



Your Homes
Newcastle



talk to us

Compliments, Complaints and
Comments

We want you to get in touch and let us know how we're doing.

Your feedback is important and helps us to continue improving the services we provide to you every day.

It is worth while talking to us. Here are just a few of the problems you highlighted and how we tackled them.

Technical & Maintenance

You told us

"On a Friday afternoon I can't get through to report a repair"

We have clarified with our repairs contractor that the phone lines will have enough staff to take calls until 6pm on a Friday evening as advertised.

You told us

"A leak came into my flat from the flat upstairs and my landlord could not fix the leak quickly"

Sometimes we have a problem getting access to other properties to repair things. We have an agreement with the County Court Manager that an injunction application to gain access will be heard within 48 hours of the papers being lodged.

You told us

“No one turned up to my repair appointment”

We have clarified with our repairs contractor when an appointment can be cancelled and what should happen with the customer.

You told us

“My new radiator/boiler is not working following the modernisation of my home”

We investigated to see if there were any trends with contractors and faulty goods and found there were none. To help identify problems in the future we have ensured that more detail is logged on the system.

You told us

“The quality of works carried out externally on my home was poor”

We constantly review the quality of the workmanship from our contractors and we have set up best practice workshops to improve the quality.

You told us

“Workmen left my front door open at the end of the day”

New security measures have been issued to our contractors.

If you want to make a compliment, complaint or comment you can tell us:

- in person at any of our offices
- over the phone on 0191 278 8600
- by letter to:
Complaints Officer, YHN House, Benton Park Road, Newcastle upon Tyne, NE7 7LX
- by e-mail at yhncomplaints@yhn.org.uk
- Freepost:
Complaints at Newcastle, Head of Democratic Services, FREEPOST NEA 15387, Newcastle upon Tyne, NE99 2RP
- by filling in a form
- by visiting our website at www.yhn.org.uk

This information is about how you can make a compliment, complaint or comment about our services. If you need this in a different language phone 0191 278 8633. 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.

Bengali	আপনি কিভাবে শুভেচ্ছা জানাতে, অভিযোগ করতে অথবা আমাদের সেবাগুলি সম্পর্কে মন্তব্য করতে পারেন এ তথ্য হচ্ছে সে সম্পর্কিত। আপনি যদি এটি বাংলায় অথবা অন্যকোন ভাষায় চান তবে ০১৯১ ২৭৮ ৮৬৩৩ নাম্বারে ফোন করুন।
Chinese	此信息是有关您如何对我们的服务做出赞扬、投诉或评价。如果您需要此信息的中文普通话版本或其它语言版本，请致电 0191 278 8633 索取。
Farsi	این اطلاعات در مورد این مسئله میباشند که شما چطور میتوانید در رابطه به خدمات ما ابراز نظر، قدردانی و یا شکایت بعمل آورید. در صورت نیاز به این اطلاعات با زبان فارسی یا هر زبان دیگر به شماره 0191 278 8633 تماس بگیرید.
French	Les informations suivantes vous indiquent comment nous adresser un compliment, une réclamation ou des commentaires concernant nos services. Pour obtenir la version <name of language> ou une autre langue, composez le 0191 278 8633.
Kurdish	ئهم زانیارییه سەبارەت بە ھەبە چۆن بێتوانیت دەرزیاری خزمەتگوزارییەکتی ئێمە رای خۆت دەربریت، سوپاسمان بکەیت یا سکاڵا دەربریت. ئەگەر پێویستت بە ھەبە بە زمانی کوردی سۆزانی یا ھەر زمانیکی تر، تەلەفۆن بکە بۆ 0191 278 8633.
Portuguese	Esta informação refere-se à forma como pode elogiar, reclamar ou comentar sobre os nossos serviços. Se necessitar desta informação em português ou noutra língua, ligue para o 0191 278 8633.
Russian	Здесь содержится информация о том, как Вы можете высказать положительный или отрицательный отзыв о наших услугах. Если Вам необходим перевод этой информации на <русский> или другой язык, позвоните 0191 278 8633.
Spanish	Esta información trata acerca de cómo podrá notificar su agradecimiento, realizar una queja o un comentario sobre nuestros servicios. Si necesita esta información en <name of language> o en un idioma diferente, llame al teléfono 0191 278 8633.

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Version 3 December 2007