year's programme of major improvement work to the homes we manage. This will be year 3 of the current 5 year capital housing programme.

The work will include kitchen and bathroom replacements, rewires, new heating systems, replacement roof coverings, doors and windows as well as some external work/ environmental schemes.

An exhibition will take place in the Blyth Civic Council Chamber on 4th February in Clayport Street Alnwick on the 25th February. Both will take place from 12-6pm, residents will be able to see various capital works, normally kitchens, bathrooms, fires and fire surrounds.

Similarly to last year, the focus will be on installing energy efficient boilers reinforcing the commitment that Homes for Northumberland



and Northumberland County Council have to help residents keep their fuel bills down and to prevent people from going into fuel poverty.

Neighbourhood Liaison Officers

Every estate that includes Council housing in Northumberland has a dedicated Neighbourhood Liaison Officer. Neighbourhood Liaison Officers (NLO's) can visit you to discuss housing services including: rent, estate management or your tenancy.

By now you should be familiar with your NLO and their role however if you would like more information or to put a face to the name a detailed list can be found on our website. Alternatively if you would like a copy of our NLO booklet please contact our Customer Service Centre on 01670 542424.

We have relocated!

We have moved office! Our Alnwick office has relocated from Clayport Street to Greenwell Lane. For those of you who are familiar with the area we have moved in to the Northumberland County Council Customer Information Centre (address below) and are sharing these facilities with their staff.

All services and staff that were previously operating from Clayport Street are accessible from Greenwell Lane; this includes Neighbourhood Liaison Officers, rent paying facilities and access to customer services.

For more information on the move please contact Colin Blackett, Area Housing Manager.

Address: Greenwell Lane, Alnwick, NE66 1HB

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Lena turns 100



Centenarian Lena Star celebrated her big day surrounded by friends and family at Concorde House. She was also presented with a bouquet of flowers by her Neighbourhood Liaison Officer Helen Jackson. We wish her many happy returns!

We have begun building in Newsham

We are increasing the amount of properties we manage, on behalf of Northumberland County Council, by building 66 new homes in South Newsham, Blyth.

This will comprise a range of one bedroom flats and two bedroom bungalows, as well as two, three and four bedroom homes. The properties have been designed to meet the Housing Need Assessment carried out for the area and will achieve Level 3 of the Code for Sustainable Homes.

The development is part of Northumberland County Council's new Affordable Homes Programme, alongside the regeneration of Hodgsons Road Estate and the new build at Tynedale Drive. These schemes have received funding from the Homes and Communities Agency (HCA) and construction work is performed by Galliford Try and managed by Homes for Northumberland.

The build, which began in August of, is scheduled for completion in late winter 2014.

For more information on the project, please contact Homes for Northumberland on 01670 542424.

Changes to Your News

We are changing the way we distribute Your News.



Results from a recently issued customer survey told us that 73% of you felt we should make Your News opt in. We value your responses and requirements and have changed our service to reflect this.

After this issue, we will no longer automatically send Your News to every tenant; you must opt in to receive a copy.

Opting in is simple, all this requires is filling in the form below and returning it to us, you will only need to do this once.

If you do not opt in to receive Your News you will not receive a direct copy however can still access it through our reception area, on our website or through your Neighbourhood Liaison Officer.

This has the potential to save substantial amounts of money and paper waste, tying in with our aim to continuously improve and achieve value for money.

Opting in

To opt in to receive either a digital or hard copy of Your News please complete the below. If you are not sure about anything or have difficulty filling in the form, please contact Communications on 01670 542424 or Antonia.edwards@hfn.uk.com. You can return this form by post or hand deliver to: FREEPOST RLYG-CCTU-THB2, Blyth Civic Centre, Renwick Road, Blyth NE24 2BX

Name: _____

Address: _____

Postcode: _____

Telephone number: _____

How would you like to receive Your News?

- Mail Email

If applicable, please provide your email address:



We have received funding

Northumberland County Council are amongst the 57 social landlords across Great Britain to be awarded a share of £5 million to get more renewable heating into the homes of social tenants.

Following the success of a previous scheme in Longframlington and as part of our efforts to tackle fuel poverty and problems with upgrading heating systems in off-gas areas, Northumberland County Council and Homes for Northumberland have been successful in gaining RHPP Government funding of £38,000 to support the capital costs of a project to install nineteen Air Source Heat Pumps in Craster, Elsdon, Thropton and Whittingham.

These particular nineteen properties have been chosen as they are located in off-gas areas and have an older system than others in similar areas. The air source heat pumps require virtually no customer interaction which is in stark contrast to the effort required to run the coal-fired systems the properties currently have.

The scheme will be run by our Asset Management team with the new heating systems being installed by our in-house heating engineers. This renewable energy source will be installed along with a multi-fuel stove as a back-

up heating source for occasional use. New easy-use heating controls, new pipe work and water cylinders will also be installed.

In addition to the new heating system, a Green Deal assessment will be carried out on each property with additional efficiency measures, for example loft insulation top-up's, carried out as part of the scheme.

The project is due to start at the beginning of January 2014 and will run until the end of March 2014. The Asset Management team at our is currently carrying out consultations with the customers included on the scheme as it recognises that customer engagement is the key to its success.

An important part of the project is to monitor and measure the improvements to these homes. Narec Distributed Energy, part of the National Renewable Energy Centre in Blyth, will monitor energy efficiency, the reduction in energy bills and improvements in the warmth of these homes.

This type of project reinforces the Councils' and our commitment to reducing fuel bills and also reducing the number of our customers experiencing fuel poverty.



Test the service

After every edition of Your News, we contact a random sample of customers to find out what they thought about the magazine.

Following our latest set of feedback, we will;

- Make Your News opt in
- Include more information for Alnwick and rural areas

Don't miss Handy Andy!

Our Handyman, Andrew Maddison is available to help our vulnerable tenants with everyday household jobs they may otherwise be unable to complete, free of charge.

This initiative is available to Homes for Northumberland tenants, specifically those over 60 years old, those with a disability or severe health problems or any single parent families with a disabled child.

More information on eligibility, services available and making an appointment is available on our website our through our Customer Service Centre on 01670 542424.



From left to right: Director of Property Services Ian Johnson, Handyman Andrew Maddison and Managing Director Kevin Lowry.

Residents Forum Dates for your diary



A message from the Residents Forum

We would like to thank everyone who has supported us and hope you continue to do so making the forum a voice for the tenants and leaseholders so that management, Strategic Board and staff know what we want to see happen to our homes.

Here are some dates for your diary, so come along and have your say.

Meetings will be held on a Monday evening, from 6.30pm-8.30pm.

- 17th MAR** Big Debate with Executive Management Team and Homes for Northumberland Strategic Board. Followed by refreshments and Spirit of the Community Awards.
- 19th MAY** Residents Forum
- 14th JUL** Residents Forum
- 22nd SEP** Annual General Meeting followed by refreshments and Big Debate
- 17th NOV** Residents Forum

Transport can be arranged if necessary.

Further information with regards to venues will be disclosed in the invitations which will be sent to all residents.

Proposed changes to repairs service.

As part of our plans to improve our services to customers we are planning to make some changes to how repairs are prioritised and arranged.

At the moment we have 11 different repair categories that dictate how many working days it will be before a repair is undertaken. Essentially this means customers are often allocated an appointment based on the repair category, not at a time that suits their availability. We believe this is overly complicated and does not meet the needs of the customer.

Therefore we are proposing to move to just two main categories - “emergency” and “responsive”.

An example of an “emergency repair” is a loss of electrical power.

An example of a “responsive repair” is a repair to a kitchen cupboard.

The aim of changing the way in which repairs are categorised is based on the fact that different maintenance issues may have a very different impact on different households, so we would seek to establish the impact of the works on the occupants and deliver the service at a time that suits the resident.

We believe this move will allow us to better plan the deployment of trade team resources, and it is anticipated that this will have a positive overall impact on the time taken to complete repairs. It will also allow us to increase our focus on responding to genuine emergency situations (including those reported outside working hours) and to provide the most vulnerable residents with a more responsive service.

Based on your feedback we are looking to make changes to our repairs service. Our changes will be based on comments from postal, telephone and email surveys we have sent you. If you would like to offer any more

ideas or feedback on the changes you would like to see to our repairs service please contact our Customer Insight Team on 01670 542424.



The key benefits of the proposed changes include:

- A service focused on customers’ needs which delivers at a time that suits them and their circumstances;
- Reduced overall time taken to complete repairs providing the right service at the right time to customers;
- Increased flexibility for the trade team leading to reduced costs for the service, and increased efficiency;
- An improved call out service for those in need and reductions in call out charges

For more information on our repairs service please contact our Customer Service Centre on 01670 542424 or request a ‘Getting repairs done’ leaflet.

Leaseholder information



As Leaseholders it is your responsibility to have valid gas and electric safety certificates. Homes for Northumberland can carry out this work for you. If you are interested then please contact us on 01670 542424 and we can discuss pricing options.

If you are sub-letting or renting out your property, you are technically a landlord, and must have these certificates. You should then forward copies of these onto us.

As a landlord, you are responsible for any work that your tenant requires. We do not deal with your tenant, only the owner.

If you are selling or thinking of selling your property, we would be obliged if you could get in touch with us. This will help in the long run to help your sale go through smoothly.

For more information or to discuss this in more detail please contact us on 01670 542424.

Estate Walkabouts



ALNWICK AREA

NLO	Walkabouts	Dates	Time
Julian	Amble. Meet at entrance to Straffen Court	Tue 21st Jan	9.:30am
Andrew	Alnwick. King st, Lisburn St, Howick St, St. Pauls Garth, St. Michaels Square, Green Batt, Chapel Lane and Dodds Lane.	Fri 14th Feb	10:00am

RURAL AREA

NLO	Walkabouts	Dates	Time
Simon	Rothbury Area 1. Meet Beechcroft	Wed 22nd Jan	10:00am
Simon	Rothbury Area 2. Meet Addycombe Gardens	Wed 22nd Jan	11:00am
Simon	Longframlington. Meet White Cottages	Wed 29th Jan	11:00am
Simon	Felton. Meet Felton Village Hall	Wed 5th Feb	11:00am
Simon	Longhoughton. Meet North End	Wed 19th Feb	11:00am
Simon	Embleton. Meet Embleton Surgery	Wed 12th Mar	11:00am

Please note all estate walkabouts are weather permitting, if you have any queries please contact your Neighbourhood Liaison Officer on 01670 542424.

To find out when your local drop-in surgery is being held please contact our Customer Service Centre on 01670 542424 or visit our website www.hfn.uk.com.

BLYTH AREA

NLO	Walkabouts	Dates	Time
Helen	1 Delaval Avenue	Thur 13th Feb	10:00am
Helen	Hallington Estate Meet outside 1 Mindrum Way	Thur 13th Mar	10:00am
Joanne	Eastfield Grange Meeting at the entrance to Cairnglass Green	Wed 5th Feb	10:00am
Joanne	East Hartford Meeting at the bus shelter on Ormston St	Wed 5th Mar	10:00am
Pearl	The Crescent to start at 1 Stanley Gardens	Thur 13th Feb	10:00am
Pearl	Deneside at 1 Burnlea Gardens	Thur 27th Feb	10:00am
Jacqui	First Tuesday of the month: Solingen (meet at start of estate)	4th Feb, 4th Mar, 1st Apr	10:00am
Jacqui	First Thursday of month: Avenues (meet at Spartan Pub)	6th Feb, 6th Mar, 3rd Apr	10:00am
Jacqui	2nd Tuesday of month: Plessey road (meet at Seahorse)	11th Feb, 11th Mar, 8th Apr	10:00am
Jacqui	2nd Thursday of month: Avenues (meet at start of first Ave)	13th Feb, 13th Mar, 10th Apr	10:00am
Jeff	Benridge / Cottingwood – meeting outside of 1 Benridge Park	Tue 4th Mar 2013	10:00am
Kevin	Newsham flats – meeting outside of block 10 Warwick St	Wed 19th Feb 2013	10:00am
Kevin	The Oval estate – meeting outside of 101 Delaval Cres.	Wed 19th Mar 2013	10:00am
Sitara	Brookside, Axwell Dr, Rookery Cl, Hallside Rd, Brierley Cl, Gareston Cl, Hotondale Gr, Hall Green, Reedsdale, Cragton Gardens. Meeting on Brierley Road by NISA shop	Wed 12th Mar 2014	10:00am
Caroline	Leaholm/Trevelyan Estate including Newsham Road meet outside 76 Leaholm Crescent	Wed 5th Mar 2014	10:00am
Caroline	Old Hartley Square and St Ronans Drive Estates S Sluice meet outside 79 Old Hartley	Tue 11th Mar 2014	10:00am
Caroline	Millfield Estate S/Sluice Meet outside 1 Southward	Wed 12th Mar 2014	10:00am
Caroline	West Court meet outside 39	Tue 18th Mar 2014	10:00am
Caroline	Poest Estate Meet outside 1 Burns Avenue	Wed 26th Mar 2014	10:00am
Caroline	Wheatridge Estate S/Delaval meet at the Hastings Pub car park	Fri 28th Mar 2014	10:00am
June	Cowpen Farm, Isabella Centre	Thur 27th Feb	11.00am
June	Hodgson Road Estate at Millfield Gardens Community House	Fri 28th Feb	11.00am
June	Cowpen Farm, Isabella Centre	Fri 27th Mar	11.00am
June	Hodgson Road Estate at Millfield House	Fri 28th Mar 2014	11.00am
Kaley	Nelson Village	Thur 27th Feb	9.00am
Kaley	Windmill Flats	Wed 26th Mar	2.00pm
Kaley	Langley & Edendale Flats	Fri 14th Mar	10.00am
Kaley	North Farm	Wed 19th Mar	10.00am
Graeme	Eastfield – Meet outside Community House at 1 Axminster Close;	Thur 13th Mar 2014.	2.00pm
Graeme	Mayfield Dale and Grange – Meet outside the flats at Tangmere Close.	Tue 25th Mar 2014.	10.00am

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If you have any comments or suggestions for Your News, please contact: Antonia Edwards, Communications, Homes for Northumberland, Civic Centre, Renwick Road, Blyth, Northumberland NE24 2BX or call 01670 542424.

Key Contacts

Customer Services Centre
01670 542424

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0845 6006400

Northumberland Citizens Advice Bureau
0844 4111309

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URDU

اگر آپ یہ معلومات کسی دوسری زبان یا فارمیٹ، مثال کے طور پر بریل یا آڈیو، میں چاہتے ہیں تو برائے مہربانی ہمارے کسٹمر سروسز سینٹر سے رابطہ کریں۔

BENGALI

আপনি যদি এই তথ্যাবলী অন্য ভাষাতে বা অন্য রূপে যেমন ব্রেইলে বা অডিওতে পেতে চান, অনুগ্রহ করে, আমাদের কাস্টোমার সার্ভিসেস সেন্টারে যোগাযোগ করুন।

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MANDARIN

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POLISH

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PUNJABI

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਬ੍ਰੇਲ ਜਾਂ ਆਡੀਓ ਦੇ ਰੂਪ ਵਿਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਗਾਹਕ ਸੇਵਾ ਕੇਂਦਰ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।