



Feedback to customers

January 2008

This information is about our lettings service. If you need this in your language or a different language phone

 **0191 278 8633**

Bengali

এই তথ্য হল আমাদের লেটিং সার্ভিস(ভাড়া বিষয়ক) সম্বন্ধে। এই তথ্য যদি <বাংলায়> অথবা অন্য কোন ভাষায় প্রয়োজন হয় তাহলে এই নাম্বারে ফোন করুন- ০১৯১ ২৭৮ ৮৬৩৩

Chinese

这是有关我们的出租服务的信息。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 در مورد بخش اجاره املاک است. در صورت نیاز به این اطلاعات به زبان فارسی یا زبان های دیگر با شماره تلفن ۰۱۹۱۲۷۸۸۶۳۳ تماس بگیرید.

French

Ces informations concernent notre service de location. Si vous avez besoin de ces informations en français ou dans une autre langue, téléphonez au : 0191 278 8633.

Kurdish

ئەم زانیاریانە سەبارەت بە خزمەتەکانی کرێی ئێمەیه. ئەگەر حەزتان لە وەرگرینی ئەم زانیاریانە بە زمانی کوردی یا هەر زمانێکی دیکە هەیه بە ژمارە تیلیفۆنی 0191 278 8633 پێوەندی بگرن.

Portuguese

Esta informação refere-se ao serviço de arrendamento. Se precisar desta informação em <português> ou noutra língua, queira ligar para o 0191 278 8633.

Russian

Информация о наших услугах сдачи жилья в наем. Если Вы нуждаетесь в этой информации <на русском> или другом языке звоните по тел. 0191 278 8633.

Spanish

Ésta es información sobre nuestro servicio de adjudicación. Si necesita esta información en español o en otro idioma, llame al 0191 278 8633.

In this report you can find information about the homes we have let this month. This will help you decide which area you will be successful when finding a home.

You can see where the homes are we have let. You can also see why each home has been let. This is usually based on how long someone has lived in their previous home. Some homes are let to people with priority status or are Housing Management Lets.

Priority status is given to customers who are in urgent and immediate need to move. A Housing Management Let is given for exceptional reasons. An example of this is where we need a property in an emergency. Properties used for Housing Management Lets are usually properties that are always available.

If you need help to understand this report or would like a copy of Newcastle City Council's Lettings Policy, please contact staff in your local Community Housing Offices or the Your choice homes Property Shop.

Available properties are advertised each week in the Evening Chronicle, local Community Housing Offices, the Your choice homes Property Shop and many other locations across the City.

If you qualify to join the scheme you can express an interest in up to three homes each week. If you do not hear from us within six days of the closing date for a home you have not been successful. Please try again!

This month we and our partners have let **147** homes. Of which, we have let **81** homes (55%) to customers on their length of residency, we have let **53** homes (36%) to customers with priority status and **13** homes (9%) were Housing Management Lets.

Total number of homes let this month by type:

- Bungalow **6**
- Flat **81**
- House **56**
- Maisonette **4**

Total number of homes let this month by number of bedrooms:

- One bedroom **51**
- Two bedrooms **55**
- Three bedrooms **39**
- Four bedrooms **2**

This month we received **6290** expressions of interest. This is an average of **47** for each home we have advertised.

In January the following percentage of lets were made to customers living within the same area.

- Inner West area **71%**
- Outer West & North area **67%**
- East area **71%**

In January the following percentage of lets were made to customers living within the same area.

- **Inner West area**

- Bungalows **50%**
- Flats **42%**
- Houses **20%**

- **Outer West & North area**

- Bungalows **50%**
- Flats **39%**
- Houses **14%**

- **East area**

- Bungalows **50%**
- Flats **36%**
- Houses **30%**
- Maisonettes **25%**

Feedback from Avison Street Community Housing Office

This month we have let **8** properties. Of which, **3** homes were let to customers with priority status and **1** home was a Housing Management Let.

Total number of homes let in January by type:

- Flat **4**
- House **4**

Total number of homes let in January by number of bedrooms:

- One bedroom **2**
- Two bedrooms **2**
- Three bedrooms **3**
- Four bedrooms **1**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
28/01/2008	Flat	1	15/11/2005		
28/01/2008	Flat	1	01/04/2004		
28/01/2008	Flat	2	18/03/2004		
28/01/2008	Flat	2			Yes
07/01/2008	House	3		Yes	
07/01/2008	House	3	30/07/2001		
14/01/2008	House	3		Yes	
21/01/2008	House	4		Yes	

This month we received **349** expressions of interest. This is an average of **50** for each home we have advertised.

For a customer to be successful in securing a family style home in the Avison Street area in January they needed to hold priority status or have a length of residency of over **5½** years.

Feedback from Blakelaw Community Housing Office

This month we have let **7** homes. Of which, **2** homes have been let to customers with priority status and **1** home was a Housing Management Let.

Total number of homes let in January by type:

- Flat **2**
- House **5**

Total number of homes in January by number of bedrooms:

- One bedroom **2**
- Two bedrooms **1**
- Three bedrooms **4**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
14/01/2008	Flat	1	28/02/1997		
21/01/2008	Flat	1	16/07/2001		
28/01/2008	House	2			Yes
14/01/2008	House	3	03/08/2005		
21/01/2008	House	3	20/03/2006		
14/01/2008	House	3		Yes	
28/01/2008	House	3		Yes	

This month we received **228** expressions of interest. This is an average of **38** for each home we have advertised.

For a customer to be successful in securing a family style home in the Blakelaw area in January they needed to hold priority status or have a length of residency of over **1½** years.

Feedback from Byker Community Housing Office

This month we have let **12** homes. Of which, **1** home has been let to a customer with priority status and **1** home was a Housing Management Let.

Total number of homes let in January by type:

- Flat **4**
- House **4**
- Maisonette **4**

Total number of homes in January by number of bedrooms:

- One bedroom **6**
- Two bedrooms **3**
- Three bedrooms **3**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
07/01/2008	Flat	1			Yes
21/01/2008	Flat	1	13/02/2006		
28/01/2008	Flat	1	18/12/2000		
28/01/2008	Flat	1	16/02/2007		
21/01/2008	House	2	30/07/2007		
28/01/2008	House	2		Yes	
07/01/2008	House	3	08/09/2003		
07/01/2008	House	3	29/03/2004		
14/01/2008	Maisonette	1	24/11/2004		
21/01/2008	Maisonette	1	18/09/2006		
28/01/2008	Maisonette	2	08/07/2006		
28/01/2008	Maisonette	3	10/11/2003		

This month we received **216** expressions of interest. This is an average of **18** for each home we have advertised.

For a customer to be successful in securing a home in the Byker area in January they needed to hold priority status or have a length of residency of over **3½** years.

Feedback from Cruddas Park Community Housing Office

This month we have let **8** homes. Of which, **3** homes have been let to customers with priority status and **2** homes were Housing Management Lets.

Total number of homes let since in January by type:

- Flat **6**
- House **2**

Total number of homes in January by number of bedrooms:

- One bedroom **3**
- Two bedrooms **3**
- Three bedrooms **1**
- Four bedrooms **1**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
14/01/2008	Flat	1	01/09/2001		
21/01/2008	Flat	1		Yes	
21/01/2008	Flat	1	30/04/2007		Yes
28/01/2008	Flat	2		Yes	
14/01/2008	Flat	2	10/04/2000		
21/01/2008	Flat	2			Yes
21/01/2008	House	3	19/12/1996		
28/01/2008	House	4		Yes	

This month we received **198** expressions of interest. This is an average of **33** for each home we have advertised.

For a customer to be successful in securing a home in the Cruddas Park area in January they needed to hold priority status or have a length of residency of over **11** years.

Feedback from Elswick Community Housing Office

This month we have let **2** homes. Both of which, were let to a customer with priority status.

Total number of homes let in January by type:

- Flat **1**
- House **1**

Total number of homes in January by number of bedrooms:

- One bedroom **1**
- Two bedrooms **1**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
21/01/2008	Flat	1		Yes	
21/01/2008	House	2		Yes	

This month we received **108** expressions of interest. This is an average of **54** for each home we have advertised.

For a customer to be successful in securing a home in the Elswick area in January they needed to hold priority status.

Feedback from Fenham Community Housing Office

This month we let **10** homes. Of which, **6** homes have been let to customers with priority status.

Total number of homes let in January by type:

- Bungalow **1**
- Flat **4**
- House **5**

Total number of homes in January by number of bedrooms:

- One bedroom **1**
- Two bedrooms **5**
- Three bedrooms **4**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
21/01/2008	Bungalow	1	28/03/1988		
07/01/2008	Flat	2		Yes	
07/01/2008	Flat	2	09/10/2002		
14/01/2008	Flat	2	28/02/2000		
21/01/2008	Flat	2	01/06/2004		
07/01/2008	House	2		Yes	
21/01/2008	House	3		Yes	
28/01/2008	House	3		Yes	
28/01/2008	House	3		Yes	
28/01/2008	House	3		Yes	

This month we received **1070** expressions of interest. This is an average of **107** for each home we have advertised.

For a customer to be successful in securing a home in the Fenham area in January they needed to hold priority status.

Feedback from Gosforth Community Housing Office

This month we have let **8** homes. Of which, **7** homes have been let to customers with priority status and **1** home was a Housing Management let.

Total number of homes let in January by type:

- Bungalow **2**
- Flat **3**
- House **3**

Total number of homes in January by number of bedrooms:

- One bedroom **4**
- Two bedrooms **1**
- Three bedrooms **3**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
21/01/2008	Bungalow	1		Yes	
28/01/2008	Bungalow	1		Yes	
07/01/2008	Flat	1			Yes
07/01/2008	Flat	1		Yes	
28/01/2008	Flat	2		Yes	
28/01/2008	House	3		Yes	
07/01/2008	House	3		Yes	
07/01/2008	House	3		Yes	

This month we received **556** expressions of interest. This is an average of **79** for each home we advertised.

For a customer to be successful in securing a home in the Gosforth area in January they needed to hold priority status.

Feedback from Newbiggin Hall Community Housing Office

This month we have let **5** homes. Of which, **3** homes have been let to customers with priority status.

Total number of homes let in January by type:

- Flat **2**
- House **3**

Total number of homes in January by number of bedrooms:

- One bedroom **1**
- Two bedrooms **2**
- Three bedrooms **2**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
21/01/2008	Flat	1		Yes	
21/01/2008	Flat	2	30/06/1999		
07/01/2008	House	2		Yes	
14/01/2008	House	3	18/05/1998		
28/01/2008	House	3		Yes	

This month we received **359** expressions of interest. This is an average of **72** for each home we have advertised.

For a customer to be successful in securing a family style home in the Newbiggin Hall area in January they needed to hold priority status or have a length of residency of over **9½** years.

Feedback from North Benwell Community Housing Office

This month we let **9** homes. Of which, **3** homes have been let to customers with priority status.

Total number of homes let in January by type:

- Flat **5**
- House **4**

Total number of homes let in January by number of bedrooms:

- One bedroom **2**
- Two bedrooms **4**
- Three bedrooms **3**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
21/01/2008	Flat	1	31/10/2005		
28/01/2008	Flat	1		Yes	
07/01/2008	Flat	2	05/01/2006		
07/01/2008	Flat	2		Yes	
14/01/2008	Flat	2	22/02/1999		
14/01/2008	House	2		Yes	
07/01/2008	House	3	07/06/2004		
28/01/2008	House	3	30/09/1996		
28/01/2008	House	3	09/08/2003		

This month we received **266** expressions of interest. This is an average of **30** for each home we have advertised.

For a customer to be successful in securing a family style home in the North Benwell area in January they needed to hold priority status or have a length of residency of over **3½** years.

Feedback from North Kenton Community Housing Office

This month we have let **5** homes. Of which, **2** homes have been let to customers with priority status.

Total number of homes let in January by type:

- Flat **3**
- House **2**

Total number of homes in January by number of bedrooms:

- Two bedrooms **3**
- Three bedrooms **2**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
28/01/2008	Flat	2	19/06/1990		
28/01/2008	Flat	2	19/04/2004		
28/01/2008	Flat	3	10/07/2002		
28/01/2008	House	2		Yes	
21/01/2008	House	3		Yes	

This month we received **358** expressions of interest. This is an average of **72** for each home we have advertised.

For customers to be successful in securing a family style home in the North Kenton area in January they needed to hold priority status or have a length or residency of over **5½** years.

Feedback from St Anthony's Community Housing Office

This month we have let **8** homes. Of which, **5** homes have been let to customers with priority status and **2** were Housing Management Lets.

Total number of homes let in January by type:

- Flat **4**
- House **4**

Total number of homes in January by number of bedrooms:

- One bedroom **1**
- Two bedrooms **5**
- Three bedrooms **2**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
21/01/2008	Flat	1	07/03/2005		
28/01/2008	Flat	2		Yes	
21/01/2008	Flat	2		Yes	
21/01/2008	Flat	2		Yes	
14/01/2008	House	2			Yes
28/01/2008	House	2		Yes	
14/01/2008	House	3			Yes
28/01/2008	House	3		Yes	

This month we received **314** expressions of interest. This is an average of **52** for each home we have advertised.

For a customer to be successful in securing a family style home in the St. Anthony's area in January they needed to hold priority status.

Feedback from Scotswood Community Housing Office

This month we have let **5** homes. Of which, **1** has been let to a customer with priority status.

Total number of homes let in January by type:

- Bungalow **1**
- House **4**

Total number of homes in January by number of bedrooms:

- One bedroom **1**
- Two bedrooms **2**
- Three bedrooms **2**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
21/01/2008	Bungalow	1	07/08/2006		
14/01/2008	House	2		Yes	
28/01/2008	House	2	16/12/2002		
14/01/2008	House	3	17/03/2003		
28/01/2008	House	3	01/01/2005		

This month we received **191** expressions of interest. This is an average of **38** expressions for each property we advertised.

For a customer to be successful in securing a family style home in the Scotswood area in January they needed to hold priority status or have a length of residency of over **3** years.

Feedback from Shieldfield Community Housing Office

This month we have let **12** homes. Of which, **3** homes were let to customers with priority status.

Total number of homes let in January by type:

- Flat **9**
- House **3**

Total number of homes in January by number of bedrooms:

- One bedroom **5**
- Two bedrooms **5**
- Three bedrooms **2**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
21/01/2008	Flat	1	16/12/2004		
21/01/2008	Flat	1		Yes	
28/01/2008	Flat	1	22/12/2001		
14/01/2008	Flat	1		Yes	
21/01/2008	Flat	1	17/04/2006		
28/01/2008	Flat	2	30/06/2006		
14/01/2008	Flat	2	30/05/2005		
28/01/2008	Flat	2		Yes	
28/01/2008	Flat	2	05/06/2006		
07/01/2008	House	2	09/04/1998		
28/01/2008	House	3	30/06/1997		
21/01/2008	House	3	21/06/1999		

This month we received **891** expressions of interest. This is an average of **74** for each home we have advertised.

For a customer to be successful in securing a family style home in the Shieldfield area in January area they needed to have a length of residency of over **9½** years.

Feedback from Walker Community Housing Office

This month we have let **19** homes. Of which, **3** homes have been let to customers with priority status and **3** homes were Housing Management Lets.

Total number of homes let in January by type:

- Flat **10**
- House **9**

Total number of homes in January by number of bedrooms:

- One bedroom **2**
- Two bedrooms **11**
- Three bedrooms **6**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
21/01/2008	Flat	1	04/10/2007		
28/01/2008	Flat	1	26/06/2006		
07/01/2008	Flat	2	05/09/2007		
14/01/2008	Flat	2	21/07/2003		
21/01/2008	Flat	2	23/01/2007		
21/01/2008	Flat	2			Yes
28/01/2008	Flat	2	11/11/2005		
28/01/2008	Flat	2			Yes
28/01/2008	Flat	2	05/04/2006		
28/01/2008	Flat	2	21/12/2005		
14/01/2008	House	2		Yes	
21/01/2008	House	2		Yes	
21/01/2008	House	2			Yes
14/01/2008	House	3	19/03/2005		
14/01/2008	House	3	22/05/2000		
14/01/2008	House	3		Yes	
14/01/2008	House	3	14/09/1998		
21/01/2008	House	3	26/07/2004		
28/01/2008	House	3	23/08/2004		

This month we received **572** expressions of interest. This is an average of **36** for each home we have advertised.

For a customer to be successful in securing a family style home in the Walker area in January they needed to hold priority status or have a length of residency of over **2½** years.

Feedback from West Denton Community Housing Office

This month we have let **8** homes. Of which, **3** homes have been let to customers with priority status and **2** homes were Housing Management Lets.

Total number of homes let in January by type:

- Flat **7**
- House **1**

Total number of homes in January by number of bedrooms:

- One bedroom **2**
- Two bedrooms **6**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
14/01/2008	Flat	1		Yes	
21/01/2008	Flat	1	14/05/2007		
14/01/2008	Flat	2			Yes
21/01/2008	Flat	2	26/07/1973		
21/01/2008	Flat	2		Yes	
28/01/2008	Flat	2	30/08/2004		
28/01/2008	Flat	2		Yes	
14/01/2008	House	2			Yes

This month we received **259** expressions of interest. This is an average of **43** for each home we have advertised.

Feedback from our Sheltered Housing Teams

This month our Sheltered Housing Teams have let **11** homes.

Number of homes let by housing area:

West and North Office:

- Fawdon **1**
- Newburn **1**
- Newbiggin Hall **1**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
28/01/2008	Flat	1	12/04/1999		
28/01/2008	Flat	1	05/02/2001		
28/01/2008	Flat	1	26/08/1974		

Inner East Office:

- Byker **3**
- Heaton **1**
- Shieldfield **1**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
07/01/2008	Flat	1	16/10/1995		
07/01/2008	Flat	1	04/06/1990		
07/01/2008	Flat	1	10/03/1997		
21/01/2008	Flat	1	17/07/2006		
14/01/2008	Flat	1	10/10/2005		

East Office:

- Walker **2**
- St Anthony's **1**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
14/01/2008	Bungalow	1	23/03/2003		
14/01/2008	Bungalow	1		Yes	
07/01/2008	Flat	1	22/09/2003		

This month we received **34** expressions of interest. This is an average of **3** for each home we have advertised.

Feedback from lettings made by our partner Housing Associations in is as follows:

Total number of homes let in January by type:

- Flat **8**
- House **2**

Total number of homes in January by number of bedrooms:

- One bedroom **8**
- Three bedrooms **2**

Start of Tenancy	House type	Area	Number of bedrooms	Date of residency	Priority	Landlord
21/01/2008	Flat	Avison Street	1		Yes	Home HG
14/01/2008	House	Benwell	3	31/12/2001		Home HG
28/01/2008	House	Newburn	3		Yes	Home HG
07/01/2008	Flat	Elswick	1		Yes	NomadE5
21/01/2008	Flat	West Denton	1	01/01/2005		NomadE5
28/01/2008	Flat	Cruddas Park	1		Yes	NomadE5
14/01/2008	Flat	Avison Street	1	27/07/2006		Places for People
28/01/2008	Flat	Avison Street	1		Yes	Places for People
28/01/2008	Flat	Avison St	1	23/08/1998		Places for People
28/01/2008	Flat	Shieldfield	1	03/04/2006		Places for People

This month we received **321** expressions of interest of these properties. This is an average of **32** for each home we have advertised.

Contact Details and Opening Times:

YHN Office Name	Address	Telephone Number	Fax Number
Avison Street	Avison Street (Off Stanhope Street) Arthur's Hill Newcastle upon Tyne NE4 5DX	0191 277 1300	0191 277 1299
Blakelaw / Cowgate	Sheriff Leas Springfield Road Blakelaw Newcastle upon Tyne NE5 3DS	0191 277 1000	0191 277 1011
Byker	45-47 Brinkburn Street Byker Newcastle upon Tyne NE6 1QN	0191 278 1555	0191 278 1533
Cruddas Park	Cruddas Park Shopping Centre Westmorland Road Newcastle upon Tyne NE4 7EN	0191 277 1066	0191 277 1088
Elswick (Satellite Office)	71 Mill Lane Elswick Newcastle upon Tyne NE4 6TB	0191 277 1111	0191 277 1121
Fenham	199/201 Two Ball Lonnen Fenham Newcastle upon Tyne NE4 9RS	0191 277 1200	0191 277 1211
Gosforth	Council Offices High Street Gosforth Newcastle upon Tyne NE3 1JL	0191 277 1166	0191 277 1177
Newbiggin Hall (Satellite Office)	1 Yetholm Place Newbiggin Hall Estate Newcastle upon Tyne NE5 4ED	0191 277 1400	0191 277 1388
Newburn	Council Offices Newburn Road Newburn Newcastle upon Tyne NE15 8QJ	0191 277 1133	0191 277 1144

North Benwell	68A Adelaide Terrace North Benwell Newcastle upon Tyne NE4 8BD	0191 277 1484	0191 277 1494
North Kenton	141-145 Banbury Road North Kenton Newcastle upon Tyne NE3 3SQ	0191 277 4360	0191 277 1242
Scotswood (Satellite Office)	468-470 Armstrong Road Scotswood Newcastle upon Tyne NE15 6BY	0191 277 1355	0191 277 1363
Shieldfield	Stoddart House Clarence Walk Shieldfield Newcastle upon Tyne NE2 1AB	0191 278 1566	0191 278 1570
St Anthony's	172/174 St Anthony's Road Walker Newcastle upon Tyne NE6 2ND	0191 278 1600	0191 278 1611
Walker	Walker Centre, Church Walk Walker Newcastle upon Tyne NE6 3BS	0191 278 8455	0191 278 8466
West Denton	West Denton Shopping Centre West Denton Newcastle upon Tyne NE5 2QZ	0191 277 7940	0191 277 7925
Sheltered Housing Teams	YHN House, Benton Park Road, Newcastle upon Tyne, NE7 7LX	278 8699	278 7755
Office Opening Times:			
Monday - Friday		8.30 am - 4.30 pm	
Wednesday		8.30 am - 3.00 pm	
Satellite Offices Opening Times:			
Monday - Friday		8.30 am - 12.30 pm	
Surgery Opening Times:			
Fawdon Shopping Centre, Fawdon Park Road, NE3 2PE			
Monday & Friday only – appointments available via Gosforth Community Housing Office.		10.00 am – 12.00 pm	

Compiled – February 2008

18 New Bridge St
Newcastle upon Tyne
NE1 8AW

Telephone – 0191 277 2020
Fax – 0191 277 2022

Email – your.choice.homes@yhn.org.uk
Website – www.yourchoicehomes.org