

your future in our homes



 "Hello and Welcome to the 9th Edition of 'Your Future in our Homes' the newsletter that keeps you up-to-date with information on our lettings service"

This edition includes articles on:-

- Our First Property Shop;
- Properties which are available for rent;
- Mutual exchanges;
- Nominations.



I hope that you will complete and return the attached lettings service survey with your comments. Any comments or suggestions you do make will be used to improve our service.

If you have any queries regarding your housing application or any aspect of our lettings service, please contact any member of staff in the lettings team.

Nicola Walsh, Lettings and Property Shop Service Manager.

New Property Shop Opened

Our newly created Property Shop was opened on 27th October 2005. It is operating in a similar way to Estate Agents. Customers can obtain information on Ashfield District Council properties and discuss options for renting a home. Ashfield Homes' staff are also able to give advice on other housing choices that are available, including details of Housing Associations. Tenants visiting the Property Shop can make an appointment for a home visit to discuss issues such as their rent account and tenancy issues. This marks an exciting new development in the way housing services are delivered by Ashfield Homes on behalf of Ashfield District Council to service users in the Ashfield area. Customers are also able to report repairs and make Housing Benefit enquiries via a freephone service.



Exciting News !!!

Watch out for our new property shops opening in Hucknall and Sutton.

Welcome Packs - Helping To Get You Started!



When you have signed to accept an Ashfield District Council property you will be given a welcome pack which will include the following:

- Long-life light bulbs
- Toilet Rolls • Toilet Duck
- Cream Cleaner
- Mr Sheen • Brillo Pads
- Yellow Dusters
- Dish Cloths • Floor Cloths.

They may also include pens, key fobs or note pads.



Ashfield District Council's Lettings Scheme

In August 2005, Ashfield District Council updated their Lettings Policy.

Why did they do this?

To make it easier to understand and fairer to all applicants.

Do you understand the new scheme?

If you are unsure of any part of the Policy please contact Nicky Poulton on **01623 608895**.

Social Points

Ashfield District Council operates a points system and all properties are let according to a points total. These are calculated by a person's personal circumstances.

There are categories within the points system which allows us to award points for special circumstances, these are called social points. You may be awarded these for things like Domestic Violence, Violent Harassment, living closer to relatives for support or to be closer to work.

In order for us to award these points you must supply us with enough evidence to support your application. In the case of violent harassment your case would generally have to be supported by the police. If you want anymore information, please contact your local Property shop.

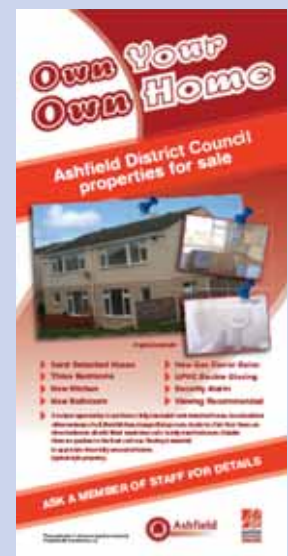
The Right to Appeal

We want to provide you with the best service possible but understand that you may not agree with every decision made with regards to your application for housing. The types of decisions you may want to appeal against would be the amount of medical points awarded or suspension from the housing register. If you do wish to appeal you can do this by writing to:- Nicola Walsh, Lettings and Property Shop Service Manager, Ashfield Homes Limited, Broadway, Brook Street, Sutton in Ashfield, Notts. NG17 1AL.

Attention - First Time Buyers



A selection of three bedroom, semi detached properties in Kirkby-in-Ashfield, are currently for sale. They have been totally refurbished and offer spacious family accommodation. They are situated close to schools, bus services and local amenities. If you are interested in finding out more please contact Location on **01623 688455**



 Ashfield Homes  Rent

Ashfield Homes manages over 7,000 homes in the district of Ashfield. We offer a wide range of affordable accommodation. For details of all the properties please see our website or ask at any of our offices. Some of our properties have shorter waiting lists or a higher turnover. If you think you might be interested in widening your choices to include any of the properties advertised please contact your local property shop.

Are you 60 years or over and are you looking for independent living?



Nuncar Court,
Kirkby in Ashfield.
Studio flats and 1
bedroom flats with
communal
gardens and a lift
to first floor.
Approx Rent
£47.61 per week.



Darlison Court,
Hucknall. Studio flats
and 1 bedroom flats
close to town centre.
Approx Rent **£43.31**
per week plus
heating charge
£10.40
per week.



Titchfield Court,
Hucknall. Studio
flats and 1
bedroom flats with
communal
gardens and a lift
to first floor.
Approx Rent
£46.48 per week.



Brand Court,
Stanton Hill, Sutton
in Ashfield. Studio
flats and 1 bedroom
flats close to all local
amenities.
Approx Rent **£45.49**
per week.




Sherwood Court,
Kirkby in Ashfield.
Studio flats and 1
bedroom flats
close to town
centre and a lift to
first floor.
Approx Rent
£45.21 per week.



Beauvale Court,
Hucknall. Studio
flats and 1 bedroom
flats with communal
gardens and a lift to
first floor.
Approx Rent **£47.61**
per week plus
heating **£9.20**
per week.

The above properties are examples of the types of over 60's accommodation that regularly become available.

 Helping you make a choice... Information for 1st December 2005 - 28th February 2006

The following information is to help you to make a choice as to where you want to live.

The table below shows the types of properties throughout the district which have been let over the last 3 months. It gives the average points on which they have been let and the numbers of properties of each type which have been let in each area.

| SUTTON | | | KIRKBY | | | HUCKNALL | | | RURAL | | |
|------------------|----------------|----------------------|------------------|----------------|----------------------|------------------|----------------|----------------------|------------------|----------------|----------------------|
| Type of property | Average points | Total properties let | Type of property | Average points | Total properties let | Type of property | Average points | Total properties let | Type of property | Average points | Total properties let |
| Houses | 98 points | 12 | Houses | 78 points | 16 | Houses | 86 points | 8 | Houses | 78 points | 2 |
| Flats | 71 points | 26 | Flats | 58 points | 26 | Flats | 54 points | 21 | Flats | 55 points | 4 |
| Bungalows | 46 points | 16 | Bungalows | 92 points | 4 | Bungalows | 73 points | 3 | Bungalows | 88 points | 2 |
| Studio Flat | 52 points | 6 | Studio Flat | 64 points | 4 | Studio Flat | None Let | None Let | Studio Flat | None let | None let |

The points numbers we have given above are an AVERAGE. This means that properties can be let on either less or more points than the figures quoted. It also means that each separate property is let on a different amount of points.

How we let properties

When a property becomes available for letting we ask the computer to run a "match list" for that specific property (every empty property will have its own list). The list contains everyone who wants that type of property, in that area.

The list prints in points order, highest at the top. We let the property to the person at the top of the list. If it is refused we work our way down the list to those with lower points.

Lettings Survey

Enclosed with this newsletter is our "Lettings Survey", it is a simple questionnaire with tick boxes and a space for you to write your comments. We would be grateful if you could take a few minutes to read and complete the survey and return it to us, using the Freepost address:
 Freepost RLTC-ZAUU-XZHR, Ashfield Homes Ltd, Broadway, Brook Street,
 Sutton-in-Ashfield, NG17 1AL or to one of the property shops.

Why are we sending this to you?

The purpose of this questionnaire is for us to find out what you think of our lettings service. By gathering information from our customers via questionnaires such as this Ashfield Homes can use this data and your valued comments to constantly monitor and improve our lettings service.

How will it help?

With the information that we collect we can analyse it and if necessary review our practices. Keeping us up to date with your opinions, comments and views helps us to deliver to you, an excellent housing service.

Ashfield Homes Mutual Exchange Scheme

Exchanges

If you are an existing tenant of Ashfield District Council, any Housing Association or another Council, you may be able to exchange homes with another tenant, even if they are not with the same landlord as you. Exchanges are a good way to help yourself and may prevent you having to wait for sometime on our transfer list.

How to register

You can register on line or by calling in at one of our offices for a registration form.

When registered

On completion of this form your details will go on the Ashfield Homes website: www.ashfieldhomes.co.uk

If you wish we can take a photograph of your property to help us advertise it. Please contact Nicky Poulton on **01623 608895**

When you have been registered

We will send you a letter to confirm your registration together with the details of other "Swappas" and don't forget you can always check out our website to search for a "Swappa" Details of other tenants who wish to exchange are also available at all our property shops.

When you have found a "Swappa"

When you have contacted a potential "Swappa" and they agree to an exchange please collect the appropriate forms from any office. When completed return them to your own Housing Officer who will want to arrange a property inspection. **IMPORTANT:** You must have a clear rent account.



Nominations from Ashfield Homes to a Housing Association

How does it work?

We are sometimes asked by Housing Associations to supply names of people from our housing register for their properties. Lettings staff will run a list from our housing register and following checks they will forward the first three names, with the highest points to the Housing Association. The Housing Association will complete their own checks and will then contact the applicant directly.

What should you do?

If you wish to be nominated to a Housing Association please make sure that you have ticked the box on your application or you can contact your local office and we can change your preferences to include Housing Associations. Being nominated will depend upon if you match up to the Housing Associations criteria and that you have enough points.



New Home – How Much Will It Cost?

How much does it cost to run a home?

If you are leaving home for the first time you will have to think about things that once you took for granted. Think about the everyday things you will need. Take each room, one by one and make a list of the essential items that you will need and then list things which you don't need but want.

Don't forget to budget?

What is a budget? This is when you add up all your outgoings and all your income, then subtract the outgoings from the income and hope that there is some left over for leisure or holidays. Be careful about taking on loans and credit as this can be very expensive to pay back. If you take away your outgoings from your income and you don't have anything left you need to look at your spending and see which areas you can cut down in. Don't panic about money matters and don't leave it too late if you get into debt. If you need help ask for some.

Where can you get help?

The Citizens Advice Bureau or other advice centres. An advice worker can help you to work out which benefits you are entitled to and help you make your claim. They may also be able to help you with any problems that you have with a current claim. They can help you work out the best way to spend the money you have and to prioritise your spending. If you are tenant of Ashfield District Council and you are having money problems, Ashfield Homes may be able to offer you financial advice and help you to claim benefits that you may be entitled to. If you require this service please contact the lettings team for advice.

Previous Comments And Suggestions From Summer 2005 Edition of 'Your Future in Our Homes'

"Very interesting and informative, and makes good sense, thank you."

Mr Burton, Sutton in Ashfield.

"Thank you for keeping us up to date with developments, it is most helpful."

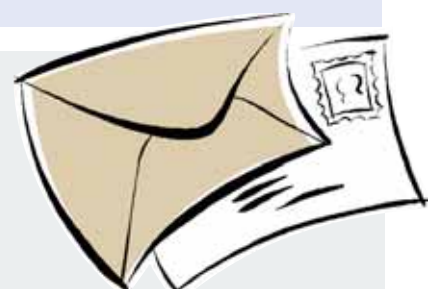
Mrs Marais, Huthwaite

"Thank you for your recent copy of your newsletter it is comforting to know that I have not been forgotten."

Mr Mee, Hertfordshire

Don't Forget!

Please return the survey to us along with the suggestions slip on the rear of this newsletter.



 kurdish

هەر زانیاریهك ده‌بارهی ئاشفیلد هۆمس كه به زمانی ئینگلیزی نوسراوه ئەتوانریت بۆ زمانی کوردی ته‌رجومه بکړیت. تکایه داوای زانیاری زیاتر له ئەندامیکی ده‌سته‌ی فه‌رمانبه‌ران بکه.

 chinese

Ashfield Homes 印製的所有英文刊物，都可翻譯成中文。請聯絡本處職員，查詢詳情。

 urdu

ایشفیلڈ ہومز سے متعلق انگریزی زبان میں دستیاب کسی بھی معلومات کا اردو زبان میں ترجمہ فراہم کیا جاسکتا ہے، مزید معلومات کے لیے برائے مہربانی اسٹاف کے کسی رکن سے بات کریں۔

 gujurati

અંગ્રેજીમાં લખેલ એશફીલ્ડ હોમસની કોઈ પણ માહિતી ગુજરાતીમાં તરજૂમો થઈ શકે - કૃપા કરી વધારે વિગત માટે સ્ટાફના સભ્યને પૂછો

 polish

Wszelkie informacje dotyczące Ashfield Homes napisane po angielsku mogą być przetłumaczone na język polski - o dalsze szczegóły proszę zapytać osobę z personelu.

Any Ashfield Homes information is available in large print, audio, braille and other languages. Please contact Jeanette Worthington, Tenant Participation Officer on 01623 608921 or text phone 01623 608989.

 contact

 Ashfield Homes  Rent

Unit 2, Shopping Centre,
3 Lowmoor Road,
Kirkby in Ashfield,
Nottinghamshire, NG17 7BE.
Telephone: (01623) 608932

 Ashfield Homes  Rent

Watnall Road,
Hucknall,
Nottingham,
NG15 7LA.
Telephone: (0115) 9568713

 Ashfield Homes  Rent

Fox Street,
Sutton in Ashfield,
Nottinghamshire,
NG17 1BD.
Telephone: (01623) 457028

 comments/suggestion (Return to any address above)

Continue on a separate sheet if necessary.

Did you find the information included in this newsletter easy to understand (please tick) yes no

Do you find the information included in this newsletter of interest (please tick) yes no

Name:

Address:

Tel:

For the attention of Nicky Poulton.
Email: n.poulton@ashfieldhomes.co.uk

Email: