

Working hard for you

Your Homes Newcastle is working hard for you. Working hard to give you the first class service you deserve. And that means making some big changes to the way we work. We're sure you will have noticed some of these changes. But you might not be aware of just how much we've done. We've put together a list of some of our biggest developments.

Tenant involvement

Tenants make up a third of the board of Your Home Newcastle. That's real power to shape our organisation. We've set up a new team of tenant involvement officers. And we're developing our compacts—agreements with groups of tenants about how we develop our services locally.

Office improvements

Many offices now have a new look. We have more convenient opening hours. All our offices have hearing loops. And toys too! Our staff have smart new uniforms. And all our posters and leaflets are available in all our offices.

Repairs

You can now report all repairs, urgent and non-urgent, to our 24 hour repaircall line. You'll always get either a receipt or a confirmation letter. We've introduced appointments. And we're getting more jobs done on time.

Rent

We now send you a rent statement every three months. There are new, more convenient ways to pay. You can now pay with credit and debit cards. And we're introducing direct debit and on-line payments.

Estate management

Our new Anti-social Behaviour team brings together our staff, the Police and Victim support. We're putting more wardens on your estates. And we're having daily meetings with Rapid response teams.

Customer information

Your Tenants' handbook has been revised and updated. We send you our newsletter, Homes and People, every three months. And we're producing service standards, telling you what you can expect from each part of our service. Tenants have played an important part in developing these.

Empty properties

We've developed service standards for empty properties. This means strict rules about how we take care of empty properties. And how quickly we re – let them.



Planned investment

We're involving tenants, with more events and exhibitions, asking you to advise us on how we improve your homes. We'll invite you to join us every year at an event where we can discuss our plans with you.

Quality services

Newcastle Furniture Service has joined our Community Care Alarm Service in gaining a Charter Mark from the government. Both services are now offering you greater choice. Our concierges are now acting as 'good neighbours', giving them more freedom to get to know their tenants and look out for them.

This is 'Homes & People' the newsletter for Newcastle council tenants and leaseholders. If you want this information in your own language we will arrange for an interpreter to help you. This information is also available in large print, Braille and audio tape. We can also arrange for you to see a British Sign Language interpreter.

☎ 0191 278 8633

Arabic

هذه هي 'Homes & People' الرسالة الإخبارية للمستأجرين المقيمين في مساكن مجلس بلدية نيوكاسل. إذا أردت الحصول على هذه المعلومات بلغتك فسوف نرتب للاستعانة بمترجم لمساعدتك.

Bengali

একটি 'Homes & People' (হোমস অ্যান্ড পিপল) নিউক্যাসেল কাউন্সিল ভাড়াটেলের নিউজলেটার। আপনি যদি এই বিষয়ে তথ্য নিজের ভাষায় পেতে চান তবে আমরা আপনাকে সাহায্য করার জন্য একজন দোভাষীর ব্যবস্থা করে দেব।

Chinese

这是纽卡斯尔市政府房客通讯 "Homes & People" (住家与居民)。如果您希望得到本资料的中文翻译，我们将安排传译为您提供帮助。

Farsi

این خبرنامه شورای کرایه نشین های نیوکاسل تحت عنوان 'Homes & People' (مردم و خانه ها) است. اگر شما می خواهید که اطلاعاتی در این مورد به زبان خودتان داشته باشید ما می توانیم از یک مترجم بخوایم که به شما کمک کند

French

Voici "Homes & People" (« des foyers et des gens ») le bulletin pour les locataires des logements sociaux de Newcastle. Si vous souhaitez cette information dans votre propre langue nous pouvons vous fournir les services d'un interprète.

Hindi

यह 'Homes & People' (होमस एंड पीपुल) न्यूकैसल परिषद के किराएदारों की समाचार पत्रिका है। अगर आपको यह जानकारी अपनी भाषा में चाहिए तो हम आपकी मदद के लिए एक अनुवादक का इंतजाम कर सकते हैं।

Punjabi

ਇਹ ਨਿਊਕੈਸਲ ਸੰਮਤੀ ਮੁਜ਼ਰੇਦਾਰਾਂ ਵਾਸਤੇ 'Homes & People' (ਹੋਮਸ ਅੰਡ ਪੀਪਲ) ਸਮਾਚਾਰ-ਪੱਤਰ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਅਸੀਂ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਵਾਸਤੇ ਕਿਸੇ ਦੁਭਾਸ਼ੀਏ ਦਾ ਪ੍ਰਬੰਧ ਕਰਾਂਗੇ।

Urdu

'Homes & People' (ہومز اینڈ پیپل) نیوکیسل کونسل کرایہ داروں کیلئے اطلاع نامہ ہے۔ اگر آپ یہ معلومات اپنی زبان میں چاہتے ہیں تو ہم آپ کی مدد کیلئے ایک ترجمان کا انتظام کر دیں گے۔