



# Feedback to customers

October 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 زبان‌های 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 کرای ئیمەیه. ئەگەر حەزتان لە وەرگرتنی ئەم زانیاریانە بە زمانی کوردی یا هەر زمانیکی 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 **216** homes. Of which, we have let **137** homes (63%) to customers on their length of residency, we have let **52** homes (24%) to customers with priority status and **27** homes (13%) were Housing Management Lets.

Total number of homes let this month by type:

- Bungalow **10**
- Flat **142**
- House **49**
- Maisonette **15**

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

- One bedroom **82**
- Two bedrooms **86**
- Three bedrooms **40**
- Four bedrooms **7**
- Five bedrooms **1**

This month we received **8648** expressions of interest. This is an average of **46** for each home we have advertised.

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

- Inner West area **64%**
- Outer West & North area **72%**
- East area **61%**

In October the following percentage of lets by property type were made to customers living within the same area.

- **Inner West area**
  - Flats **50%**
  - Houses **77%**
- **Outer West & North area**
  - Bungalows **29%**
  - Flats **59%**
  - Houses **60%**
  - Maisonette **100%**
- **East area**
  - Flats **54%**
  - Houses **53%**
  - Maisonettes **63%**

## Feedback from Blakelaw Community Housing Office

This month we have let **17** homes. Of which, **4** homes have been let to customers with priority status and **4** homes were Housing Management Lets.

Total number of homes let in October by type:

- Bungalow **5**
- Flat **5**
- House **7**

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

- One bedroom **7**
- Two bedrooms **5**
- Three bedrooms **3**
- Four bedrooms **1**
- Five bedrooms **1**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
06/10/2008	Bungalow	1	02/12/1994		
13/10/2008	Bungalow	1	23/10/1981		
20/10/2008	Bungalow	1	26/11/1982		
27/10/2008	Bungalow	1	18/09/2006		
27/10/2008	Bungalow	1	23/04/2007		
13/10/2008	Flat	1	18/09/2006		
30/10/2008	Flat	1			Yes
06/10/2008	Flat	2			Yes
06/10/2008	Flat	2	24/10/2005		
06/10/2008	Flat	2			Yes
06/10/2008	House	2		Yes	
06/10/2008	House	2		Yes	
06/10/2008	House	3	15/02/1999		
20/10/2008	House	3		Yes	
27/10/2008	House	3			Yes
13/10/2008	House	4		Yes	
13/10/2008	House	5	01/06/2002		

This month we received **419** expressions of interest. This is an average of **32** for each home we have advertised.

For a customer to be successful in securing a family style home in the Blakelaw area in October they needed to hold priority status or have a length of residency of over **6** years.

## Feedback from Byker Community Housing Office

This month we have let **18** 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 October by type:

- Flat **5**
- House **3**
- Maisonette **10**

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

- One bedroom **9**
- Two bedrooms **8**
- Three bedrooms **1**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
13/10/2008	Flat	1	26/03/2008		
13/10/2008	Flat	1	30/07/2007		
20/10/2008	Flat	1	30/05/2005		
27/10/2008	Flat	2			Yes
27/10/2008	Flat	2			Yes
06/10/2008	House	2		Yes	
27/10/2008	House	2	12/08/2003		
06/10/2008	House	3	01/10/2007		
06/10/2008	Maisonette	1	20/12/2006		
06/10/2008	Maisonette	1	30/01/2000		
20/10/2008	Maisonette	1	19/03/2004		
20/10/2008	Maisonette	1	12/07/2007		
20/10/2008	Maisonette	1	25/09/2006		
27/10/2008	Maisonette	1	23/11/2007		
13/10/2008	Maisonette	2		Yes	
13/10/2008	Maisonette	2		Yes	
20/10/2008	Maisonette	2	06/08/2002		
20/10/2008	Maisonette	2	03/01/2005		

This month we received **513** expressions of interest. This is an average of **32** for each home we have advertised.

For a customer to be successful in securing a family style home in the Byker area in October they needed to hold priority status or have a length of residency of over **1** year.

## Feedback from Cruddas Park Community Housing Office

This month we have let **13** homes. Of which, **6** homes were Housing Management Lets.

Total number of homes let in October by type:

- Bungalow **1**
- Flat **9**
- House **3**

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

- One bedroom **6**
- Two bedrooms **4**
- Three bedrooms **3**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
20/10/2008	Bungalow	1			Yes
13/10/2008	Flat	1	14/05/2002		
13/10/2008	Flat	1	11/10/2007		
20/10/2008	Flat	1			Yes
20/10/2008	Flat	1			Yes
27/10/2008	Flat	1	24/04/2008		
06/10/2008	Flat	2	09/05/2008		
13/10/2008	Flat	2	25/04/2008		
13/10/2008	Flat	2	01/05/2008		
20/10/2008	Flat	2	25/07/2005		
13/10/2008	House	3			Yes
20/10/2008	House	3			Yes
20/10/2008	House	3			Yes

This month we received **139** expressions of interest. This is an average of **20** for each home we have advertised.

For a customer to be successful in securing a family style home in the Cruddas Park area in October they needed to hold priority status.

## Feedback from Fenham Community Housing Office

This month we let **6** 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 October by type:

- Flat **5**
- Maisonette **1**

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

- Two bedrooms **5**
- Four bedrooms **1**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
06/10/2008	Flat	2	25/06/2002		
13/10/2008	Flat	2	11/11/1988		
13/10/2008	Flat	2			Yes
20/10/2008	Flat	2	27/05/2005		
27/10/2008	Flat	2		Yes	
27/10/2008	Maisonette	4	21/02/2005		

This month we received **216** expressions of interest. This is an average of **43** for each home we have advertised.

For a customer to be successful in securing a family style home in the Fenham area in October they needed to have a length of residency of over **3½** years.

## Feedback from Gosforth Community Housing Office

This month we have let **16** homes. Of which, **6** homes have been let to customers with priority status and **2** homes were Housing Management lets.

Total number of homes let in October by type:

- Bungalow **1**
- Flat **13**
- House **2**

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

- One Bedroom **5**
- Two bedrooms **9**
- Three bedrooms **1**
- Four bedrooms **1**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
27/10/2008	Bungalow	1	16/06/2003		
06/10/2008	Flat	1	14/12/1992		
13/10/2008	Flat	1	12/04/1999		
13/10/2008	Flat	1		Yes	
27/10/2008	Flat	1	04/04/2005		
06/10/2008	Flat	2		Yes	
13/10/2008	Flat	2		Yes	
13/10/2008	Flat	2		Yes	
13/10/2008	Flat	2	06/12/2005		
13/10/2008	Flat	2	31/12/1997		
20/10/2008	Flat	2		Yes	
27/10/2008	Flat	2	11/12/2001		
27/10/2008	Flat	2	14/09/1998		
27/10/2008	Flat	2			Yes
27/10/2008	House	3		Yes	
13/10/2008	House	4			Yes

This month we received **1051** expressions of interest. This is an average of **75** for each home we advertised.

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

## Feedback from Newbiggin Hall Community Housing Office

This month we have let **4** homes.

Total number of homes let in October by type:

- Flat **2**
- House **1**
- Maisonette **1**

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

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

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
06/10/2008	Flat	1	22/12/1992		
27/10/2008	Flat	2	18/07/2005		
20/10/2008	House	3	02/05/2005		
13/10/2008	Maisonette	3	10/04/2006		

This month we received **126** expressions of interest. This is an average of **32** for each home we have advertised.

For a customer to be successful in securing a family style home in the Newbiggin Hall area in October they needed to have a length of residency of over 2 years.

## Feedback from North Benwell Community Housing Office

This month we let **10** 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 October by type:

- Flat **6**
- House **4**

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

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

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
06/10/2008	Flat	1	01/03/2006		
13/10/2008	Flat	1			Yes
20/10/2008	Flat	1	09/02/2005		
27/10/2008	Flat	1	21/02/2005		
06/10/2008	Flat	2	06/06/2007		
20/10/2008	Flat	2	11/10/2007		
06/10/2008	House	2	28/12/2002		
06/10/2008	House	3		Yes	
20/10/2008	House	3	20/05/2002		
20/10/2008	House	3	26/01/2006		

This month we received **336** expressions of interest. This is an average of **37** for each home we have advertised.

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

## Feedback from North Kenton Community Housing Office

This month we have let **9** 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 October by type:

- Bungalow **1**
- Flat **8**

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

- One bedroom **6**
- Two bedrooms **2**
- Three bedrooms **1**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
13/10/2008	Bungalow	1		Yes	
13/10/2008	Flat	1			Yes
13/10/2008	Flat	1			Yes
20/10/2008	Flat	1	28/01/2008		
20/10/2008	Flat	1		Yes	
27/10/2008	Flat	1	17/02/2008		
20/10/2008	Flat	2	28/07/2003		
27/10/2008	Flat	2	06/10/2003		
06/10/2008	Flat	3		Yes	

This month we received **191** expressions of interest. This is an average of **27** for each home we have advertised.

For a customer to be successful in securing a family style home in the North Kenton area in October they needed to hold priority status.

## Feedback from Scotswood Community Housing Office

This month we have let **4** homes. Of which, **1** home has been let to a customer with priority status.

Total number of homes let in October by type:

- House **4**

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

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

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
13/10/2008	House	2	24/07/2006		
27/10/2008	House	2		Yes	
06/10/2008	House	3	23/12/2002		
27/10/2008	House	3	18/02/2002		

This month we received **114** expressions of interest. This is an average of **29** in each home we have advertised.

For a customer to be successful in securing a family style home in the Scotswood area in October they needed to hold priority status or have a length of residency of over **2** years.

## Feedback from Shieldfield Community Housing Office

This month we have let **29** homes. Of which, **4** homes have been let to customers with priority status and **1** home was a Housing Management Let.

Total number of homes let in October by type:

- Flat **27**
- House **1**
- Maisonette **1**

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

- One bedroom **14**
- Two bedrooms **14**
- Four bedrooms **1**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
06/10/2008	Flat	1	01/05/2003		
06/10/2008	Flat	1		Yes	
06/10/2008	Flat	1	25/09/1995		
06/10/2008	Flat	1	23/12/2003		
06/10/2008	Flat	1	25/07/2005		
06/10/2008	Flat	1	04/10/1976		
13/10/2008	Flat	1		Yes	
13/10/2008	Flat	1	28/03/2006		
13/10/2008	Flat	1	30/08/2004		
20/10/2008	Flat	1	15/11/1993		
20/10/2008	Flat	1	01/10/2006		
20/10/2008	Flat	1	09/11/1981		
20/10/2008	Flat	1	06/05/2005		
27/10/2008	Flat	1	07/08/2006		
06/10/2008	Flat	2	15/09/1997		
06/10/2008	Flat	2		Yes	
06/10/2008	Flat	2	31/07/2006		
13/10/2008	Flat	2	01/11/1992		
13/10/2008	Flat	2	31/03/2002		
13/10/2008	Flat	2	30/05/2000		
20/10/2008	Flat	2	02/11/1999		
20/10/2008	Flat	2	19/10/1998		
20/10/2008	Flat	2	21/09/1998		
20/10/2008	Flat	2	13/09/2004		
20/10/2008	Flat	2	03/04/1988		

27/10/2008	Flat	2	05/01/2004		
27/10/2008	Flat	2	11/05/2003		
13/10/2008	House	2		Yes	
13/10/2008	Maisonette	4			Yes

This month we received **1529** expressions of interest. This is an average of **55** for each home we have advertised.

For a customer to be successful in securing a family style home in the Shieldfield area in October they needed to hold priority status.

## Feedback from St Anthony's Community Housing Office

This month we have let **13** homes. Of which, **10** homes have been let to customers with priority status and **1** home was a Housing Management Let.

Total number of homes let in October by type:

- Flat **5**
- House **8**

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

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

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
20/10/2008	Flat	1	08/06/1999		
20/10/2008	Flat	1		Yes	
27/10/2008	Flat	1	01/11/1999		
27/10/2008	Flat	1			Yes
27/10/2008	Flat	2		Yes	
06/10/2008	House	2		Yes	
20/10/2008	House	2		Yes	
27/10/2008	House	2		Yes	
27/10/2008	House	2		Yes	
06/10/2008	House	3		Yes	
13/10/2008	House	3		Yes	
13/10/2008	House	3		Yes	
20/10/2008	House	3		Yes	

This month we received **1188** expressions of interest. This is an average of **99** 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 October they needed to hold priority status.

## Feedback from Walker Community Housing Office

This month we have let **20** homes. Of which, **3** homes have been let to customers with priority status and **4** homes were Housing Management Lets.

Total number of homes let in October by type:

- Flat **15**
- House **5**

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

- One bedroom **9**
- Two bedrooms **8**
- Three bedrooms **2**
- Four bedrooms **1**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
06/10/2008	Flat	1	01/11/2007		
06/10/2008	Flat	1	07/02/2008		
13/10/2008	Flat	1		Yes	
13/10/2008	Flat	1	17/09/2007		
13/10/2008	Flat	1	20/08/2006		
13/10/2008	Flat	1	28/04/2008		
27/10/2008	Flat	1	15/11/1999		
27/10/2008	Flat	1			Yes
27/10/2008	Flat	1			Yes
06/10/2008	Flat	2	30/04/2008		
06/10/2008	Flat	2			Yes
20/10/2008	Flat	2	27/05/2008		
27/10/2008	Flat	2	23/01/2004		
27/10/2008	Flat	2	24/10/2007		
27/10/2008	Flat	2	08/03/2008		
06/10/2008	House	2	07/08/1995		
13/10/2008	House	2		Yes	
06/10/2008	House	3			Yes
06/10/2008	House	3		Yes	
20/10/2008	House	4	14/02/2005		

This month we received **718** expressions of interest. This is an average of **45** for each home we have advertised.

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

## Feedback from West Denton Community Housing Office

This month we have let **21** homes. Of which, **12** homes have been let to customers with priority status and **3** homes were Housing Management Lets.

Total number of homes let in October by type:

- Flat **11**
- House **8**
- Maisonette **2**

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

- One bedroom **3**
- Two bedrooms **10**
- Three bedrooms **7**
- Four bedrooms **1**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
13/10/2008	Flat	1	23/02/1981		
20/10/2008	Flat	1	23/06/2004		
20/10/2008	Flat	1		Yes	
06/10/2008	Flat	2			Yes
13/10/2008	Flat	2	01/04/2005		
13/10/2008	Flat	2		Yes	
13/10/2008	Flat	2	22/05/2006		
27/10/2008	Flat	2		Yes	
27/10/2008	Flat	2		Yes	
27/10/2008	Flat	2			Yes
27/10/2008	Flat	2		Yes	
27/10/2008	House	2		Yes	
06/10/2008	House	2		Yes	
20/10/2008	House	3		Yes	
27/10/2008	House	3		Yes	
13/10/2008	House	3		Yes	
13/10/2008	House	3	20/09/1995		
20/10/2008	House	3		Yes	
20/10/2008	House	4			Yes
20/10/2008	Maisonette	3		Yes	
27/10/2008	Maisonette	3	01/03/2004		

This month we received **1062** expressions of interest. This is an average of **59** for each home we have advertised.

For a customer to be successful in securing a family style home in the West Denton area in October they needed to hold priority status or have a length of residency of over **4** years.

## Feedback from Westgate Community Housing Office

This month we have let **11** properties. Of which, **2** homes were let to customers with priority status and **1** home was a Housing Management Let.

Total number of homes let in October by type:

- Flat **9**
- House **2**

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

- One bedroom **3**
- Two bedrooms **6**
- Three bedrooms **1**
- Four bedrooms **1**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
13/10/2008	Flat	1			Yes
13/10/2008	Flat	1	20/04/2006		
20/10/2008	Flat	1	10/05/2005		
20/10/2008	Flat	2		Yes	
06/10/2008	Flat	2	05/01/1998		
06/10/2008	Flat	2	26/06/2006		
06/10/2008	Flat	2	21/11/2005		
06/10/2008	Flat	2	23/10/2006		
20/10/2008	Flat	2	10/01/2006		
20/10/2008	House	3		Yes	
20/10/2008	House	4	09/08/1999		

This month we received **461** expressions of interest. This is an average of **46** for each home we have advertised.

For a customer to be successful in securing a family style home in the Westgate area in October they needed to hold priority status or have a length of residency of **9** years.

## Feedback from our Sheltered Housing Teams

This month our Sheltered Housing Teams have let **12** homes.

Number of homes let in October by housing area:

### West and North Office:

- Gosforth **1**
- West Denton **3**
- Westgate **1**
- Fenham **2**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
06/10/2008	Flat	1	31/10/1984		
06/10/2008	Flat	1		Yes	
13/10/2008	Flat	1	01/12/2004		
13/10/2008	Flat	1			
20/10/2008	Flat	1	11/04/2005		
20/10/2008	Flat	1	15/03/1984		
27/10/2008	Flat	1	28/08/1995		

### Inner East Office:

- Shieldfield **2**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
13/10/2008	Flat	1	15/03/2004		
20/10/2008	Flat	1	01/10/1990		

### East Office:

- Walker **3**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
06/10/2008	Bungalow	1	20/01/1975		
06/10/2008	Flat	1	12/03/1971		
06/10/2008	Flat	1	23/02/1989		

This month we received **57** expressions of interest. This is an average of **5** 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 October by type:

- Bungalow **1**
- Flat **11**
- House **1**

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

- One bedroom **8**
- Two bedrooms **4**
- Three bedrooms **1**

Start of Tenancy	House type	Area	Number of bedrooms	Date of residency	Priority	Landlord
20/10/2008	Flat	Westgate	2	15/07/1997		Home HG
27/10/2008	Flat	Westgate	2	04/07/2008		Home HG
20/10/2008	Flat	Westgate	3	07/03/1999		Home HG
27/10/2008	House	West Denton	2	30/08/1990		Home HG
13/10/2008	Flat	Cruddas Park	1	14/05/1988		Places for People
20/10/2008	Flat	Cruddas Park	1	30/11/2005		Places for People
20/10/2008	Flat	Westgate	1	04/01/2006		Places for People
27/10/2008	Flat	Westgate	1	05/09/2005		Places for People
06/10/2008	Flat	Shieldfield	1		Yes	Riverside NE
27/10/2008	Flat	Westgate	1	01/07/2007		Riverside NE
20/10/2008	Bungalow	Benwell	2	13/12/1999		Cheviot
06/10/2008	Flat	Walker	1	23/08/2002		Cheviot
27/10/2008	Flat	Cruddas Park	1	26/01/2002		Cheviot

This month we received **528** expressions of interest of these properties. This is an average of **41** for each home we have advertised.

## Contact Details and Opening Times:

<b>YHN Office Name</b>	<b>Address</b>	<b>Telephone Number</b>	<b>Fax Number</b>
Blakelaw	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
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
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
Throckley (Satellite Office)	5 Broomyhill Road, Throckley Newcastle upon Tyne NE15	0191 277 7940	0191 277 7925
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
Westgate	Prospect House, Prospect Place Newcastle upon Tyne NE4 6DQ	0191 277 1300	0191 277 1299
Sheltered Housing Teams	YHN House Benton Park Road Newcastle upon Tyne NE7 7LX	278 8699	278 7755

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**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 2PEMonday & Friday only – appointments available via  
Gosforth Community Housing Office.

10.00 am – 12.00 pm

## Contact Details for our Partner Organisations:

<b>Name</b>	<b>Address</b>	<b>Telephone Number</b>	<b>Fax Number</b>
Anchor Trust	Burbank House Balliol Business Park Benton Lane Newcastle upon Tyne NE12 8EN	0191 270 6000	0191 270 1645
Cheviot Homes	Beaminster Way East Kingston Park Newcastle upon Tyne NE3 2ER	0191 238 3800	0191 238 3900
Guinness Trust	West 3, ASAMA Court Amethyst Road Newcastle Business Park Newcastle upon Tyne NE4 7ED	0191 273 6233	0191 273 6063
Hanover Housing Association	Thomas Duggan House Manor Lane Shipley BD18 3RB	01274 599 686	01274 531 021
Home HG	270 Stanhope Street Newcastle upon Tyne, NE4 5JT	0845 606 3031	0191 272 3681
Housing 21	Unit 9, Avril Court, Ermine Business Park Huntington PE29 6WG	0845 606 6363	0870 192 4430
Johnnie Johnson	16 Telford Court Morpeth, Northumberland NE61 2DB	0845 604 1095	
Methodist Homes	Brooksland Court Tunstall Road Leeds LS11 5HL	0113 271 5805	
NomadE5	5 Gosforth Park Avenue Gosforth Business Park Newcastle upon Tyne NE3 1TD	0191 268 4800	0191 229 7373
Places for People	4th Floor Maybrook House Grainger Street Newcastle upon Tyne NE1 5JE	0191 211 3100	0191 232 3976
Riverside North East	1 Osborne Terrace Jesmond Newcastle upon Tyne NE2 1NE	0845 155 9001	0191 239 0606
Railway Housing	Bank Top house Garbutt Square Neasham Road Darlington DL1 4DR	01325 482 125	01325 384 641
Two Castles	154 New Bridge St Newcastle upon Tyne NE1 2TE	0191 261 4774	0191 261 9692
William Sutton Housing	1 Holywell Close Barrack Road Newcastle upon Tyne, NE4 5BP	0191 273 2928	

Compiled – November 2008

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