

# Northwards

News

For Manchester council tenants in the Northwards Housing area **SPRING 2006**

## Home improvements coming your way

**When you voted YES to Northwards Housing last year, we promised to look after and improve each and every council home in the area. And we're not hanging around!**

We're already working on more than 3,000 tenants' homes locally – with plenty more in the pipeline.

Harpurhey's first tenants are already enjoying their choice of new quality bathroom or fitted kitchen, and we've now got our hard-hats on in Moston too where we're consulting tenants on choices for their home.

Our aim is for everyone to get some improvement work in their homes over the next 24 months. But with around 13,000 homes to improve, we're going to be busy until the end of 2010, making sure every single home gets all the improvements to bring them up to or beyond the 'decent homes standard' that tenants in the Northwards area deserve. We'll keep you well informed when your turn comes – watch out for our next bumper edition. Meanwhile, get regular updates at [www.northwardshousing.co.uk](http://www.northwardshousing.co.uk) – there's free internet at your library.



### INSIDE

- **HOW** volunteer tenants are helping hunt down an extra £130 million home improvement cash.
- **YOU** can shape Northwards Housing
- **OUR** improvements promise

Available in large print, Braille and on tape

العربية 中文 فارسی Français हिन्दी كوردی Somali اُردو Việt - Nam

# Do you think we're going in the right direction?



**YOU have the power to shape Northwards Housing**

We're proud to be a North Manchester company set up specially to improve local tenants' homes and lives.

**That's reflected in the way we're run. There's no grand board of professional directors or profit-making shareholders. Northwards Housing is run by the people who live in our housing in equal partnership with councillors and professionals with business and legal know-how.**

Our volunteer board of twelve unpaid directors decide our policies and overall direction. Four of them are tenants, four are council-nominated and four are independent people with skills in finance, business or community involvement.

**This board keeps fully in touch with all parts of the Northwards Housing community by consulting and taking advice from three local area panels:**

- The Fourways Panel covering Charlestown and Moston;
- The Wilton Panel covering Cheetham, Crumpsall and Higher Blackley; and

- The Riverways Panel covering Harpurhey and the parts of Miles Platting & Newton Heath and Ancoats & Clayton that are in the Northwards area.

These panels are made up of tenants, leaseholders, people who now own their council home and local councillors, all from that particular area.

They help decide how to spend money in their area and give the board suggestions about running Northwards Housing day-to-day.

These panels are just one of the ways YOU can help shape Northwards' future direction. And by going along to your local area panel you can have a real influence on the day-to-day service you get from Northwards Housing locally.

To find out more about attending and getting involved, contact our tenant liaison officers direct on 0161 227 3038. We look forward to seeing you.



# INSPECTORS TEAM

# HIGH EXPECTATIONS

**A team of volunteer Northwards tenants is helping us unlock an extra £130 million pounds of improvement money for home improvements needed to bring every tenants' home up to the decent standard we're aiming for by the end of the decade.**

Before we're allowed to really get going on our massive spending programme, we must prove that we're a top-class housing service when government inspectors check our service in June this year.

The Audit Commission will award us nil, one, two or three stars, depending on how good we are. We need two stars or more to win the extra millions of pounds.

So – ahead of the official inspection in June – we've recruited a team of local tenants to help test our services and make sure we're up to scratch.

As volunteer Northwards inspectors, these tenants are doing just what the government inspectors will do – assessing every aspect of Northwards and telling us what we're doing well and what we could do better.

With volunteer tenants inspecting our service, and staff who've proved their talent in the top-ranked housing services they've come from, we're confident we can get the two stars we need.

But of course – we're aiming to be the first-class, three-star service that Northwards tenants deserve.



**How YOUR home and neighbourhood will improve if we're judged to be a 2-star or 3-star housing service in June . . .**

## **The Northwards Housing Improvement Promise**

- Your choice of a new kitchen or bathroom – if yours has not been replaced under the Capital improvement scheme within the last five years.
- Double glazing on all windows that don't have it.
- All the repairs and improvements your home needs to meet the government-specified decent homes standard.
- To spend over £20m to improve the local environment – to make your streets safer, brighter and cleaner places.



# Get in touch with Northwards Housing

Phone 0161 953 2662 8am – 5.30pm, Monday to Friday. In an **emergency** 24 hours a day.

Fax 0161 953 2660 Text phone 0161 953 2526

Email [info@northwardshousing.co.uk](mailto:info@northwardshousing.co.uk)

Click [www.northwardshousing.co.uk](http://www.northwardshousing.co.uk)

Post Northwards Housing, Hexagon Tower, Crumpsall Vale, M9 8ZS.

**Local councillors** play a key role in making sure that Northwards Housing serves council tenants well. Contact yours by calling 0161 234 3235.

**Your local tenant groups** are important partners too – call 0161 953 2662 for details of your local group.

## Extra services

To get this information in other languages, Braille, large print or on tape, call the number below.

للحصول على هذه المعلومات بأي لغة أو بالبرايل أو بالحروف الكبيرة أو على شريط الرجاء الإتصال برقم الهاتف الموجود أسفله.

### Arabic

如欲索取這資料以任何語言或盲人用點字、大字印刷編制的版本或錄音帶，請致電下列號碼。

### Chinese

لطفاً برای دریافت این اطلاعات به زبان های دیگر، به خط بریل (خط ویژه افراد نابینا)، چاپ درشت و یا بر روی نوار با شماره تلفن زیر تماس بگیرید.

### Farsi

Pour recevoir ces informations dans d'autres langues, en Braille, en gros caractères, ou sur bande sonore, prière d'appeler le numéro de téléphone ci-dessous.

### French

यदि आप यह जानकारी किसी दूसरी भाषा, ब्रैल, बड़े प्रिन्ट या टेप में चाहते हैं तो कृपया नीचे दिये गये नम्बर पर फोन कीजिए।

### Hindi

بۆ بەدەست ھێنانی ئەم زانیاریانە بە ھەر زمانێک یان بە بریال، پیتی گەورە یان لەسەر شریت، ئەوا تکایە تەلەفۆن بکە بۆ ئەم ژمارەییە خوارەو.

### Kurdish

Si aad u hesho macluumaadkaani oo ku qoran luqad kasta, tan indhoolaha, daabacaad balaaran ama cajal ku duuban fadlan telefoonka hoos ku qoran:

### Somali

یہ معلومات کسی بھی زبان، بریل، بڑے حروف یا ٹیپ پر حاصل کرنے کے لئے براہ کرم ذیل کے نمبر پر فون کیجئے۔

### Urdu

Nếu cần bản tin này bằng ngôn ngữ khác, bằng chữ nổi cho người mù, chữ in lớn hay băng ghi âm, xin vui lòng gọi điện thoại số dưới đây:

### Vietnamese

0161 953 2662