



Your Homes
Newcastle

A black and white photograph showing a person's hands and arms as they use a roll of clear packing tape to seal a cardboard box. The person is wearing a white long-sleeved shirt and dark jeans. The background is dark, making the white shirt and the cardboard box stand out.

Resettlement and Relocation

(Helping people move)
Service standards

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This information is about Your Homes Newcastle, who are responsible for managing council homes on behalf of Newcastle City Council, and how we are doing. 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.

বাংলায় Bengali	এই তথ্য হল নিউক্যাসলে কাউন্সিলের ঘর বাড়ীর ব্যবস্থাপনার কাজ আমরা কিভাবে করি সে সম্বন্ধে। এই তথ্য যদি <বাংলায়> অথবা অন্য কোন ভাষায় প্রয়োজন হয় তাহলে এই নাম্বারে ফোন করুন- ০১৯১ ২৭৮ ৮৬৩৩
普通话 / 国语 Chinese Simplified	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。
廣東話 / 粵語 Chinese Traditional	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。
فارسی Farsi	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.
Français French	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.
کوردی سۆزانی Kurdish	ئهم زانیاریانه سهبارت به چۆنیهتی بهرئیه بهرایهتی خانووهکانی شۆرای شاری نیوکاسیله. ئه گهره زتان له وهه گرتنی ئهم زانیاریانه به زمانی کوردی یا ههر زمانیکی دیکه هه به به زماره تلیفۆنی 0191 278 8633 پیوهندی بگرن.
Português Portuguese	Esta informação refere-se à forma como gerimos a habitação social de Newcastle. Se precisar desta informação em <português> ou noutra língua, queira ligar para o 0191 278 8633.
русском Russian	Информация о нашем управлении муниципальными жилыми домами в г. Ньюкасле. Если Вы нуждаетесь в этой информации <на русском> или другом языке звоните по тел. 0191 278 8633.
Español Spanish	Ésta 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.

Resettlement and Relocation service: what we do

We are here to help you move house. We aim to provide an efficient and responsive service if you are affected by redevelopment work. We have been helping residents in this way since our team was formed in June 2002.

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.

Why we have service standards

Core values are about the way we behave and how we provide our services. As well as these values, we have developed a set of service standards which tell you 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. We also report on how we have performed against the standards every three months to the YHN Performance Committee. The committee is responsible for monitoring our services, and includes tenants, councillors and independent members. If we are not achieving any service standard, 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.

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 contact you within 20 working days of receiving a referral.
- We will agree with you how often we will update you about your move.
- When you have accepted another property, we will contact you within two working days to organise your move.
- We will contact you within five working days after your move to sort out any problems you may have.

Local offers

A number of services also have local offers. Local offers are our key commitments for improving the service. They are developed in partnership with customers and reviewed every year. Local offers may be extended to other services but currently there are none for the Resettlement and Relocation service.


What else you can expect from our service

- We aim to provide an efficient and responsive service if you are affected by redevelopment work.
- We will provide a service which meets your needs and offers value for money whilst achieving customer satisfaction.
- We will provide you with your own relocation officer.
- We will visit you at home or at another place convenient to you.
- We will try and visit at a time convenient to you.
- We will explain in detail what your options are and where you are entitled to move to.
- We will give you an information pack.
- We will help you to find other accommodation.
- We will work with other agencies and housing providers to meet your specific needs.
- We will arrange your move at a time and date convenient to you.

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

 Resettlement and Relocation team
YHN House
Your Homes Newcastle
Benton Park Road
Newcastle upon Tyne
NE7 7LX

 Phone: 0800 091 1256
 Fax: 0191 278 8777
 Website: www.yhn.org.uk

**CUSTOMER
SERVICE
EXCELLENCE**



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