

# Customer Feedback

We are constantly working to improve our services to you. If you would like to make a suggestion or a comment (good or bad) about any aspect of our service please ask for a customer comment form, Housing Matters. You can report a complaint on our Complaints Matter form. (Alternatively you could telephone, write, or e-mail us).

## Other Formats

This, and any publication issued by Newark and Sherwood Homes, is available in other formats, including Braille and large print, and also in other languages. In addition we can offer access to staff with 'signing' skills for customers with hearing difficulties as well as a minicom service on (01636) 655960. We can also access interpreters if English is not your first language.

**NEWARK AND SHERWOOD HOMES**  
Kelham Hall, Newark on Trent, Notts NG23 5QX  
Email: [housing@nshomes.co.uk](mailto: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](http://www.nshomes.co.uk)



## How to contact 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 noutró idioma ou formato, ou se necessita de um intérprete, contacte-nos.

(Portuguese)



Signing



The Big Word Translation Services



Audio Tape

"to deliver excellent Housing Services"

# How to contact Newark and Sherwood Homes

## Information about the services we provide

A series of leaflets about housing services are available at any of our offices or by request. The following leaflets are available

- Who are Newark and Sherwood Homes?
- How to contact Newark and Sherwood Homes?
- Housing Matters – Customers Comments Form
- Complaints Matters – How to make a Complaint
- Applying for a home
- Review and appeal procedure
- Applying for a Mutual Exchange
- Right to Buy
- Supported Housing
- Vale View



- Help with living in your home
- Careline Services
- Adaptation Service
- Ways to Pay your rent
- What to do if you have problems paying your rent
- Responsive repairs Advice and Guidance
- How to alter or improve your home
- Planned Maintenance
- Cyclical Maintenance
- Gas Servicing
- Asbestos in your home
- Leaseholder Service
- Tenants rights and responsibilities
- Becoming involved with Newark and Sherwood Homes
- Equality and Diversity
- Estate Management
- Domestic Violence Summary
- Housing Officer Area List
- Changing Places Scheme

## How to contact us

### Visit one of our offices

You can visit our offices at the following times:

- Kelham Hall  
8.30am – 5.15pm Monday to Thursday
- 8.30am – 4.45pm Friday
- Hawtonville and Ollerton Offices  
9.00am – 4.30pm Monday to Friday

### By Telephone

On **0845 258 5550** for general enquiries (Local call rate) or **0800 561 0010** for Repairs Freephone, and **0800 561 0010** for emergencies after hours

### Home Visit

We can arrange for one of our officers to visit you in your own home

### By Text

You can text us to order a non urgent repair on **07786 206 726**

Start your message with **rep** then follow this with a **space**, then the **address of the repair**, another **space**, then the **repair details**. Example:-  
*rep 30 oak lane newark kitchen cupboard door hinge broken*

Note: the text service is for non-urgent repairs only.

You can text us to bid for a property on **07786 206 726**

Start your message with **bid** then follow this with a **space**, then your **registration number**, another **space**, your **surname**, the **property code** from the advert. Add a **space**, the **second property code** if applying for two properties. Example:-  
*bid 12345 smith fir1mc*

Note: To bid for a home you must already have a registration number. If you do not have a registration number, please phone **0845 258 5550** (Local call rate).

### By Letter

You can write to us at Newark and Sherwood Homes, Kelham Hall, Newark on Trent, Notts NG23 5QX

### By Email

You can send us an email at [housing@nshomes.co.uk](mailto:housing@nshomes.co.uk)

### On the Internet

A wide range of information is available through our website  
[www.nshomes.co.uk](http://www.nshomes.co.uk)