

your news


Homes
FOR NORTHUMBERLAND

Spring 2015



**First Tenants' Open
Door To New Life**



Welcome to the latest issue of Your News

Welcome to the spring 2015 edition of Your News. As ever it is crammed with news about your homes and your services.

On page 6 you will see the latest news about the council's review of HfN and the likelihood that the service will soon be delivered directly by the council.

On pages 16/17 you will see how you can get more actively involved in HfN.

These items have a natural connection. One of the services being delivered by the council is that you, as a tenant, can now relate directly to your landlord, i.e. the council, rather than their agent, HfN. By being involved you will help to influence the type of housing service you get. There are lots of ways to play a part, and only by taking up the opportunity can you set priorities for how your rent money is spent, and how your services are delivered.

We are now moving into an exciting new era for the housing service in Northumberland. The staff at HfN, and the council are determined to make the service the best council delivered service around. With your input and influence we are confident we can get there.

Please join.

Best Wishes,
Kevin Lowry
Managing Director



You said: You asked us to reduce the amount of time it takes to complete planned maintenance and improvement work.

We did: Reduced our completion time by half from 180 days to just 90.

You said: You told us our void properties were standing empty for too long whilst many of you waited on offer for a property.

We did: Introduced a dedicated voids team who can not only monitor the progress of repair work to a property but can also advise future tenants on the status of their tenancy.

Awards, Awards, Awards!!!

The awards just keep rolling in for HfN.

Our Haltwhistle Integrated Care Facility was named Inspirational Project of the Year at the recent Chartered Institute of Housing's North East Celebrating the Region Awards.

This is the third award the project has won, having also been named Winner of Winners and Integrated Housing and Care Support winner at last year's National Federation of ALMOs awards.

It is the first scheme of its kind in the UK and provides 12 extra care flats for tenants on its ground floor, known as Greenholme Court. On the first floor is Haltwhistle War Memorial Hospital which offers 15 hospital beds for rehabilitation support and care for elderly patients, plus a Minor Injuries Unit for the wider public.

The scheme was a joint project between HfN, Northumberland County Council and Northumbria Healthcare NHS Trust.



Tenants Exhibition

Tenants were invited to a special exhibition to showcase HfN's £31million Capital Works programme.

Now in the fourth year of a five year programme the work will see almost 1,500 homes scheduled for improvements this year.

This programme will include kitchen and bathroom replacements, electrical rewires, new heating systems, replacement roof coverings, doors and windows as well as external rendering.

Tenants were able to view the choices on



The development also picked up Highly Commended at the UK Housing Awards in the "Diversifying your Business" category. HfN was the only highly commended entry from four others shortlisted.

The UK Housing Awards recognise outstanding work by housing organisations to improve the lives of people in their communities and are organised by the Chartered Institute of Housing (CIH) and Inside Housing magazine.

And our Apprentice Clerical Officer Brodie McHugh, is also in the running to be named Apprentice of the Year at this year's Direct Works Forum awards. Up against apprentices from around the country Brodie has been working in departments across HfN as well as completing an NVQ Level 2 in Business and Administration. The awards will be held in June in Coventry.



offer to them, ranging from bathroom suites and tiles, to new front doors and kitchen units.

The events took place in Blyth and Alnwick with almost 300 tenants attending to find out more about the project.

To see if work is taking place in your area have a look at the table on pages 4 and 5.



KEY

Kitchen 	Bathroom 	Windows 	Doors 	Periodic Electrical Tests
Electrical Works 	Heating 	Roofs 	Walls 	Environmental Works

Alnwick

WINDSOR GARDENS	24	1
ST GEORGES CRESCENT	21	
CLAYPORT GARDENS	36	13
YORK CRESCENT	19	17
VICTORIA CRESCENT	6	6
ST PAULS GARTH	7	
KING STREET	27	27
LOWER BARRASDALE	2	
UPPER BARRASDALE	6	
SYCAMORE AVENUE	57	9
HOWLING LANE	1	
POTTERGATE	6	2
NARROWGATE COURT	1	
GREEN BATT	4	4
HOWICK STREET	3	
CORNHILL ESTATE	1	
GLOVERS GREEN	14	11
FARRIERS COURT	1	
CEDAR GROVE		11
MONKHOUSE TERRACE		1
HOTSPUR PLACE		6
DOVECOTE PLACE		1
RAVENSMEDE		2
RAVENSMEDE COTTAGES		1
TANNERS GARTH		7

Amble

GORDON STREET	1
LESLIE DRIVE	11
PHILIP DRIVE	19 1
WESTFIELD	9 10
HIGH STREET	1
HENDERSON STREET	1
LINKS AVENUE	1
ANNE CRESCENT	3
MELROSE GARDENS	5
STRAFFEN COURT	29
DANDSFIELD SQUARE	34
BURTON ROAD	1

Blyth South Area

Benridge Park/Cottingwood Green		
BENRIDGE PARK		44
New Delaval Estate		
DELAVAL CRESCENT	76 1 11	
HORTON PLACE	16 1 6	
DELAVAL GARDENS	1	
ETAL ROAD	5	
THE OVAL	75 3	
PARK DRIVE	32	
LAVEROCK PLACE	13	
ST BEDES ROAD	11	
ST BEDES PLACE	16	2
LAVEROCK HALL ROAD	18	
NEWCASTLE ROAD	13	1
West Court/Isabella		
FALLOW PARK AVENUE	6	
ISABELLA ROAD	1	
Poets Estate		
BURNS AVENUE	3	
BYRON AVENUE	3	
LEAHOLME CRESCENT	4	
Seafield Road Estate		
COQUET AVENUE	1	
Delaval Terrace/Marlow Street		
BOWES COURT	13	
BOWES STREET	6	

Cramlington

East Cramlington		
WELDON ROAD	1	
REEDSWOOD CRESCENT	19	
ALSTON AVENUE	11	
Mayfield Glade		
BROWNRIFF DRIVE	11	
BARRASFORD ROAD	17	
BRINKBURN AVENUE	2	
CAMBO DRIVE	12	
CLIFTON ROAD	1 5	
COANWOOD DRIVE	2 7	
COANWOOD BUNGALOWS	2	
CALLERTON CLOSE	28	
CHIPCHASE AVENUE	10	
CORNHILL ROAD	6	
Mayfield Grange		
BLUE TOP COTTAGES	7	
MAYFIELD AVENUE	6	
ROSEDENE VILLAS	2	
FERNLEY VILLAS	1	
Halls Close Estate		
ADDERSTONE AVENUE	11 7	
ALLERHOPE	72 51	

Capital Works Programme



Which areas will have work carried out this year?

The information on this chart will give an indication of the fourth year (2015/16) of our five year programme of improvements.

We will let you know about our plans for Year Five once they are confirmed.

TOTALS



Blyth North Area

Hodgsons Road Estate		
DURBAN STREET	7	
LABURNUM AVENUE	35	21
HODGSONS ROAD	2	
LILAC AVENUE	28	16
COWPEN ROAD	11	14
CRAWFORD STREET		12
WILLOW AVENUE		16
MILLFIELD GARDENS		8
SYCAMORE AVENUE		11
CHESTNUT AVENUE		57
POPLAR AVENUE		17
HODGSONS ROAD		21
DURBAN STREET		3
Cowpen Estate		
BRIARDALE ROAD	2	
COWPEN ROAD		1
DENEVIEW DRIVE	2	15
DUNSTON PLACE	1	5
EDENDALE AVENUE		3
FERNDALE CLOSE		1
TYNEDAILE DRIVE		22
MILLDALE AVENUE		3
RAVENSDALE GROVE		37
MALTON CLOSE		5
HARTLEIGH PLACE		5
BRIERLEY ROAD		26
CRAGTON GARDENS		13
Bebside		
KITTY BREWSTER ROAD	5	
AVONDALE CLOSE	18	
GLENDALE AVENUE	9	
COWPEN ROAD	6	3
Cowpen Farm Estate		
BEAL CLOSE	2	
BUDLE CLOSE	2	
ELSDON CLOSE	1	
HEPPLE COURT	1	
INGRAM DRIVE	3	

Alnmouth

PEASES GARDENS 2

Hauxley

KIRKWELL COTTAGES 2 1

Longframlington

WHITE COTTAGES 9

Longhoughton

SEA VIEW 2

NORTH END 6

Shillbottle

CHEVIOT ROAD 21

LEE AVENUE 11

Warkworth

WARKWORTH AVENUE 11

Rothbury

CROFT ROAD 1

Lesbury

HIPSBURN CRESCENT 2

Harbottle

DRAKESTONE VIEW 4

Embleton

GREYFIELD ESTATE 13

QUAKERS ROW 4

Seaton Delaval

Holywell	
HOLYWELL DENE ROAD	2
HOLYWELL AVENUE	7
VALLEY ROAD	5
SEATON CRESCENT	3
New Hartley	
HESTER BUNGALOWS	18
Westbourne Estate	
CHESWICK ROAD	15
TILLMOUTH AVENUE	13
SWARLAND ROAD	13
ALLERDEAN CLOSE	1
MINDRUM WAY	9
HALLINGTON DRIVE	17
RYAL CLOSE	10
PERCY COTTAGES	10
Blyth Street Estate	
AVENUE ROAD	5
WHEATRIDGE	27
BOLAM WAY	5
LINDEN ROAD	1
Seghill	
DENESIDE	8
BLAKETOWN	10
MADDISON GARDENS	13
NORTHCOTT GARDENS	37
BURNSIDE CLOSE	11
HILL AVENUE	2
TRINITY GROVE	1



Future management of your council home



From December 2014 to the end of March this year Northumberland County Council consulted you about how council housing should be managed in the future.

Your home is owned by Northumberland County Council but managed on behalf of the council by HfN.

As part of a review of a wide range of services, the council has been considering the best way of providing management for your homes in the future. It wants to make sure that it can invest in maintaining high quality homes, in improved services and also to be able to build new council houses for future generations.

A council study found that by providing what are classed as 'back office' services such as legal, finance and HR from within the council, rather than through a separate company, at least £750,000 can be saved and reinvested each year.

It was important to get your views as tenants however, and information and a questionnaire were sent to each home in December. In February a second questionnaire and further information was sent to each home. Five tenants' events also took place, and a tenants' steering group has been providing input to the consultation process.

In total 1,458 responses were received. The vast majority of those who responded – 95% - agreed with the proposal that management of council homes should be carried out from within the council, rather than by a separate company.

The name Homes for Northumberland would be retained by the council housing department – and you would see very little change in the services you receive on a day to day basis as tenants.

The final decision on this change is due to be considered by the council soon, and if

agreed the changes will start to take place from September 2015.

As part of the new management arrangement new tenant involvement mechanisms are being developed, in discussion with tenants representatives. See the article on page 16 and 17 for more information.

You should continue to contact HfN in the same ways as before.

We will provide future updates through Your News or on the website www.hfn.co.uk



Have your say
on the proposal to return housing management to the council



Help us decide how Northumberland's council homes should be managed in the future.

Please read the information in this leaflet. It includes details about what the proposal means, and how you can have your say by Friday 27 March 2015.

Northumberland
Northumberland County Council

www.northumberland.gov.uk

First Tenants' Open Door To New Life



The first tenants have moved into their new homes on Tynedale Drive, part of the Ark Royal Close development in Blyth.

The £5m project has seen a total of 60 homes built on the former Tynedale Middle School site.

The development is part of Northumberland County Council's affordable homes programme, and is managed by HfN.

New tenant Dana Harvey said: "I absolutely love it and I'm really looking forward to getting settled with my husband and starting a new life in a new home."

The scheme, which has been constructed by Galliford Try Partnerships North, includes two, three and four bedroom houses.

This development complements two further sites in Blyth at Hodgsons Road Estate and South Newsham, with a total of 180 brand new homes being built across the three schemes.

Councillor Allan Hepple, Northumberland County Council's policy board member for planning housing and regeneration said: "This is further good news in our drive to develop more new council homes.

"Following on from new and refurbished homes at Hodgson's Road in the town, Tynedale Drive is providing more homes for those in housing need – helping to reduce numbers on the waiting list.

"I hope that the new tenants will be very happy here."

Kevin Lowry, managing director of HfN

said: "The redevelopment and financial investment in this site demonstrates the council's commitment to providing tenants with a home, and community, which they can be proud of.

"It is fantastic to see tenants such as Dana enjoying their new lives and building their homes for the future."

Stephen McCoy, managing director with Galliford Try Partnerships North, added: "It is great to see people getting genuine pleasure from living in the homes we build. Improving the quality and choice of properties across the region is one of our key aims."

The project has also received a grant of almost £1m from the Homes and Communities Agency (HCA).





New Developments



Since March 2013 HfN has been working in partnership with Northumberland County Council to deliver its “Affordable Homes Programme”.

The programme will help to tackle the shortage of social housing within specific parts of the county and provide an economic boost to the area.

In that time we have built 227 new homes across three sites in Blyth and one in Amble, a total investment of £20m, including £4.64m of (HCA) funding.

The projects included in the scheme are: Hodgson’s Road, Blyth:

This project involved the demolition of 54 properties at various parts of the estate, followed by the construction of 54 new modern homes.

A further 234 properties were refurbished as part of the project, receiving new roofs, doors and windows. These properties were originally

built in the 1930s for colliery workers and the building work has significantly improved the appearance of the area.

Major improvements were also made to the environment and public spaces on the estate, including installing the latest energy efficient street lighting.

Over the last two years the regeneration of Hodgson’s Road Estate has seen HfN and Northumberland County Council invest £7.3m on the existing homes and the construction of the new homes.

Tynedale Drive, Blyth:

A total of 60 homes were built as part of this £5m development, with a grant of almost £1m from the HCA.

The development, constructed by Galliford Try, includes two, three and four bedroom houses.

South Newsham



Dandsfield Square



South Newsham, Blyth:

This development has seen 66 new homes being built, including two, three and four bedroomed houses; bungalows and flats.

The £5.7m development has once again been constructed by Galliford Try with £1.1m funding coming from HCA.

Dandsfield Square, Amble:

A total of 48 properties will be built as part of this development, with a mixture of two-bedroomed houses, two-bedroomed bungalows and one-bedroomed apartments. The development will also include a play area which has been developed with input from Amble Town Council and the local community.

The site will be allocated in phases and is due for completion at the end of May.

A number of new projects are also now underway.

Blackthorn Way, Shilbottle:

Work on site has now started to develop 20 homes which will include two and three

bedroomed homes; bungalows and apartments.

Contractor, Turney Wylde has been appointed to develop the site.

The preparation and school works are now at a final stage, with the new school car park, entrance reconfiguration and road widening complete.

Embleton Quarry:

Contractor Surgo has now been appointed and work to build 16 properties started in early March.

Embleton Parish Council has been approached to decide on a name for the development.

Future Developments:

Feasibility studies are being carried out on various sites across Northumberland to help identify future projects.

This includes the possible development of 26 properties at Morpeth Road School site, Blyth and a planning application has now been submitted to Northumberland County Council.



Universal Credit - What You Need To Know

What is Universal Credit?

It is a new benefit that will replace most means tested benefits and Tax Credits for people of working age.

People who have reached Pension Credit Age will not be affected.

Which benefits will it replace?

Eventually the following benefits will be abolished and replaced by Universal Credit:

- Income Support
- Income Related Employment Support
- Income Related Job Seekers Allowance
- Housing Benefit
- Child Tax Credit



All other benefits will remain the same.

When will Universal Credit start?

In our area the first claims for Universal Credit are likely to be made in December 2015.

To begin with it will only affect single people, without children, who are of working age.

Eventually anyone entitled to, or receiving any of the above benefits will claim Universal Credit instead.

What is happening to Housing Benefit?

If you are entitled to help with your rent this money will now be included in your Universal Credit payment. It will be your responsibility to make the full monthly rent payment to HfN.

How do I make a claim?

In most circumstances you will be asked to make an online application for payment, although in some cases a claim will be possible over the phone.

If you do not have access to a computer at home there are a number of other places you can use to make the claim on line:

- Your local library
- Your local Job Centre Plus

How will it be paid?

It will be paid monthly in arrears, ideally into a bank account. This means that you will receive all your money for the month in one payment, including any help you receive for your rent.

What do I need to do now?

- If you don't already have a bank account and are able to set one up it is recommended that you do so.
- Check your bank account is capable of making direct debit payments
- Switch to direct debit payment to HfN now
- If you are concerned about managing a full month's money in one payment, seek advice now
- Think about how you will make the online application, if you don't have internet access at home

What can HfN do to help?

If you have concerns on how to claim for Universal Credit or how to set up payment to HfN for your rent, please contact us on 01670 542424

You can also find out more about Universal Credit by going to our website www.hfn.uk.com/rent-and-money/universal-credit/

Stop Loan Sharks

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

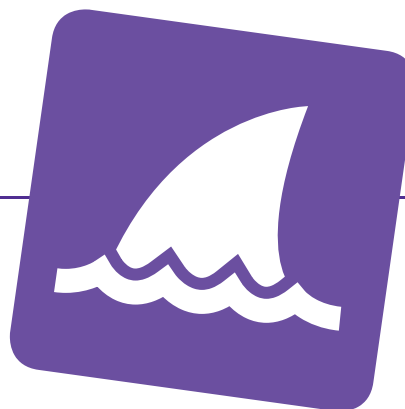
If you have borrowed from an illegal lender, you have not committed a crime, they have.

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. You can also text "LOAN SHARK + the lenders details" to 60003, or email:

reportaloanshark@stoploansharks.gov.uk

For further information go to <https://www.gov.uk/report-loan-shark>

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.

Credit Unions are a good alternative to a bank and high interest loan providers. There are two Credit Unions covering the Northumberland area:

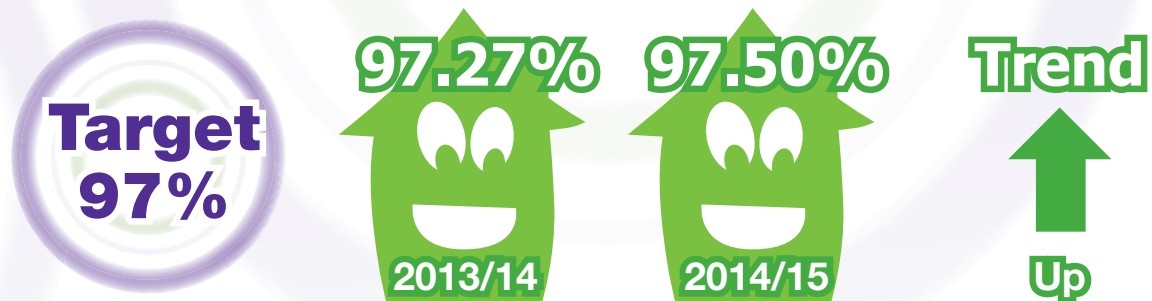
▶ **Northumberland Credit Union, Tel: 01670 503666**
Email: enquiries@ncul.co.uk Web: www.ncul.co.uk

▶ **Credit Union for South East Northumberland (CUSEN),**
Tel: 01670 797283 Email: enquiries@cusen.co.uk
Web: www.cusen.co.uk

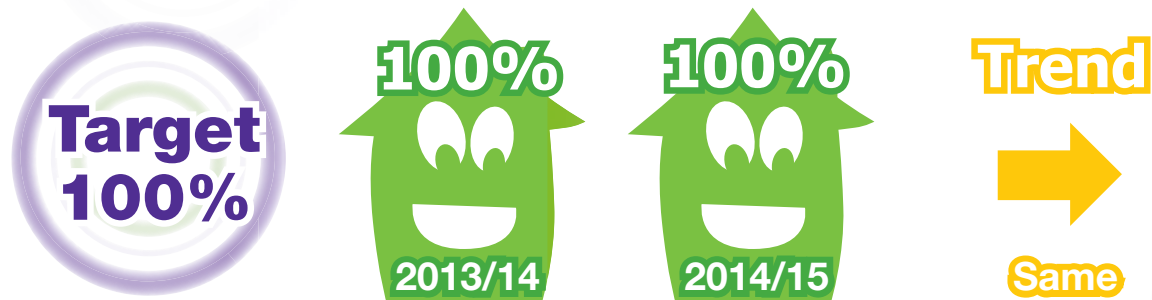
Our Performance

See below a breakdown of how we performed in 2013/14 compared with 2014/15.

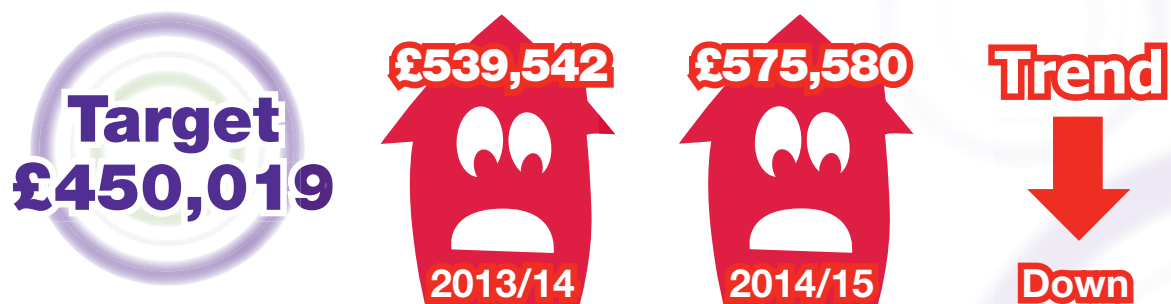
Percentage of repairs fixed first time:



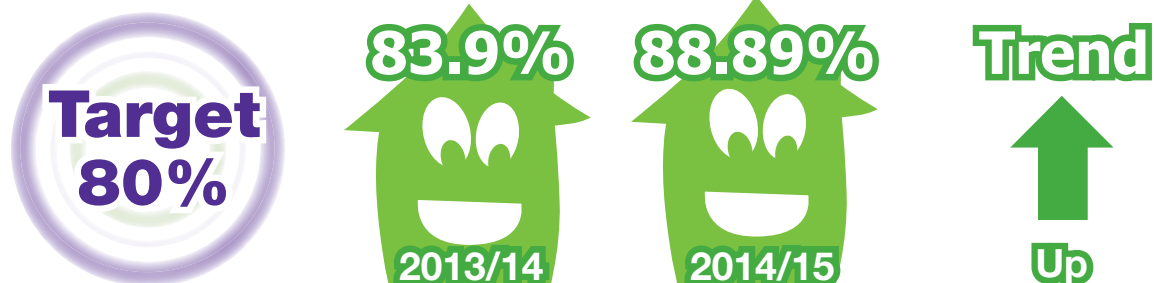
Percentage of gas servicing certificates completed:



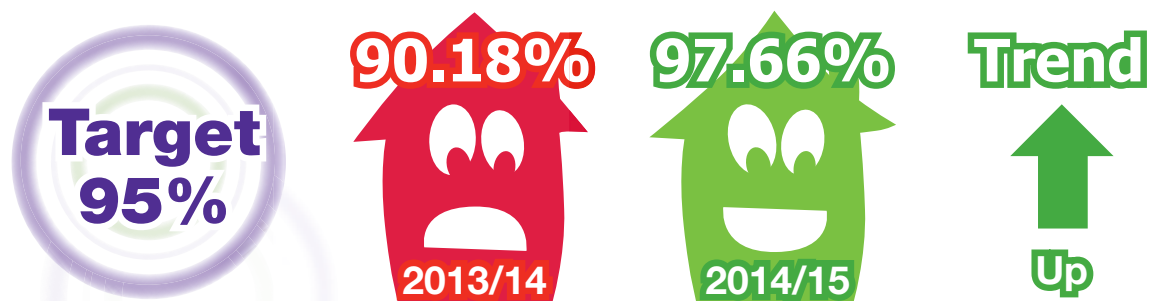
Current rent arrears outstanding:



Percentage of calls answered in target time - within 20 secs:



Percentage of enquiries dealt with at first point of contact:



Average number of days to re-let housing:



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

01670 542424



Community Bowled Over At Awards

Durham and England International cricketer Steve Harmison presented the winners at this year's Spirit of the Community Awards.

Held in March the awards celebrated groups and individuals who have made a difference to their community.

Special guest Steve, who is also manager of Ashington Football Club, said after the awards: "It's been a fantastic night and there have been some really inspiring stories of communities pulling together to improve the lives of everyone in that area."

"If my professional career taught me anything it was that team work is key to success."

The winners were:

Good Neighbour of the Year, sponsored by John Flowers Ltd – **Ian Woodhouse**

Getting Involved , sponsored by James Ingleford Ltd – **Kelly McFarlane**

Best Community Group (Adult) , sponsored by Hodgson Sayers – **Seaton Sluice and Old Hartley Community Group**

Best Community Group (Young People), sponsored by Hodgson Sayers – **Briardale Environmental Wardens**

Garden of the Year, sponsored by Potts Print UK – **Ann MacKenzie, Patterson House**

Scarecrow of the Year, sponsored by Potts Print UK – **Krazee Krafters**

Special Achievement Award – **Silx Employability Project**

Young Person of the Year award, sponsored by MKM Building Supplies – **Elise Brown**

The Winner of Winners award went to Seaton Sluice and Old Hartley Community Group.

Tenants Get On Board



Our “Get on Board” bus was out and about in the communities we serve last autumn, in what was our biggest tenant consultation event to date.

The bus travelled to more than 50 locations in Blyth, Cramlington, Alnwick, Amble and surrounding villages, giving tenants the chance to have their say on the service they receive from HfN and the council.

Staff carried out face-to-face sessions on board the bus, in local community centres as well as door-to-door appointments.

Each resident was asked to complete a survey to gauge opinions on services such as repairs and maintenance and customer services.

More than 500 residents attended the event with 47% of people saying they would like to become further involved in the work of HfN, through tenant panels and focus groups.

During each consultation tenants were encouraged to register any issues with HfN and NCC services. A total of 259 issues were logged, ranging from anti-social behaviour problems to repair issues, with 59% of those being resolved immediately, whilst the remainder were referred for further investigation.

Of the respondents 82% said they use the telephone as their primary method of contacting HfN, with a further 51% saying that getting a “full answer without the need to be transferred to anyone else” as being the most important thing when contacting HfN.

A total of 66% of tenants said they were either happy or very happy with the condition of their estate, with 23% identifying car parking as the most significant area for improvement in their area.

Kevin Lowry, managing director of HfN said:

“This is the first time we have run such an event and it was a great success.

“It was a fantastic opportunity for tenants to get face-to-face with our staff and tell them about the issues that most concern them.

“We will now be using this vital information to develop new services and standards in the future.”





Now It's Your Chance To Get Involved!

Almost 50% of you told us during our “Get on Board” roadshow that you wanted to be more involved in the work of HfN and Northumberland County Council.

HfN and the council are committed to giving you, the tenant, the opportunity to be involved in discussions and decisions about our services. This is so we can be sure we are delivering them in the right way.

To demonstrate this commitment further we invited tenants to a series of exhibitions in Blyth and Alnwick in April and May, to discuss the many ways in which you can get involved and influence the decision making process.

Tenants were given information about the different panels available, which look at all aspects of the business, and asked to sign-up to any of interest.

With the likelihood of the council carrying out management of housing services direct, now is the time to have your say and shape how things are done in the future.

Don't worry if you weren't able to make one of our events you can still get involved and make your voice heard.

Below is a list of the ways you can make a difference and how we can support you through the process.

Getting involved does not need to take up a lot of your time – we have lots of 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's 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



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

- 1 Shadow Forum:** This group will oversee the development of Resident Engagement framework and will eventually form a new Independent Resident Forum. This new forum will be at the centre of all of our activities and will be the most influential group.
- 2 Service Improvement Groups:** There are 3 groups all established to improve the various areas of service. They are:
Repairs and Maintenance, focusing on any major works and improvement projects as well as general repairs and maintenance;
Neighbourhood and Communities, dealing with neighbourhood management, anti-social behavior, tenancy matters and lettings and includes the work of environmental champions.

Customer Service, considering customer services, involvement, empowerment and diversity.

3 Setting up and running Tenant and Residents' Associations: HfN can provide assistance to tenants who want to set up their own residents' group to deal with issues in their own area.

4 Scrutiny Panel: This is the body which co-regulates the service and independently reviews all activities. It reports directly to the Housing Working Group. Members of this group cannot have any involvement in other activities as they need to operate separately to the service groups.

5 Complaints Panel: Considers tenants complaints and agrees how they should be resolved. Training and support will be given to ensure confidentiality is maintained and help you understand the legal and policy position.

6 Environmental Panel: Meets to agree the annual programme of environmental investment. It's an annual exercise but does involve a two day assessment session.

7 Mystery Shoppers/Tenant Inspectors: Carry out reality checks on the services provided by HfN.

8 Spirit of the Community Awards Panel:

This panel is made up of tenants and leaseholders who take an active role in promoting and organising these annual awards, as well as judging the nominations.

9 Armchair Involvement: Armchair

Involvement is a way in which you can be involved from the comfort of your home. This will include completing surveys, being a member of the email panel and having your say using our Website and also Facebook.

10 Community Fund Panel: This fund is

available to formal/constituted groups who wish to carry out community-based projects within the HfN area. Join the panel and help assess applications for funding.

You can also join your local Estate Walkabout, meeting with your Neighbourhood Liaison Officer for a walk around your local area and discuss any issues of concern. To find out when your next Estate Walkabout is please see the article on Page 23.

So if you'd like to know more and are interested in getting involved and monitoring the service we provide, please contact our Resident Involvement Team on 01670 542 424.



Another way in which you can get involved is by joining the 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, evaluation 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.

To contact the Panel or to find out more email: Scrutiny@hfn.uk.com or call 01670 623493.



Alnwick's oldest council houses get refurb

A major scheme to refurbish the Alnwick area's oldest council houses, and tackle a long-term problem will get underway in the next month.

Hfn is about to embark on a project which will seek to resolve the water-ingress issues at its 20 properties on King Street, which date back to 1905.

Historically the area has suffered from damp and water ingress problems. The project will see each property stripped down to the brickwork internally to install a membrane, which is guaranteed for 10 years.

At the same time the properties will be

given new kitchens, bathrooms, blinds and carpets.

Due to the extent of the work tenants will be required to move out of their property during the work. So the project will be done in stages with tenants moved in and out of the street's seven empty properties.

The work is expected to take 30 weeks and local contractor C W Davis Ltd, of Seaton Delaval has been appointed to carry out the project.

Once the scheme is complete the empty properties will be re-let.

Celebrations for Centenarian

Last month Dolphin Court tenant, Dorothy Dobson turned 100.

Centenarian Dorothy celebrated the special occasion with a lunch at Amble's Old Boathouse, surrounded by family and relatives, some of whom had come from overseas.

Dorothy, who has two grandchildren and six great grandchildren was born in Henderson Street, Amble. After marrying her husband

Bill, they emigrated to Australia with their son Brian in 1955, but the couple returned to Amble in 1979, living in Central Avenue and then relocating to Dolphin Court.

She was presented with some flowers by her Neighbourhood Liaison Officer Julian Whitley.

We would like to wish Dorothy many years of happiness to come.





Your Neighbourhood Liaison Officer

Each HfN estate has a dedicated Neighbourhood Liaison Officer (NLO).

NLO's can visit you to discuss housing services including: rent; estate management or your tenancy. The area covered by each NLO is shown below.

For more in-depth patch details or to book an appointment with your NLO please contact us on (01670) 542424.



Simon Crosthwaite

Simon covers:

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

The Alnwick Officers

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



Julian Whitley

Julian covers:

- All Amble estates
- Shilbottle
- Hauxley



Andrew Howstan

Andrew covers:

- Alnwick

The Blyth Officers

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



Caroline Hedley

Caroline covers:

The Poet's Estate
Seaton Sluice
(she also covers
Allendale and
Haltwhistle)



Jacqueline Finlay

Jacqueline covers:

The Avenues
Solingen Estate



Jo-Anne Walker

Jo-Anne covers:

East Hartford
Cramlington
Eastfield Grange
Cramlington
Mayfield Glade
Cramlington
Allensgreen/Allerhope



Graeme Harwood

Graeme covers:

Eastfield Lea
Collingwood Grange
Mayfield Grange
Mayfield Dale



Sitara Choudhury

Sitara covers:

Cowpen Estate



Pearl O'Hare

Pearl covers:

Newsham
New Delaval



Sarah Thorpe

Sarah covers:

Hodgsons Road
Cowpen Farm Estate
Cowpen Quay



Kaley Atkinson

Kaley covers:

Seaton Delaval
Hollywell



Jane Gair

Jane covers:

North Farm
Bebside
East Cramlington
Nelson Village
Cowpen Flats



Kevin Bradley



Jeff Baker

Kevin and Jeff share a patch. They cover:

Seghill
New Hartley
Blyth Town Centre

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 01670 542424

NLO	Walkabouts	Dates & times
Julian	All Amble Estates - Meet at Straffen Court	Fri 10th Jul – 9.30am
Julian	All Shilbottle Estates - Meet at Selby Road at 1pm and 1.45pm at The Haven	Thurs 9th Jul
Andrew	Cawledge View/ St.James Estate/Cordwainers/Tanners Garth/Glovers Green/ Farriers Court - Meet at entrance to Cawledge View	Fri 21st Aug, 10am
Simon	Rothbury Area 1 - Meet Jubilee Crescent	Tues 2nd Jun, 10am Tues 11th Aug, 10am
Simon	Rothbury Area 2 - Meet Addycombe Gardens	Tues 2nd Jun, 11am Tues 11th Aug, 11am
Simon	Longhoughton - Meet North End	Tues 4th Aug, 10am
Simon	Craster - Meet South Acres	Tues 4th Aug, 10am
Simon	Longframlington - Meet White Cottages	Thurs 6th Aug, 10am
Simon	Felton - Meet at Village Hall	Thurs 6th Aug, 11am
Simon	Embleton - Meet at Docstors' Surgery, Greyfield Estate	Thurs 13th Aug, 10am
Joanne	Eastfield Estate - Meet entrance to Cairnsglass Green	Thurs 13th Aug -2pm
Joanne	East Hartford - Meet at the entrance next to the bus stop on Ormston St	Thurs 4th June - 10am
Joanne	Mayfield Glade - Meet at the entrance on Barrasford Rd near Clifton Road shops	Thurs 18th Jun -10am
Joanne	Allensgreen, Allerhope, Adderstone, Anton - Meet at entrance to Allensgreen	Fri 29th May - 10 am Thurs 27th Aug - 3pm
Graeme	Mayfield Dale & Grange - Meet in the car park next to Tangmere Close flats.	Tues 23rd Jun - 2pm
Graeme	Eastfield Lea A's - Meet in the car park next to the Community House at 1 Axminster Close	Tues 18th Aug – 2pm
Graeme	Collingwood Grange - Meet in the car park next to 1-7 Coltpark Place	Wed 29th July – 10am
Pearl	New Delaval Estate - Meet at 101 Delaval Cres	Thurs 23rd Jul – 10am
Pearl	Benridge Park - Meet at 15 Benridge Park	Thurs 11th Jun – 10am Thurs 13th Aug – 10am
Pearl	Newsham Flats – Meet at Wharton Street Flats	Thurs 4th Jun – 10am Thurs 10th Sept – 10am
Kevin	Deneside area, Seghill – Meet at entrance to estate	Thurs 16th July – 2pm Thurs 17th Sept – 2pm
Kevin	Croft area, Blyth – Meet at Block 7 Princess Louise Road	Thurs 23rd Jul – 2pm Thurs 25th Sept – 2pm
Sitara	Estate inspection covering following areas: Milldale Avenue , Ravensdale Grove Bankdale Gardens, Devonworth Place, Callerdale Road, Brandon Close, Malton Close, Brierley Road, Tynedale Drive. Meet at NISA shop on Brierley Road	Wed 5th Aug – 2pm
Kayley	Holywell Estate, Seaton Delaval – Meet at entrance to walkway next to community centre	Fri 14th Aug – 10am
Kayley	Blyth Street area, Seaton Delaval	Fri 12th Jun – 10am Fri 28th Aug – 10am
Kayley	Elsdon/ Hallington area, Seaton Delaval - Meet outside Aston High School	Fri 19th July – 10am Fri 4th Sept – 10am
Kayley	Woodside area – Meet corner Woodside/Tilmouth	Fri 10th Jul – 10am
Sarah	Cowpen Farm – Meet outside 1 Fallowpark Ave	Thurs 18th Jun – 10am Thurs 27th Aug - 4pm
Sarah	Hodgsons Road – Meet outside community house in Millfield Gardens	Thurs 4th June – 2pm Thurs 13th Aug – 4pm



Stay Connected To HfN

To help you keep up to date with the work of HfN and find out more about the services we offer we have launched a new-look, more user friendly website.

Go to www.hfn.uk.com and you will find all the information you need on things such as your tenancy or leasehold, ways to get involved with what we do as well as all our latest news.

You can also use the website to pay your rent online, or send us a complaint or feedback on our services.

And if you're on social media we also have a Facebook page –

facebook.com/homesfornorthumberland

and a Twitter page –

www.twitter.com/homes@N_land



You can download a copy of Your News from our website, and if you don't wish to receive a copy of Your News in the future please contact the Communications team (details below) or use our online opt-out form: <http://hfn.uk.com/publications/your-news/>

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

Dates For Your Diary

There are a number of ways you can find out more about what's going on in your community, whether it's going along to your next Residents' Association Meeting or having a cuppa with your local police officer.

Here's some key dates for your diary:

Seaton Sluice and Old Hartley Residents' Association Meetings – Venue: Seaton Sluice and Old Hartley Community Centre

July 21, September 22 at 2pm

AGM

October 20 at 7pm

Newsham and New Delaval Residents' Association Meetings – Venue Welfare Pavilion, Newsham

25 June at 6.30pm

Isabella Community Centre presents "The Nutty Professor and missing bunny mystery" Family Theatre

July 31 at 1pm



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।