

YOUR news

**Homes**
FOR NORTHUMBERLAND

Spring 2014

ITS OFFICIAL **88%** OF OUR
TENANTS ARE SATISFIED WITH THE
QUALITY OF SERVICE THEY RECEIVE

81%
SATISFIED

REPAIRS AND
MAINTENANCE
OVERALL

85%
SATISFIED

QUALITY OF
THE HOME

86%
SATISFIED

HOW ENQUIRIES
ARE HANDLED
GENERALLY

88%
SATISFIED

NEIGHBOURHOOD
AS A PLACE
TO LIVE



Welcome to the latest issue of Your News

I was delighted to be present at the Spirit of the Community Awards, featured on pages 10 and 11. It is important that we acknowledge the fantastic work communities do for themselves and each other. It was an inspiring evening and we want to ensure we make next years event even bigger.

On page 3 we see the launch of the new Independent Tenants and Leaseholders Forum. Homes for Northumberland fully supports this new independent group. They are here to represent your interests and to promote the interests of all those who live in HfN managed homes. They are only as good as the input they get from you so I would encourage every tenant and leaseholder to become an active member; join in with the activities and consultations and get your voice heard.

Best Wishes
Kevin Lowry
Managing Director



You said, you were concerned some tenants who wished to receive Your News were not. You also said that we should save money only sending leaflets and magazines to those who want them.

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.

You said you would like more information on who to contact for advice on fuel poverty and income assistance.

We did include more information on support and assistance available on pages 12-15. Information regarding tenancy sustainability and advice can also be found on our website or in the previous edition of Your News.

Northumberland Tenants and Leaseholders Forum

Join us in Amble for a Q and A. We, the Tenants and Leaseholders forum, along with Homes for Northumberland staff and local Police Officers will be holding a session for you to come along and have your questions answered.

21st May 2014 at 6:30pm
Kennedy Road Community Centre, Amble

It's a great place to live but for a few people

The streets are a mess

There are not enough dog poo bins and not enough litter bins

The Forum

The kids have nothing to do and nowhere to go

Why can't dog owners pick up after their pooches?

Does all this sound familiar? Do you want something done? Do you know how to report a problem? Do you want to be involved in bringing unity in your community? Then ...

**DON'T JUST THINK ABOUT IT
ACT ON IT
COME ALONG AND JOIN US**

For more information please contact Chair of the Forum, Cilla Isles.

Email: pricillaisles@sky.com

Telephone: 01670 352503

Star Survey

The results are in!

In January and February of this year, we asked you to complete our STAR survey and 3,196 (38%) of you responded. This is the first survey of its kind since we were formed to manage council homes on behalf of Northumberland County Council and will serve as a baseline for improving services in the future.

Your feedback will be used to develop and improve our services, as well as benchmark performance in the future.

Where applicable the current survey results have been compared against the 2009 STATUS survey conducted in the former districts of Alnwick and Blyth Valley.

Top 5 Satisfaction Factors

88%
SATISFIED

Neighbourhood as a place to live

86%
SATISFIED

How enquiries are handled generally

85%
SATISFIED

Quality of the home

81%
SATISFIED

Repairs and maintenance overall

79%
SATISFIED

Being kept informed

Overall you are satisfied

88% of respondents were satisfied with the quality of service they received.

This is 9% higher than the 2009 score of 79%.

Information

79% of respondents thought that we are good at keeping them informed about the things that affected them as residents, the same amount as the 2009 survey.

Involvement

71% of respondents felt that we listen to their views and act upon.

This is 12% higher than the 2009 score of 59%.

Customer Service

86% of respondents were satisfied with the quality of our customer service.

This is 15% higher than the 2009 score of 71%.

41% of respondents were 'very satisfied' with the service.

Repairs and Maintenance

81% of respondents were satisfied with the quality of the repairs and maintenance service.

This is 5% higher than the 2009 score of 76%.

36% of respondents were 'very satisfied' with the service.

Home

85% of respondents were satisfied with the overall quality of their home.

This is 5% higher than the 2009 score of 80%.

Value for Money

83% of respondents were satisfied with the value for money of the rent.

This is 6% higher than the 2009 score of 78%.

Estate and Communal

68% of respondents were satisfied with the grounds maintenance service.

The Neighbourhood

88% of respondents were satisfied with the overall quality of their neighbourhood.

This is 14% higher than the 2009 score of 74%.

The 3 problem areas most effecting residents' enjoyment of their neighbourhood is:

- dog fouling (66%)
- rubbish / litter (61%)
- car parking (56%)

Anti-Social Behaviour

77% of respondents who had previously reported ASB found it easy to contact a member of staff and 62% were satisfied with the advice they received.

Complaints

75% of respondents were satisfied with the way we deal with complaints.

33% of respondents were 'very satisfied' with the service.



Opt in

Don't forget you can opt in to receive Your News at any time.

The opt in form will be available on our website www.hfn.uk.com and on the back of each copy of Your News. If you require Your News in an alternate format such as another language, braille or audio please contact Communications on 01670 542424 or state your requirements on the opt in form.

Alternatively, you can request a copy through your NLO, pick up a copy at one of our offices or view the magazine on our website.

Site success for tenant

A Homes for Northumberland customer has successfully gained employment with a subcontractor who is working on the new homes on the Hodgsons Road Estate, Blyth.

This development is part of Northumberland County Councils Affordable Homes Programme which is being managed by Homes for Northumberland.

Despite completing several training courses, Scott Bradney aged 19, struggled to find employment after leaving school. Scott attended one of our open days to find out about the improvements being made to his estate, the estate where he now works. During this event Scott met our Affordable Housing Team who advised him to make an application for employment to our contractors Galliford Try.

During this period Scott received extensive support from local youth group Silx Teen Bar, who helped him to obtain a CSCS (Construction Skills Certificate Scheme) card. With this card and through hard work Scott gained the construction career he always wanted as he was hired onsite, by a subcontractor, as a Labourer.

Scott's mother Nicola, said: "I am very proud of Scott and everything he has achieved. As a child Scott contracted meningitis and spent months fighting for his life, since then

he has worked hard to overcome a number of obstacles. I am tremendously proud that he has been able to seek and obtain employment particularly as the work he is carrying out will benefit our own community."

Dave Currie, Site Manager for Galliford Try, praised: "I was impressed by Scott's initiative and enthusiasm and I'm delighted that he was offered a position on the site. He has worked well and has become a very popular member of our team."

Jackie Long, Senior Youth Worker at Silx, said: "I was so pleased that our 1st Step session was part of Scott achieving and obtaining his CSCS card which was needed to gain employment. We supported Scott in the sessions with whatever help he needed and we were very proud when he got a 100% pass, he deserved it."

For more information on Silx visit the new Silx employability and training Facebook page at <http://www.facebook.com/silxteen> for up to date news on training courses, local job vacancies, apprenticeships, and more. Or ring Jackie Long on 01670 351356 or email silxteen@aol.com

For more information on the Hodgsons Road new build please contact our Affordable Homes Team on 01670 542424.

Tenants are the key to success

The first tenants have moved into their new homes on the Hodgsons Road Estate, Blyth. The new homes are part of the regeneration of the estate and form the first large scale 'council' housing development in Blyth for 25 years.

The project has included the demolition and rebuilding of 54 homes, along with improvements to 259 homes on the estate and enhancements to the environment.

New tenants Raymond Massey and Evelyn Wilkinson are delighted with their new house. Raymond said: "We are absolutely thrilled with our new home and most importantly our children love the neighbourhood.

"Our neighbours are fantastic; there is a real community spirit in which everybody helps each other, we couldn't be happier."

Councillor Allan Hepple, Northumberland County Council's policy board member for planning, housing and regeneration said: "Seeing tenants like Raymond and Evelyn settling into their new home is what our affordable housing programme is all about. These are the first of almost 400 council homes we'll be building by 2016 and more families who've been on our housing list for far too long will in future have access to the homes they need.



Managing Director Kevin Lowry, Cllr Kath Nisbet – Civic head of Northumberland County Council, Cllr Allan Hepple – Northumberland County Council Policy Board Member, tenants Evelyn Wilkinson and Raymond Massey and Cllr Grant Davey – Leader of Northumberland County Council.

"We want to see 100s of new homes built so that more families like this have access to the property they need "

NORTHUMBERLAND

Northumberland County Council

Celebrations for centenarian!

Last month Concorde House resident Hannah Lawton turned 100.

Hannah is the second centenarian of Concorde House in the past six months and the third in total. She was presented with flowers by her Neighbourhood Liaison Officer Helen Jackson and Warden Hilda Stobart. Hannah spent the day surrounded by family, friends and fellow residents.

We would like to wish Hannah many more years of happiness.



Our Performance

See below a breakdown of how we performed against our indicators in December 2013 to February 2014. We are currently reviewing the way we present our performance figures to you, and the figures we present.

Percentage of repairs fixed first time

Appointments that did not need a second visit, saving both time and money.

Target
96.5%



Percentage of gas servicing certificates completed

Gas servicing is a statutory requirement. For your health and safety we must complete 100% of our gas servicing.

Target
100%



Current rent arrears outstanding

Since the introduction of the Bedroom Tax our rent arrears have increased. However, we are working hard to keep these as low as possible.

Target
£500,000



Total number of complaints

We welcome your feedback and complaints, as they will allow us to develop and improve our services where needed



Percentage of CSC calls abandoned

An abandoned call is one which is not answered. Our staff work hard to ensure we meet this target.



Percentage of enquiries dealt with at the first point of contact

We are currently reviewing the way we measure this performance so that we include "transfers to named officers" in our resolved figures, this will give a clearer reflection of our performance.



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

01670 542424

Celebrating Community Spirit!

THE SPIRIT OF THE COMMUNITY AWARDS 2014

Our SOCA Certificate of Recognition winners.

Last month we were pleased to hold our fourth Spirit of the Community Awards. The awards ceremony is a tenant scheme that recognises the achievements of those who are going the extra mile; both individuals and outstanding groups. The project sought to find people who have a positive impact on the lives of others.

We would like offer a big thank you to our tenant judges who played a very important role in organising and presenting the event.

Thank you: Kayleigh Welford, Debbie Trinder and Carol Trinder

GARDEN OF THE YEAR AWARD



THE WINNER:
John Angus
PRESENTED BY:
Carol Trinder

John's garden is so stunning it was his fourth year winning this award!

THE JUDGES



GETTING INVOLVED AWARD



THE WINNER:
Vera Hastings

PRESENTED BY:
Last year's winner,
Alan Fryer

GOOD NEIGHBOUR AWARD



THE WINNER:
Caroline Patterson

PRESENTED BY:
Susan Ogle, HfN
Better Business
Manager

GOING THE EXTRA MILE GOOD NEIGHBOUR AWARD



THE WINNER:
Danielle Scott

PRESENTED BY:
Susan Ogle, HfN
Better Business
Manager

BEST ADULT COMMUNITY GROUP



THE WINNER:
Cowpen
Friendship Club

PRESENTED BY:
Debbie Trinder

BEST YOUNG PERSON'S COMMUNITY GROUP



THE WINNER:
Krazee Krafters

PRESENTED BY:
Blyth Youth
Practitioner,
Chris Anthony

GOING THE EXTRA MILE COMMUNITY GROUP



THE WINNER:
Silx Teen Bar

PRESENTED BY:
Debbie Trinder

YOUNG PERSON OF THE YEAR AWARD



THE WINNER:
Jack Peart

PRESENTED BY:
Last year's winner
Kurt Smith and
Jack's fellow
group member
Owen Hall

Thank you to everyone who nominated and attended the awards!
We would like next year's event to be even bigger and better. If you would like to be involved or to register your interest as a judge please contact us on **01670 542424**.

Tackling Welfare Reform

The one year anniversary of Welfare Reform

It has been one year since the introduction of the Bedroom Tax which reduced the amount of Housing Benefit people received if considered to have a spare bedroom. The reductions, which were 14% for one extra bedroom and 25% for two or more extra bedrooms, effected over 1,100 of our tenants.

Our staff have worked tirelessly and we have taken every measure possible to help our customers with these changes, this has included assisting tenants who wanted to downsize to a smaller property. We have seen a 55% increase in mutual exchanges (swaps) and a 40% rise in existing tenants who have bid for another property to avoid the financial impacts of the tax

If you are under occupying your home and would like to down-size there are two ways to do this:

- You can register and bid for properties through Northumberland County Council's Homefinder. The website is www.northumberlandhomefinder.org.uk
- Another way of moving house is by swapping homes with another tenant – this is called a mutual exchange. You can apply for a

mutual exchange online at the HomeSwapper website: www.homeswapper.co.uk.

For those customers affected by Welfare Reform but who did not want to leave their home we have provided support to try and ensure they keep their rent account in good health. This has included:

- We have supported 190 tenants when applying for Discretionary Housing Payments (DHP's) to help cover the shortfall.
- We have worked with customers to make sure they aren't overpaying for gas and electric.
- We have offered confidential budgeting and money advice.

If you would like to discuss the help and advice available to you please contact our Tenancy Sustainability Team on 01670 542 424.

MILESTONE FOR MONEY ADVICE!

We have reached our 1000th tenant!

Lucy Kelly, our Money Advice Worker provides independent, impartial advice to our customers who find themselves in debt and works with them to make sure they are able to pay their rent.

This fantastic project is a partnership between Blyth Citizens Advice Bureau and Homes for Northumberland and has been running since 2010.

In this time, Lucy has helped over 1000 tenants to manage their debts and explore all available options to help maximise their income this includes debt relief orders, payment plans, benefit maximisation and debt education.

1000

Tenancy Sustainability

Our Tenancy Sustainability Team have been working hard to help our customers with the changes associated with Welfare Reform. If you require any assistance or advice please contact the team on 01670 542 424.



Keith Wilkinson is our Housing Benefit and Income Officer, his role is to work with customers to ensure they are receiving the full amount of benefits they are entitled to.



Lucy Kelly, our Money Advice Worker provides independent, unbiased advice to our customers who find themselves in debt.

Benefit case study

Keith recently assisted a tenant who was receiving Guaranteed Pension Credit and full Housing Benefit, upon turning 65 he then received State Retirement Pension, because of this and other household income his Housing Benefit was reduced to £6.63 per week. The tenant received Disability Living Allowance Care Component at the highest rate so Keith encouraged the tenant's wife to apply for Carer's Allowance. This brought to light an underlying entitlement of the carer premium which increased their needs allowance, in turn increasing their Housing Benefit entitlement to £30.04 per week and their entitlement to Council Tax Reduction by £6.66 per week.

This in total saved the tenants £30.07 per week, also due to their age they received 13 weeks backdated payment.

Debt case study

Lucy recently helped a customer who, due to under occupancy, had seen a 14% cut in their Housing Benefit, making it difficult for them to pay their bills.

The tenant had weekly debts totalling £41 leaving them unable to pay all their bills.

Lucy approached the companies on behalf of the tenant and reduced the payments to a lower, more affordable amount.

The tenant can now afford to pay her rent and other essential bills.

To ensure we are providing you with all of the support and expertise possible we work closely with selected partners. This includes; **The Citizens Advice Bureau, Dawn Energy Advice, Northumberland County Council and the National Illegal Money Lending Team (England).**



We have partnered up with DAWN Energy Advice to offer you free advice and support with your energy costs and fuel poverty.

Stephen Cooper, Lettings and New Tenancy Team Leader, praised the partnership stating: "Teaming up with the Dawn Energy Advice project is really helping our customers who are struggling to meet financial commitments due to soaring gas and electricity prices.

The project recently supported a tenant who is unable to work due to health issues. Incorrect usage of their heating system had resulted in the tenant accruing arrears of £625.76 which they could not pay. DAWN dealt with the supplier on behalf of the tenant who is now able to budget more effectively and comfortably pay their rent. An application was submitted to clear the outstanding arrears and this was successful!"

TIPS ON SAVING ENERGY IN YOUR HOME

- If possible turn your thermostat down. Reducing your room temperature by 1°C could cut your heating bills by up to 10% and typically saves around £60 per year.
- If you have a programmer, set your heating and hot water to come on only when required rather than all the time.
- Is your water too hot? Your cylinder thermostat should be set at 60°C/140°F.
- Fit a tank jacket and insulate any exposed pipework.
- Don't leave appliances on standby and remember not to leave items on charge unnecessarily.
- Fill up the washing machine, tumble dryer or dishwasher each time you use it.
- Washing clothes at 30 degrees can use up to 40% less electricity than higher temperatures and dry clothes outside if possible.
- Use energy saving light bulbs. They last up to 10 times longer than ordinary bulbs, and using one can save you around £55 over the lifetime of the bulb.
- Insulate your home. 270mm (10 inches) is the recommended depth for loft insulation. Topping up from 100mm to 270mm can save around £25 a year on heating bills.

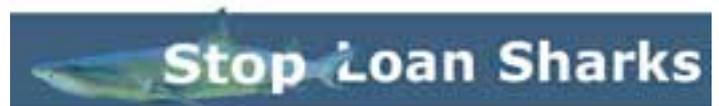
Stop Loan Sharks

Under no circumstances should you ever go to an unlicensed lender.

If you have borrowed from an illegal lender, you have not committed a crime - they have.

If you believe you have borrowed from a loan shark, contact the England Illegal Money Lending Team in confidence as they can help on 0300 555 2222, Lines are open 24/7. Text 'loan shark + your message' to 60003 E-mail reportaloanshark@stoploansharks.gov.uk or log-on to www.direct.gov.uk/stoploansharks

Alternatively if you would feel more comfortable discussing this with us, please call our team on 01670 542424.



REMEMBER:

- Loan Sharking is illegal and will not be tolerated.
- Unlicensed loans are not enforceable in law.
- They could take items as security such as passports and bank cards - this too is illegal.

Energy Switch

Are you paying too much for gas and electricity?

A lot of people are paying more than they need to for their gas and electricity. We are working in partnership with NCC to offer you the chance to reduce your energy bills. All you have to do is provide some basic information about your current bills.

The energy companies will then bid against each other in a reverse-auction to see who is prepared to offer you the cheapest price.

After the auction you receive a personal offer and see how much money you can save. You then have the choice to decide whether or not you wish to accept the offer, it is absolutely your decision.

How much will I save?

How much you will save depends on a number of factors, including who your supplier is, what tariff you are on, how much energy you use and your payment method. Our aim is to ensure that you get the best deal therefore if you have provided Northumberland County Council with information about your current energy use they will send you a personal offer so you can see exactly how much money you will save if you make the switch.

When the scheme ran in December and January, the average saving for participants was £122 per year.

To participate you must register before 9th June 2014, there are three ways to do this:

1. Online at www.readytoswitch.co.uk
2. By phone on 0845 600 6400
3. In person at any Northumberland County Council contact centre

What you need to register:

1. Your name, address and contact details.
2. The name of your current energy supplier(s), current tariff plan(s) and your current consumption in kWh or spend (this information can be found on your energy bill or annual statement.)

Your details will only be shared with the winning supplier if you confirm that you want to switch.

FAQS

Can I switch through the scheme if I have a prepayment meter? Yes, it is possible to take part with a prepayment meter. However, you must not be more than £500 in debt to your current supplier.

I don't have an internet connection or an e-mail address. What do I do? Up to five households can be registered on the same e-mail address. A neighbour or friend who does have internet access may help you. You can also register by phone or by visiting a council customer information centre.



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Northumberland County Council

Why not get involved? You can make a difference!

We want to involve you, as tenants and leaseholders, in discussions and decisions about our services. This is so that we can be sure we are delivering the right services in the right way.

We want you to help influence, shape and improve the services we provide because we want you to be at the heart of our decision-making process.

Getting involved does not need to take up a lot of your time – we have lots of different ways you can take part so you can choose the one that suits you best, from a few minutes filling in a survey to attending a meeting four times a year.

How can we support you to get involved?

It is important to us that our customers get involved and we do our best to ensure you have the opportunity to do so. We can help you with:

- Training and advice to help you get the most out of being involved
- Getting to and from meetings and events
- Out of pocket expenses

Together we will agree what support you'd like and what we can offer.

Want to get involved?

If you'd like to know more or to get involved please contact our Customer Insight Team on 01670 542 424.



Here are some of the ways you can get involved and help make a difference

Be a member of a Service Panel

You can sit on up to two of Homes for Northumberland’s Service Panels to discuss how well a particular service is performing and how it could be improved. Service Panels meet regularly and cover the following areas:

1. Home Panel: considers repairs and maintenance, major works and improvements.
2. Customer Service Panel: focuses on customer services, complaints, involvement, empowerment, diversity and customer insight.
3. Value for Money Panel: will analyse our financial efficiency.
4. Neighbourhood and Community Panel: deals with neighbourhood management, anti-social behaviour, tenancy matters and lettings.

Attend a Focus Group

Focus groups are designed to help us capture your views on developing our services, look at publications or tell us what the perfect service might be like. As a result of talking to you we will be able to provide better services. Focus group meetings are short and concise.

Join a local tenants and residents association (TARA’s)

A tenant and resident group is an organisation made up of people living in a specific area. By attending tenant and

resident group meetings, you can meet other like-minded people who want to improve their local area. We can work with you to set up a group if there isn’t one near to you.

Sit on the Community Fund Panel

You can join the Community Fund Panel and assess applications to decide how grant money is allocated.

Customer Scrutiny Panel

With real powers and influence the Customer Scrutiny Panel play a key role by undertaking investigations into our services and making recommendations for service improvement. The panel places our customers at the heart of our process for monitoring, evaluating and improving performance. The panel recruits new members once a year, with interested customers being interviewed by existing panel members. Panel membership requires a high level of commitment and time.

Involvement from home

You don’t have to travel far to get involved. We consult with customers by email, telephone and post. This is your opportunity to change how we operate from the comfort of your own home.

MYSTERY SHOPPERS WANTED!

Key tasks: To carry out Mystery Shops on services provided by or on behalf of Homes for Northumberland.

Main duties include:

- Carry out Mystery Shopping exercises of Homes for Northumberland services, either in person, by telephone or using the website.
- Identify areas of services which need to be improved

Knowledge and skills required

We are looking for enthusiastic customers who are willing to work as part of a team. Experience is not necessary as training and guidance will be provided.

You will need:

- Good telephone and communication skills
- Good listening skills
- A friendly approach

If you would like to find out more information, contact Julie Turner, Customer Insight Officer on 01670 542424, or email Julie.turner@hfn.uk.com

Satisfaction for handy service

Every time our Handyman, Andrew Maddison, completes a repair we ask you to provide us with feedback.

We are pleased to say the service continues to receive a positive response, including the below:

- 100 % of those surveyed stated that the Handyperson arrived on time.
- 79.41 % of those surveyed stated that they were very satisfied with the quality of the work carried out.
- 17.65 % of those surveyed stated they were satisfied with the quality of the work carried out.

- 2.94 % of those surveyed stated they were neither satisfied nor unsatisfied with the quality of the work carried out.
- 100 % of those surveyed stated that the Handyperson cleared up after the job was completed.
- 85.29 % of those surveyed stated that they were aware they had to provide their own materials.
- 100 % of those surveyed stated that the Handyperson was polite and courteous.
- 97.06 % of those surveyed stated they would use the service again

More information on the Handperson Service is available on our website www.hfn.uk.com.

Alternatively, for more information, to check your eligibility or to book an appointment please contact us on 01670 542424.

Increasing staff, reducing bills

We have developed a new three year heating programme which began in March 2014.

This programme will entail installing 3,000 A-Rated energy efficient boilers reinforcing the commitment that we have to help keep fuel bills down.

Previously we have contracted out the installation of heating systems to our suppliers, now, to be more cost efficient and develop our services we have brought this in house. To do this we have employed 25 new staff members ranging from: electricians to office based staff each of whose hard work will go towards reducing your gas bills and carbon footprint.

If you are scheduled to receive a new boiler you will find out approximately 1-2months before the work is due to take place.

Identifying our new team - You should always check the identity of anyone before letting them in your home. All Homes for Northumberland employees carry identity cards. If you have any doubt about allowing anyone in your home, do not let them in.

New Build

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We are working in partnership with Northumberland County Council in managing the construction of a 48 property new-build site on land to the west and south of Dandsfield Square in Amble.

Northumberland County Council's constructor for the project, Galliford Try, began on site 3rd March 2014 with the project expected to be completed in Spring 2015.

The project has received HCA funding, and will consist of: 12 One-bed flats; 8 two-bed bungalows; 20 two-bed houses; and 8 three-bed houses. A play area will also be created as part of the works. All of the properties will be social housing, and will be managed by us.

For further information on the project please contact the Affordable Homes Team on 01670 542424.

Leaseholders

We would like to remind Leaseholders the following things:

- We want you to have your say! We would love you to engage with us and even review our services. To do so you may join our Customer Scrutiny Panel, join two Service Panels, join our Editorial Panel or simply respond to questionnaires and surveys. For more information or to get involved please contact Customer Insight on 01670 542424.
- As Leaseholders it is your responsibility to have valid gas and electric safety certificates.
- A gas safety check should be a high priority as without one you could potentially be putting yourselves and your families at risk from carbon monoxide poisoning. For more information on booking a gas safety check, please contact us on 01670 542424.
- As a landlord, you are responsible for any work that your tenant requires.

- If you are selling, or considering selling your property please inform us at the earliest opportunity. This will allow us to ensure that the sale runs smoothly.

For more information on your role as a leaseholder or if you require any further information please contact Linda Chatten, Senior Finance Officer, on 01670 542424.



Your Neighbourhood Liaison Officer

Each Homes for Northumberland estate 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. The area covered by each Neighbourhood Liaison Officer is shown below.

For more in depth patch details or to book an appointment with your NLO please contact us on 01670 542 424.



Pearl O'Hare

Pearl covers:

Blyth South Flats
Seghill
New Hartley

The Blyth Officers

Our Blyth Valley Officers are based at the Civic Centre, Blyth and cover a range of patches including: Cramlington, Seghill, Seaton Delaval and Blyth.



Jacqueline Finlay

Jacqueline covers:

The Avenues
Solingen Estate



Helen Jackson

Helen covers:

Seaton Delaval
Holywell



Caroline Hedley

Caroline covers:

Allendale
The Poet's Estate
Seaton Sluice
Wheatridge Estate



Sitara Choudhury

Sitara covers:

Cowpen Estate



June Carlisle

June covers:

Hodgsons Road Estate
Cowpen Farm Estate
Cowpen Quay



Graeme Harwood

Graeme covers:

Eastfield Lea
Collingwood Grange
Mayfield Grange
Mayfield Dale



Jo-Anne Walker

Jo-Anne covers:

East Hartford
Eastfield Grange
Mayfield Glade
Hall Close Glade



Kaley Miller

Kaley covers:

North Farm
Bebside
East Cramlington
Nelson Village
Cowpen Flats



Kevin Bradley



Jeff Baker

Kevin and Jeff share a patch. They cover:

Benridge Park
New Delaval Estate
Newsham Flats

The Alnwick Officers

Our team in the North are based at Greenwell Lane, Alnwick and cover: Alnwick, Amble, Shilbottle and all of our rural properties.

If you would like to book an appointment with your NLO or have any queries please call us on 01670 542424.

Estate Walkabouts

Every NLO holds an estate walkabout on their patch – to find out when your local walkabout is please visit our website www.hfn.uk.com or contact our Customer Services Centre on the above number.



Simon Crosthwaite

Simon covers:

- | | |
|-----------|-------------------|
| Alnmouth | Longframlington |
| Boulmer | Longhoughton |
| Craster | Netherton |
| Embleton | Newton by the Sea |
| Elsdon | Powburn |
| Felton | Rothbury |
| Glanton | Thropton |
| Harbottle | Whittingham |
| Lesbury | |



Julian Whitley

Julian covers:

- All Amble estates
- North Broomhill
- Shilbottle
- Hauxley
- Warkworth



Andrew Howstan

Andrew covers:

- All Alnwick estates

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Key Contacts

Customer Services Centre
01670 542424

For information on Dog Wardens call
0845 6006400

Northumberland Citizens Advice Bureau
0844 4111309

For queries about repairs, rents and neighbourhood services call
Homes for Northumberland on
01670 542424

If you have an enquiry about Homefinder, Council Tax, Housing Benefit Applications, Refuse Collection, Pest Control or other Council services contact
Northumberland County Council on
0845 6006400



Please contact our Customer Services Centre if you would like to receive this information in another language or format, for example Braille or audio.

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।

CANTONESE

如果您想要本資訊的另一種語言版本或其他格式（如：盲文或音訊），請與我們的客戶服務中心聯絡。

MANDARIN

如果您需要本信息的其它語言版本或其它格式（例如：盲文或音頻文件），請联系我們的客服中心。

POLISH

Prosimy o kontakt z naszym Centrum Obsługi Klienta (Customer Services Centre), jeśli chcieliby Państwo otrzymać niniejszy dokument w innej wersji językowej lub w innym formacie, na przykład w alfabecie Braille'a lub w formie nagrania dźwiękowego.

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।