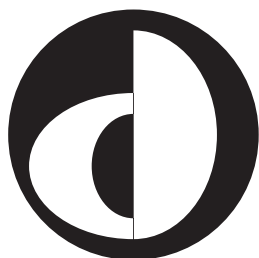




Your guide to our tenancy and estates service



Advertisement



DIRECT **D e b i t**

Rent payments made easy...

- No cheques to write
- No paperwork or postage
- No queuing

Payments are made for you, by your Bank or Building Society. You simply complete and sign a Direct Debit authorisation then send it back to us and we take care of the rest.

**Take the hassle out of paying your rent.
Sign up for Direct Debits today...**



**Ring the Rents Hotline
on 01670 542121
for more information.**



Introduction

This leaflet explains our service for managing your tenancy and the estate you live on.

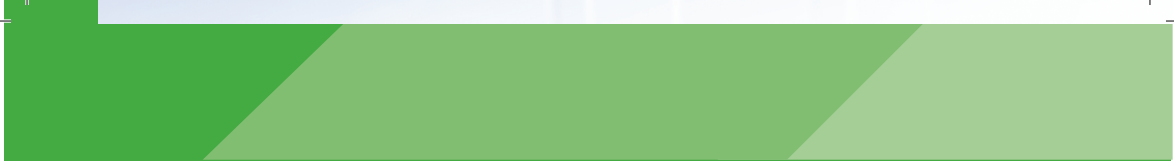
Providing services fairly

We aim to ensure that our customers can use our services regardless of age, race, sex, disability, religion or sexuality.

We do this by ensuring our staff are trained to understand the different needs of customers and by monitoring our services to make sure they are provided fairly to everyone.

Our staff will:

- help you fill in forms
- provide an interpretation service if your first language is not English
- give you information, on request, in different languages or in different formats such as large print, Braille, CD or audio tape
- use plain English
- take account of any special needs you may have
- provide you with support if you need it
- welcome calls using Typetalk
- arrange for you to speak to or be visited by a member of staff of the same sex as you, if you wish
- provide induction-loop systems
- visit you at home if you can't get to our office
- provide you with a sign-language service.



What does tenancy and estates services provide?

We inspect the estates you live on to make sure they are clean and well looked after.

We check that your home and gardens are kept in good condition and that you keep to the conditions in your tenancy agreement.

We will deal with any changes in your tenancy, from name changes, creating joint tenancies and arranging for you to swap homes with someone else.

We are here to offer you support and help to make sure your homes and estates are safe and a place you want to live.

What happens on an estate walkabout?

We walk around the estate with residents to see if there are any issues which need to be resolved.

The main aim of the walkabout is to help ensure that the estate is clean and well maintained.

When do estate walkabouts happen?

Estates are regularly visited and dates for future walkabouts are advertised in resident-group newsletters, in local libraries and community centres, in Your News and on our website.

Get involved in walkabouts!

Why not get involved and play your part in the way we manage your estate? By joining your estate walkabout, you will be able to have your say and get involved with any issues affecting the appearance of your area.

What happens after an estate walkabout?

We will write to residents attending the estate walkabout within 10 working days of the visit to let them know what action will be taken.

We will agree with them what we will do to improve the estate, within agreed timescales.

We will feed back our progress to all residents through our website, Your News and local community groups.

Tenancy reviews

We will regularly review your tenancy. To do this, we will arrange an appointment with you to visit your home and talk to you about your tenancy and ensure that you are keeping to your tenancy conditions.

During our visit we will also update the information we have on you and your household so we can ensure you are getting the right services, taking account of any special requirements you may have.

We work with a range of support services to which we can make referrals if you require help.

Garage reviews

We will regularly review your garage tenancy. To do this, we will arrange an appointment with you to check the security and condition of the garage, and that you are using your garage appropriately. Your garage should only be used to store a motor vehicle. We will end the garage tenancy of any tenant who is using their garage for storing other things.

We review garage waiting lists every year and we send letters to applicants to see if they wish to remain on the list. Applicants who don't respond to this letter will have their application cancelled.

Furniture packs

We work with the Newcastle Furniture Service to offer furniture packs to new and existing tenants.

For more information on furniture packs, contact us or see our leaflet 'Your guide to furniture package'

Tenancy services

Contact us if you want to discuss your tenancy. Some things you may need to discuss with us are:

- giving notice to end your tenancy
- considering a mutual exchange
- applying for or ending a joint tenancy
- informing us of the death of a family member.

We are happy to spend time helping you with any of these issues, in the comfort of your own home or by appointment at one of our offices.

Breaches of tenancy

We deal with many different forms of breaches of tenancy, from minor anti-social behaviour to untidy gardens.

We can help you if you have a complaint about another Homes For Northumberland tenant. We deal with all complaints within set timescales.

For more serious complaints of anti-social behaviour, you can contact the Safer Neighbourhoods Unit directly on 01670 542060 or we can refer your complaint to them.

Supporting residents

We work with other agencies to help and support our vulnerable tenants, like the elderly, young people and residents with disabilities.

We can also offer some help and support ourselves. For example, we provide a free front-garden maintenance scheme for residents who are elderly or have a disability and are finding it difficult to maintain their garden.

If you can't maintain your garden because you have no equipment, we can lend you the tools you need. There is no charge for this service.

Your tenancy and estate services - our promise to you

We are committed to providing you with excellent services. These are the standards of service all our customers can expect us to meet.

We will regularly review and publicise our performance against these standards to make sure that we continue to provide a high level of service to our customers.

We will take action to improve our service where we do not meet these standards.

We have agreed the following service standards with our customers.

Our staff will:

- arrange to visit you within 4 weeks of you moving into your new home
- complete all applications to succeed to a tenancy or amend tenancy details within 10 working days of receiving all the documents we need
- complete all applications of mutual-exchange tenancies within 42 days of the application
- write to you 5 working days before your tenancy review to confirm the time and date of the appointment
- write to you within 5 working days of your tenancy review to tell you the outcome
- develop an annual programme of estate inspections, publicise these to residents and make sure that each inspection takes place as planned
- respond to any reports of abandoned properties within one working day
- refer any complaint to the agency responsible (eg graffiti, litter, abandoned cars, fly-tipping) within 2 working days of receiving the complaint. We will follow up the complaint to check that the agency responsible has dealt with the problem.

Spending money wisely

We aim to make sure we get the most out of the money we have available for our customers.

You can help us by:

- keeping your home in good condition
- keeping to your tenancy conditions
- paying your rent on time
- keeping any appointment we make with you.



Improving our service

We will always try to provide the best services that we can so we make sure we learn from any complaints and compliments.

If you are not satisfied with our service, please let us know and we will try to sort out your complaint immediately. Our complaint leaflet explains how to complain.

We also welcome your comments and suggestions and regularly ask for your views on our services.

For more information, please contact us at:



Homes For Northumberland
Civic Centre
Renwick Road
Blyth
Northumberland
NE24 2BX



Phone: 01670 542430 (Blyth Office)



Phone: 0800 0461 431 (Alnwick Office)



RNID Typetalk service –
prefix numbers with 18001



Text: 07950 080908



Fax: 01670 542420 (Blyth Office)



Fax: 01665 510352 (Alnwick Office)



Email: repairs@hfn.uk.com



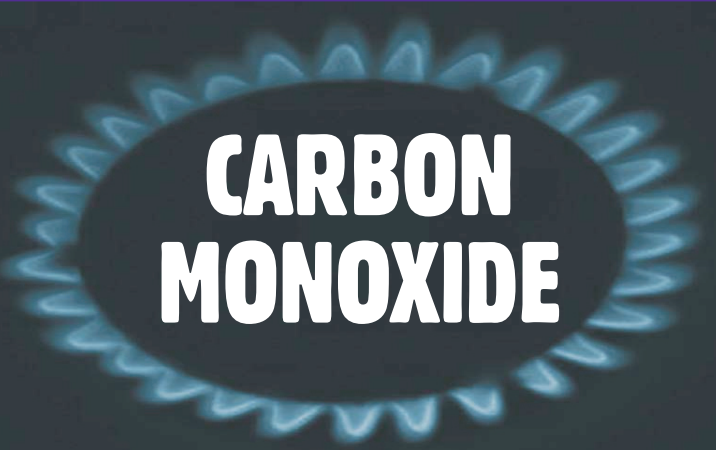
www.hfn.uk.com

Visit any Northumberland County Council Information Centres:

- Avenue Road, Seaton Delaval
- Keel Row Centre, Blyth
- Forum Way, Cramlington
- Greenwell Lane, Alnwick
- The Fourways Centre, Amble.

Advertisement

Annual gas-safety check



**CARBON
MONOXIDE**

you can't see it,
you can't smell it,
you can't taste it...
...it's too late

**Your annual gas-safety check - it's
free, and it could save your life!**

Repairs call centre: 01670 542424

Out-of-hours emergencies call: 01670 540501

We can provide this information in alternative formats and languages. If you would like information in another format or language, please contact one of our offices.

Arabic

يمكننا تقديم هذه المعلومات بتنسيقات ولغات أخرى. إذا كنت ترغب في الحصول على هذه المعلومات بتنسيق أو لغة أخرى، برجاء الاتصال بمكاتبنا

Bengali

আমরা এই তথ্য বিকল্প ফরম্যাট ও ভাষায় প্রদান করতে পারি। আপনি যদি এই তথ্য বিকল্প ফরম্যাট বা ভাষায় পেতে চান, তাহলে অনুগ্রহ করে আমাদের যে কোনো একটি অফিসে যোগাযোগ করুন

Chinese (simplified)

我们可以提供此资料的其它格式和语言版本。如果您希望获取其它格式或语言版本，请与我们的任一办事处联系。

Chinese (traditional)

我們備有此資訊的其它格式和語言版本。若您需要其它格式或語言版本，請聯絡我們的辦事處。

Hindi

हम यह जानकारी वैकल्पिक फॉर्मेटों और भाषाओं में मुहैया करा सकते हैं। अगर आप अन्य फॉर्मेट या भाषा में जानकारी चाहते हैं तो कृपया हमारे कार्यालयों में से किसी एक में संपर्क करें

Polish

Możemy udostępnić Państwu te informacje na różnych nośnikach i w różnych językach. Gdyby chcieli Państwo otrzymać informacje na innym nośniku lub w innym języku prosimy skontaktować się z jednym z naszych biur.

Portuguese

Podemos disponibilizar esta informação em formatos e línguas alternativas. Se gostasse de receber informação noutro formato ou língua, por favor contacte um dos nossos escritórios

Punjabi

ਅਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਬਦਲਵੇਂ ਫਾਰਮੈਟਾਂ ਅਤੇ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਜੇ ਤੁਸੀਂ ਜਾਣਕਾਰੀ ਨੂੰ ਕਿਸੇ ਹੋਰ ਫਾਰਮੈਟ ਜਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਪਸੰਦ ਕਰੋਗੇ, ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਦਫਤਰਾਂ ਵਿੱਚੋਂ ਇੱਕ ਨੂੰ ਸੰਪਰਕ ਕਰੋ

Slovak

Môžeme poskytnúť tieto informácie v ďalších formátoch a jazykoch. Ak budete chcieť informácie v iných formátoch a jazykoch, prosím, kontaktujte jednu z našich kancelárií.

Turkish

Bu bilgileri başka formatlarda ve dillerde sağlayabilmekteyiz. Bilgiyi başka bir formatta veya dilde almak isterseniz, lütfen ofislerimizden biriyle irtibat kurunuz.

Urdu

ہم یہ معلومات متبادل شکلوں اور زبانوں میں فراہم کرسکتے ہیں۔ اگر آپ کو یہ معلومات کسی دیگر شکل یا زبان میں مطلوب ہو تو، براہ کرم ہمارے کسی دفتر سے رابطہ کریں



In partnership with Northumberland County Council.

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