

Supported Housing Surgeries

Local surgeries take place across the district which allow supported housing tenants to meet officers and discuss their issues.

Surveys

When necessary we will survey tenants and leaseholders to get their views on a variety of issues.

Tenants Annual Conference

The Conference is held each year, giving tenants and leaseholders the opportunity to find out about the latest Government policies, meet housing staff and put forward their views on the housing services.

Tenant Consultation Register

We appreciate that not everyone has the time to attend a meeting or to become involved as much as others. Therefore we have established a register of interested individuals who want to be consulted on housing related issues. The Tenant Consultation Register is an opportunity for those tenants who want to be kept informed of the latest developments in housing and are willing to give constructive feedback on proposed policies and procedures sent to them by Newark and Sherwood Homes. Tenants who would like to be included should contact the Customer Access Team on **0845 258 5550**.

Training courses

Training courses for Tenants and Residents Association members on a variety of topics including fundraising, running a group or even minute taking are available through the Customer Access Team on **0845 258 5550**.

District Tenant Compact

The Compact is the agreement between Newark and Sherwood Homes and its tenants and residents. It sets out how we will consult tenants, how they can get involved and what everyone can expect from the process.

How do I become a Tenant Board member of Newark and Sherwood Homes?

Newark and Sherwood Homes is managed by a Board which includes five Tenant Board members. These Tenant Board members will be elected each year and will have an equal say in the running of the company with the five Council nominees and five independent members. Not all tenants will be subject to re-election each year to allow for continuity on the Board.

All tenants will be notified when elections for Tenant Board members are being held. Directors of the Board receive no payments for their role apart from out-of-pocket expenses.

NEWARK AND SHERWOOD HOMES

Kelham Hall, Newark on Trent, Notts NG23 5QX
Email: housing@nshomes.co.uk

GENERAL ENQUIRIES
LOCAL CALL RATE:
0845 258 5550

EMERGENCIES
OUT OF HOURS FREEPHONE:
0800 561 0010

FAX:
01636 655514

HAWTONVILLE OFFICE
77c Eton Avenue,
Newark on Trent, NG24 4JH
Tel: (01636) 655503
Fax: (01636) 655504

REPAIRS FREEPHONE:
0800 561 0010

MINICOM:
01636 655960

OLLERTON OFFICE
Sycamore Road,
Ollerton NG22 9PS
Tel: (01623) 860740
Fax: (01623) 860729

www.nshomes.co.uk



Becoming
involved
with Newark
and Sherwood
Homes

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.



Prosimy skontaktować się z nami, jeśli chciał(a)by Pan(i) uzyskać ten dokument w innym języku lub formacie albo też potrzebuje Pan(i) skorzystać z usług tłumacza ustnego.

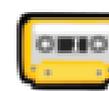
(Polish)

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

(Mandarin)

Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos.

(Portuguese)



Signing

The Big Word
Translation Services

Audio Tape

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Becoming involved with Newark and Sherwood Homes

Tenant Consultation

Newark and Sherwood Homes is committed to consulting and involving you in the management of your home. In addition, we have a duty under the Housing Act 1985 to consult you on matters of housing management.

How can I get involved?

Involving tenants in service improvements is important to our success. The options for involvement and participation are at the heart of the company. This service should start as soon as they apply for a home and continue for the rest of their tenancy.

We have a comprehensive structure for involving tenants and improving our services and seeking their views, these include:

- Tenants and Residents Associations (TRAs)
- Neighbourhood and District Improvement Panels
- Continuous Improvement Groups
- Service Development Groups
- Housing Matters Scheme
- Monitoring Groups
- Focus Groups
- Newsletters
- Surgeries
- Surveys
- Tenants Annual Conference
- Tenant Consultation Register
- Tenant Training Courses

Tenants and Residents Associations (TRAs)

Throughout the district we have a number of Tenants and Residents Associations who work in partnership with us to help tenants in their areas. These are located in the villages and urban areas across the district.

In addition there is a Rural Tenants Association, for those villages across the district that presently have no recognised Tenants and Residents Association.

Alongside these groups is the Leaseholders Focus Group which covers the whole of the Newark and Sherwood district.

Tenants and Residents Federation

Newark and Sherwood District Federation of Tenants and Residents Associations is the umbrella group that looks after the interests of these Associations. The Federation will also be able to give you contact details for the Associations across the district.

We are proud to have young people involved in the provision of the housing service.

To contact the Federation write to:

Newark and Sherwood District Federation of Tenants and Residents Associations
Brooks House
21b Bailey Road
Newark on Trent
Notts NG24 4EP

Phone: 01636 684343

Email: info@nsfederation.co.uk

Web: www.nsfederation.co.uk

If you are interested in setting up a Tenants and Residents Association in your area, please contact the Customer Access Team on **0845 258 5550**.

Help and advice is available to set up your group. Access to a starter grant and training to get you up and running is available.

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Neighbourhood and District Improvement Panels

These are held throughout the year in and around the district, in community venues. Tenants can take this opportunity to talk to us and discuss issues of concern with them. This is also a good opportunity for tenants to meet us, in their communities and discuss issues which affect them. Neighbourhood panels are open to any tenants and residents living in the area to discuss local issues. Details of meetings are published in the tenant's newsletter and publicised locally around the time of the meeting. These dates are also available on our website at www.nshomes.co.uk. District Improvement Panels discuss issues that are district wide.

Monitoring Groups

These are held usually every six weeks, are chaired by tenants and involve tenants and officers from Newark and Sherwood Homes. The aim of the Groups is to look at present policy and procedure and suggest ways to improve services as well as monitoring performance.

Newsletters

A regular newsletter is published throughout the year and will keep you up to date on housing services, new schemes, performance, events and other items of interest. You can write to the Editorial Panel at Newark and Sherwood Homes, regarding articles or topics of interest.