

The ways you can have **your say** about housing services and housing plans **in Newcastle**



Customer Service Committee

We ensure that tenants' voices are heard by YHN senior managers and their Board. We directly influence the way YHN delivers services. We meet four times a year and between meetings get involved in activities and discussions.



SIFT

We are an independent panel of tenants and leaseholders who scrutinise how housing services are delivered by the Council and YHN. We use our findings to make recommendations for improvement. We meet regularly and between meetings to carry out scrutiny activities.

NITV

We support Newcastle tenants and leaseholders to shape and influence the Council's housing policies and plans. We do this using your independent feedback to make recommendations to the Council. We run consultations throughout the year and meet bi-monthly, and we offer virtual meetings if you are unable to attend in person.

Online surveys

NITV and SIFT carry out online surveys to find out your views on different services. This is the quickest way to have your say and you can choose which surveys you want to complete.



Telephone surveys

These help the SIFT panel to get the views of tenants and leaseholders in more detail. The survey should last no more than 30 minutes and you can choose which surveys to participate in.



Discussion/focus groups

YHN, SIFT and NITV hold these groups so that they can hear your views directly and have a wider debate about the issues that you are interested in. Discussion groups usually last no more than two hours and you can choose which ones to participate in.



Tenant Fund

Is open to all actively involved tenants and leaseholders who are, or would like to be more involved in council housing projects. Individuals, tenants and residents' groups and community groups who want to make a positive difference in their neighbourhood can apply email: nitv@newcastle.gov.uk

Social media

You can follow us on social media to provide feedback on our services and find out about more opportunities to get involved.



Training

If you would like to volunteer or get involved in a committee or panel we offer support and training.



Let's Talk Newcastle

You can take part in the Council's consultations online by completing surveys, discussing issues on a topic wall, voting in polls and creating your own forum.



Getting involved



Tenants and leaseholders are our customers and the best people to tell us what we're doing right and how we can improve our services.

Newcastle City Council and YHN work together so that Council tenants and leaseholders can have a say about the services they receive.

The Council develops housing policies and plans and ensures that tenants and leaseholders receive high quality housing services.

YHN delivers day-to-day housing services and ensures tenants and leaseholders receive information about these services and have a choice in how they are delivered. YHN sets and monitors service standards.

We want to ensure that customers are involved, can influence decisions about our policies and services and can scrutinise how services are delivered.



Why get involved?

We have different levels of involvement to suit your needs, the skills and knowledge you have, and the amount of time you have available. There are opportunities to get involved in the things which you are interested in.

Help us to focus our attention on the things which matter most to tenants and leaseholders.

By getting involved you could improve your skills and knowledge, learn new things, improve your CV and gain employment.



Surveys and discussion groups

E-mail nitv@newcastle.gov.uk if you would like to take part in their surveys and groups

E-mail getinvolved@yhn.org.uk if you would like to take part in their surveys and groups

Visit www.sift-newcastle.org if you would like to take part in their surveys and groups

You can choose more than one to be involved in.



Online

- www.newcastle.gov.uk/nitv
- www.sift-newcastle.org
- www.yhn.org.uk
- www.letstalknewcastle.co.uk
- www.newcastle.gov.uk



Social media

www.facebook.com/NewcastleIndependentTenantVoice

www.facebook.com/yourhomesnewcastle

www.facebook.com/NewcastleCityCouncil



Social media

@NewsfromYHN

@NewcastleCC

@SIFT_Newcastle



Useful telephone numbers

- YHN customer involvement team **0191 278 3959**
- YHN enquiry centre **0191 278 8600**
- Newcastle City Council contact centre **0191 278 7878**