



Your Homes  
Newcastle



# Housing Management

Local offers and Service standards



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This information is about how we manage council homes in Newcastle. 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.

<p>বাংলায় Bengali</p>	<p>এই তথ্য হল নিউক্যাসলে কাউন্সিলের ঘর বাড়ীর ব্যবস্থাপনার কাজ আমরা কিভাবে করি সে সম্বন্ধে। এই তথ্য যদি &lt;বাংলায়&gt; 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>这是有关我们如何管理纽卡斯尔市政房屋的信息。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>廣東話 / 粵語 Chinese Traditional</p>	<p>這是關於我們如何管理紐卡素市政房屋的信息。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>فارسی Farsi</p>	<p>این اطلاعات در مورد شیوه مدیریت مسکن دولتی در نیوکاسل است. در صورت نیاز به این اطلاعات به زبان فارسی یا زبانهای دیگر با شماره تلفن ۰۱۹۱۲۷۸۸۶۳۳ تماس بگیرید.</p>
<p>Français French</p>	<p>Ces informations concernent la manière dont nous gérons les logements sociaux de Newcastle. 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 چۆنیەتی بەرپۆهەرایەتی خانووەکانی شۆرای شاری نیوکاسیلە. ئەگەر حەزتان لە وەرگرتنی ئەم زانیاریانە بە زمانی کوردی یا ھەر زمانێکی دیکە ھەیە بە ژمارە تیلیفۆنی 0191 278 8633 پێوەندی بکەن.</p>
<p>Português Portuguese</p>	<p>Esta informação refere-se à forma como gerimos a habitação social de Newcastle. Se precisar desta informação em &lt;português&gt; ou noutra língua, queira ligar para o 0191 278 8633.</p>
<p>русском Russian</p>	<p>Информация о нашем управлении муниципальными жилыми домами в г. Ньюкасле. Если Вы нуждаетесь в этой информации &lt;на русском&gt; или другом языке звоните по тел. 0191 278 8633.</p>
<p>Español Spanish</p>	<p>É sta es información sobre cómo gestionamos las viviendas municipales de Newcastle. Si necesita esta información en español o en otro idioma, llame al 0191 278 8633.</p>

# Housing Management: what we do

We are responsible for providing a housing management service to the people who live in the Council's 30,000 rented homes and other types of housing across the city. The service is focused on the customer and is provided from ten Community Housing Offices and four Customer Service Centres.

The services we provide are:

- managing estates
- enforcing tenancy agreements including dealing with anti-social behaviour and missed rent payments (arrears)
- managing empty homes and letting homes
- reporting and monitoring repairs
- working in partnership with other agencies, especially Newcastle City Council
- working with leaseholders and the private sector
- contributing to improving and refurbishing homes, and housing development
- helping people to stay in their homes and live in their community
- supporting tenants and residents groups.

## Our core values

We have a set of core values that apply to all of our services. We have agreed these with you (our customers), our board and our staff. They are as follows:

**Accountability** – acting openly and taking responsibility

**Integrity** – acting fairly and honestly

**Passion** – working positively with enthusiasm

**Respect** – treating everyone with care and professionalism

**Forward-thinking** – actively looking for improvements and solutions

These values are central to how we provide our services.



## Service standards and local offers

Core values are about the way we behave and how we provide our services. As well as these values we also have service standards and local offers.

### Why we have service standards

We have service standards to make sure you are clear about the level of service you can expect to receive from us. We review our service standards at least every two years and we involve you in this.

### Why we have local offers

Local offers are our key commitments for improving the service. They are developed in partnership with customers and reviewed every year. We report how we have performed against service standards and local offers every three months to the YHN Performance Committee, which is responsible for monitoring our services, and includes tenants, councillors and independent members. If we are not achieving any service standard or local offer, we will put an action plan in place to improve our performance. We also report on how we have performed against the standards in Homes & People, our newsletter for all customers and on our website [www.yhn.org.uk](http://www.yhn.org.uk)

When offering our services we will treat everyone equally, no matter what their level of income or housing circumstances. We will be polite and make sure the service you receive is confidential and appropriate to any special needs you may have.


## Our service standards

These are the standards we monitor regularly. If any of these standards are not being met we will develop a plan to improve performance.

- We will make sure that 95% of all Your Choice Homes applications received at Community Housing Services are registered within five working days.
- We will contact you within the following times to offer a face-to-face interview or an interview by phone, or by e-mail if you would prefer. The timescales are based on how serious the anti-social behaviour is:
  - a) We will contact you the next working day if the anti-social behaviour is very serious.
  - b) We will contact you within 3 working days if the anti-social behaviour is serious but does not need an immediate response.
  - c) We will contact you within 5 working days for less serious types of anti-social behaviour.

## Local offers

- We will provide details to all customers on who their housing officer is and how to contact them by 30/09/2011.
- We will review the process for estate walkabouts by 31/03/2012.

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- We will deliver a training programme on dealing with anti-social behaviour for housing management staff by 31/10/2011.
  - We will provide information to customers on who deals with what, for example what the City Council has responsibility for and what Your Homes Newcastle has responsibility for by 31/12/2011.
  - We will review the way we manage estate management Service Level Agreements with the Council by 31/03/2012.

# What else you can expect from our service

Service standards show how we are performing. However, we also do a lot more to help our customers such as:

## Help with your application for housing

We offer council homes in Newcastle using the Your Choice Homes scheme. Customers who have joined the scheme can ask to be considered for the properties which are then advertised. You will then be considered with other people who have expressed an interest in the property.

We will make sure your application is registered quickly and will offer you help with your application if you need it. We will make sure that you are given up to date information about homes that are available.

You can ask us for a separate booklet which explains the service standards that apply to the Your Choice Homes scheme.

## Our property standard

We will make sure that when you move into a new property it is clean and safe and that we have done the repairs needed to make sure it meets our empty property standard. We have explained this in a separate booklet called Property standard.

## Commitment to new tenants

When you are offered a new home we will offer to show you around and tell you about the fixtures, fittings and services.

If your new home needs decorating we will talk to you about this and explain what help you will be given.

We will tell you about the other services we offer that can help you settle into your new home. These include help with furniture, gardening and advice and support in managing your tenancy if you need it. We will also tell you about other agencies that might be able to help you.

We will explain your tenancy agreement to you before you sign it and give you a copy. We will not ask you to sign it until you are sure that you understand it.

We will give you a welcome pack. This will contain information about your home, your local area and other services.

We will visit you within six weeks of moving into your new home to make sure that you do not have any problems with your tenancy.

## Help with paying your rent

You should pay your rent every week. You can pay less often if we agree to this but your payments should be for the period of time to come.


We will tell you:

- how much rent you have to pay and explain any service charges
- how, where and when you have to pay it
- how to claim Housing Benefit
- how to get help with managing your rent from our Advice and Support service, if you need it.

You can pay your rent in the following ways:

- In person at the Walker Centre or any of Newcastle City Council Customer Service Centres.
- At any PayPoint outlet. For details of your nearest outlet please visit [www.postoffice.co.uk](http://www.postoffice.co.uk) or [www.paypoint.com](http://www.paypoint.com).
- Direct Debit, standing order, over the phone, by post or via the internet by visiting [www.yhn.org.uk](http://www.yhn.org.uk)

If you have any questions about your rent account, we will offer you a confidential interview and try to deal with your question immediately. We will give you details about your account, including the balance if you need it.




If you miss rent payments, we will contact you to agree how you can pay these back and will write to you to confirm the agreement you have made. If you are having problems paying your rent we will offer you the service of an Advice and Support Worker.

If you have missed rent payments, we will work with other agencies to make sure that you are getting the help that you need. If you fail to keep to the agreement you have made with us, we may take legal action against you to recover the money you owe.

### **Help if you have problems with anti-social behaviour**

If you tell us you are having problems with anti-social behaviour, we will make sure that we respond quickly and will take appropriate action to deal with the problem. If the problem is serious, we may ask the Housing and Anti-Social Behaviour Enforcement Team to get involved. This is a specialist team who deal with serious cases of nuisance and harassment. You can get a separate booklet covering service standards for the Housing and Anti-Social Behaviour Enforcement Team.



How long it takes us to investigate anti-social behaviour depends on how serious it is. Examples of the most serious types of anti-social behaviour include domestic violence or other physical violence, verbal abuse, harassment or intimidation. These complaints would be responded to within 24 hours. Incidents of noise, vandalism and damage to property would be examples of complaints which we would respond to in three working days. Incidents of untidy gardens or nuisance from cars would be examples of complaints which we would respond to within five working days.

We will discuss this with you when you tell us about the problem. You can get more details about this in the booklet covering service standards for the Housing and Anti-Social Behaviour Enforcement Team.

### **A high quality repairs service**

We are committed to making sure that all repairs reported to us are carried out as quickly and as efficiently as possible. We will help you report repairs and will try to answer any questions that you might have about your repairs.

Our property maintenance team manage all of the repairs to the properties that we manage. You can get more details about the repairs service in the booklet covering service standards for the property maintenance service.

## Maintaining estates and working with residents

We are committed to working with residents to make sure our estates are well maintained. We carry out regular estate inspections to identify areas that need improving or repairing. We also ask local residents to join us on 'estate walkabouts' so that issues can be identified and dealt with.

We have a long term commitment to work with residents groups across Newcastle and aim to go to all tenants and residents group meetings that we are invited to.

## Our customer service

We work hard to provide excellent customer service to all our customers. There is a separate booklet covering customer service standards as these apply to all of our staff.



## Putting things right

We will always try to provide the best services that we can. However, if you are not satisfied with our service, please let us know and we will try to sort out your complaint immediately. If you are still not satisfied, please ask for our Complaints and Compliments leaflet which gives you details about how to complain. A senior manager will investigate your complaint and write to you within 10 working days.

## Contact details



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**CUSTOMER  
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