

## What services are Newark and Sherwood Homes responsible for?

- Management of the housing stock
- Applications for Housing
- Housing advice on tenancy issues
- Enforcement of conditions of tenancy
- Repairs and maintenance
- Rent collection
- Tenant involvement
- Garages
- Energy efficiency for Council housing
- Street wardens
- Grounds maintenance
- Right to Buy administration
- Disabled adaptations to Council properties
- Hostels and temporary accommodation management

### 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)



# Who are 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



"to deliver excellent Housing Services"

## Who are Newark and Sherwood Homes

Newark and Sherwood Homes is an Arms Length Management Organisation which was set up with effect from 1st November 2004 to manage, maintain and improve Council housing on behalf of Newark and Sherwood District Council. By setting up Newark and Sherwood Homes, the Council has been able to secure additional investment to meet the Government's Decent Homes Standard.



### This means that:

- The Council is still the landlord and Newark and Sherwood Homes manages the housing service
- Newark and Sherwood Homes is run by a Board of 15 members – 5 places on the board are for tenants. The other 10 places are divided equally between Councillors and Independent members
- There has been more money to invest in the housing stock to meet standards set down by the Government
- Newark and Sherwood Homes is fully owned by the Council

### Our core values:

- Customer First
- Valuing Everyone
- Delivering Excellence
- Making Positive Improvements
- Sharing Information

### What about my rights as a tenant or leaseholder?

#### They remain unchanged

- The Council still own your home
- You remain a secure tenant of the Council
- You still maintain the Right to Buy entitlement
- Your rent or service charge continues to be set by the Council
- The Council continues to set the lettings policy
- If you are a leaseholder your lease remains with the Council

### What are the benefits of Newark and Sherwood Homes?

- Newark and Sherwood Homes has received extra funding of up to £49.5m, to bring all properties up to the Government's Decent Homes Standard by 2010 through the planned repair and improvement programme
- Part of the extra funding will be spent on environmental improvements
- Services have improved and tenants and leaseholders have more say in shaping future services