



Feedback Report

September 2011

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 زبان های 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 کرێی ئێمە. ئەگەر حەزتان لە وەرگرینی ئەم زانیاریانە بە زمانی کوردی یا هەر زمانیکی دیکە هەیه بە ژمارە تیلیفۆنی 0191 278 8633 پێوهندی 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 Your Choice Homes.

Available properties are advertised each week in the Evening Chronicle, local Community Housing Offices, Your Choice Homes 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 **219** homes. Of which, we have let **152** homes (69%) to customers on their length of residency, we have let **50** homes (23%) to customers with priority status and **17** homes (8%) were Housing Management Lets.

Total number of homes let this month by type:

- Bungalow **9**
- Flat **126**
- House **68**
- Maisonette **16**

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

- One bedroom **84**
- Two bedrooms **84**
- Three bedrooms **50**
- Four bedrooms **1**

This month we received **9388** bids. This is an average of **46** for each home we have advertised.

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

- Inner West area **68%**
- Outer West & North area **65%**
- East area **67%**

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

- **Inner West area**

- Flat **59%**
- Houses **74%**
- Maisonette **100%**

- **Outer West & North area**

- Bungalows **71%**
- Flats **58%**
- Houses **73%**
- Maisonette **100%**

- **East area**

- Bungalow **100%**
- Flats **68%**
- Houses **85%**
- Maisonettes **75%**

Feedback from Benwell/Scotswood Community Housing Office

This month we have let **13** homes. Of which, **1** home has been let to a customer with priority status and **3** homes were Housing Management Lets.

Total number of homes let in September by type:

- Flat **4**
- House **9**

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

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

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
19/09/2011	Flat	1	28/06/1982		
19/09/2011	Flat	1	17/04/2007		
19/09/2011	Flat	1			Yes
26/09/2011	Flat	1		Yes	
12/09/2011	House	2	14/05/2004		
12/09/2011	House	2	13/04/2009		
19/09/2011	House	2	06/02/2003		
05/09/2011	House	3	25/12/2010		
19/09/2011	House	3	12/12/2010		
05/09/2011	House	3			Yes
12/09/2011	House	3	28/02/2011		
19/09/2011	House	3	08/06/1998		
26/09/2011	House	3			Yes

This month we received **452** bids. 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 Benwell/Scotswood area in September they needed to hold priority status or have a length of residency of over **7** months.

Feedback from Blakelaw Community Housing Office

This month we have let **8** 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 September by type:

- Bungalow **1**
- Flat **1**
- House **6**

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

- Two bedrooms **5**
- Three bedrooms **3**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
12/09/2011	Bungalow	2		Yes	
05/09/2011	Flat	2	01/08/2003		
05/09/2011	House	2	30/07/2007		
19/09/2011	House	2		Yes	
26/09/2011	House	2		Yes	
19/09/2011	House	3	30/04/2007		
19/09/2011	House	3			Yes
26/09/2011	House	3			Yes

This month we received **448** bids. This is an average of **75** for each home we have advertised.

For a customer to be successful in securing a family style home in the Blakelaw area in September they needed to hold priority status or have a length of residency of over **5** years.

Feedback from Byker Community Housing Office

This month we have let **22** 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 September by type:

- Flat **7**
- House **3**
- Maisonette **12**

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

- One bedroom **10**
- Two bedrooms **9**
- Three bedrooms **3**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
05/09/2011	Flat	1	16/11/2009		
19/09/2011	Flat	1	01/05/2010		
19/09/2011	Flat	1	01/06/2009		
12/09/2011	Flat	1	18/09/2009		
19/09/2011	Flat	2	24/10/2007		
26/09/2011	Flat	2	19/04/1989		
26/09/2011	Flat	2		Yes	
26/09/2011	House	2			Yes
05/09/2011	House	3	15/06/2009		
26/09/2011	House	3	17/09/1998		
19/09/2011	Maisonette	1	15/11/2010		
12/09/2011	Maisonette	1	25/10/2010		
12/09/2011	Maisonette	1	01/03/2010		
12/09/2011	Maisonette	1	21/09/2009		
26/09/2011	Maisonette	1	04/10/2010		
26/09/2011	Maisonette	1	01/04/2011		
12/09/2011	Maisonette	2	17/03/2006		
12/09/2011	Maisonette	2	27/04/2011		
12/09/2011	Maisonette	2	03/03/2008		
26/09/2011	Maisonette	2	20/02/2006		
26/09/2011	Maisonette	2	05/07/2007		
26/09/2011	Maisonette	3	24/08/2009		

This month we received **356** bids. This is an average of **17** for each home we have advertised.

For a customer to be successful in securing a family style home in the Byker area in September they needed to hold priority status or have a length of residency of over **5** months.

Feedback from Cruddas Park Community Housing Office

This month we have let **7** 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 September by type:

- Flat **5**
- House **2**

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

- One bedroom **2**
- Two bedrooms **3**
- Three bedrooms **2**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
05/09/2011	Flat	1	10/02/2010	Yes	
05/09/2011	Flat	1			Yes
19/09/2011	Flat	2	24/01/2000		
19/09/2011	Flat	2	29/03/2003		Yes
26/09/2011	Flat	2		Yes	
05/09/2011	House	3	09/06/2003		
12/09/2011	House	3		Yes	

This month we received **309** bids. This is an average of **61** for each home we have advertised.

For a customer to be successful in securing a family style home in the Cruddas Park area in September they needed to have a length of residency of over **8** years.

Feedback from Fenham Community Housing Office

This month we have let **5** homes. Of which, **3** homes have been let to customers with priority status.

Total number of homes let in September by type:

- House **5**

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

- Two bedrooms **1**
- Three bedrooms **4**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
26/09/2011	House	2		Yes	
05/09/2011	House	3	23/09/1996		
12/09/2011	House	3	07/04/2003		
12/09/2011	House	3		Yes	
12/09/2011	House	3		Yes	

This month we received **1021** bids. This is an average of **204** for each home we have advertised.

For a customer to be successful in securing a family style home in the Fenham area in September they needed to hold priority status or have a length of residency of **8** years.

Feedback from Gosforth Community Housing Office

This month we have let **15** homes. Of which, **7** homes have been let to customers with priority status and **2** homes were Housing Management Lets.

Total number of homes let in September by type:

- Bungalow **3**
- Flat **7**
- House **5**

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

- One bedroom **6**
- Two bedrooms **5**
- Three bedrooms **3**
- Four bedrooms **1**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
05/09/2011	Bungalow	1		Yes	
19/09/2011	Bungalow	1			Yes
19/09/2011	Bungalow	1	27/10/1969		
12/09/2011	Flat	1		Yes	
26/09/2011	Flat	1			Yes
26/09/2011	Flat	1	13/09/2002		
26/09/2011	Flat	2	01/10/2009		
05/09/2011	Flat	2	01/05/2007		
12/09/2011	Flat	2	27/05/2002		
19/09/2011	Flat	2	06/11/1985		
05/09/2011	House	2		Yes	
05/09/2011	House	3		Yes	
12/09/2011	House	3		Yes	
12/09/2011	House	3		Yes	
05/09/2011	House	4		Yes	

This month we received **1414** bids. This is an average of **109** for each home we have advertised.

For a customer to be successful in securing a family style home in the Gosforth area in September they needed to hold priority status or have a length of residency of over **1½** years.

Feedback from Newbiggin Hall Community Housing Office

This month we have let **6** homes. Of which, **3** homes have been let to customers with priority status.

Total number of homes let in September by type:

- Flat **2**
- House **4**

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

- Two bedrooms **2**
- Three bedrooms **4**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
12/09/2011	Flat	2	31/03/2004		
26/09/2011	Flat	2		Yes	
05/09/2011	House	3		Yes	
12/09/2011	House	3	06/04/2009		
19/09/2011	House	3	31/10/2009		
26/09/2011	House	3		Yes	

This month we received **181** bids. This is an average of **30** for each home we have advertised.

For a customer to be successful in securing a family style home in the Newbiggin Hall area in September they needed to hold priority status or have a length of residency of over **1½** years.

Feedback from North Kenton Community Housing Office

This month we have let **13** 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 September by type:

- Flat **12**
- House **1**

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

- One bedroom **2**
- Two bedrooms **10**
- Three bedrooms **1**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
12/09/2011	Flat	1	30/04/2009		
26/09/2011	Flat	1			Yes
05/09/2011	Flat	2	01/09/2007		
05/09/2011	Flat	2		Yes	
12/09/2011	Flat	2	07/04/1998		
12/09/2011	Flat	2	20/10/2008		
12/09/2011	Flat	2	29/03/2010		
12/09/2011	Flat	2		Yes	
12/09/2011	Flat	2	16/10/2000		
19/09/2011	Flat	2		Yes	
19/09/2011	Flat	2	08/05/2008		
26/09/2011	Flat	2	27/03/2006		
26/09/2011	House	3		Yes	

This month we received **674** bids. This is an average of **56** for each home we have advertised.

For a customer to be successful in securing a family style home in the North Kenton area in September they needed to hold priority status or have a length of residency of over **1½** years.

Feedback from Shieldfield Community Housing Office

This month we have let **16** homes. Of which, **5** homes have been let to customers with priority status.

Total number of homes let in September by type:

- Flat **14**
- House **1**
- Maisonette **1**

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

- One bedroom **5**
- Two bedrooms **8**
- Three bedrooms **3**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
05/09/2011	Flat	1	01/03/2008		
12/09/2011	Flat	1		Yes	
19/09/2011	Flat	1	24/11/2008		
26/09/2011	Flat	1	27/10/2006		
26/09/2011	Flat	1	13/11/2000		
05/09/2011	Flat	2		Yes	
05/09/2011	Flat	2	13/12/2008		
05/09/2011	Flat	2	26/08/2009		
12/09/2011	Flat	2	18/07/1982		
12/09/2011	Flat	2	31/12/1990		
19/09/2011	Flat	2	05/12/2002		
26/09/2011	Flat	2		Yes	
12/09/2011	Flat	3	07/04/2003		
12/09/2011	Flat	3		Yes	
05/09/2011	House	3		Yes	
12/09/2011	Maisonette	2	17/11/2003		

This month we received **800** bids. This is an average of **50** for each home we have advertised.

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

Feedback from St Anthony's Community Housing Office

This month we have let **14** homes. Of which, **2** homes have been let to customers with priority status and **2** homes were Housing Management Lets.

Total number of homes let in September by type:

- Flat **3**
- House **11**

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

- One bedroom **3**
- Two bedrooms **7**
- Three bedrooms **4**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
05/09/2011	Flat	1	12/02/2006		
12/09/2011	Flat	1			Yes
12/09/2011	Flat	1			Yes
05/09/2011	House	2	04/07/2008		
05/09/2011	House	2	01/01/1994		
12/09/2011	House	2	24/09/2007		
12/09/2011	House	2	19/02/2007		
19/09/2011	House	2	08/08/1999		
26/09/2011	House	2		Yes	
26/09/2011	House	2	26/08/2004		
05/09/2011	House	3		Yes	
12/09/2011	House	3	13/05/2002		
26/09/2011	House	3	20/06/2005		
26/09/2011	House	3	03/08/2009		

This month we received **712** bids. 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 St. Anthony's area in September they needed to hold priority status or have a length of residency of over **2** years.

Feedback from Walker Community Housing Office

This month we have let **20** 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 September by type:

- Flat **14**
- House **6**

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

- One bedroom **7**
- Two bedrooms **9**
- Three bedrooms **4**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
12/09/2011	Flat	1	08/07/2007		
12/09/2011	Flat	1	27/06/2011		
12/09/2011	Flat	1	29/07/2011		
12/09/2011	Flat	1	29/03/2010		
19/09/2011	Flat	1	22/02/2006		
19/09/2011	Flat	1	31/05/2011		
26/09/2011	Flat	1	19/08/2010		
05/09/2011	Flat	2			Yes
05/09/2011	Flat	2	12/04/2011		
05/09/2011	Flat	2	05/12/2010		
12/09/2011	Flat	2	28/01/2008		
19/09/2011	Flat	2	05/08/2011		
26/09/2011	Flat	2	17/01/2010		
12/09/2011	Flat	3	02/09/2009		
05/09/2011	House	2	11/04/2005		
12/09/2011	House	2	29/07/2008		
12/09/2011	House	2	11/04/2005		
19/09/2011	House	3	23/05/2005		
26/09/2011	House	3	12/11/2008		
26/09/2011	House	3		Yes	

This month we received **381** bids. 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 Walker area in September they needed to hold priority status or have a length of residency of over **2½** years.

Feedback from West Denton Community Housing Office

This month we have let **28** properties. Of which, **5** homes were let to customers with priority status and **1** home was a Housing Management Let.

Total number of homes let in September by type:

- Bungalow **3**
- Flat **14**
- House **10**
- Maisonette **1**

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

- One bedroom **5**
- Two bedrooms **15**
- Three bedrooms **8**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
12/09/2011	Bungalow	1	05/11/2001		
19/09/2011	Bungalow	1	04/08/1980		
26/09/2011	Bungalow	1		Yes	
12/09/2011	Flat	1	31/12/2005		
26/09/2011	Flat	1	14/10/2005		
12/09/2011	Flat	2		Yes	
12/09/2011	Flat	2	21/09/2009		
12/09/2011	Flat	2	09/02/1998		
12/09/2011	Flat	2	27/09/2004		
12/09/2011	Flat	2	04/09/2006		
19/09/2011	Flat	2	14/10/2002		
19/09/2011	Flat	2	09/11/2009		
19/09/2011	Flat	2	14/11/2008		
26/09/2011	Flat	2	15/07/2009		
26/09/2011	Flat	2	11/08/2008		
26/09/2011	Flat	2	10/05/2011		
26/09/2011	Flat	3	21/01/2010		
05/09/2011	House	2	29/09/2008		
12/09/2011	House	2	13/02/2006		
26/09/2011	House	2		Yes	
26/09/2011	House	2		Yes	
05/09/2011	House	3	24/12/2001		
12/09/2011	House	3	31/03/2003		
19/09/2011	House	3	01/02/2009		
19/09/2011	House	3		Yes	

26/09/2011	House	3	14/07/1998		
26/09/2011	House	3	21/06/1999		
26/09/2011	Maisonette	3			Yes

This month we received **1296** bids. This is an average of **48** for each home we have advertised.

For a customer to be successful in securing a family style home in the West Denton area in September they needed to have a length of residency of over **4** months.

Feedback from Westgate Community Housing Office

This month we have let **11** homes. Of which, **5** homes have been let to customers with priority status and **2** homes were Housing Management Lets.

Total number of homes let in September by type:

- Flat **7**
- House **3**
- Maisonette **1**

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

- One bedroom **6**
- Two bedrooms **3**
- Three bedrooms **2**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
05/09/2011	Flat	1	23/06/2009		
05/09/2011	Flat	1		Yes	
05/09/2011	Flat	1	29/04/2009		
12/09/2011	Flat	1	29/06/2009		
12/09/2011	Flat	1		Yes	
12/09/2011	Flat	1			Yes
19/09/2011	Flat	2		Yes	
12/09/2011	House	2		Yes	
12/09/2011	House	3	29/05/2006		
19/09/2011	House	3		Yes	
19/09/2011	Maisonette	2			Yes

This month we received **471** bids. This is an average of **52** for each home we have advertised.

For a customer to be successful in securing a family style home in the Westgate area in September they needed to hold priority status or have a length of residency of over **5** years.

Feedback from our Sheltered Housing Teams

This month our Sheltered Housing Teams have let **13** homes. Of which **1** home was let to a customer with priority status.

Number of homes let in September by housing area:

Inner East Office:

- Byker **7**
- Gosforth **1**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
05/09/2011	Flat	1	20/01/1986		
05/09/2011	Flat	1	07/07/1969		
05/09/2011	Flat	1	19/01/1981		
05/09/2011	Flat	1	06/05/1983		
12/09/2011	Flat	1	18/05/1981		
19/09/2011	Flat	1	07/07/2008		
19/09/2011	Flat	1	21/01/2008		
26/09/2011	Flat	1	22/01/1996		

East Office:

- Walker **3**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
12/09/2011	Bungalow	1			Yes
12/09/2011	Flat	1	18/01/1982		
26/09/2011	Flat	1	12/09/1994		

West & North:

- Denton **1**
- Westgate **1**

Start of Tenancy	House type	Number of bedrooms	Date of residency	Priority	HML
19/09/2011	Flat	1	02/09/1991		
26/09/2011	Flat	1	26/08/2011		

This month we received **116** bids. This is an average of **10** for each home we have advertised.

Feedback from lettings made by our partner Housing Associations is as follows:

Total number of homes let in September by type:

- Bungalow **1**
- Flat **24**
- House **2**
- Maisonette **1**

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

- One bedroom **21**
- Two bedrooms **4**
- Three bedrooms **3**

Start of Tenancy	House type	Area	Number of bedrooms	Date of residency	Priority	Landlord
26/09/2011	Flat	Walker	1	19/03/2010		Bernicia
19/09/2011	Flat	Walker	1	05/11/2010		Bernicia
26/09/2011	Flat	Westgate	1	28/07/2009		Home Housing
05/09/2011	Flat	Shieldfield	2		Yes	Home Housing
19/09/2011	Bungalow	Shieldfield	1	08/10/2001		Isos
05/09/2011	Flat	Walker	1	17/10/2009		Isos
05/09/2011	Flat	Shieldfield	1	07/09/2009		Isos
05/09/2011	Flat	West Denton	1		Yes	Isos
12/09/2011	Flat	West Denton	1	23/12/2003		Isos
19/09/2011	Flat	Benwell	1	19/12/2005		Isos
19/09/2011	Flat	Shieldfield	1		Yes	Isos
19/09/2011	Flat	Shieldfield	1	13/08/2007		Isos
19/09/2011	Flat	Shieldfield	1	11/12/2009		Isos
19/09/2011	Flat	Walker	1	16/02/2010		Isos
05/09/2011	Flat	NBH	2		Yes	Isos
12/09/2011	Flat	Westgate	2	13/08/2003		Isos
26/09/2011	Flat	Westgate	3	04/10/2004		Isos
12/09/2011	Flat	Benwell	1	13/04/2010		Places for People
12/09/2011	Flat	Benwell	2	05/11/2009		Places for People
12/09/2011	Maisonette	Westgate	3	11/06/2007		Places for People

12/09/2011	Bedsit	Shieldfield	1	19/08/2004		Places for People
12/09/2011	Flat	Shieldfield	1		Yes	Places for People
26/09/2011	Bedsit	Shieldfield	1	19/10/2010		Places for People
26/09/2011	Bedsit	Shieldfield	1	26/10/2010		Places for People
19/09/2011	Flat	Benwell	1		Yes	Riverside NE
05/09/2011	Flat	Benwell	3	23/01/2009		Riverside NE
05/09/2011	Flat	Walker	1	15/04/2001		Riverside NE
19/09/2011	Flat	Walker	1	02/05/2007		Riverside NE

This month we received **757** bids of these properties. This is an average of **27** for each home we have advertised.

Contact Details and Opening Times:

YHN Office Name	Address	Telephone Number	Fax Number
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
Benwell & Scotswood	West End Customer Service Centre Condercum Road, Benwell Newcastle upon Tyne NE4 9JH	0191 277 1484	0191 277 1470
North Kenton	141-145 Banbury Road North Kenton Newcastle upon Tyne NE3 3SQ	0191 277 4360	0191 277 1242
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	0191 278 8585	0191 278 7755

Your Choice Homes Office Opening Times:

Monday	8.30 a.m. – 4.30 p.m.
Tuesday & Wednesday	8.30 a.m. – 5.00 p.m.
Thursday	8.30 a.m. – 4.30 p.m.
Friday	10.00 a.m. – 4.30 p.m.

Community Housing 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
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Surgery Opening Times:

Fawdon Shopping Centre, Fawdon Park Road, NE3 2PE	10.00 am – 12.00 pm
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Monday & Friday only – appointments available via
Gosforth Community Housing Office.

Contact Details for our Partner Organisations:

Name	Address	Telephone Number	Fax Number
Affinity Sutton	1 Holywell Close Barrack Road Newcastle upon Tyne, NE4 5BP	01477 539280	01477 539297
Anchor Trust	Burbank House Balliol Business Park Benton Lane Newcastle upon Tyne NE12 8EN	0845 775 8595	0191 270 1645
Bernicia	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
Isos	5 Gosforth Park Avenue Gosforth Business Park Newcastle upon Tyne NE3 1TD	0191 268 4800	0191 229 7373
Johnnie Johnson	16 Telford Court Morpeth, Northumberland NE61 2DB	0845 604 1095	
Methodist Homes	Brooksland Court Tunstall Road Leeds LS11 5HL	0113 271 5805	
Places for People	4th Floor Maybrook House Grainger Street Newcastle upon Tyne NE1 5JE	0191 211 3100	0191 232 3976
Riverside North East	6 The Staithes Gateshead NE11 9SM	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

Compiled – October 2011

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