



Your Homes
Newcastle



Involving tenants

This information is about how you can get involved and have your say about how our services are provided. If you need this in a different language phone 0191 278 8633.

This information is also available in easy read, large print, Braille and audio tape. We can also arrange for you to see a British Sign Language interpreter.

<p>বাংলায় Bengali</p>	<p>এই তথ্য হল আমরা কিভাবে আমাদের সার্ভিস (সেবা) দিয়ে থাকি, তাতে আপনি কিভাবে অংশগ্রহণ করতে পারেন এবং আপনার মতামত ব্যক্ত করতে পারেন সে সম্পর্কে। এই তথ্য যদি <বাংলায়> অথবা অন্য কোন ভাষায় প্রয়োজন হয় তাহলে এই নাম্বারে ফোন করুন- ০১৯১ ২৭৮ ৮৬৩৩</p>
<p>普通话 / 国语 Chinese Simplified</p>	<p>這是關於您如何就我們提供的服務發表意見並參與改善的信息。如果您需要此信息的廣東話版本或其它語言版本，請致電 0191 278 8633 索取。</p>
<p>廣東話 / 粵語 Chinese Traditional</p>	<p>这是有关您如何就我们提供的服务发表意见并参与改善的信息。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。</p>
<p>فارسی Farsi</p>	<p>این اطلاعات شما را راهنمایی می کند تا نظرات خود را درباره خدمات ما ابراز کنید. در صورت نیاز به این اطلاعات به زبان فارسی یا زبان های دیگر با شماره تلفن ۰۱۹۱۲۷۸۸۶۳۳ تماس بگیرید.</p>
<p>Français French</p>	<p>Ces informations concernent la manière dont vous pouvez vous engager et donner votre opinion sur la qualité de nos services. Si vous avez besoin de ces informations en français ou dans une autre langue, téléphonez au : 0191 278 8633.</p>
<p>کوردی سۆرانی Kurdish</p>	<p>ئەم زانیاریانە سەبارەت بە چۆنەتی بەشداری تۆه و ڕادەربەریتان سەبارەت بە خۆمەنگەلیکە گە ژیە دەیدین. ئەگەرچەزان لە ڕەگرگرتنی ئەم زانیاریانە بە زمانی کوردی یا هەر زمانێکی دیکە هەبە بە ژمارە تیلیفۆنی 0191 278 8633 پیۆهندی بگن.</p>
<p>Português Portuguese</p>	<p>Esta informação refere-se à forma como pode participar e dar a sua opinião sobre a maneira como fornecemos os nossos serviços. Se precisar desta informação em <português> ou noutra língua, queira ligar para o 0191 278 8633.</p>
<p>русском Russian</p>	<p>Информация о том, как Вы можете быть задействованы и высказать свое мнение по поводу предоставляемых нами услуг. Если Вы нуждаетесь в этой информации <на русском> или другом языке звоните по тел. 0191 278 8633.</p>
<p>Español Spanish</p>	<p>Ésta es información sobre cómo puede participar y dar su opinión de cómo proporcionamos nuestros servicios. Si necesita esta información en español o en otro idioma, llame al 0191 278 8633.</p>

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Getting involved

Getting involved is about having your say in services that affect you. We want you, our tenants and leaseholders, to have a say in the housing services we provide and how we provide them. This helps us to improve our services.

This booklet gives you information about how you can get involved and who to contact if you are interested.

Our vision for involving you

We aim to listen to our tenants and leaseholders, involve them in our decisions and provide improved housing services that are guided by the experiences of our tenants' and leaseholders' lives, homes and environment.

Are there different ways I can get involved?

There are lots of different ways you can get involved depending on what you're interested in influencing and how much time you have to spare.


Involving everyone



We know that people who live in Newcastle have different backgrounds, circumstances and needs. We will make sure that we provide ways to involve all our customers so that our services meet the different needs of the communities we work with.

This means we use a wide range of approaches that suit your needs and circumstances.

We can offer support to make sure that everyone can get involved. This includes:

- Help with travel expenses
 - Help with childcare
 - Using accessible venues
 - Providing hearing loop systems for people wearing hearing aids
 - Providing information in plain English
 - Providing British Sign Language interpreters
 - Providing language interpreters
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Are there any tenants' and residents' groups in Newcastle?

There are a number of tenants' and residents' groups in Newcastle. The role of these groups is to bring together people who live in the same area to talk about local issues.

Newcastle Tenants' Federation

Many of the groups in Newcastle are supported by Newcastle Tenants' Federation which is an independent organisation for all tenants' and residents' groups in the city.

Newcastle Tenants' Federation helps set up and support tenants' and residents' groups so that they can play a full part in decisions about their housing and environment. Another important part of the Federation's work is to bring tenants' and residents' groups together to discuss issues of common concern.

If you would like to find out more about Newcastle Tenants' Federation, or whether there is a tenants' and residents' group in your area, phone the Federation on 0191 232 1371.

I am interested in getting involved. What do I need to do?

There are a few different ways you can get more information about getting involved.

You can pick up a 'get involved' information pack from your local community housing team.

You can contact the Tenant Involvement team by:

- ☎ phoning 0191 278 8723 (Typetalk 1800);
- ✉ sending an email to getinvolved@yhn.org.uk; or
- 📱 texting your name and address, followed by the word 'INVOLVE' to 0779 088 4257.

We will send you an information pack and a form for you to fill in and send back to us. When we get your form we will add your details to our list of 'make a difference' volunteers. This means we will invite you to come along to the meetings and events you have told us you would be interested in.

How do I give you a compliment, complaint or comment?

We are committed to providing an excellent service to our customers. We would like you to tell us any compliments, complaints and comments you have about our services. Your feedback helps us to find ways to improve services.

For information about how you can give us a compliment, comment or complaint, please see the 'What to do if I have a complaint' section in the 'Welcome to your new home' booklet.



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