



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.

## Modern Homes programme

You told us

*"I'm not happy with the service from one of your contractors"*

We reviewed all the work of our contractors and now do not work with those who performed poorly.

We are now using only the best contractors to give you a better standard of improvements.

You told us

*"I wasn't prepared for the amount of disruption during the work"*

New letters are now being sent to customers, which provide more information on what to expect when work is taking place.

## Your choice homes

You told us

**"I don't understand which type of properties I can apply for"**

We now have standard eligibility criteria on each advert. This means customers know who will be considered for each property type.

## Housing Management

You told us

**"I would like a gardening service to keep my garden tidy"**

We have launched a trial scheme to carry out garden services for tenants, for a fee.

Over 300 households have already signed up to the programme. If it is successful, we will extend the scheme across the city.

You told us

**"I did not receive my decision letter"**

We have reviewed our policy on re-sending letters. If you tell us that you are not receiving letters from us, we will arrange for delivery of another copy by hand or by registered post.

## Communication with you

**Your complaints, compliments and comments alter our services.**

We also tell you how you have helped to change our services in the Homes and People magazine, every 3 months and on our website.

## 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](mailto: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](http://www.yhn.org.uk)

If you want this information in your language we will arrange an interpreter for 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.  
Tel: 0191 278 8633.

Bengali	এই তথ্য হল ইউর হোমস নিউক্যাসল সমন্ধে। এবং আমরা কিভাবে দায়িত্ব পালন করছি সে সমন্ধে। ইউর হোমস নিউক্যাসল, নিউক্যাসল সিটি কাউন্সিলের পক্ষে কাউন্সিলের ঘর বাড়ী ব্যবস্থাপনার দায়িত্বপ্রাপ্ত। এই তথ্য যদি <বাংলায়> অথবা অন্য কোন ভাষায় প্রয়োজন হয় তাহলে এই নাম্বারে ফোন করুন- ০১৯১ ২৭৮ ৮৬৩৩
Chinese	这是有关代表纽卡斯尔市政府（Newcastle City Council）负责管理市政房屋的 Your Homes Newcastle（您的纽卡斯尔住房）组织的信息，内容解释了我们是如何运作。如果您需要此信息的普通话版本或其它语言版本，请致电 0191 278 8633 索取。
Farsi	این اطلاعات درباره سازمان «خانه‌های شما در نیوکاسل» و عملکرد آن است. این سازمان از سوی شهرداری نیوکاسل، مسئولیت اداره خانه‌های دولتی را به عهده دارد. در صورت نیاز به این اطلاعات به زبان فارسی یا زبان‌های دیگر با شماره تلفن ۰۱۹۱۲۷۸۸۶۳۳ تماس بگیرید.
French	Ces informations concernent Your Homes Newcastle : qui est chargé de gérer les logements sociaux au nom de la municipalité de Newcastle et comment nous procédons. Si vous avez besoin de ces informations en français ou dans une autre langue, téléphonez au : 0191 278 8633.
Kurdish	ئێم زانیاریانە سەبارەت بە Your Homes Newcastle و چۆنێتی کارکردنە کەمە کە لە لایەن شوێری شارێ نیوکاسیلەوە ئێرکی ئێوەی پێدراوە کە خانووەکانی شوێری شار بەرپێوەبەرایەتی بکات. ئەگەر حەزتان لە وەرگرتنی ئێم زانیاریانە بە زمانی کوردی یا هەر زمانێکی دیگە هەیە بە ژمارە تیلیفۆنی 0191 278 8633 پێوەندی بکەن.
Portuguese	Esta informação refere-se à Your Homes Newcastle, a organização responsável pela gestão da habitação social em nome do Município de Newcastle, e a nossa situação actual. Se precisar desta informação em <português> ou noutra língua, queira ligar para o 0191 278 8633.
Russian	Информация о Your Homes Newcastle, которая отвечает за управление делами муниципального жилья от имени Муниципалитета г. Ньюкасла и об общем состоянии дел.
Spanish	Esta es información sobre Your Homes de Newcastle, que es la responsable de gestionar las viviendas municipales en nombre del Ayuntamiento de Newcastle, y sobre nuestra manera de hacerlo. Si necesita esta información en español o en otro idioma, llame al 0191 278 8633.