



Data protection is changing -
know your rights and our responsibilities

Changes to your Leazes
Homes Board
see page 5

Want to buy a home?
see page 7

West Denton new builds
see page 7

YHN Housing Services

Housing management services to Leazes Homes are provided by Your Homes Newcastle.

YHN Housing Services @ East End	0191 278 1566
YHN Housing Services @ Kenton	0191 277 4360
YHN Housing Services @ Outer West	0191 277 7940
YHN Housing Services @ Walker	0191 278 8455
YHN Housing Services @ West End	0191 277 1484

Other numbers

Adaptations	0800 091 1255	Leasehold	0191 278 7725
Ostara	0191 278 8699	Newcastle Furniture Service (NFS)	0191 278 1888
Envirocall	0191 278 7878	Repairs centre and gas servicing	0191 277 8888
HASBET (Housing Anti-Social Behaviour Enforcement Team)	0191 278 8740	Young people's service	0191 277 1190
Housing Advice Centre	0191 277 1711		

This information is about Leazes Homes. Your Homes Newcastle provides a housing management service to Leazes Homes tenants. If you want this information in your own language we will arrange for an interpreter to help you on 0191 278 8633. This information is also available in easy read, large print, Braille and audio tape. We can also arrange for you to see a British Sign Language interpreter.

বাংলায়
Bengali এই তথ্য হল ইউর হোমস নিউক্যাসল সমন্ধে। এবং আমরা কিভাবে দায়িত্ব পালন করছি সে সমন্ধে। ইউর হোমস নিউক্যাসল, নিউক্যাসল সিটি কাউন্সিলের পক্ষে কাউন্সিলের ঘর বাড়ী ব্যবস্থাপনার দায়িত্বপ্রাপ্ত। এই তথ্য যদি <বাংলায়> অথবা অন্য কোন ভাষায় প্রয়োজন হয় তাহলে এই নাম্বারে ফোন করুন- ০১৯১ ২৭৮ ৮৬৩৩

普通话 / 国语
Chinese Simplified 这是有关代表纽卡斯尔市政府（Newcastle City Council）负责管理市政房屋的 Your Homes Newcastle（您的纽卡斯尔住房）组织的信息，内容解释了我们是如何运作。如果您需要此信息的普通话版本或其它语言版本，请致电 0191 278 8633 索取。

廣東話 / 粵語
Chinese Traditional 這是關於 Your Homes Newcastle（您的紐卡素住房）機構的信息，內容解釋了我們代表紐卡素市政府（Newcastle City Council）負責管理市政房屋以及如何運作。如果您需要此信息的廣東話版本或其它語言版本，請致電 0191 278 8633 索取。

فارسی
Farsi این اطلاعات درباره سازمان «خانه‌های شما در نیوکاسل» و عملکرد آن است. این سازمان از سوی شهرداری نیوکاسل، مسئولیت اداره خانه‌های دولتی را به عهده دارد. در صورت نیاز به این اطلاعات به زبان فارسی یا زبان‌های دیگر با شماره تلفن ۰۱۹۱۲۷۸۸۶۳۳ تماس بگیرید.

Français
French Ces informations concernent Your Homes Newcastle : qui est chargé de gérer les logements sociaux au nom de la municipalité de Newcastle et comment nous procédons. Si vous avez besoin de ces informations en français ou dans une autre langue, téléphonez au : 0191 278 8633.

کوردی سۆزانی
Kurdish ئەم زانیاریانە سەبارەت بە Your Homes Newcastle و چۆنیەتی کارکردنەکیە که له لایەن شۆزای شاری نیوکاسیلەوە ئەرکی ئەوەی پێدراوە که خانووەکانی شۆزای شار بەرێوەبەراییەتی بکات. ئەگەر هەزتان له وەرگرتنی ئەم زانیاریانە بە زمانی کوردی یا هەر زمانێکی دیکە هەبە بە ژمارە تیلیفۆنی 0191 278 8633 پێوەندی بکەن.

Português
Portuguese Esta informação refere-se à Your Homes Newcastle, a organização responsável pela gestão da habitação social em nome do Município de Newcastle, e a nossa situação actual. Se precisar desta informação em <português> ou noutra língua, queira ligar para o 0191 278 8633.

русском
Russian Информация о Your Homes Newcastle, которая отвечает за управление делами муниципального жилья от имени Муниципалитета г. Ньюкасла и об общем состоянии деп. 0191 278 8633.

Español
Spanish Ésta es información sobre Your Homes de Newcastle, que es la responsable de gestionar las viviendas municipales en nombre del Ayuntamiento de Newcastle, y sobre nuestra manera de hacerlo. Si necesita esta información en español o en otro idioma, llame al 0191 278 8633.

	Changes to rules around data protection	4
	SIFTing through our services	5
	Changes to your Leazes Homes Board A thank you to Bill	6
	Are you worried about someone with dementia?	8
	Want to buy your own home?	9
	West Denton new builds	9
	Ostara 24 hour response and support	10
	Recycling reminder	11
	Good news for gardens!	11
	Fancy a bite to eat?	12

Welcome to the latest edition of Leazes Homes & People

Change seems to be a common theme for Leazes Homes over this last few months and it's set to continue for the foreseeable future!

We're experiencing some changes ourselves, with positions on our Board being advertised recently, including mine, and we hope to inform you of our new appointments soon. I'll hopefully be spending some time with the new Chair before he or she takes over to ensure as smooth a transition as possible.

It will be strange for me to step down as I've been involved with Leazes Homes since it was created and it has been a very rewarding position. I'm immensely proud of what the organisation has achieved since 2009 and I know that it will continue to go from strength to strength.

There are also some changes happening across Europe that will impact on Leazes Homes and many other organisations like us. The biggest changes to data protection for 20 years come into force in May and this will impact on how we process your data – please do read more about that on the next page.

We also continue to change our communities for the better, and brand new properties will be available near Pendower very soon – you can read more about those on page 7.

I hope you enjoy reading!

Bill Midgley - Chair of Leazes Homes



Changes to rules around data protection

The law around data protection is changing and, from 25 May this year, you'll have more rights relating to how we process your personal data.

You may have heard the General Data Protection Regulation – or GDPR for short – mentioned recently, and this is the new UK law which affects organisations like Leazes Homes and how they are able to use your data.



What does this mean?

GDPR applies to personal data - this is any information that can identify you as an individual person (either on its own or when combined with other data). It can be in any format, including photographs and online accounts.

Leazes Homes, and the housing management organisations that act on our behalf, keep records about your tenancy, repairs and improvements made at your home, and any other services and that you receive from us. These help to ensure that you receive the best possible services from us. They may be written down (manual records) or held on computer.

These records may include:

- Basic details about you, such as address and next of kin
- Contacts we have had with you
- Notes and reports about your tenancy, including historic transactions, and any contact we have had with you
- Details and records about other services you receive from us or other agencies working for your benefit

So that we can all work together for your benefit we may need to share information about you. We only use or pass on information about you if people have a genuine need for it in your interest.

Anyone who received information from us is also obliged to keep it confidential.



Data processing principles

GDPR has six principles and personal data must be processed according to these. The principles state that data must be:

- 1 processed lawfully, fairly and in a transparent manner
- 2 collected for specific purposes
- 3 adequate, relevant, and limited to what is necessary in relation to the purposes for which it is processed
- 4 accurate and up to date
- 5 stored no longer than is necessary
- 6 secured to keep it confidential



What are my rights?

Individuals' rights in certain circumstances are enhanced and extended in a number of important areas.

Under GDPR you have:

- 1 To be informed why, where and how we use your information
2. To ask for access to your information
3. To ask for information to be corrected if inaccurate or incomplete
4. To ask for your information to be deleted or removed where there is no need for us to continue processing it
5. To ask us to restrict the use of your information
6. To ask us to copy or transfer your information from one IT system to another in a safe and secure way, without impacting the quality of the information
7. To object to how your information is used
8. To challenge any decisions made without human intervention (automated decision making)



How do I find out more?

To be transparent, we have created a "Privacy Notice" that explains what types of personal data are processed, how data is used, who it is shared with and how long we hold it for. You can read that on our website.

For further information about the change to the law, you can contact the Information Commissioner's Office (ICO) as the UK data protection regulator for organisations:

www.ico.org.uk / Tel: 0303 1231113

SIFTing through our services

Scrutiny Involvement for Tenants (SIFT) is a group of customers that has recently been working with YHN and Newcastle City Council to look at how anti-social behaviour cases are handled.

Following a recent exercise, SIFT gave YHN ten recommendations about how their service could be improved. This included developing action plans with victims so they know exactly how their case will be handled and carrying out a satisfaction survey with victims after their case is closed.

The exercise included a survey of tenants who have been affected by anti-social behaviour, interviews with YHN staff and looking at case files to see what action is taken to resolve cases.

Jill Davison, YHN's Strategic Business Manager, said: "Tenant-led scrutiny of our services helps us to provide a continuously improving service for our customers.

We are delighted to work with SIFT to explore best practice and implement members' recommendations."

What next for SIFT?

SIFT will be looking at other YHN services over the year - if you would like to take part in an investigation and become part of SIFT contact Gwen Smith from Newcastle's City Council's Fairer Housing Unit on **0191 277 1456** or **gwen.smith@newcastle.gov.uk**.

Changes to your Leazes Homes Board

Due to a number of rules and regulations around the governing of charities, Leazes Homes needed to make some changes to the members on its Board this year.

Our Chair, Bill Midgley, who has been with us since the charity was created in 2009, will have served the maximum number of years he's able to by our AGM in October, so we started looking for a new Chair in January.

We wanted to have someone in place so they could spend some time with Bill before they take over leading the organisation, and we're hoping we'll have a successful candidate very soon.

At the same time as looking for a new Chair, we were also looking to recruit two other trustees. This is because some new regulations came into effect which are designed to reduce

the influence of local councils over housing associations - they're called The Regulation of Social Housing (Influence of Local Authorities) (England) Regulations 2017.

These aren't paid positions but we looked for people who are passionate about social housing and who have strategic vision and independent judgement.

We'll let you know when our new Chair and trustees are in place!

In the meantime though, we'd like to thank our current Chair, Bill Midgley, for all of his hard work and dedication over the last nine years – see below for a message of thanks from our Managing Director, Jon Mitford.



Nine years of progress and a very promising future - **Bill Midgley's Leazes Homes legacy**

I have worked alongside Bill Midgley since Leazes Homes was set up way back in 2009 and he has lead us very proactively from the start.

Since the very beginning, Bill has been committed to providing high quality, modern housing for those who are most in need in our city – and, with our property numbers approaching almost a thousand, he's certainly achieved that!

We now offer a range of housing options to those in need, from family homes to supported living for older people and those with additional care needs.

With Bill's guidance, we have achieved a great deal over the last nine years, including ...



Creating new communities

Since our inception in 2009, we have worked hard to provide modern housing where it's most needed in our local area. This has involved forming valuable partnerships with public sector organisations, charities and several national construction firms, to create affordable properties on a mixture of new developments.

From family housing to purpose- designed housing to meet the needs of people with mental health issues, we are committed to ensuring there is a range of housing options in the communities that we operate in.



We are also dedicated to breathing new life into existing communities and have regenerated lots of empty properties, including two large, listed buildings that had fallen into disrepair and several fantastic park lodges that now provide attractive family housing.

When undertaking developments in existing communities, we work closely with our partners to ensure the impact of construction is minimised and local people are included and involved. This often includes site visits from local schools and university students.

Supporting those in need

We recognise that some people need extra support to live independently, and we've developed lots of properties that help people with particular needs.

We have a strong track record of working with local authorities and other partners to ensure people can remain living in their own homes for as long as possible, which has many benefits for them.

We have worked with several large firms to create modern extra care accommodation for older people across the city of Newcastle, providing developments in areas where many wanted to remain living but would be unable to without such support.

We have also developed assisted living properties for adults with learning disabilities, developments

for those with mental health problems, supported accommodation for victims of domestic abuse, innovative approaches for people with dementia and specialist schemes for adults with autism and other complex needs.



Putting our people first

While we're very serious about the physical quality of our properties, we know that a home is so much more than bricks and mortar. This is something Bill has always insisted that Leazes Homes staff understand.

We work closely with our housing management provider, teams of care staff and other relevant authorities to make sure we provide practical and emotional support when needed and we take the time to get to know our tenants and what they want from us.

We also encourage fun! From the summer parties we invite all tenants to at a central place to individual developments celebrating birthdays and wedding anniversaries and intergenerational sporting competitions between our older people and local school children there's lots for our tenants to get involved with!



I genuinely feel that Leazes Homes has made a really positive difference to the housing options available in Newcastle over recent years, and I know that many people are living more comfortable, contented lives as our tenants or the friends and family members of our tenants.

On behalf of all of those who work with Leazes Homes, both as officers and Trustees of the charity, I'd like to thank Bill for his strong leadership, his commitment to providing the

best possible housing for our tenants and his determination to make sure that everyone, no matter their needs or background, has a high quality home.

We're in a fantastic position as we look to the future and that's due to Bill's wise and thorough approach. We all wish him very well for his next endeavour.

Jon Mitford
Managing Director, Leazes Homes

Are you worried about someone with dementia?



If you have concerns about how a family member or friend might be coping with their dementia while still living in their own home, then you might be interested in the Leazes Homes bungalows in Dinnington.

Set in a new housing estate in the peaceful village of Dinnington, the bungalows at Holmes Close provide safe and comfortable living options and were specifically designed to suit the needs of people who have dementia.

There are five bungalows, each with five bedrooms with their own private w/c, and modern, communal kitchens, dining spaces and living rooms. They are fully accessible and built to ensure that they will still be suitable as residents' needs change.

If you would like to find out more, please contact Andy Stewart, Living Co-ordinator, Newcastle City Council on 0191 211 5419 or e-mail andy.stewart@newcastle.gov.uk

Residents of the bungalows live alongside each other, helping them to form friendships and avoid feelings of loneliness, and 24 hour support and care is provided onsite by experts from Dementia Care.

Each of the bungalows also has its own landscaped garden connected to the gardens of the other bungalows, meaning residents are free to wander safely between them.

The bungalows and nearby housing estate, Sheraton Park, were completed in the summer of 2017 and Dinnington is a tranquil village with useful local amenities and direct transport routes into Newcastle.

The bungalows were built in partnership with Newcastle City Council.

Support for people with dementia in Throckley

In addition to our fantastic new bungalows in Dinnington, we also recently opened an extra care development in Throckley which has a strong focus on "dementia friendly" living. The accommodation includes 46 high-specification apartments in a two-storey building, Dewley House, as well as four neighbouring bungalows.

Anyone interested in finding out more about Dewley House should contact YHN's Housing with Care team on 0191 278 8585 or via yourtimeyourspace@yhn.org.uk

Want to buy your own home?

Not sure you can afford it?

Shared ownership might be the perfect solution!

Shared ownership means you only buy as much as you can afford initially, but you can increase your share over time if you find you can manage more.

Leazes Homes has properties available through a government-backed shared ownership scheme at the City Edge site, in Blakelaw, which is just minutes from the A1 and is very close to shops and places to eat at Kingston Park, as well as being really close to lots of public transport links.

The bungalows have off street parking, private, enclosed rear gardens with shed, fully accessible bathrooms, and modern kitchens. All properties are fully carpeted.



Interested?

For more information about these Leazes Homes properties, please contact Janice Gallagher or Sharon Freed on 0191 278 0191 278 8578 or email info@leazeshomes.org.uk.

You can also read more about the properties and register your interest on the Help to Buy North East, Yorkshire & Humberside portal.

New housing in the West End

We'll soon have some fantastic new homes in the Pendower area of the city, which have been built by Engie (formerly Keepmoat Regeneration).

There'll be ten bungalows and eighteen two bedroom houses on a site that will provide additional family housing.

All of the properties will have modern kitchens and bathrooms, spacious living accommodation, and their own garden.

If you're interested in finding out more, please contact Sandra Mortillaro on 0191 277 1484 (option 3).

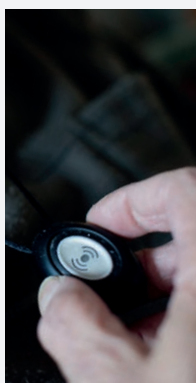


OSTARA 24 HOUR RESPONSE & SUPPORT

The incident

1 Falls

Harry falls over and presses his alarm button for help



2 Answers

An Ostara call handler answers within 1 minute

3 Talks

Harry talks to Ostara through the speaker on his alarm unit



The response

4 Arrives

Response officer Matt arrives within 45 minutes



5 Access

Matt uses the key safe to get access to the property



6 Provides care

Matt assesses the situation, uses a raizer to lift Harry and provides personal care as needed



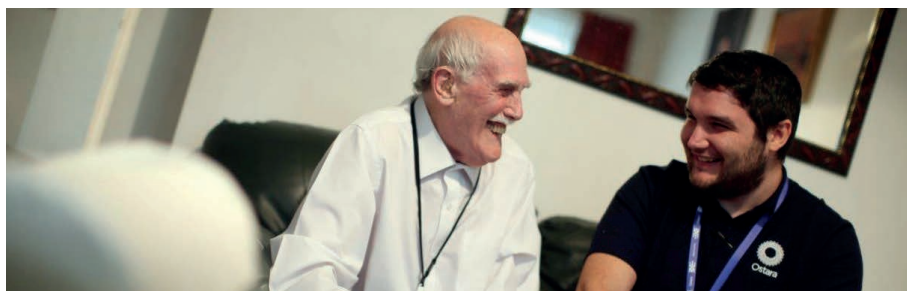
7 Informs

Matt informs next of kin at Harry's request

The aftercare

8 Follow up

Welfare visit or phone call carried out the following day



Common reasons for Ostara calls

- Falling
- **Feeling unwell** (eg dizzy, blurred vision)
- **Feeling unsafe** (eg unexpected caller at night)
- **Stuck in chair, bed or bathroom**
- **Emergency** (eg chest pains, seizure, injury)

- ✓ 24 hour service, 365 days per year
- ✓ Prices start from £5.95 per week with unlimited usage
- ✓ Free installation with no set-up costs
- ✓ Free cancellation at any time
- ✓ Menu of equipment to meet individual needs
- ✓ Local provider based in Newcastle upon Tyne

Request a free information pack or book a free no obligation consultation now.

✉ contactus@ostara.org.uk ☎ 0191 277 7470



Ostara

www.ostara.org.uk

Recycling reminder

We should all try to reduce the amount of waste we throw out that is sent to landfill and we can do this by recycling. Recycling is good for the environment as it saves energy, reduces the need for us to use more of earth's resources and means less materials going to landfill, where they release greenhouse gases.

It can also make a difference to the appearance of local communities – more packaging and things like that in your recycling bin means more space in the general bin, and less mess in our neighbourhoods.

If you live in a building where there are communal facilities for getting rid of rubbish, please remember to separate your waste and recycle everything you can.



If you have your own green and blue bins, try to remember that you can use the main section of your blue bin for:

- Empty aerosol cans
- Cartons and egg boxes (flattened).
- Washed Plastic bottles (flattened, bottle tops removed).
Not margarine tubs, yoghurt pots or fruit punnets.
- Cardboard (flattened).
- Newspaper, magazines and paper (no plastic coated paper or bound files).
- Shredded paper (in an untied bag).
- White and brown envelopes.
- Telephone directories and yellow pages.
- Food and drink cans (rinsed and squashed).
- Foil and foil trays (rinsed).
- Biscuit tins.



Use the black caddy inside your blue bin to recycle:

- Glass bottles and jars (rinsed).
- Batteries (place in a clear plastic bag).

If you have too much glass for the caddy then check your local supermarket car park or household waste recycling centre for details.



You can find out more about recycling via Newcastle City Council's website at www.newcastle.gov.uk

Good news for gardens!

We are delighted that we have appointed Goulds Grounds Maintenance to manage all of Leazes Homes' grounds maintenance and gardening work. Goulds is a national company with local staff and they started work for us at the beginning of April.

Leazes Homes is really proud of the mature landscaped gardens we have at our developments (we are proud of the newer ones too!) and we want to make sure that they continue to be beautiful places for residents to enjoy if the summer ever comes.

We would really like some feedback from residents on the new contractors so if you do have any comments – good or bad - please let us know by ringing Janice Gallagher on **0191 2788578** or emailing info@Leazeshomes.org.uk



Fancy a bite to eat?

The Leazes cafés at two of our extra care developments are fantastic places to visit for a coffee or some delicious food!



There's one at Lawson House in Byker and one at Trevelyan Court in Newbiggin Hall and both are open to the public, as well as providing a fantastic space for residents to meet with friends and family.

The cafés serve hot and cold drinks, breakfast options, toasties, paninis, wraps, omelettes, baked potatoes and other hot meals and snacks as well as cakes. They even do weekly Sunday roasts with a smaller portion available for those with smaller appetites!



Why not stop by and check out their latest specials?

Leazes Café - Lawson House



LAWSON CLOSE, BYKER, NE6 2UY

Open: Tuesday, Wednesday, Thursday, Friday 8am-4pm
Sunday 8am-3pm
Closed: Mondays and Saturdays

Leazes Café - Trevelyan Court



NEWBIGGIN HALL ESTATE, NE5 4EG

Open: Monday – Friday and Sundays 8am- 3pm
Closed: Saturdays