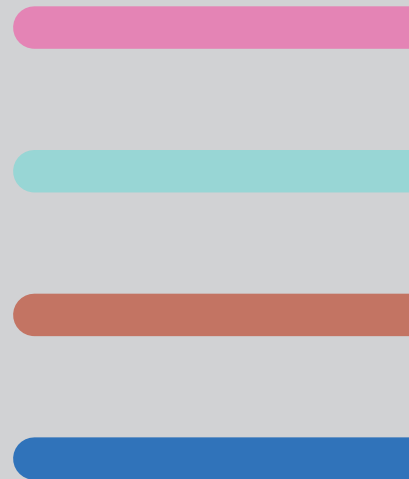


Our strategy for tenant and leaseholder involvement in housing services

July 2007 – March 2010

“To listen to our tenants and leaseholders, involve them in decision making and deliver improved housing services that are informed by the experiences of their lives, homes and environment.”



Supported by:



“Take the initiative and join in.”

Contents

	page
1. Foreword	1
2. Introduction	2
3. The current context	3
4. Improving tenant and leaseholder involvement	7
5. Roles and responsibilities	12
6. Monitoring and review	15
7. Who to contact	17

Appendices

1. Jargon buster	18
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1. Foreword

By Councillor Cookson and Councillor Cooper

We are pleased to introduce our updated strategy for tenant and leaseholder involvement in Newcastle. It sets out how we will put tenant & leaseholder involvement at the heart of our housing services.

We recognise that our tenants and leaseholders are all individuals with different needs and aspirations. They will want to participate in different ways and to different degrees. We need to make sure everyone has the opportunity to participate at a level that is both comfortable and convenient for them.

This strategy sits alongside our revised Tenant and Leaseholder Involvement Compact and compliments the council's Community Engagement Strategy. It will make sure that tenant and leaseholder involvement is central to everything we do. This strategy sets out the vision and key principles for tenant and leaseholder involvement and what roles each of the organisations have in delivering these. The Compact is an agreement between the council and its tenants and leaseholders which sets out what actions each organisation will carry out.

We want to involve tenants and leaseholders at all levels within all housing services. Achieving this will lead to meaningful involvement, improved services, better and increased choice for tenants and leaseholders and higher levels of tenant and leaseholder satisfaction.



“You can’t complain if you don’t get involved.”

2. Introduction

Newcastle City Council has lead responsibility for this strategy. It will be delivered in partnership with Your Homes Newcastle and Newcastle Tenants Federation. When the term ‘we’ is used in this strategy it refers to all three organisations in the partnership.

The Council also has a Community Engagement Strategy which is for all residents of the city and aims to support strong, active and inclusive communities who are informed and involved in decision making. This Strategy is different because it is just for our tenants and leaseholders who have a special relationship with Newcastle City Council as their Landlord. It shows how we will involve, engage and empower tenants and leaseholders in decisions about our housing services.

The strategy sets out a framework for tenant and leaseholder involvement in our housing services, which will provide people with a range of opportunities to get involved, in a way that is convenient for them and at a level they are comfortable with.

Newcastle City Council, Your Homes Newcastle and Newcastle Tenants Federation are committed to equality and diversity. We will consult, involve and encourage involvement with tenants and leaseholders from all communities. We will provide additional facilities to assist access to services wherever possible.

Why is tenant and leaseholder involvement important?

We want to involve tenants and leaseholders in the planning, design and monitoring of our services so that we can:

- **Deliver the best possible services to our customers**

We want to make housing services better. Our tenants and leaseholders know their homes and neighbourhoods better than anyone else and can tell us how we can improve their homes and communities. By involving our tenants and leaseholders, we hope to improve their satisfaction with their homes and provide them with excellent housing services.

- **Do well when we are inspected**

Both Newcastle City Council and Your Homes Newcastle are subject to scrutiny and assessment. For example, the Audit Commission works with us to develop targets and inspect our performance. The Audit Commission recognises that resident involvement is an essential part of delivering good services, and this will be important when Your Homes Newcastle is inspected to test the quality of the services they provide.

How will we involve tenants and leaseholders?

This strategy is supported by our Tenant and Leaseholder Involvement Compact and action plan.

The compact focuses on:

- How tenants and leaseholders can get involved in housing services
- How we will improve the ways tenants and leaseholders can be involved
- Setting out standards for tenant & leaseholder involvement
- Monitoring and reviewing progress of the Compact Action Plan

More information can be found in the Tenant and Leaseholder Involvement Compact.

3. The Current Context

This section explains the current context within which our approach to tenant and leaseholder involvement sits.

This revised strategy builds on our previous strategy which was published in 2004. It has been developed in consultation with tenants, the voluntary sector and other partners including representative people from hard to reach groups. In recent years, housing services in Newcastle have changed significantly as a result of national and regional policy development.

The Government published its Housing Policy Statement 'Quality and Choice: a decent home for all' in December 2000. It sets out the Government's aim of offering to everyone:

“the opportunity of a decent home and so promote social cohesion, well-being and self-dependence”

The Government also set a clear target for all housing owned by a Council or a Registered Social Landlord to be a 'Decent Home' by 2010:

“A decent home is one which is wind and weather tight, warm and has modern facilities. It reflects what social landlords spend their money on.”

- It must meet the current statutory minimum standard for housing
- It is in a reasonable state of repair
- It has reasonably modern facilities and services
- It provides a reasonable degree of thermal comfort



“Staff have made us feel input is invaluable to improving housing services.”

The Government gave councils different options for the future management of council homes so that they would be able to meet the Decent Homes Standard, These options gave councils the opportunity to apply for extra funding to help them improve their homes to the Decent Homes Standard and deliver improved performance and housing services.

In Newcastle, the Council consulted widely and worked closely with tenants and members of Newcastle Tenants’ Federation to consider how Council housing should be managed in the future. The preferred option for tenants was to establish an Arms Length Management Organisation. Your Homes Newcastle was launched on 1 April 2004 with responsibility for the management, repair and improvement of the Council’s homes.

‘Sustainable Communities: Building for the Future’

Published in 2003, this marked a step change in building and maintaining sustainable communities. The ‘Communities Plan’, as it has become known, complements and builds upon the key strategic aims and objectives of the ‘National Strategy for Neighbourhood Renewal’. The Communities Plan sets out a number of priorities to create thriving sustainable communities which include economic prosperity, decent housing and the environment. Our Involvement Strategy puts tenants and leaseholders at the heart of plans to create sustainable communities in Newcastle.

‘Every Tenant Matters: A review of social housing regulation’

In June 2007 Professor Martin Cave published this report following his review of the area of social housing regulation. The review identified three principal objectives for the regulation:

- to make sure high quality social housing continues to be provided
- to empower and protect tenants
- to give wider choice of provider at all levels in the provision of social housing

It also adopted two principles underlying the design of the regulatory system:

- to achieve these objectives with a minimum degree of intervention
- to apply the same approach to regulation, where possible, across all providers of social housing

The review recommended a new independent regulator of social housing in England to empower and protect tenants. This new regulator (National Tenant Voice) is expected to start work in 2009. At the moment council tenants are excluded from these powers but the bill proposed by the government in its legislative programme for 2008/09 (Community Empowerment, Housing and Economic Regeneration) will consider how to extend the powers of the new social housing regulator to apply to local authority landlords.

The Housing and Regeneration Act 2008

Following a period of consultation, the general recommendations of the report were taken forward in the Housing and Regeneration Act which was agreed in July 2008. The new Act will give all social housing tenants a better deal with the creation of the new watchdog Tenant Services Authority (TSA). The TSA will regulate social housing landlords and set high standards of management across the social rented sector. It will also be charged with listening to the concerns of tenants and making sure that they are getting a good service. This is part of the Government’s overall approach to empowering people which is at the heart of the recent White Paper “Communities in Control”. The Government hopes that the TSA is one way in which tenants will have a greater say in the running of their communities. Amongst its powers will be to relax regulation for high performing social landlords and the ability to take action where tenants are not getting a good deal.

“Ends and Means: the future roles of social housing in England” (the Hills Review)

This report reviewed the original aims of social housing, assessed its performance against these aims and suggested some options for improvement. The council and YHN have looked at the implications of the report in Newcastle and prioritised action on worklessness and lettings policy. We are pulling together employment initiatives by YHN and agencies dealing with people who are homeless or at risk of homelessness. A closer link between priority for re-housing and taking up employment or training will be looked as part of the review of allocations selection criteria.



“It’s amazing what you can accomplish when you get involved.”

Our Vision for Housing in Newcastle

The vision for housing in Newcastle up to and beyond 2021 is set out in the city’s Housing Strategy. This document has been developed in partnership with a wide range of housing stakeholders including the council’s tenants and leaseholders, Newcastle Tenants Federation and Your Homes Newcastle. Its vision is that by 2021:

“Newcastle will offer a range of popular neighbourhoods with distinctive character to choose from, in both suburban and city centre locations, in both residential and more mixed areas ... Social housing will continue to be an essential part of the housing market: the quality of its management and maintenance and its careful integration with other housing will make it a key influence on the stability and sustainability of the community”.

There are four strategic priorities which provide a focus for the Housing strategy. These are:

1. Supporting the economic growth of Newcastle - to ensure the housing offered helps to encourage people to live in the city
2. Delivering housing choice and affordability - to ensure that the city offers housing that people want and to address the acute shortage of affordable homes
3. Sustaining and improving housing, neighbourhood quality and environmental sustainability – to maintain the quality and character of neighbourhoods, address areas of low vitality, to improve housing conditions and management standards and to promote environmentally sustainable homes
4. Meeting the housing requirements of specific groups of people - to make provision for an ageing population and an increase in people with disabilities, to address the needs of the diverse population of Newcastle and to ensure there is appropriate support for vulnerable people.

(For further information please see “Homes for a sustainable future”: Newcastle’s Housing Strategy 2006-2021)

4. Improving tenant and leaseholder involvement

Our Vision for tenant and leaseholder involvement

Newcastle City Council’s vision for tenant and leaseholder involvement in Newcastle is:

“To listen to our tenants and leaseholders, involve them in decision making and deliver improved housing services that are informed by the experiences of their lives, homes and environment.”

Principles for tenant and leaseholder involvement

In order to achieve the vision, Newcastle City Council have agreed to adopt the following principles to support our tenants and leaseholders in shaping our services.

Newcastle City Council will:

- Make sure that **tenant and leaseholder involvement** is a **high priority** for ourselves and our partners, including Your Homes Newcastle and Newcastle Tenants Federation
- Ensure that **everyone** has the **opportunity to be involved** in Housing Service delivery
- **Create a supportive environment** within which tenants and leaseholders are able to play a key role in influencing housing policy and in developing the services, which they receive
- **Develop a range of opportunities** for involvement from which tenants and leaseholders are able to choose the way in which they wish to become involved
- **Provide clear information to tenants** explaining the opportunities for involvement and demonstrate how we use the views of tenant and leaseholders to influence and develop services
- **Make sure that resources are available** to support and develop tenant and leaseholder involvement
- Base decisions on **robust evidence**
- **Be clear** about what impact tenants and leaseholders can have on decisions
- **Consult tenants and leaseholders at an early stage** so they can influence and shape policy and comment before relevant decisions are made. Allow enough time for residents to understand the issues and make their views known

- **Use good practice models** to ensure that we are offering the best range of involvement methods to our tenants and leaseholders
- **Co-ordinate** consultation activities carried out by Newcastle City Council or by partners and agencies acting on its behalf to ensure consistency
- **Feedback results of consultation** to our customers and particularly to those who have been involved in decisions. We will let them know the impact of their views on service development
- **Adhere to the service standards** in the council’s Community Engagement Strategy that informs the way we carry out engagement activities

Both the vision and the principles for tenant and leaseholder involvement have been developed in consultation with and are fully supported by Your Homes Newcastle and Newcastle Tenants’ Federation.

Principles for tenant and leaseholder involvement and engagement in regeneration

Some key principles for how tenants should be involved in regeneration have been discussed and developed by Newcastle Tenants’ Federation and the Council’s Strategic Housing Service.

The key principles have been agreed by the tenant involvement advisory group around the following points:

- Engaging tenants at the earliest stage of planning regeneration and providing independent support for this to happen
- Developing a clear and planned approach to regeneration which will set out key steps and milestones including the stages when consultation will take place
- Involving tenants in developing a consultation plan for regeneration proposals. This will include being clear about who will be making final decisions and will not include consultation over things that have already been decided
- Being clear from the start how consultation results will be evaluated and the ‘weight’ to be given to different stakeholder views
- Providing clear, specific and timely information about regeneration proposals in different formats depending on the needs of the community
- Involving tenants and leaseholders in the piloting of information at a local level to make sure that it is clear, relevant and understandable

These principles will now be taken forward by Newcastle City Council when considering any regeneration schemes.

Getting everyone involved

In the past, the Council hasn’t been very good at listening to and acting upon the views of some groups of people. Now we and our partners are particularly keen to encourage tenants and leaseholders from all communities to get involved and give us their views.

Why is it important that everyone can get involved?

We know that involving people in managing their homes and estates is vital to delivering better housing services and improving quality of life for council tenants and leaseholders in Newcastle.

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

This means we will use a wide range of approaches to involve tenants and leaseholders in ways that suit their different needs and circumstances.

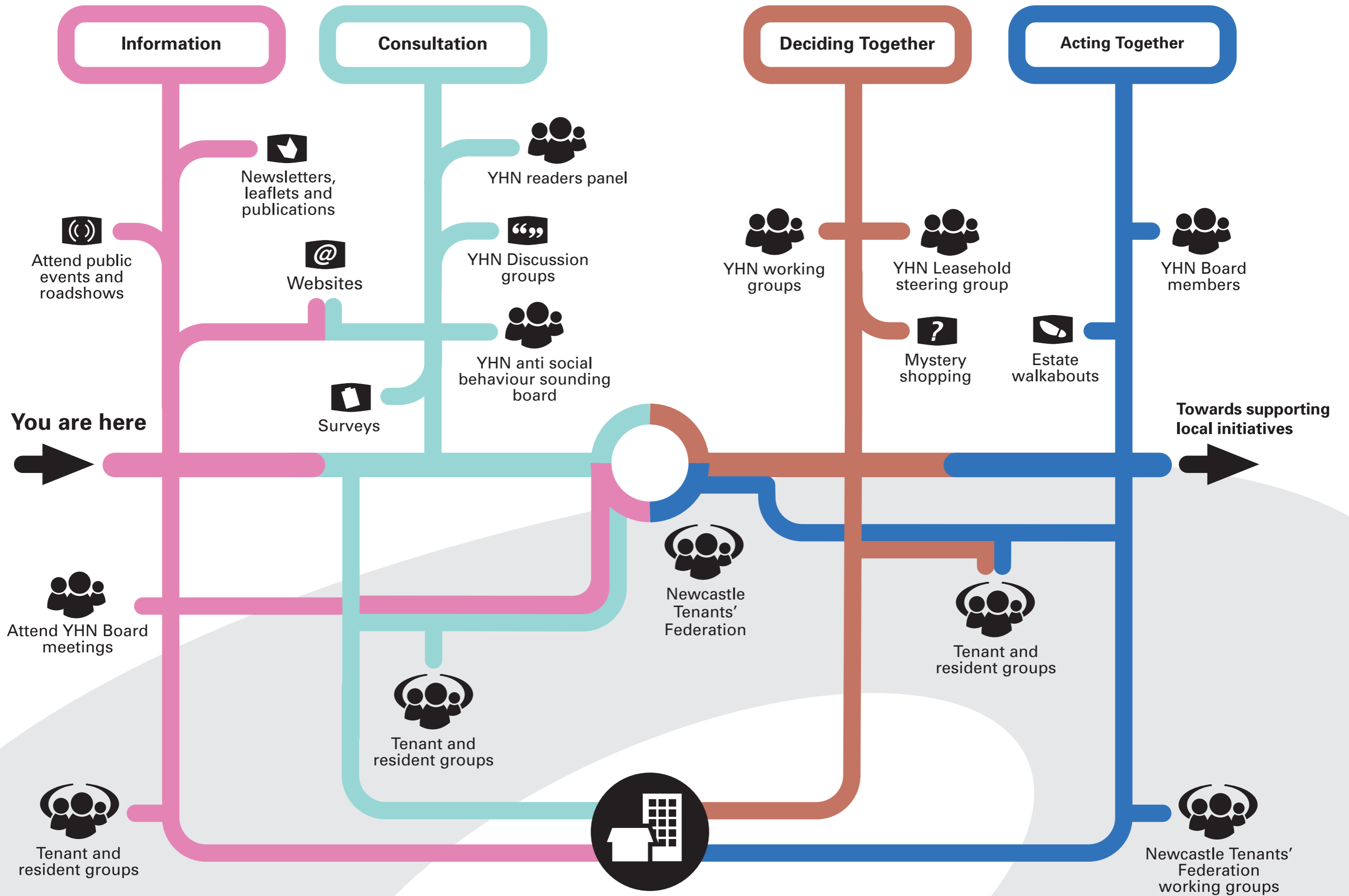
The Tenant and Leaseholder Involvement Compact outlines the work which is being done across Newcastle to increase the number and range of people who get involved in housing services.

Involvement Framework

All tenants and leaseholders should be made aware about the range of opportunities that are open to them so that they can choose a level of involvement that is comfortable for them.

The diagram on the next two pages shows how all tenants and leaseholders can play their part in shaping housing services.

Routes to involvement





“It’s fun and enjoyable and I have learnt about different services that I can use.”

5. Roles and responsibilities

The role of Newcastle City Council

Newcastle City Council continues to own the homes and remains the landlord. It is responsible for monitoring the performance of Your Homes Newcastle who manages the homes on their behalf. Newcastle City Council still has responsibility for the overall housing strategy in the city. This includes providing new affordable housing, raising the quality of social housing, choice based lettings in social housing and services and support for the homeless.

The council’s Strategic Commissioning Team has statutory duties with regard to housing. The main duty is to ensure that all Council homes are brought up to decent homes standard by 2010-11. The management of the council’s relationship with Your Homes Newcastle involves meeting regularly with the Newcastle Tenants Federation to ensure tenants are satisfied with all housing services and investment programmes.

The Council recognises the valuable role tenant and leaseholders play in service improvement and making local neighbourhoods safe, sustainable and good places to live. They will work positively with tenants, tenants’ and residents’ groups, leaseholders, community groups and different agencies to do this.

Through this Strategy the Council will make sure that tenants and leaseholders continue to be involved in deciding policy and strategic direction. The Council will also ensure that its partners and agencies acting on its behalf provide an excellent service ensuring that tenants and leaseholders are placed at the forefront of their work.

The role of Your Homes Newcastle

Your Homes Newcastle is the Arms Length Management Organisation (ALMO) that manages, maintains and improves homes on behalf of the Council. It is responsible for the day-to-day running of the housing service. This includes letting homes, collecting rents, repairs and making improvements to council homes.

Your Homes Newcastle will involve tenants and leaseholders in making decisions on service improvements and develop a range of mechanisms for people from all communities. This involvement may be through formal or informal structures and processes, tailored to meet the needs of different people and local circumstances.

Your Homes Newcastle will make sure that all tenants and leaseholders are informed of the arrangements for tenant involvement and will support and encourage the development of local tenants’ and residents’ groups.

The Board of Your Homes Newcastle is responsible for making sure that the Company’s commitment to tenant and leaseholder involvement is embedded in service delivery and development throughout the organisation.

Your Homes Newcastle has dedicated Communications and Involvement teams who support tenant and leaseholder involvement in a range of ways, including;

- Providing a wide range of opportunities for individual tenants and leaseholders to get involved at all levels
- Co-ordinating provision of information to tenants and leaseholders
- Promoting tenant involvement and raising awareness of the ways tenants and leaseholders can get involved
- Developing new ways for tenants and leaseholders to get involved
- Co-ordinating consultation with tenants and leaseholders on key housing issues
- Providing advice and assistance to other sections within Your Homes Newcastle on involving tenants and leaseholders
- Asking tenants and leaseholders how they want to get involved and responding to this
- Working to increase involvement from underrepresented groups
- Looking at what other organisations are doing locally and nationally and learning from good practice
- Working with Newcastle City Council and other partner organisations to deliver a coordinated approach to tenant and leaseholder involvement

In addition to this, tenant and leaseholder involvement is supported across the organisation in a number of ways, including attendance at tenant and resident meetings, arranging estate walkabouts and supporting local initiatives.



The Role of Newcastle Tenants Federation

Newcastle Tenants Federation is an independent, umbrella voluntary organisation representing tenants and residents groups throughout Newcastle upon Tyne and is managed by volunteers from different member tenants' and residents' groups.

The main aim of the Federation is to support and develop representative and democratic tenants and residents groups so that they can play a full part in decisions about their housing and environment.

To achieve this they offer support to individual tenants and residents groups and bring groups together over issues of common concern. The Federation receives funding from the Council to pay for its offices and employed staff. It is funded to work with groups where there is a majority of council tenants on the group. The Federation will play a key role in ensuring tenants are fully involved in and consulted about housing related issues by:

- Providing general advice, support and training to individual Tenants and Residents Groups
- Bringing together groups over issues of common interest (for example The Modern Homes programme or the repairs service)
- Providing support and advice to individuals who represent tenants' views on city-wide or regional committees or organisations
- Promoting equality of opportunity in all aspects of its work and ensuring that all services provided by the Federation are accessible to all
- Working with a wide range of stakeholders to further the interests of tenants in Newcastle

Who has responsibility for delivering the Strategy?

As mentioned in the introduction, Newcastle City Council have lead responsibility for this Strategy overall. However it is important that the delivery of this strategy is seen and understood to be the responsibility of **everyone** employed in the delivery of the housing services.

The Council, Your Homes Newcastle and the Tenants Federation can provide support and lead on specific pieces of work but it is the responsibility of **every** member of staff from all partners to incorporate the principles, set out in this strategy, into their work.

"I really enjoy getting involved and working as part of a group."

6. Monitoring and review

Achieving our vision for tenant and leaseholder involvement in Newcastle must be managed – it won't happen by chance.

This means we need to set out clearly what we plan to do, check our progress regularly to make sure we are delivering our plans and take action where we are not doing as well as we could.

Through all of this we need to make sure that we engage with staff, councillors, partners and the public to let them know what is happening and to take their views on board.

The Tenant and Leaseholder Involvement Compact and annual action plan outline the key targets that have been agreed for us to work towards. The Tenant Involvement Advisory Group (TIAG) will monitor the progress of the Tenants and Leaseholder Involvement Strategy and the Tenant and Leaseholder Involvement Compact. Through the monitoring of the compact, the City Council, YHN and Newcastle Tenants Federation will be able to:

- Evaluate the impact the Compact has made on improving Housing Services
- Evaluate how the Compact has helped improve tenant and leaseholder involvement within Housing Services
- Monitor the progress of staff and volunteer training to ensure the Compact is fully implemented. We will work in partnership with tenants, leaseholders and other residents to turn our vision into reality.
- Further develop and implement actions to support the Strategy through the **Service Improvement Programme**. Progress will be reviewed monthly.
- Use **Best Value Performance Indicators** to measure our performance (Best Value indicators are used throughout local government to check the quality and cost of council services). These include:
 - BV75a Satisfaction of council tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord
 - Bv75b As above for black and minority ethnic tenants
 - BV75c As above for non black and minority ethnic tenants

These targets are measured in the statutory 3-year status survey. YHN also carry out the same survey on an annual basis to ensure they know about any changes in our customers' views.

- Make our performance accountable to our customers by publishing it in YHN's newsletter **Homes and People** and other publications in a way that is easy to understand and that allows tenants and leaseholders to compare our performance with that of similar organisations. Information on the service is also available on the websites of all 3 partners.

Achievements for 2007/08

During the year 2007/08, the City Council, in partnership with Your Homes Newcastle and the Newcastle Tenants Federation have made good progress in achieving the goals of the Compact Action Plan. Amongst the Council's actions have been:

- making sure that the Strategy and Compact continue to be relevant by updating both documents
- involving tenants and leaseholders in the regeneration process and in implementing the forward plan following the review of Your Choice Homes

Amongst the Tenants' Federation's actions have been:

- raising the profile of the Tenants' Federation in the city
- making sure that tenants' groups continue to inform the development of the improvement programme for council housing
- informing and influencing the improvement of the cleaning and security services to tenants living in flats
- working towards an improved repairs service that is fully accountable to tenants
- providing a comprehensive training programme for tenants and residents groups

Amongst Your Homes Newcastle's actions have been:

- increasing opportunities for tenants and leaseholders to drive service improvements through involvement
- making sure that tenants and leaseholders are kept informed about YHN services
- increasing and developing the involvement of tenants and leaseholders in producing the YHN newsletter "Homes and People"
- increasing the involvement of hard to reach tenants and leaseholders
- making sure that tenants and leaseholders who get involved are informed how their involvement has influenced services
- making sure involvement mechanisms are evaluated to check they provide value for money for YHN

7. Who to contact

Who to contact about tenant and leaseholder involvement

Your Homes Newcastle Involvement Team

YHN House, Benton Park Road
Newcastle upon Tyne
NE7 7LX
Tel: 0191 278 8723
www.yhn.org.uk

Newcastle Tenants Federation

1 Pink Lane
Newcastle upon Tyne
NE1 5DW
Tel: 0191 232 1371
www.newcastletenantsfed.org.uk

Newcastle City Council

Housing Policy and Strategy Team
Civic Centre
St Marys Place
Newcastle upon Tyne
NE1 8PR
Tel: 0191 211 5863
www.newcastle.gov.uk

Appendix 1

Jargon buster: What does it all mean?

We've tried to keep this document as easy to read as possible by using plain English and avoiding the use of jargon. However, sometimes we've had to use technical terms to describe what it is we want to say. Where we've done this we've described below what we mean.

Word/phrase	Meaning
Actions or Action Plan	Actions or an Action Plan is a statement of how we will achieve our aims. It describes who is responsible, how they will achieve it and when they will achieve it by.
Arms Length Management Organisation or ALMO	ALMO is short for Arms Length Management. It describes an organisation that manages council homes on behalf of the council.
The Audit Commission	The organisation that inspects and assesses the performance of local authorities, ALMOs and housing associations.
Authority	The Authority describes Newcastle City Council
Best Value	Best Value is a policy introduced by the Government, designed to improve services provided by councils and other public organisations.
Black and Minority Ethnic groups or BME groups	A term accepted for use by the Commission for Racial Equality to describe a group of people who see themselves as distinct from the majority of people in Newcastle in terms of cultural or ethnic identity.
The Board or Your Homes Board	The committee who manage Your Homes Newcastle Newcastle. It comprises six tenants, six councillors and six independent members.
The Company	Your Homes Newcastle
Community Engagement Strategy	A strategy which aims to improve how the City Council engages with its customers, citizens and communities.

Word/phrase	Meaning
Compact	An agreement between the City Council and council tenants and leaseholders which sets out how they will work together to improve housing services and how tenants and leaseholders can get involved in housing issues that affect them.
Corporate Performance Assessment or CPA	An assessment carried out by the Audit Commission on councils and the services that they provide. The assessments help councils to focus on improvement.
Council, The Council	Newcastle City Council
Decent Home, Decent Homes Programme and Decent Standard	The Decent Homes Standard is a basic standard for council housing set by the Government. All council and housing association homes meet the standard by 2010.
Estate walkabout	Estate walkabouts are organised by Community Housing Offices. They involve customers, officers of Your Homes Newcastle and councillors to monitor the appearance of estates.
Focus group	Focus groups meet to discuss and give views on specific issues to improve what we do. Focus groups are made up of small groups of customers, usually less than 20.
Hard to reach groups	Groups who are currently less likely to get involved. An example might be young people or people from BME communities.
Homes and People	A newsletter sent every 3 months to tenants and leaseholders by Your Homes Newcastle
Leaseholder	Any person who has bought their flat or maisonette and continues to pay a service charge to the Council.
Local strategic partnership	The single body which brings together the Council, Newcastle Tenants Federation and Your Homes Newcastle along with other public, private, community and voluntary organisations to tackle issues within the local area.

Word/phrase	Meaning
Member	A Member is another word to describe a Councillor who is a person elected by the public to represent a defined ward and help decide council policy.
Mystery Shopping or Mystery Shopper	Mystery Shopping involves acting as a customer to check quality of services.
Newcastle Tenants Federation	This is an independent, umbrella voluntary organisation that represents over 85 tenants and residents groups in Newcastle.
Service Improvement Programme	The Action Plan developed to improve the service delivered by Your Homes Newcastle.
Service standards	A statement concerning a particular area of service that lists promises that have been agreed between tenant representatives and Your Homes Newcastle.
Stock options consultation	The process carried out over the summer of 2003 when Newcastle City Council asked its tenants for their views on the future management of council homes in Newcastle.
Tenant	Any person renting a house or flat from Newcastle City Council
Tenant Involvement Advisory Group (TIAG)	A group of people who meet to consider proposals for changes in service. The group is made up of councillors, tenants' federation representatives and council employees.
Tenants' and residents' association	Tenants' and residents' groups are groups of people representing tenants, residents and leaseholders living in an area, block or street.
We	We is used to cover the partnership comprising Newcastle City Council, Newcastle Tenants Federation and Your Homes Newcastle.

This information is about how you can get involved and have your say about how our services are provided. If you need this information in your language we will arrange an interpreter for you.

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. Telephone: 0191 278 8633.

Bengali

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

Chinese (simplified)

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。

Chinese (traditional)

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。

Farsi

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.

French

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.

Kurdish

ئەم زانیاریانە سەبارەت بە چۆنیەتی بەشداری ئیوه و پادەرپریتان سەبارەت بە خزمەتگەلیکە که ئێمە دەیدەین. ئەگەر حەزتان لە وەرگرتنی ئەم زانیاریانە بە زمانی کوردی یا هەر زمانێکی دیکە هەیه بە ژمارە تیلیفۆنی 0191 278 8633 پێوهندی بگرن.

Portuguese

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.

Russian

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.

Spanish

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.

