

www.leazeshomes.org.uk

Summer 2019

LeazesHomes & People



10th anniversary special
see pages 4 and 5

Satisfaction survey
see page 6

Community activities
see page 9

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 277 7470	Newcastle Furniture Service (NFS)	0191 278 1888
Envirocall	0191 278 7878	Repairs centre and gas servicing	0191 277 8888
Safe Living	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 کارکردنەکەمە بە لە لایەن شۆرای شاری نیوکاسلەوە ئەمرکی ئەوەی پێداوە کە خانووەکانی شۆرای شار بەرپۆوەبەراییەتی بکات. ئەگەر هەزتان لە وەرگرتنی ئەم زانیاریانە بە زمانی کوردی یا هەر زمانێکی دیكە هەبە بە ژمارە تەلەفۆنی 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.

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Contractors requiring access to your home



From time to time, we need to be able to get access to all of our properties so that we can check conditions and make plans for any necessary improvements.

You may receive a letter from us and one from our contractor, Storm Tempest, to say that they will soon need to come into your property to survey a few things for us. This isn’t about us checking up on you, and they’re not there to judge how clean or tidy your home is – they’re merely there to look at the condition of things like the fuse box, boiler, gas meter and external spaces to help us plan future works.

The surveyor will only need to be at your home for around an hour, and Storm Tempest can be flexible with appointment times if you work or have other responsibilities that mean you’re not always at home. Just check your letter for more information or contact **Alex Burke on freephone 0333 323 7766.**

Welcome to the latest edition of Leazes Homes & People

I’m thrilled to welcome you to this special, tenth anniversary issue of Leazes Homes & People.

I hope many of you enjoyed a fantastic day out at the birthday party at Dewley Court at the end of July – I hear we were incredibly blessed with the glorious weather, and the ice creams were definitely needed in that intense heat wave!

I have been proud to be a Leazes Homes trustee for over two years now, and I know there was some really brilliant work going on here before I was involved. You can read more about our successes over the last decade on the next two pages, and you might even spot yourself in a photo or two!

Our tenth anniversary has also provided us with a timely opportunity to review some of our services and to make sure we’re getting things right for

you – so I’d like to thank everyone who responded to our tenant survey earlier this year. You can read about our proposals based on that feedback on pages six and seven.

There are also some great photos of some of the activities residents of Station Court have been getting involved with on page 9. Please do remember to keep the communications team informed of anything you’re doing, their details are with the article.

I hope you enjoy the issue, here’s to another successful ten years!

Dawn Keightley
Chair of Leazes Homes



Our fantastic first decade!

Dewley House played host to our ten-year anniversary party in July.

All of our tenants were invited along for three hours of entertainment, a free picnic lunch and free ice cream. Activities on the day included bingo, garden games, face painting and a petting zoo, which had a range of animals including rabbits, chickens, an owl, a tortoise and snakes.



2009



Leazes Homes begins! We were set up by Newcastle City Council and YHN, and successfully qualified as a investment partner with Homes and Communities Agency (now Homes England) and as a registered provider of social housing. We completed our first bungalows on Coach Road, Hillsideview and Kenton Road

2011



Acquisition of 91 properties in Blucher village from Newcastle City Council. Station Court, our first supported housing scheme, also completes

2013



Acquisition of Prince Phillip Close from Anchor Housing

09

10

11

12

13

Leazes Homes is registered as a charity and completes its first 'general needs property' in Throckley



2010



Leazes Homes becomes independent of YHN and completes a general needs estate in Blakelaw

2012



The event gave residents the opportunity to engage with YHN staff and take part in interactive sessions. Newcastle City Council's repairs and maintenance staff were on hand to explain how the repairs process works and listen to feedback from residents about their experiences.

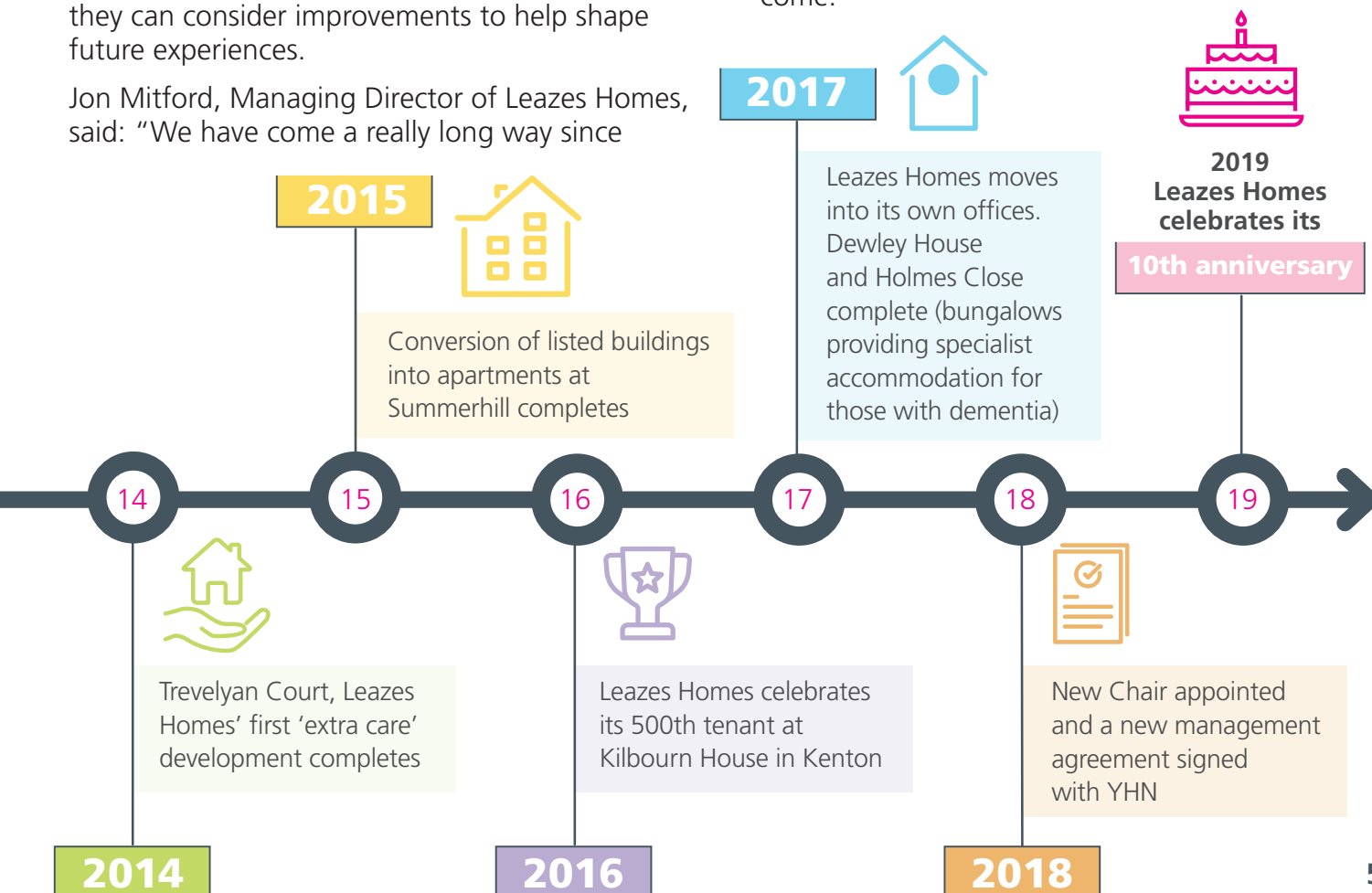
Residents also had the chance provide some feedback about what they like and don't like about where they live, using large maps of their area. The information collected will be reviewed by our housing management contractor, YHN, so they can consider improvements to help shape future experiences.

Jon Mitford, Managing Director of Leazes Homes, said: "We have come a really long way since

we formed ten years ago, and it was great to celebrate this occasion with so many of our tenants.

"There was a great sense of community spirit throughout the whole day and it was wonderful to see residents joining us from across the city. Everybody seemed to thoroughly enjoy themselves, making new friends and getting involved with the activities on the day.

"We look forward to continuing our journey and growing Leazes Homes for many more years to come."



Satisfaction survey – how we're responding to your views

Earlier this year, we sent surveys to all of our residents to ask how satisfied you were with the services we provide to you.

We do this every few years so that we can get a lot of information from all of our tenants to help us to review our services and make improvements where necessary.

We're really grateful to everyone who took the time to fill in the survey, so thank you for sharing your views with us – please rest assured that we go through all of the responses, talking to our contractors where appropriate, and come up with

plans to make things better where issues have been identified.

The three main areas where satisfaction was lower than we would have liked are around the repairs and maintenance service, appearance of neighbourhoods and our tenants not feeling like they're being listened to.

We have addressed each of these over the next couple of pages, but, if you have further queries about this, please don't hesitate to contact Sharon Freed on 0191 278 8781 or by email to sharon.freed@leazeshomes.org.uk

Your repairs and maintenance service



Satisfaction with the repairs and maintenance service has dropped since our last survey, and this is something we're keen to address.

Our current service provider, Newcastle City Council, was present at the tenth anniversary party to speak to residents directly about their concerns and to explain more about how the current service operates.

But we're also looking to renew the contract for this service following a full tender process. If you'd like to get involved in that process we'd love to hear from you – you can find out more about that on page 8.



Your neighbourhood

We know that the space outside of your home can be just as important as your home itself, so we want to improve your satisfaction with your neighbourhood as a place to live and its overall appearance.

There'll be more estate inspections happening as a result of the survey feedback, and various teams across YHN will be working closely together to tackle environmental and anti-social behaviour issues. If you spot anything negative in the meantime though, please do notify your scheme manager or housing office (depending on where you live) so that they can get this looked into straight away.

YHN's engagement officers were present at the tenth anniversary party to discuss how tenants felt about their neighbourhoods, and they ran some interactive sessions with maps and other materials to get a better understanding of resident concerns.



The graphic above shows how some people felt about their neighbourhoods. The engagement team will continue to talk to residents about neighbourhood concerns throughout the year – read the next section for more information about that.

Being listened to



One of the things that came across through the survey results is that many of you don't feel like you have enough opportunity to feed in your opinions or have your voice heard.

This is something that we think is very important – it's vital that we listen to our tenants as you're the people who can tell us whether or not we're getting things right.

YHN's engagement team will therefore be offering regular focus groups across the city, so you have a

chance to get involved frequently. If you'd like to attend one of these sessions, please contact Emily Sinclair on 0191 211 5400 or email emily.sinclair@yhn.org.uk

And remember, if ever you have general queries your scheme manager or local housing officer is always on hand to help too. You can read about some specific opportunities to get involved on the next page – please do just use the contact details listed there if you'd like further information.

Want to get involved?

There are various ways you can help us to shape our services and make sure we're getting things right for you.

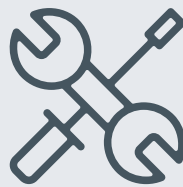
Our housing manager, YHN, runs lots of focus groups and other engagement activities and they'd always love to hear from you if you'd like to take part – just contact Emily Sinclair on 0191 211 5400 or email emily.sinclair@yhn.org.uk

There are also some specific things we'd love more tenants to get involved with, and you can read about them below.

We look forward to hearing from you if you're interested!



Help us improve your repairs service



Leazes Homes has a contract for a repairs and maintenance service so that we can make sure your home is kept in great condition.

The contract is currently with Newcastle City Council, but we're always keen to see if things can be done better, so we're running a tender process to make sure we're getting the best possible service we can for you.

It's really important that we have input from our tenants as we go through this process, so that we can fully understand what is important to you as we look to appoint a contractor.

We'd like to hear your thoughts on things like how you want to report repairs, what appointment times are available and the timescales for repairs being completed. We'll obviously be keen to ensure value for money and quality performance too.

If you're interested in helping us with this through our tenants' panel, or interested in the tenants' panel in general, please contact Sharon Freed on 0191 278 8781 or email sharon.freed@leazeshomes.org.uk

Keeping your neighbourhood tidy

We also have a contract for what we call a "grounds maintenance" service, which looks after communal outdoor spaces across the city.

We're keen to make sure that the service is working and that any issues are identified to us so we can make improvements and tackle any concerns.

As with many things, if we're not aware of potential problems, then we don't know that we should be looking for solutions.

So, if you'd like to help us keep track of our green spaces, please do just get in touch with us so we can explain a little more about our champions programme. Contact Sharon Freed on 0191 278 8781 or email sharon.freed@leazeshomes.org.uk if you want to get involved.

Community activities

Litter pick in Walker



Residents from Station Court took part in Newcastle City Council's Big Clean Up on Saturday 14th July.

The residents were keen to get involved and cleaned up the grounds of Station Court and the surrounding areas. Station Court, based in Walker, provides supported housing for tenants with a learning disability.

The clean up was part of Newcastle City Council's 'Your City Your Home' campaign, which was designed to transform the way we think about



waste - inspiring individuals and organisations to take responsibility for changing their behaviour relating to waste and to be proud of their communities and the environment they live in.

Rachel Rees, Housing & Wellbeing Officer at Station Court, said the residents did a 'brilliant job' and they were all amazing.

Thanks to everyone who helped take part in this event and well done to the Station Court residents for doing their bit!

Pride coffee morning

Residents of Station Court also showed their support for the LGBT (lesbian, gay, bisexual and transgender) community in July, when they got involved with the celebrations happening across the city for Northern Pride.

Northern Pride's mission is to promote, provide and protect, and they work with Newcastle City Council and many other organisations to hold a huge parade through the centre of town, as well as lots of other events around that.



At Station Court, residents discussed the 50th anniversary of the Stonewall riots and Northern Pride's mission statement. They also wore their brightest outfits, ate a fantastic rainbow cake, and some of them even painted their nails in rainbow colours!

Want to see your community events featured here? So do we!

Just send details to YHN's Communications team using the email address communicationsteam@yhn.org.uk or call 0191 278 8600 and ask for Communications.

Are you interested in volunteering, work experience or help finding employment?

YHN's Employability team is available to help support Leazes Homes tenants with employment training.

As well as providing employment opportunities, they also work with a number of other employers and training providers to open doors elsewhere. No matter what your experience, skill set or career plans are, they're confident they have something in place to be able to help you.

They know that not everyone looking for work is

ready for an immediate start and that people may need some additional help, whether it be training, volunteering or work experience opportunities. Working with their partners, they're able to provide this kind of support and help to get people on the right employment path.

We'll be arranging visits to some properties over the coming weeks to talk a bit more about the team and promote some of their exciting events and opportunities, so keep an eye out for these.

Apprenticeships

At the beginning of September, the Employability team at YHN is opening applications for apprenticeships.

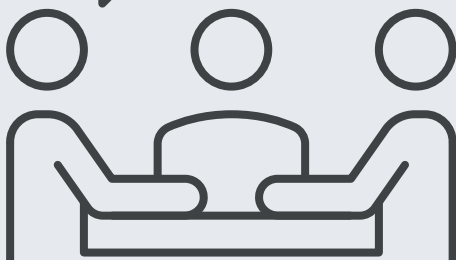


They have apprenticeships in a number of fields including: admin, communications, customer service and warehouse; but keep an eye out as they may add some more!

The apprenticeships combine work and college, giving you the chance to work towards an NVQ.

Paying £3.90 per hour, they usually last approximately 12-15 months and there are no age restrictions.

Join us



The Employability team will be holding a jobs fair at the Assembly Rooms on Thursday 26th September. This is a drop-in event running from 10am-12.30pm.

They have a variety of employers and training providers attending with a stall, ranging from customer service and admin, to support services and apprenticeships.

Confirmed employers include British Airways, NHS, North East Ambulance Service and Newcastle City Council. YHN will have stalls to promote vacancies in areas such as Ostara and NFS, as well as support services around Universal Credit and employability.

The last job fair was attended by hundreds of tenants and it was a great day! You can book your place at this drop-in event by calling 0191 277 3667 or emailing employabilityteam@yhn.org.uk.



OF SOCIAL HOUSING

2019 saw the 100th anniversary of the passing of the Addison Act, which was an act of parliament brought in to give local authorities responsibility for building affordable housing for rent.

The date was significant, as it immediately followed the end of World War One, and the then housing minister, Dr Christopher Addison, was keen to see homes built that were fit for returning heroes.

Newcastle City Council is celebrating the anniversary with an exhibition at the City Library and some smaller ones across the city (full details

are available at www.newcastle.gov.uk) and they have personal stories from people who have lived in social housing included.

Our very own Tenant Trustee, Mick Brady, and his wife, Shirley, were interviewed as part of the preparations for the exhibition – you can read more about the impact social housing has had on their lives below.

Mick and Shirley Brady are well known in the Pendower area of Newcastle, having both spent over 50 years living on the estate.

Mick moved to Pendower over sixty years ago, after living in an old terrace in Benwell, which was rented from a private landlord.

Since moving to Pendower, Mick has been intrinsically linked with the estate, never moving more than a couple of streets from the places he played as a boy, and always maintaining his connection to the community he holds so dear.

Sixty plus years on from his first move, the Bradys live in a lovely new Leazes Homes bungalow and Mick can see his childhood bedroom window from his sofa!

The ability to stay within a defined area no matter how your circumstances change is one of the many benefits the Bradys associate with social housing.

And this is something they think contributes to the sense of community in places like Pendower; residents don't have to move elsewhere because they've had a child, or because they've become older; in fact some residents of Pendower are the third or fourth generation of their family to live there.

Mick considers the building of social housing to be vital, saying: "I honestly believe that social housing is as important as the NHS. I think people would die without it. With social housing you have a home for life; you can plan ahead for many years and make a proper home for your family."



Mick and Shirley Brady

Newcastle City Council's exhibition runs until the end of September.

Hartley Court

**Exclusively
for people
over 55**



Considering a new home?

Exclusively for people over 55, properties at Hartley Court in Dinnington are light and airy with excellent space standards and modern fixtures and fittings. Homes available include one and two bedroom apartments within the main building and two bedroom flats located on an adjacent street.



Key benefits

- No fees or deposit to pay
- All repairs and maintenance costs covered
- Supported Living Officer based on site Monday to Friday
- Secure door entry system as standard
- Furnished option available on request (at additional cost)
- Communal lounge
- Shared communal garden

Dinnington is a small, well connected village a few miles north of the city centre and five miles north east of Newcastle Airport. Within the village, there is a local shop, post office, social club, Indian restaurant and a carvery style restaurant.

There is a local retail park 3.5 miles away where you can find a variety of stores including; Tesco Extra, Marks & Spencer, Boots and Matalan. There is also a selection of places to eat and drink here.

Transport links



The number 45 bus stops outside Hartley Court, goes to Newcastle city centre, and takes roughly half an hour. Buses run approximately every 30 mins throughout the day, then every hour after 6pm.



There is a Metro station 3.5 miles away at Kingston Park, with links to Newcastle, North and South Tyneside.

INTERESTED?

☎ **0191 278 8585** ✉ **yourtimeyourspace@yhn.org.uk**

Use the details above to register your interest or arrange a viewing. If you have any questions, please contact Your Homes Newcastle, who manage all of Leazes Homes' properties.



Alternatively, you can register online on the Tyne and Wear Homes website **www.tyneandwearhomes.org.uk**



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