



# Feedback to customers

September 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 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 کرای ئیمهیه. ئەگەر حەزتان لە وەرگرتنی ئەم زانیاریانە بە زمانی کوردی یا هەر زمانیکی دیکە ههیه بە ژماره تلیفۆنی 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 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 **265** homes. Of which, we have let **145** homes (55%) to customers on their length of residency, we have let **85** homes (32%) to customers with priority status and **35** homes (13%) were Housing Management Lets.

Total number of homes let this month by type:

- Bungalow **11**
- Flat **157**
- House **83**
- Maisonette **14**

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

- One bedroom **88**
- Two bedrooms **111**
- Three bedrooms **61**
- Four bedrooms **5**

This month we received **7723** expressions of interest. This is an average of **33** 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 **70%**
- Outer West & North area **62%**
- East area **57%**

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

- **Inner West area**
  - Flats **73%**
  - Houses **61%**
  - Maisonette **100%**
- **Outer West & North area**
  - Bungalows **62%**
  - Flats **68%**
  - Houses **53%**
  - Maisonette **100%**
- **East area**
  - Bungalows **100%**
  - Flats **55%**
  - Houses **68%**
  - Maisonettes **80%**

## Feedback from Blakelaw Community Housing Office

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

- Bungalow **3**
- Flat **2**
- House **8**

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

- One bedroom **3**
- Two bedrooms **5**
- Three bedrooms **4**
- Four bedrooms **1**

| Start of Tenancy | House type | Number of bedrooms | Date of residency | Priority | HML |
|------------------|------------|--------------------|-------------------|----------|-----|
| 01/09/2008       | Bungalow   | 1                  | 22/10/1979        |          |     |
| 01/09/2008       | Bungalow   | 1                  | 13/08/2007        |          |     |
| 01/09/2008       | Bungalow   | 1                  | 26/11/2007        |          |     |
| 15/09/2008       | Flat       | 2                  | 25/08/2006        |          |     |
| 29/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 01/09/2008       | House      | 2                  |                   | Yes      |     |
| 15/09/2008       | House      | 2                  |                   | Yes      |     |
| 15/09/2008       | House      | 2                  |                   | Yes      |     |
| 22/09/2008       | House      | 3                  |                   | Yes      |     |
| 22/09/2008       | House      | 3                  |                   |          | Yes |
| 01/09/2008       | House      | 3                  |                   | Yes      |     |
| 01/09/2008       | House      | 3                  | 31/07/2003        |          |     |
| 29/09/2008       | House      | 4                  |                   |          | Yes |

This month we received **212** expressions of interest. This is an average of **19** 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 **31** homes. Of which, **2** homes have been let to customers with priority status and **6** homes were Housing Management Lets.

Total number of homes let in September by type:

- Flat **13**
- House **8**
- Maisonette **10**

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

- One bedroom **11**
- Two bedrooms **11**
- Three bedrooms **7**
- Four bedrooms **2**

| Start of Tenancy | House type | Number of bedrooms | Date of residency | Priority | HML |
|------------------|------------|--------------------|-------------------|----------|-----|
| 01/09/2008       | Flat       | 1                  | 27/02/2006        |          |     |
| 01/09/2008       | Flat       | 1                  | 22/11/2004        |          |     |
| 15/09/2008       | Flat       | 1                  | 18/09/2006        |          |     |
| 15/09/2008       | Flat       | 1                  | 20/10/2002        |          |     |
| 15/09/2008       | Flat       | 1                  | 14/08/2006        |          |     |
| 15/09/2008       | Flat       | 1                  |                   |          | Yes |
| 22/09/2008       | Flat       | 1                  | 26/06/2007        |          |     |
| 29/09/2008       | Flat       | 1                  | 01/09/2007        |          |     |
| 01/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 22/09/2008       | Flat       | 2                  |                   |          | Yes |
| 22/09/2008       | Flat       | 2                  | 29/09/2003        |          |     |
| 29/09/2008       | Flat       | 2                  | 04/07/2007        |          |     |
| 29/09/2008       | Flat       | 3                  | 13/11/2007        |          |     |
| 01/09/2008       | House      | 2                  | 01/04/2006        |          |     |
| 29/09/2008       | House      | 2                  |                   |          | Yes |
| 08/09/2008       | House      | 3                  | 17/07/2006        |          |     |
| 22/09/2008       | House      | 3                  | 01/05/2006        |          |     |
| 22/09/2008       | House      | 3                  | 06/07/2007        |          |     |
| 29/09/2008       | House      | 3                  | 12/06/2004        |          |     |
| 01/09/2008       | House      | 4                  | 01/10/2003        |          |     |
| 22/09/2008       | House      | 4                  | 10/01/2003        |          |     |

| Start of Tenancy | House type | Number of bedrooms | Date of residency | Priority | HML |
|------------------|------------|--------------------|-------------------|----------|-----|
| 01/09/2008       | Maisonette | 1                  | 08/08/2006        |          |     |
| 08/09/2008       | Maisonette | 1                  | 28/08/2006        |          |     |
| 22/09/2008       | Maisonette | 1                  |                   |          | Yes |
| 01/09/2008       | Maisonette | 2                  |                   | Yes      |     |
| 08/09/2008       | Maisonette | 2                  |                   |          | Yes |
| 15/09/2008       | Maisonette | 2                  | 21/09/2005        |          |     |
| 15/09/2008       | Maisonette | 2                  | 02/12/2005        |          |     |
| 22/09/2008       | Maisonette | 2                  |                   |          | Yes |
| 15/09/2008       | Maisonette | 3                  | 06/10/2005        |          |     |
| 29/09/2008       | Maisonette | 3                  | 11/07/2005        |          |     |

This month we received **411** expressions of interest. This is an average of **16** 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 **1** year.

## Feedback from Cruddas Park Community Housing Office

This month we have let **13** homes. Of which, **4** homes have been let to a customer with priority status and **6** homes were Housing Management Lets.

Total number of homes let in September by type:

- Flat **6**
- House **7**

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

- Two bedrooms **8**
- Three bedrooms **4**
- Four bedrooms **1**

| Start of Tenancy | House type | Number of bedrooms | Date of residency | Priority | HML |
|------------------|------------|--------------------|-------------------|----------|-----|
| 01/09/2008       | Flat       | 2                  | 24/10/2006        |          |     |
| 15/09/2008       | Flat       | 2                  |                   |          | Yes |
| 22/09/2008       | Flat       | 2                  | 01/04/1995        |          |     |
| 22/09/2008       | Flat       | 2                  |                   |          | Yes |
| 22/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 29/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 01/09/2008       | House      | 2                  |                   |          | Yes |
| 01/09/2008       | House      | 2                  |                   | Yes      |     |
| 01/09/2008       | House      | 3                  |                   | Yes      |     |
| 08/09/2008       | House      | 3                  | 14/02/2005        |          |     |
| 15/09/2008       | House      | 3                  |                   |          | Yes |
| 15/09/2008       | House      | 3                  |                   |          | Yes |
| 22/09/2008       | House      | 4                  |                   |          | Yes |

This month we received **114** expressions of interest. This is an average of **16** 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 hold priority status or have a length of residency of over **3½** years.

## Feedback from Fenham Community Housing Office

This month we let **7** homes. Of which, **3** 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 **3**
- House **4**

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

- One bedroom **1**
- Two bedrooms **4**
- Three bedrooms **2**

| Start of Tenancy | House type | Number of bedrooms | Date of residency | Priority | HML |
|------------------|------------|--------------------|-------------------|----------|-----|
| 15/09/2008       | Flat       | 1                  | 07/07/2001        |          |     |
| 22/09/2008       | Flat       | 2                  | 17/10/2001        |          |     |
| 29/09/2008       | Flat       | 2                  | 10/10/1983        |          |     |
| 15/09/2008       | House      | 2                  |                   |          | Yes |
| 15/09/2008       | House      | 2                  |                   | Yes      |     |
| 15/09/2008       | House      | 3                  |                   | Yes      |     |
| 29/09/2008       | House      | 3                  |                   | Yes      |     |

This month we received **415** expressions of interest. This is an average of **69** 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.

## Feedback from Gosforth Community Housing Office

This month we have let **16** homes. Of which, **13** homes have been let to customers with priority status.

Total number of homes let in September by type:

- Bungalow **1**
- Flat **10**
- House **5**

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

- One Bedroom **4**
- Two bedrooms **7**
- Three bedrooms **5**

| Start of Tenancy | House type | Number of bedrooms | Date of residency | Priority | HML |
|------------------|------------|--------------------|-------------------|----------|-----|
| 29/09/2008       | Bungalow   | 1                  | 17/06/1963        |          |     |
| 15/09/2008       | Flat       | 1                  |                   | Yes      |     |
| 15/09/2008       | Flat       | 1                  |                   | Yes      |     |
| 29/09/2008       | Flat       | 1                  | 01/02/2005        |          |     |
| 08/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 15/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 15/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 15/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 15/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 15/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 29/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 15/09/2008       | House      | 3                  |                   | Yes      |     |
| 22/09/2008       | House      | 3                  |                   | Yes      |     |
| 29/09/2008       | House      | 3                  |                   | Yes      |     |
| 29/09/2008       | House      | 3                  | 12/11/1999        |          |     |
| 29/09/2008       | House      | 3                  |                   | Yes      |     |

This month we received **1324** expressions of interest. This is an average of **83** for each home we 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 **9** years.

## Feedback from Newbiggin Hall Community Housing Office

This month we have let **12** 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:

- Flat **6**
- House **5**
- Maisonette **1**

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

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

| Start of Tenancy | House type | Number of bedrooms | Date of residency | Priority | HML |
|------------------|------------|--------------------|-------------------|----------|-----|
| 29/09/2008       | Flat       | 1                  | 28/06/2001        |          |     |
| 08/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 08/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 15/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 22/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 29/09/2008       | Flat       | 2                  |                   |          | Yes |
| 01/09/2008       | House      | 3                  | 12/02/2008        |          |     |
| 15/09/2008       | House      | 3                  |                   | Yes      |     |
| 15/09/2008       | House      | 3                  |                   |          | Yes |
| 29/09/2008       | House      | 3                  | 01/06/2000        |          |     |
| 29/09/2008       | House      | 3                  |                   | Yes      |     |
| 08/09/2008       | Maisonette | 2                  |                   | Yes      |     |

This month we received **318** 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 September they needed to hold priority status or have a length of residency of over **7** months.

## Feedback from North Benwell Community Housing Office

This month we let **13** homes. Of which, **2** homes have been let to customers with priority status.

Total number of homes let in September by type:

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

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

- One bedroom **6**
- Two bedrooms **5**
- Three bedrooms **2**

| Start of Tenancy | House type | Number of bedrooms | Date of residency | Priority | HML |
|------------------|------------|--------------------|-------------------|----------|-----|
| 01/09/2008       | Flat       | 1                  | 22/08/2005        |          |     |
| 08/09/2008       | Flat       | 1                  | 01/09/2004        |          |     |
| 08/09/2008       | Flat       | 1                  | 17/09/2004        |          |     |
| 15/09/2008       | Flat       | 1                  |                   | Yes      |     |
| 22/09/2008       | Flat       | 1                  | 21/10/2002        |          |     |
| 22/09/2008       | Flat       | 1                  | 17/04/2006        |          |     |
| 01/09/2008       | Flat       | 2                  | 28/05/1980        |          |     |
| 15/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 22/09/2008       | Flat       | 3                  | 15/04/2002        |          |     |
| 01/09/2008       | House      | 2                  | 20/02/1995        |          |     |
| 22/09/2008       | House      | 2                  | 05/02/2003        |          |     |
| 29/09/2008       | House      | 2                  | 07/08/2006        |          |     |
| 01/09/2008       | House      | 3                  | 07/05/2002        |          |     |

This month we received **167** expressions of interest. This is an average of **13** for each home we have advertised.

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

## Feedback from North Kenton Community Housing Office

This month we have let **18** homes. Of which, **10** 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 **2**
- Flat **12**
- House **3**
- Maisonette **1**

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

- One bedroom **9**
- Two bedrooms **6**
- Three bedrooms **3**

| Start of Tenancy | House type | Number of bedrooms | Date of residency | Priority | HML |
|------------------|------------|--------------------|-------------------|----------|-----|
| 15/09/2008       | Bungalow   | 1                  |                   | Yes      |     |
| 29/09/2008       | Bungalow   | 1                  |                   | Yes      |     |
| 01/09/2008       | Flat       | 1                  | 08/05/2008        |          |     |
| 08/09/2008       | Flat       | 1                  | 24/09/2007        |          |     |
| 15/09/2008       | Flat       | 1                  | 04/12/2007        |          |     |
| 22/09/2008       | Flat       | 1                  |                   | Yes      |     |
| 22/09/2008       | Flat       | 1                  |                   |          | Yes |
| 29/09/2008       | Flat       | 1                  | 11/08/2007        |          |     |
| 29/09/2008       | Flat       | 1                  | 01/12/2003        |          |     |
| 15/09/2008       | Flat       | 2                  |                   |          | Yes |
| 15/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 15/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 22/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 15/09/2008       | Flat       | 3                  |                   | Yes      |     |
| 01/09/2008       | House      | 2                  |                   | Yes      |     |
| 15/09/2008       | House      | 2                  |                   | Yes      |     |
| 01/09/2008       | House      | 3                  |                   | Yes      |     |
| 15/09/2008       | Maisonette | 3                  | 04/09/2000        |          |     |

This month we received **586** 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 Kenton area in September they needed to hold priority status or have a length of residency of over **8** years.

## Feedback from Scotswood Community Housing Office

This month we have let **7** homes. Of which, **2** homes have been let to customers with priority status.

Total number of homes let in September by type:

- House **7**

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

- Two bedrooms **5**
- Three bedrooms **2**

| Start of Tenancy | House type | Number of bedrooms | Date of residency | Priority | HML |
|------------------|------------|--------------------|-------------------|----------|-----|
| 01/09/2008       | House      | 2                  | 26/07/2003        |          |     |
| 08/09/2008       | House      | 2                  | 15/12/2002        |          |     |
| 22/09/2008       | House      | 2                  |                   | Yes      |     |
| 29/09/2008       | House      | 2                  | 17/12/1988        |          |     |
| 29/09/2008       | House      | 2                  | 11/02/2002        |          |     |
| 01/09/2008       | House      | 3                  | 15/05/2000        |          |     |
| 01/09/2008       | House      | 3                  |                   | Yes      |     |

This month we received **317** expressions of interest. This is an average of **45** in the each home we have advertised.

For a customer to be successful in securing a family style home in the Scotswood area in September they needed to hold priority status or have a length of residency of over **6½** years.

## Feedback from Shieldfield Community Housing Office

This month we have let **19** 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 **2**
- Flat **17**

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

- One bedroom **5**
- Two bedrooms **14**

| Start of Tenancy | House type | Number of bedrooms | Date of residency | Priority | HML |
|------------------|------------|--------------------|-------------------|----------|-----|
| 22/09/2008       | Bungalow   | 1                  | 25/09/2006        |          |     |
| 22/09/2008       | Bungalow   | 1                  | 15/02/1989        |          |     |
| 08/09/2008       | Flat       | 1                  |                   | Yes      |     |
| 15/09/2008       | Flat       | 1                  | 30/10/2004        |          |     |
| 22/09/2008       | Flat       | 1                  | 20/03/2005        |          |     |
| 01/09/2008       | Flat       | 2                  | 20/11/1996        |          |     |
| 01/09/2008       | Flat       | 2                  |                   |          | Yes |
| 08/09/2008       | Flat       | 2                  | 13/05/2003        |          |     |
| 15/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 15/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 15/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 22/09/2008       | Flat       | 2                  | 18/01/2005        |          |     |
| 22/09/2008       | Flat       | 2                  |                   |          | Yes |
| 22/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 22/09/2008       | Flat       | 2                  | 31/01/1994        |          |     |
| 22/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 22/09/2008       | Flat       | 2                  | 01/12/1996        |          |     |
| 29/09/2008       | Flat       | 2                  | 20/09/1999        |          |     |
| 29/09/2008       | Flat       | 2                  |                   | Yes      |     |

This month we received **688** expressions of interest. This is an average of **40** for each home we have advertised.

## Feedback from St Anthony's Community Housing Office

This month we have let **24** homes. Of which, **13** homes have been let to customers with priority status and **4** homes were Housing Management Lets.

Total number of homes let in September by type:

- Flat **13**
- House **11**

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

- One bedroom **10**
- Two bedrooms **8**
- Three bedrooms **6**

| Start of Tenancy | House type | Number of bedrooms | Date of residency | Priority | HML |
|------------------|------------|--------------------|-------------------|----------|-----|
| 01/09/2008       | Flat       | 1                  | 18/01/2003        |          |     |
| 01/09/2008       | Flat       | 1                  |                   | Yes      |     |
| 01/09/2008       | Flat       | 1                  |                   |          | Yes |
| 01/09/2008       | Flat       | 1                  |                   | Yes      |     |
| 15/09/2008       | Flat       | 1                  |                   | Yes      |     |
| 15/09/2008       | Flat       | 1                  |                   | Yes      |     |
| 15/09/2008       | Flat       | 1                  | 20/06/2002        |          |     |
| 22/09/2008       | Flat       | 1                  | 19/09/2003        |          |     |
| 22/09/2008       | Flat       | 1                  |                   | Yes      |     |
| 29/09/2008       | Flat       | 1                  |                   | Yes      |     |
| 01/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 01/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 29/09/2008       | Flat       | 2                  |                   | Yes      |     |
| 15/09/2008       | House      | 2                  |                   |          | Yes |
| 15/09/2008       | House      | 2                  |                   |          | Yes |
| 22/09/2008       | House      | 2                  | 31/08/2001        |          |     |
| 29/09/2008       | House      | 2                  |                   | Yes      |     |
| 29/09/2008       | House      | 2                  |                   | Yes      |     |
| 01/09/2008       | House      | 3                  | 23/12/1999        |          |     |
| 01/09/2008       | House      | 3                  | 29/01/1996        |          |     |
| 15/09/2008       | House      | 3                  |                   | Yes      |     |
| 15/09/2008       | House      | 3                  |                   |          | Yes |
| 22/09/2008       | House      | 3                  | 25/08/1988        |          |     |
| 29/09/2008       | House      | 3                  |                   | Yes      |     |

This month we received **887** expressions of interest. This is an average of **44** 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 **7** years.

## Feedback from Walker Community Housing Office

This month we have let **24** homes. Of which, **6** homes were Housing Management Lets.

Total number of homes let September in by type:

- Flat **18**
- House **6**

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

- One bedroom **6**
- Two bedrooms **13**
- Three bedrooms **5**

| Start of Tenancy | House type | Number of bedrooms | Date of residency | Priority | HML |
|------------------|------------|--------------------|-------------------|----------|-----|
| 15/09/2008       | Flat       | 1                  |                   |          | Yes |
| 15/09/2008       | Flat       | 1                  | 04/01/2008        |          |     |
| 15/09/2008       | Flat       | 1                  | 22/02/1999        |          |     |
| 22/09/2008       | Flat       | 1                  |                   |          | Yes |
| 22/09/2008       | Flat       | 1                  | 27/11/2006        |          |     |
| 29/09/2008       | Flat       | 1                  | 05/09/2006        |          |     |
| 01/09/2008       | Flat       | 2                  | 24/03/2007        |          |     |
| 01/09/2008       | Flat       | 2                  | 04/06/2007        |          |     |
| 01/09/2008       | Flat       | 2                  | 28/07/2008        |          |     |
| 01/09/2008       | Flat       | 3                  | 03/04/2008        |          |     |
| 08/09/2008       | Flat       | 2                  | 30/12/2006        |          |     |
| 08/09/2008       | Flat       | 2                  | 25/03/2008        |          |     |
| 08/09/2008       | Flat       | 2                  | 15/10/2004        |          |     |
| 15/09/2008       | Flat       | 2                  | 09/07/2007        |          |     |
| 15/09/2008       | Flat       | 2                  |                   |          | Yes |
| 22/09/2008       | Flat       | 2                  | 15/08/2007        |          |     |
| 22/09/2008       | Flat       | 2                  | 12/06/2005        |          |     |
| 29/09/2008       | Flat       | 2                  | 27/10/2007        |          |     |
| 08/09/2008       | House      | 2                  | 06/05/2006        |          |     |
| 15/09/2008       | House      | 2                  |                   |          | Yes |
| 01/09/2008       | House      | 3                  |                   |          | Yes |
| 08/09/2008       | House      | 3                  | 09/10/2006        |          |     |
| 08/09/2008       | House      | 3                  |                   |          | Yes |
| 29/09/2008       | House      | 3                  | 20/11/2006        |          |     |

This month we received **230** expressions of interest. This is an average of **12** for each home we have advertised.

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

## Feedback from West Denton Community Housing Office

This month we have let **23** homes. Of which, **11** homes have been let to customers with priority status and **3** homes were Housing Management Lets.

Total number of homes let in September by type:

- Bungalow **2**
- Flat **11**
- House **9**
- Maisonette **1**

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

- One bedroom **6**
- Two bedrooms **7**
- Three bedrooms **10**

| Start of Tenancy | House type | Number of bedrooms | Date of residency | Priority | HML |
|------------------|------------|--------------------|-------------------|----------|-----|
| 22/09/2008       | Bungalow   | 1                  |                   | Yes      |     |
| 22/09/2008       | Bungalow   | 1                  |                   | Yes      |     |
| 08/09/2008       | Flat       | 1                  |                   | Yes      |     |
| 15/09/2008       | Flat       | 1                  | 01/07/2002        |          |     |
| 15/09/2008       | Flat       | 1                  | 05/04/2004        |          |     |
| 29/09/2008       | Flat       | 1                  | 06/02/2006        |          |     |
| 01/09/2008       | Flat       | 2                  | 05/04/2007        |          |     |
| 01/09/2008       | Flat       | 2                  | 15/10/2002        |          |     |
| 08/09/2008       | Flat       | 2                  |                   |          | Yes |
| 15/09/2008       | Flat       | 2                  | 15/07/2006        |          |     |
| 22/09/2008       | Flat       | 2                  | 03/05/1999        |          |     |
| 29/09/2008       | Flat       | 2                  | 26/03/2002        |          |     |
| 01/09/2008       | Flat       | 3                  |                   |          | Yes |
| 01/09/2008       | House      | 2                  |                   | Yes      |     |
| 01/09/2008       | House      | 3                  |                   | Yes      |     |
| 08/09/2008       | House      | 3                  | 14/04/1997        |          |     |
| 15/09/2008       | House      | 3                  |                   | Yes      |     |
| 15/09/2008       | House      | 3                  |                   | Yes      |     |
| 22/09/2008       | House      | 3                  |                   | Yes      |     |
| 22/09/2008       | House      | 3                  |                   | Yes      |     |
| 22/09/2008       | House      | 3                  |                   | Yes      |     |
| 22/09/2008       | House      | 3                  |                   |          | Yes |
| 29/09/2008       | Maisonette | 3                  |                   | Yes      |     |

This month we received **734** expressions of interest. This is an average of **37** for each home we have advertised.

In September for a customer to be successful in securing a family style home in the West Denton area they needed to hold priority status or have a length of residency of over **10** years.

## Feedback from Westgate Community Housing Office

This month we have let **9** properties. Of which, **3** 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:

- Flat **4**
- House **4**
- Maisonette **1**

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

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

| Start of Tenancy | House type | Number of bedrooms | Date of residency | Priority | HML |
|------------------|------------|--------------------|-------------------|----------|-----|
| 22/09/2008       | Flat       | 1                  |                   |          | Yes |
| 22/09/2008       | Flat       | 1                  | 20/02/2006        |          |     |
| 22/09/2008       | Flat       | 1                  |                   | Yes      |     |
| 01/09/2008       | Flat       | 2                  | 28/06/2004        |          |     |
| 08/09/2008       | House      | 2                  |                   | Yes      |     |
| 15/09/2008       | House      | 2                  | 11/09/2007        |          |     |
| 08/09/2008       | House      | 3                  |                   | Yes      |     |
| 29/09/2008       | House      | 3                  | 09/09/2002        |          |     |
| 15/09/2008       | Maisonette | 3                  | 13/11/1996        |          |     |

This month we received **320** expressions of interest. This is an average of **40** for each home we have advertised.

In September for a customer to be successful in securing a family style home in the Westgate area they needed to hold priority status or have a length of residency of over **1** year.

## Feedback from our Sheltered Housing Teams

This month our Sheltered Housing Teams have let **11** homes.

Number of homes let in September by housing area:

### West and North Office:

- West Denton **2**
- Westgate **4**

| Start of Tenancy | House type | Number of bedrooms | Date of residency | Priority | HML |
|------------------|------------|--------------------|-------------------|----------|-----|
| 01/09/2008       | Flat       | 1                  | 01/10/1984        |          |     |
| 01/09/2008       | Flat       | 1                  | 01/12/1997        |          |     |
| 08/09/2008       | Flat       | 1                  | 23/09/1985        |          |     |
| 15/09/2008       | Flat       | 1                  | 22/02/1954        |          |     |
| 29/09/2008       | Flat       | 1                  | 01/12/2005        |          |     |
| 29/09/2008       | Flat       | 1                  | 08/01/2007        |          |     |

### Inner East Office:

- Byker **3**

| Start of Tenancy | House type | Number of bedrooms | Date of residency | Priority | HML |
|------------------|------------|--------------------|-------------------|----------|-----|
| 01/09/2008       | Flat       | 1                  | 01/07/2008        |          |     |
| 15/09/2008       | Flat       | 1                  | 01/04/2005        |          |     |
| 29/09/2008       | Flat       | 1                  |                   |          | Yes |

### East Office:

- Walker **2**

| Start of Tenancy | House type | Number of bedrooms | Date of residency | Priority | HML |
|------------------|------------|--------------------|-------------------|----------|-----|
| 22/09/2008       | Bungalow   | 1                  | 19/07/2004        |          |     |
| 15/09/2008       | Flat       | 1                  | 01/03/1989        |          |     |

This month we received **27** expressions of interest. This is an average of **2.5** 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 September by type:

- Flat **23**
- House **2**

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

- One bedroom **12**
- Two bedrooms **9**
- Three bedrooms **3**
- Four bedrooms **1**

| Start of Tenancy | House type | Area        | Number of bedrooms | Date of residency | Priority | Landlord             |
|------------------|------------|-------------|--------------------|-------------------|----------|----------------------|
| 08/09/2008       | Flat       | Shieldfield | 1                  | 22/05/2003        |          | Home HG              |
| 22/09/2008       | Flat       | Westgate    | 1                  |                   | Yes      | Home HG              |
| 01/09/2008       | Flat       | Shieldfield | 2                  |                   | Yes      | Home HG              |
| 08/09/2008       | Flat       | Westgate    | 3                  | 11/09/2000        |          | Home HG              |
| 22/09/2008       | Flat       | Westgate    | 2                  | 18/01/2007        |          | Home HG              |
| 01/09/2008       | House      | West Denton | 2                  | 01/07/2001        |          | Home HG              |
| 22/09/2008       | Flat       | Westgate    | 1                  | 24/12/2007        |          | Riverside North East |
| 29/09/2008       | Flat       | Shieldfield | 1                  |                   | Yes      | Riverside North East |
| 22/09/2008       | Flat       | Byker       | 2                  | 31/12/2002        |          | Riverside North East |
| 29/09/2008       | Flat       | Walker      | 2                  | 30/07/2007        |          | Riverside North East |
| 29/09/2008       | Flat       | Byker       | 2                  | 30/08/2004        |          | Riverside North East |
| 22/09/2008       | Flat       | Benwell     | 3                  | 06/03/2006        |          | Riverside North East |
| 29/09/2008       | Flat       | Shieldfield | 3                  |                   |          | Riverside North East |
| 29/09/2008       | House      | Walker      | 4                  |                   | Yes      | Riverside North East |
| 29/09/2008       | Flat       | West Denton | 2                  | 23/08/1993        |          | Cheviot              |
| 04/09/2008       | Flat       | Westgate    | 1                  | 20/05/2005        |          | NomadE5              |
| 01/09/2008       | Flat       | Westgate    | 1                  | 01/06/2005        |          | NomadE5              |
| 08/09/2008       | Flat       | Westgate    | 1                  | 07/08/2005        |          | NomadE5              |
| 08/09/2008       | Flat       | Westgate    | 1                  | 18/01/2007        |          | Places for People    |

| Start of Tenancy | House type | Area        | Number of bedrooms | Date of residency | Priority | Landlord          |
|------------------|------------|-------------|--------------------|-------------------|----------|-------------------|
| 22/09/2008       | Flat       | Shieldfield | 1                  | 23/07/2007        |          | Places for People |
| 22/09/2008       | Flat       | Westgate    | 1                  | 29/08/2007        |          | Places for People |
| 08/09/2008       | Flat       | Westgate    | 1                  | 14/11/2001        |          | Places for People |
| 29/09/2008       | Flat       | Shieldfield | 1                  | 27/09/2007        |          | Places for People |
| 22/09/2008       | Flat       | Westgate    | 2                  | 25/06/2007        |          | Places for People |
| 29/09/2008       | Flat       | Cowgate     | 2                  | 09/11/2003        |          | Places for People |

This month we received **968** expressions of interest of these properties. This is an average of **39** 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<br>Springfield Road Blakelaw<br>Newcastle upon Tyne NE5 3DS        | 0191 277 1000           | 0191 277 1011     |
| Byker                                | 45-47 Brinkburn Street<br>Byker<br>Newcastle upon Tyne NE6 1QN                  | 0191 278 1555           | 0191 278 1533     |
| Cruddas Park                         | Cruddas Park Shopping Centre<br>Westmorland Road<br>Newcastle upon Tyne NE4 7EN | 0191 277 1066           | 0191 277 1088     |
| Fenham                               | 199/201 Two Ball Lonnen<br>Fenham<br>Newcastle upon Tyne NE4 9RS                | 0191 277 1200           | 0191 277 1211     |
| Gosforth                             | Council Offices<br>High Street Gosforth<br>Newcastle upon Tyne NE3 1JL          | 0191 277 1166           | 0191 277 1177     |
| Newbiggin Hall<br>(Satellite Office) | 1 Yetholm Place<br>Newbiggin Hall Estate<br>Newcastle upon Tyne NE5 4ED         | 0191 277 1400           | 0191 277 1388     |
| North Benwell                        | 68A Adelaide Terrace<br>North Benwell<br>Newcastle upon Tyne NE4 8BD            | 0191 277 1484           | 0191 277 1494     |
| North Kenton                         | 141-145 Banbury Road<br>North Kenton<br>Newcastle upon Tyne NE3 3SQ             | 0191 277 4360           | 0191 277 1242     |
| Scotswood<br>(Satellite Office)      | 468-470 Armstrong Road<br>Scotswood<br>Newcastle upon Tyne NE15 6BY             | 0191 277 1355           | 0191 277 1363     |
| Shieldfield                          | Stoddart House Clarence Walk<br>Shieldfield<br>Newcastle upon Tyne NE2 1AB      | 0191 278 1566           | 0191 278 1570     |
| St Anthony's                         | 172/174 St Anthony's Road<br>Walker<br>Newcastle upon Tyne NE6 2ND              | 0191 278 1600           | 0191 278 1611     |
| Throckley<br>(Satellite Office)      | 5 Broomyhill Road, Throckley<br>Newcastle upon Tyne NE15                        | 0191 277 7940           | 0191 277 7925     |
| Walker                               | Walker Centre, Church Walk<br>Walker<br>Newcastle upon Tyne NE6 3BS             | 0191 278 8455           | 0191 278 8466     |
| West Denton                          | West Denton Shopping Centre<br>West Denton<br>Newcastle upon Tyne NE5 2QZ       | 0191 277 7940           | 0191 277 7925     |
| Westgate                             | Prospect House,<br>Prospect Place<br>Newcastle upon Tyne NE4 6DQ                | 0191 277 1300           | 0191 277 1299     |
| Sheltered<br>Housing Teams           | YHN House<br>Benton Park Road<br>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<br>Balliol Business Park<br>Benton Lane<br>Newcastle upon Tyne NE12 8EN          | 0191 270 6000           | 0191 270 1645     |
| Cheviot Homes                     | Beaminster Way East<br>Kingston Park<br>Newcastle upon Tyne NE3 2ER                            | 0191 238 3800           | 0191 238 3900     |
| Guinness Trust                    | West 3, ASAMA Court Amethyst<br>Road<br>Newcastle Business Park<br>Newcastle upon Tyne NE4 7ED | 0191 273 6233           | 0191 273 6063     |
| Hanover<br>Housing<br>Association | Thomas Duggan House<br>Manor Lane<br>Shipley BD18 3RB  | 01274 599 686           | 01274 531 021     |
| Home HG                           | 270 Stanhope Street Newcastle<br>upon Tyne, NE4 5JT  | 0845 606 3031           | 0191 272 3681     |
| Housing 21                        | Unit 9, Avril Court,<br>Ermine Business Park<br>Huntington<br>PE29 6WG                         | 0845 606 6363           | 0870 192 4430     |
| Johnnie<br>Johnson                | 16 Telford Court<br>Morpeth, Northumberland<br>NE61 2DB  | 0845 604 1095           |                   |
| Methodist<br>Homes                | Brooksland Court<br>Tunstall Road<br>Leeds LS11 5HL  | 0113 271 5805           |                   |
| NomadE5                           | 5 Gosforth Park Avenue<br>Gosforth Business Park<br>Newcastle upon Tyne NE3 1TD                | 0191 268 4800           | 0191 229 7373     |
| Places for<br>People              | 4th Floor<br>Maybrook House Grainger Street<br>Newcastle upon Tyne NE1 5JE                     | 0191 211 3100           | 0191 232 3976     |
| Riverside North<br>East           | 1 Osborne Terrace<br>Jesmond<br>Newcastle upon Tyne NE2 1NE                                    | 0845 155 9001           | 0191 239 0606     |
| Railway<br>Housing                | Bank Top house<br>Garbutt Square<br>Neasham Road<br>Darlington DL1 4DR                         | 01325 482 125           | 01325 384 641     |
| Two Castles                       | 154 New Bridge St<br>Newcastle upon Tyne NE1 2TE   | 0191 261 4774           | 0191 261 9692     |
| William Sutton<br>Housing         | 1 Holywell Close<br>Barrack Road<br>Newcastle upon Tyne, NE4 5BP                               | 0191 273 2928           |                   |

Compiled – October 2008

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Website – [www.yourchoicehomes.org](http://www.yourchoicehomes.org)