

The Gateshead Housing Company

news

special
edition

Providing excellent homes and housing services FEBRUARY 2005



win £250 of HomeStyle
decoration vouchers, a TV and DVD
player, or a cooker.

*PLUS free energy efficient
light bulbs for the first
1,000 tenants.*

Your home, Your choice

The Swallow Newcastle Gateshead
Thursday, 17 and Friday, 18
February 2005



The Gateshead Housing Company
Working with Gateshead Council



Your home, Your choice

- Want to give us your views?
- Want to make services better?
- Well, come to one of our interactive sessions today, and make a real difference.

At this event we have lots of interactive sessions and presentations. So please come along to one or more of them, get involved, and give us your views. The sessions are:

Planning for Real - all day in the main hall

We want your views on what security and environmental improvements you would like to see in your area.

Come along and plot on our maps where you think there are problems or issues, and what you would like to see done.

Investment Game

Ever wondered how programmes are put together, how designs are made, what issues we have to deal with?

We'll come along, and be an investment manager for half an hour, and see how well you do it.

Choice Based Lettings

Gateshead Council is looking to change the way it allocates homes to people moving into the area, as well as for existing tenants who want to move to a home in another part of the borough.

We want your views on the proposed changes to the way homes are let in Gateshead.

Thursday, 17 February

Noon - Investment Game

1pm - Choice Based Lettings

2pm - Investment Game

3pm - Choice Based Lettings

4pm - Investment Game

5pm - Choice Based Lettings

Friday, 18 February

9am - Investment Game

10am - Choice Based Lettings

11am - Investment Game

1pm - Choice Based Lettings

2pm - Investment Game

They are all held in the main hall. Please ask a member of staff for directions.

Welcome to 'Your home, Your choice'



The Gateshead Housing Company wants to make thousands of improvements to homes across the borough by 2010.

By attending this event, you can help us to plan the improvements we want to make in the future for thousands of local people like you.

At this event we want you to see the fires and surrounds we offer, and ask



you which ones you think should be offered to tenants in the future.

We'd also like to know how you would like the improvement works we make to take place, and where to start improvements first, so everyone is treated fairly.

You can give your views on the Home**Bonus** rewards scheme as well, so that this coming year's scheme could benefit you even more!



And tell us what local security and environmental schemes you would like to see in your area, and how you think we should carry them out.



In the past year, we spent almost £500,000 on those local schemes across the borough to really make a difference to peoples' lives.

This event is a mixture of things to see, things to do, things to choose, people to talk to, with free refreshments, and don't forget we also have a free shuttle bus running to and from Gateshead town centre.



You could also win £250 of Home**Style** decoration vouchers, a widescreen TV and DVD player, a new cooker, or a host of runner-up prizes by taking part in a short survey after you have seen some of the improvement works we want to do.

And the first 1,000 tenants who complete the survey will take away four free energy efficient light bulbs, courtesy of British Gas and The Gateshead Housing Company.



Ken Childs
BOARD CHAIR - THE GATESHEAD HOUSING COMPANY

You can still give your views on our first year

There is still time to take part in our campaign to get the views of 23,500 tenants and leaseholders across the borough.



The Gateshead Housing Company's major survey of residents' views is being carried out until the end of February, as the company looks to set its priorities for this year, and then even further ahead.

As well as helping the company to improve its services, tenants who take part, can also win prizes including, a widescreen TV and DVD player, a new kitchen cooker, or £250 of Home**Style** decoration vouchers.

The survey was sent to all tenants and leaseholders in early January, along with the company's regular newspaper and quarterly rent statement.

But, if you haven't filled in the survey, or mislaid your copy, you can pick up a copy of the newspaper at this event.



Chief Executive: Bill Fullen.

Registered Office:

**The Gateshead Housing Company,
Suites 1, 2 and 5, Baltic Business Centre,
Saltmeadows Road, Gateshead, NE8 3DA.**

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To contact The Gateshead Housing Company News team call 0191 433 5382 - 0191 433 5383 or ianclarkin@gatesheadhousing.co.uk

Designed by Polsinelli - 0191 209 4533.
Photographs by John Archbold Photography and Doug Hall/Neil Wasp of i2i.

Improvements make difference

Tenants have helped the company to make homes more secure and friendly.

The £140,000 plans, recently approved by the company's area boards, will see several schemes make a real difference to the lives of tenants.

The boards, which include local tenants, approved the schemes at a recent board meeting, and brought the spending by the company on similar schemes to over £500,000 since last April.

The new projects are:

- £52,550 - to put in fencing, refurbished seating and drying area to bungalows in Grampian Gardens, in Lobley Hill.
- £79,129 - for additional fencing, improved bins and door-entry system for flats at Mendip Gardens, in Lobley Hill.
- £3,000 - to improve a communal area in Malton Green, with fencing and a garden.
- £2,000 - to install door-entry systems to the entrance of flats in West Crescent in Wardley.
- Projects in Leam Lane were also approved.

'A to Z' planned

The Gateshead Housing Company is producing an 'A to Z' of housing services.

The magazine guide will be sent to all tenants and leaseholders in April, along with the next issue of this newspaper.

It will include information about getting a home, services on offer, as well as local information.

The company would like to know what housing information you would like to see in the guide.

If you have any ideas, write to Ian Clarkin, The Gateshead Housing Company, Suites 1, 2 and 5, Baltic Business Centre, Saltmeadows Road, Gateshead, NE8 3DA.

You can also e-mail ideas for the A to Z to ianclarkin@gatesheadhousing.co.uk

Training plan will help residents

The company is currently producing a 'Training and Development Strategy' for employees and key partners.

This will ensure residents are provided with the best service possible, by well-trained, skilled and motivated employees.

We would welcome your views on what is important to you in the way we develop employees, or areas we provide training on.

If you would like to help the development of this strategy, call Janice Poole, Staff Development Officer, on 0191 433 5379, or e-mail janicepoole@gatesheadhousing.co.uk

You can also tick the box on the 'Getting Involved' section of the survey on page 7.

Free light bulbs offer 'green' savings

British Gas has donated thousands of energy efficient light bulbs to The Gateshead Housing Company, to encourage tenants attending this event to be more energy efficient.

The 1,000 packs of energy efficient light bulbs we are looking to give away over the next two days use a fraction of the power traditional bulbs need.

This would mean savings of £28,000 in just one year, from the bulbs given away, as each bulb can save up to £7 a year on lighting bills.

The Gateshead Housing Company plans to secure thousands more energy efficient light bulbs over the next few months, for other tenants and leaseholders across the borough.

The windfall of bulbs is part of a British Gas led initiative to tackle fuel poverty, which will also involve more than 500 local homes receiving free cavity wall and loft insulation.

To get your free pack of four light bulbs, fill in the questionnaire on page 5.

Please note that the offer is restricted to one pack of bulbs per household attending this event, until stocks run out.



Ashley Hankinson, left, of The Gateshead Housing Company takes delivery of some of the energy efficient bulbs from Alison Swan of British Gas.

British Gas
Doing the right thing

Gateshead 'lets' residents give home views

Local residents are being invited to give their views on proposed changes to the way that hundreds of homes are let across Gateshead each year.

Gateshead Council is looking to change the way it allocates homes to people moving into the area, as well as for existing tenants who want to move to a home in another part of the borough.

The Gateshead Housing Company, which manages Gateshead Council's 23,500 homes across the borough, has organised local meetings, to get the views of thousands of tenants at first hand.

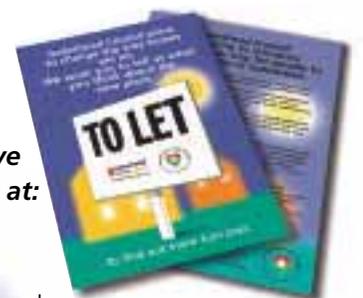
You can give your views on the proposed scheme at this event, at the following times:

- Thursday, 17 February at 1pm, 3pm and 5pm.
- Friday, 18 February at 10am and 1pm.

Other meetings have also been arranged at:

- The Lyndhurst Centre (Learning for Life), Beacon Lough Road, Low Fell - Monday, 21 February at 2.30pm.
- Felling Community Centre, Crowhall Towers, Crowhall Lane, Felling - Tuesday, 22 February at 2pm.
- Lobley Hill Community Centre, Scafell Gardens, Lobley Hill - Thursday, 24 February at 4pm.

Tenants wanting to find out more about the meetings can ask at any local office of The Gateshead Housing Company across the borough, or log onto www.gatesheadhousing.co.uk





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We would like to know how you think The Gateshead Housing Company should deliver its programme for major improvement works to peoples' homes.

We need to put together a programme to tackle all the work needed to meet the Government's Decent Homes Standard by 2010.

We realise that everyone would ideally like the work to start on their own home first. But, because of the size of the programme, and the amount of funding we receive, this simply isn't possible. So that the programme is as fair as possible, we also need to agree how the work should be prioritised.

By taking part in this short survey, you can help us to make sure our long-term programmes benefit as many people as possible. *Please take a few minutes to complete this questionnaire. If you want any help please ask any of our employees here today.*

1

Our Long-Term programme

Below is a list of priorities that we can base the Major Improvements programme on. We would like you to tick the one option that you think the programme should be based on.

Priority (please tick one)

Option 1 - Properties needing the most work first

Option 2 - Properties needing the least work first

Option 3 - Work to the oldest properties first

Option 4 - Work to the newest properties first

Option 5 - Work to full estates

2

The Major Improvement Work

In 2004, work was carried out as an investment package, with all works done in one go. This meant some properties having kitchens and bathrooms replaced; receiving a new boiler, fire and surround; being rewired; and receiving new double glazed windows, all at the same time. This meant less disruption and redecoration, but fewer properties had work done.

We would like to know if you want us to (please tick one)

Option 1 - Continue with investment packages, with all work done in one go, meaning just one redecoration, but up to four weeks of disruption in one go.

Option 2 - Go back to carrying out work one stage at a time, over a number of years. This could mean less disruption at a time, but up to six periods of work over a few years.

3

Respite Houses

These were provided on all of our Major Investment Schemes in 2004. Before work started they were used as show houses. This gave tenants the chance to have a look at the completed work. Once work began on site, they become a place tenants could go during the day, whilst work was being carried out in their home.

The houses were fully furnished, offered tea and coffee making facilities, and had newspapers delivered every day.

Do you think that we should continue to offer these facilities on all future schemes?

Please tick one Yes No Don't know

4

Scaffolding

Scaffolding often needs to be put up around a house while Major Improvement Works are being carried out. This means that some properties could have scaffolding up over the two-week Christmas period.

Do you think that (please tick one)

Option 1 - Scaffolding should be left up over Christmas, so work can quickly restart in the New Year. This would reduce disruption, make the work shorter, but would mean homes having scaffolding over the festive season.

Option 2 - Scaffolding should be taken down before Christmas and not put back until work restarts. This would mean no scaffolding over the festive season, but would make the disruption last longer.

5

Bathroom replacements

This is a common part of Major Improvement Works. Currently we offer two white bathroom suite choices. One of the suites is by far the most popular, with two out of three tenants picking it. Unfortunately this suite cannot be fitted in all properties, due to the position of the soil pipe.

Would you like to see us (please tick one)

Option 1 - Continue to offer two white suite choices.

Option 2 - Where possible, just fit the most popular suite as standard.

6

HomeBonus

HomeBonus was introduced in 2004, and is directly linked to the Major Investment Work.

The scheme allows qualifying tenants to pick from a range of extra improvements and fixtures, such as redecoration, an electric shower, more tiling, a heated towel rail or a burglar alarm.

Do you think rewarding tenants through the HomeBonus scheme is a good idea?

Yes No Don't know

Some choices have not proved as popular as others. We would like you to pick items you feel should be on offer. Please tick items you think we should continue to offer on HomeBonus.

Most Popular Choices

- | | | |
|---|--|---|
| <input type="checkbox"/> Additional tiling | <input type="checkbox"/> Deluxe tiling | <input type="checkbox"/> Mixer tap with shower attachment |
| <input type="checkbox"/> Kitchen mixer tap | <input type="checkbox"/> Coloured glass panel for new front door | <input type="checkbox"/> Redecoration of a room |
| <input type="checkbox"/> External tap with wall mounted hose reel | | |

Least Popular Choices

- | | | |
|---|--|--|
| <input type="checkbox"/> An electric shower | <input type="checkbox"/> Wall mounted bathroom fan | <input type="checkbox"/> Ladder effect towel rail |
| <input type="checkbox"/> Wall mounted kitchen fan | <input type="checkbox"/> Burglar alarm | <input type="checkbox"/> Security Lamp |
| <input type="checkbox"/> Door lantern | <input type="checkbox"/> Dimmer switches | <input type="checkbox"/> Extra sockets |
| <input type="checkbox"/> Ventilation systems | <input type="checkbox"/> New internal door handles | <input type="checkbox"/> New internal doors |
| <input type="checkbox"/> New front or back door | <input type="checkbox"/> 6x4 Timber shed | <input type="checkbox"/> Water butt with stand and tap |

Is there anything we don't currently offer, that you think we should?

1 _____	2 _____	3 _____
4 _____	5 _____	

7

Security and Environmental Schemes

These are works that The Gateshead Housing Company carries out to improve the appearance and security of estates. These schemes are identified by local residents, and designed to complement the major improvement works.

We would like to know if you think we should (please tick one)

Option 1 - Continue to carry out small schemes to individual or small groups of properties

Option 2 - Carry out fewer schemes, but make them much larger, so they have a bigger impact on the estate

8

Getting involved

We want our tenants and leaseholders to get involved and influence the services they receive. Please tick any of the boxes below, and we will contact you when opportunities to possibly get involved come up.

Influencing decisions

Main Board Member

Area Board Member

Annual reviews

Major Works Compact and Service Agreement

Multi-storey Compact and Service Agreement

Tenant and Leaseholders' Compact

Leaseholders' Compact and Service Agreement

Sheltered Accommodation Compact and Service Agreement

Get involved with

Readers' Panel

Mystery Shopping

Estate, scheme, or block tours

Repairs

Tackling anti-social behaviour

Caretaker and Concierge Services

Housing management

Business planning

Postal questionnaires

e-mail questionnaires

Telephone questionnaires

Leaseholders' Forum

Tenant and Resident Associations

Our website

The Gateshead Housing Company's newspaper editorial panel

Our information leaflets

Our employee training strategy

Receiving Information

Open days and events

Tenants and Leaseholders' Conference

Attending Board meetings

Major Works and Investment Programme

Developing the programme

Contractor management

Contractor selection

Special Interest Groups

Customers in Sheltered Accommodation

Customers from Black and Minority Ethnic Groups

Younger customers

Customers in multi-storey accommodation

Customers with disabilities

Customer involvement evaluation

Tenancy address: _____

Post code: _____

Tel: _____

Mob: _____

E-mail: _____

Members of Household - Give details of all persons living at the tenancy address. Attach a 2nd sheet if needed.

- For **Ethnic origin** please write the appropriate number from the list at the bottom of the page
- If the person would consider they had a **disability**, then write the appropriate number from the list at the bottom of the page.

NAME Put main tenant first, then other household members	Male or Female	Relationship to main tenant	Date of birth	Ethnic origin (code below)	Any disability? (code below)	OFFICE USE ONLY (person ref)
		Tenant				

Additional household information requirements

If you, or other members of your household would like information in different formats, then please tick any of the following boxes.

Large print Braille Audio tape Other language (please specify)

ETHNIC ORIGIN

White

- 01 British
- 02 Irish
- 03 Other White

Asian or Asian British

- 04 Indian
- 05 Pakistani
- 06 Bangladeshi
- 07 Other Asian

Chinese or Other Ethnic Group

- 08 Chinese
- 09 Other ethnic group

Mixed

- 10 White and Black Caribbean
- 11 White and Black African
- 12 White and Asian
- 13 Other mixed

Black or Black British

- 14 Black Caribbean
- 15 Black African
- 16 Black British
- 17 Other

DISABILITY

- 01 Blind or partially sighted
- 02 Wheelchair user
- 03 Other mobility difficulties
- 04 Deaf or hearing impairment
- 05 Mental health disability
- 06 Learning disability
- 07 Other disability (please specify)

We need your personal data to improve the services we offer to you and other residents. This includes services offered on our behalf by our partners and contractors (such as Gateshead Council, Morrison Facilities Services Ltd and Frank Haslam Milan Ltd). The company will also use personal data for Equal Opportunities Monitoring. We will keep your personal data safe and secure, and will not share it with any other organisations or disclose it to anyone else without your consent, unless we are required by law to do so. If you have any queries about the information we hold please write to The Gateshead Housing Company, Suites 1, 2 and 5, Baltic Business Centre, Saltmeadows Road, Gateshead, NE8 3DA.

Requesting a translation of this form - I would like to take part in this survey but would need it in one of these formats



Bengali

আমরা যে পরিষেবা দিচ্ছি সে বিষয়ে যদি আপনার মতামত জানাতে চান তাহলে এই বক্সে টিক চিহ্ন দিন ও এই পৃষ্ঠার নিচের দিকে আপনার নাম, ঠিকানা ও ফোন নম্বর প্রিন্ট করে দিন। এর পর সঙ্গে দেওয়া খামে ফর্মটা ফেরত পাঠিয়ে দিন - ডাক টিকিটের দরকার নেই। এই সার্ভেতে অংশ নিয়ে আপনি আপনার বাড়ির জন্য টেলিভিশন ও ডিভিডি (DVD) প্লেয়ার, বা নতুন ক্রিসমাস কুকার বা £250 এর মত সাবানোর ডিভিচার নিয়ে যেতে পারেন।

Chinese

如果您愿意对我们提供的服务发表意见，请在本选项框上打勾，并且在本页底部用印刷体写上自己的姓名、地址和电话。然后请使用已提供的信封将表格寄回，本信封不需要邮票。通过参加调查活动，您可以赢得一台电视和一台 DVD 播放机，或者一套新的厨房炊具，或者 £250 家居装饰品优惠购物券。

Czech

Pokud nám chcete sdělit svůj názor na služby, které poskytujeme, zaškrtněte, prosím, toto políčko a ve spodní části této stránky vytiskněte své jméno, adresu a telefonní číslo. Poté nám formulář zašlete v obálce, kterou jsme Vám poskytli – lze jej zaslat bez poštovní známky. Pokud se zúčastníte tohoto průzkumu, můžete vyhrát televizi a DVD přehrávač nebo nový kuchyňský sporák, nebo poukázky na dekorace pro Váš byt o hodnotě £250.

French

Si vous voulez nous donner votre avis sur les services que nous fournissons, cochez cette case et écrivez votre nom, adresse et numéro de téléphone en lettres d'imprimerie au bas de cette page. Renvoyez ensuite le formulaire dans l'enveloppe fournie – vous n'avez pas besoin de timbre. Vous pourriez gagner un poste de télévision et un lecteur de DVD, ou une nouvelle cuisinière, ou 250 Livres Sterling en bons de décoration pour votre logement si vous prenez part à un sondage.

Farsi

اگر مایل هستید نظرات خویش را در خصوص خدمات ارائه شده توسط ما مطرح سازید، لطفاً داخل این باکس علامت تیک زده و نام، آدرس و شماره تلفن خود را در پایین همین صفحه بنویسید. سپس این فرم را در پاکتی که در اختیارتان گذاشته ایم قرار داده و برای ما ارسال کنید. برای این کار هیچ نیازی به الصاق تمبر پستی نیست. با شرکت کردن در این نظرسنجی می توانید برنده یک دستگاه تلویزیون یا پخش کننده DVD، اجاق خوراک پزی جدید، یا کوپن های دکوراسیون برای منزل خود به ارزش £250 شوید.

Hindi

यदि आप हमारे द्वारा प्रदान की जाने वाली सेवाओं के बारे में हमें अपने विचार बताना चाहते हैं, तो कृपया इस बॉक्स में सही क। निशान लगाएं और इस घुंघु के नीचे अपना नाम, पता और टेलीफोन नम्बर प्रिंट करें। तय्यचार बहा दिग् गल् लिफाफे में फॉर्म लीटा दें - इसमें डाक टिकट लगाने की जरूरत नहीं है। आप इस सर्वेक्षण में भाग लेकर अपने घर के लिए एक टेलीविजन और डी.वी.डी. प्लेयर अथवा एक नया किचन कुकर अथवा £250 के डेकोरेशन वाउचर्स जीत सकते हैं।

Sorani

له گهر حمز ده کبیت بر و بۆجیونی عزت سهبارت بهو خرمه تگوزاریانی دهسه بهرمان ده کبیت ده بریت، لهوا تکابه نیشانه بک لههوا لهه جوار گۆشه به دا بکه و ناو و ناویشان و ژماره ی لهه فۆنی عزت له ژۆره ی تم لاپه ره به نو سه. دواتر تم فۆرمه بکه ناو لهو زهره ی بزقان دهسه بهر کر دوه و بزمانی بیره وه - تاردنی تم نامیه به عمۆر ایبه و بیوست ناکات بول له زهری نامه که به دیت. له گهر تم واپرسیه دا به شداری بکه به لهه لهه فۆنی بان جیهانگی دی لی دی، بان چیشته لهه یانگی تازه، بان £250 فۆرچر بز رازانه وه و دیکۆری ناومالت به به وه.

Punjabi

ਜੇ ਤੁਸੀਂ ਸਾਡੇ ਵਲੋਂ ਪਦਾਨ ਕੀਤੀਆਂ ਸੇਵਾਵਾਂ ਬਾਰੇ ਆਪਣੇ ਵਿਚਾਰ ਦਸਣੇ ਚਾਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਬਾਕਸ 'ਤੇ ਟਿਕ (✓) ਕਰੋ ਅਤੇ ਇਸ ਪੰਨੇ ਦੇ ਅੰਤ 'ਤੇ ਮੈਟੇ ਅੱਖਰਾਂ ਵਿਚ ਆਪਣਾ ਨਾਮ, ਪਤਾ ਅਤੇ ਟੈਲੀਫੋਨ ਨੰਬਰ ਲਿਖੋ। ਫਿਰ ਇਸ ਫਾਰਮ ਨੂੰ ਨਾਲ ਦਿੱਤੇ ਗਏ ਲਫਾਫੇ ਵਿਚ ਪਾ ਕੇ ਸਾਨੂੰ ਵਾਪਸ ਭੇਜ ਦਿਉ - ਇਸ 'ਤੇ ਫਾਰਮ ਟਿਕਟ ਲਾਉਣ ਦੀ ਜ਼ਰੂਰਤ ਨਹੀਂ। ਤੁਸੀਂ ਸਰਵੇਖਣ ਵਿਚ ਹਿੱਸਾ ਲੈ ਕੇ ਇਕ ਟੈਲੀਵੀਜਨ ਅਤੇ ਡੀ.ਵੀ.ਡੀ. ਪਲੇਅਰ, ਜਾਂ ਇਕ ਨਵਾਂ ਰਸੋਈ ਕੁਕਰ ਜਾਂ ਆਪਣੇ ਘਰ ਦੀ ਸਜਾਵਟ ਲਈ £250 ਦੇ ਵਾਉਚਰ ਜਿਤ ਸਕਦੇ ਹੋ।

Portuguese

Se nos quiser dar a sua opinião sobre os serviços que prestamos, então agradecemos que assinale este quadrado e introduza o seu nome, morada e número de telefone no fundo desta página. Depois envie este formulário no envelope fornecido – não é necessário selo. Poderá ganhar um televisor e leitor de DVD ou um novo fogão ou vales no valor de £250 para decorar a sua casa ao participar num inquérito.

Urdu

اگر آپ ہماری فراہم کردہ خدمات سے متعلق ہمیں اپنی آراء فراہم کرنا چاہتے ہیں، تو براے مہربانی اس خانے پر ٹک لگائیں اور اس صفحے کے ذیل میں اپنا نام، پتہ اور ٹیلیفون نمبر بڑے لفظوں میں لکھیں۔ بعد ازاں فراہم کردہ لفافے میں فارم کو واپس لوٹا دیں - کسی قسم کا پوسٹیج اسٹیپ درکار نہیں ہے۔ اس سروے میں شامل ہو کر آپ ایک ٹیلی ویژن اور ڈی وی ڈی پلیئر، یا ایک نیا کچن کوکر، یا اپنے گھر کے لئے £250 پائونڈ کے آرٹسٹری واپچرز جیت سکتے ہیں۔

If you would like this questionnaire in Large Print or Braille, then please call 0191 433 5382 or 0191 433 5380.

Residents are invited to March Meetings

Local people can find out more about The Gateshead Housing Company's efforts to improve housing in their own area, at a series of meetings this March.

Tenants and leaseholders are invited to attend any of the company's forthcoming main and area board meetings, being held at:

- West and central area board - from 10am on Thursday, 3 March at Blaydon Cricket Club.
- East and south area board - from 2pm on Monday, 7 March at Easington Avenue, Communal Lounge, Wrekenton.
- Main board - from 10am on Thursday, 10 March at Gateshead Civic Centre, Regent Street, Gateshead.

For information about the meetings call Stuart Gibson on 0191 433 5308, or e-mail stuartgibson@gatesheadhousing.co.uk

Information, reports, minutes and agendas for the regular meetings are also available online at www.gateshead.gov.uk/councilpapers

Can you make your newspaper even better?

The Gateshead Housing Company is looking for tenants and leaseholders to help make this newspaper even better.



Initial results from recent surveys, show that the vast majority of residents find this regular newspaper useful and informative.

But, we know with your help that we can make it even more readable, informative and useful.

An 'Editorial Panel' is being set up to get tenants and leaseholders involved in deciding the news and features that residents at over 23,500 homes receive up to five times a year.

Initially your involvement may just be looking at proposed news or feature ideas.

But, in the future, tenants and leaseholders could get involved in writing articles, and seeing how a professionally designed newspaper is planned, written, designed and printed by the experts.

If you are interested in getting involved call Ian Clarkin, Communications Officer for The Gateshead Housing Company on 0191 433 5382, or e-mail ianclarkin@gatesheadhousing.co.uk

Leaflets there to help residents

As part of The Gateshead Housing Company's work to improve the quality of information for its tenants and leaseholders, a number of information leaflets have been produced.

The series of leaflets is now available from any of our offices across the borough, or by filling in the form below and posting it to us. Please send me the following leaflets; (tick as many as you like)

General information

- The Gateshead Housing Company
- The board/local area boards
- Opening times

Getting involved

- Listening to your views
- Residents' associations
- Allerdene residents association
- Bleach Green residents association
- Lobley Hill residents association
- Getting involved
- Tenant and leaseholders' compact
- Sheltered accommodation compact

Your home

- Applying for a home
- Our lettings standard
- Introductory tenancies
- Furnished tenancies
- Caretaking/Concierge services
- What to do in an emergency
- Repairs
- Gas servicing
- Home Rewards schemes
- Making improvements to your home
- Ending your tenancy

- Service charges on leasehold flats
- Paying your rent
- Difficulties paying your rent
- Housing benefits
- Sheltered accommodation services
- Sheltered accommodation
- Neighbourhood nuisance/Blizzard

Gateshead Council information

- Change of circumstances form
- Estate guide
- Housing support
- Housing advice
- Medical points
- Homeless advice service
- Insurance scheme
- Move on service
- Domestic violence support scheme
- Homewap - into
- Homewap - out of
- Gateshead mediation service
- Your service - our commitment
- Know your local councillor

Government information

- Your right to compensation for improvements
- Guide to tenant empowerment grant programme
- Denial of the right to buy
- Leasehold flats
- Your right to repair: a guide for tenants
- Tenant participation compacts - guide for tenants
- Thinking of buying a council flat?
- Your rights as a council tenant
- Your right to buy your home
- Right to buy - service charge loans
- Fire safety in the home

Ombudsman information

- Ombudsman leaflet
- Ombudsman complaint form

Department of Work and Pensions information

- Help with your rent
- Help with the social fund
- Help with your council tax
- Housing matters

Help the Aged information

- Keep out the cold
- Safety in your home
- Security in your home
- Living alone safely

Tick here if you would like them in:

- Large print
- Braille
- Audio tape

NAME

ADDRESS

TEL NO E-MAIL

Please return to:

Ian Clarkin, Communications Officer, The Gateshead Housing Company, Suites 1, 2 and 5, Baltic Business Centre, Saltmeadows Road, Gateshead, Tyne and Wear, NE8 3DA.

You can also e-mail requests to: ianclarkin@gatesheadhousing.co.uk or order information online at the company's website at www.gatesheadhousing.co.uk

We ^{still} need your views



It's not too late. if you haven't already filled in your survey, pick up a copy of The Gateshead Housing Company News at this event.



**fill in
and
WIN**

You could still win a widescreen television and DVD player, or a new kitchen cooker, or £250 of decoration vouchers for your home, plus runners-up prizes, by taking part in the survey.



**Don't put all your
eggs in one basket
this Easter.**



The Gateshead Housing Company
Working with Gateshead Council

You should pay your rent 'eggstra' early this Easter, to avoid your next statement showing **ARREARS**

To avoid ARREARS, pay your rent for the last week of March, at our payment offices by Thursday, 24 March.

If you use a Post Office, pay your rent by Tuesday, 22 March.