

# keynews

Better Homes • Stronger Communities

Summer 2009



## Designing a Future

### In This Issue

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# Message from the Editor



## How to contact us

OUR repairs hotline number is 0800 0326363. Please use this number to report your day to day repairs or in the event of an emergency.

For all other enquiries call our main switchboard on (01724) 279900 and our friendly, professional staff will transfer your call to the team or person you wish to speak to.

**Our local housing offices are located at:**

**19-23 Broadway, Ashby, Scunthorpe**

Tel: (01724) 298771

**The Willows, Willow Drive,**

**Barton-upon-Humber** Tel: (01724) 298772

**53 Henderson Avenue, Scunthorpe**

Tel: (01724) 298773

**65 Enderby Road, Scunthorpe**

Tel: (01724) 298774

The opening hours for all the housing offices are:

Monday 8:30am to 5pm

Tuesday 8:30am to 5pm

Wednesday 8:30am to 4pm

Thursday 8:30am to 5pm

Friday 8:30am to 4:30pm

**\*North Lincolnshire Homes will be closed for one day on Friday, July 3 as we are holding our annual Staff Conference. In the event of an emergency repair situation, please contact: 0800 0326363**

We can make an appointment for a member of staff to visit your home or meet with you at one of our offices – just call our main number [\(01724\) 279900](tel:01724279900) to arrange a home visit or appointment.

You can also visit our website [www.nlhomes.org.uk](http://www.nlhomes.org.uk), where you can give us feedback on our services.

You can also fax us on: [\(01724\) 296609](tel:01724296609).

THERE seems to be a fresh spring in people's steps as the light nights and summer season approaches - and for us at North Lincolnshire Homes it is no different.

Our improvement programme is steaming along at an ever faster pace and in this edition we highlight the work of the Mears teams, whose work will shortly be starting on the Caistor Road neighbourhood in Barton-Upon-Humber.

In this edition we update you on our performance to ensure we are striving to deliver the right quality of services in the areas that count for you as customers.

Finally, if you haven't done so already, we urge you to enter your blooms into this year's Gardening Competition. It promises to be a great year for rosy gardens.

*Andy Bond*

Ps, Many tenants have shown an interest in my trip and asked for it to be included in Key News. I want to say a big thanks for their support in helping me raise hundreds of pounds for charity. Above are a couple of pictures from my trip.

## THREE GREEN LIGHTS POINT THE WAY FORWARD

NLH has been granted an impressive 'three green lights' by the new national housing regulator TSA (Tenant Services Authority).

The green lights have deemed us as viable, properly governed and properly managed.

Under the viable section, the report commented that our financial condition and performance to date are as expected at this stage of our business cycle.

Commenting on us being 'properly governed', the TSA said it is satisfied with NLH's progress in terms of its "effectiveness of its governance arrangements, equality and diversity, risk management and resident involvement frameworks."

And under the 'properly managed' section, the report said NLH demonstrated "challenging but supportive working between the Board and Executive."

Chief Executive Jane Duncan, said: "NLH only took over the housing stock from the council in February 2007, so to be given the three green lights at such an early stage is a big achievement.

"We are constantly working hard to improve what we do – from consulting with the tenants and taking on board what they want, recruiting the right staff and expertise for the services we provide, and constantly moving and evaluating our progress."

# Improvement works roll into town on one of Barton's biggest neighbourhoods

RESIDENTS of a large estate in Barton are the latest to enjoy a home revamp as part of our Decent Homes Programme.

The Caistor Road neighbourhood is the latest to benefit from our £125 million improvement project.

Our contractor Mears Group will be updating the homes with new bathrooms, kitchens and heating systems to bring them up to modern standards.

Neil Webster, Head of Investment, said:

"Our improvement programme is going along at pace – each day more and more tenants are reaping the rewards of our work. The area around Caistor Road is just the latest to benefit from our vast programme."



To launch the project, we invited youngsters to design pictures depicting our improvement works, with particular emphasis on people's homes.

Prizes were presented to the winners of two age groups, nine to 12 year olds and eight and below. The winner of the older section was Jade Barnes, nine, and of the younger section, James Weller, eight. Well done to them.

*Mrs Emrys Johns, of Plum Tree Way, Scunthorpe, said: "I wish to say what an excellent workforce you have. They were all very polite and nothing was too much trouble for them. What a wonderful job was done in my kitchen. I can't thank you enough."*

## Case Study: Re-rendering improvement works

Name: Martin Kirkby

Age: 60

Lives: Council Terrace, Barton-Upon-Humber

Work to be carried out: Widespread re-rendering to his property. This requires taking off the outside surface of the walls to his property and replacing it with a new insulated veneer. The work will also improve the look of the property.

He says: "I think it is brilliant that the work is to be carried out. It is going to make a big difference. The insulation will lessen the cost of my bills and also reduce the noise from outside. I cannot wait for it to be done.

"I already have new doors and windows, among other work to the property, and that was fantastic. I have lived in the property for around ten years and in the last year or so it has been transformed – it's great."



## Window programme on course to be completed and well ahead of schedule

MORE than 36,000 windows have been fitted to North Lincolnshire Homes' properties since the Decent Homes programme was launched just over two years ago.

The work is steaming ahead of target and could be finished by the end of this year – that would be a remarkable achievement meaning the work is finished two years earlier than we promised.

Anglian, our contractor which carries out the work, expects to complete its work well before the five year scheduled finish for improvement works.

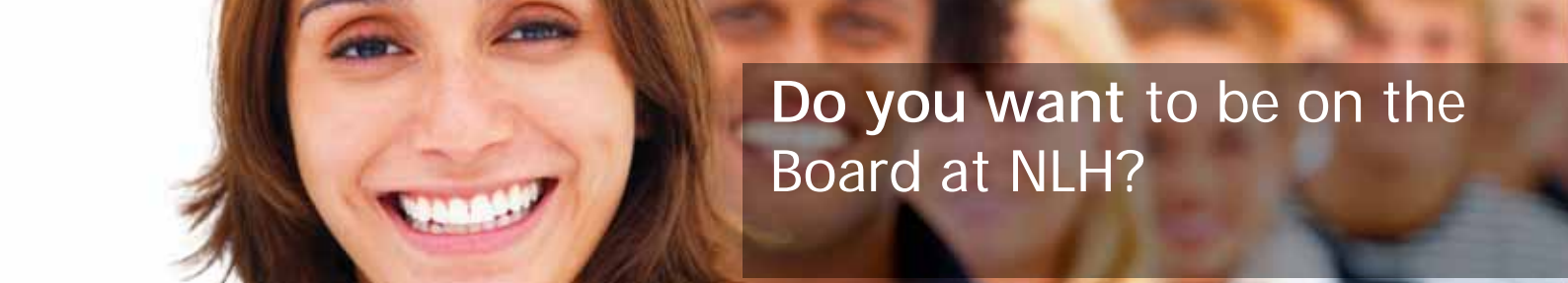
Added to the 2,775 new bathrooms, 1,995 new kitchens and 2,486 modern heating systems – these figures make impressive reading.

And don't forget the 8,140 doors and 3,460 fascias that have been fitted.

Pete Stones, Assistant Director of Regeneration, said: "These figures make fantastic reading. We are exceeding targets, without dropping standards and it's excellent news."

More details on the improvement programme can be seen by visiting our website at [www.nlhomes.org.uk](http://www.nlhomes.org.uk)

*Mrs Elaine Lowry, of King Edward Street, Scunthorpe, said: "Overall we were very satisfied with the work and found the workers very polite and helpful. Thanks very much."*



# Do you want to be on the Board at NLH?

TENANTS are called upon to come forward and make a difference at NLH by applying for a place on our Board.

Two Tenant Board Members are due to stand down this year having completed their three year term. These are Tony Scrase-Walters and Richard Leach.

They will be able to reapply but will be subject to the same election process as any other interested tenants.

We are again encouraging applications from under-represented groups which include ethnic minorities, women and younger people so that we cover a true cross section of our customers.

Leaseholders may also stand, but only if they own the leasehold and reside in the leasehold property.

Being a Board member is of huge importance for a housing association. One of their most important roles is to be involved in influencing the direction of the organisation.

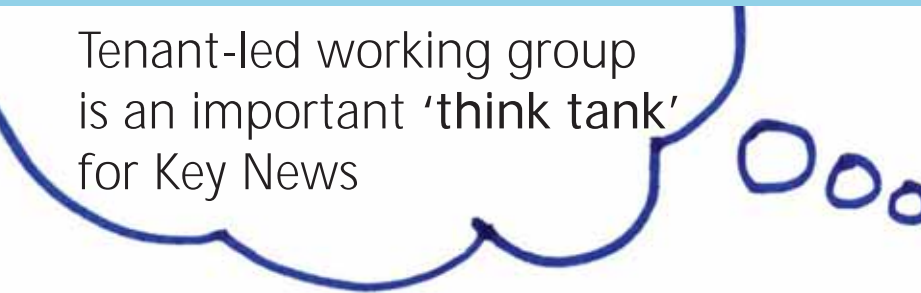
## How do I apply?

If you want to become a Tenant Board Member, an application form can be downloaded via our website, [www.nlhomes.org.uk](http://www.nlhomes.org.uk); or a form will be sent out on request by contacting our call centre on (01724) 279900.

## How does the selection work?

Interested tenants will be sent an application pack, which they should complete and send back by July 10, 2009. All applications will be considered for the next stages, which include an interview with tenant representatives from Community Voice, followed by an election process of Ordinary Members.\*

\*One of the simplest ways for tenants to become involved with NLH is to become an Ordinary Member. Ordinary Members are able to attend and vote at the Annual General Meeting. To apply to become an Ordinary Member, again contact NLH via our call centre or visit our website.



## Tenant-led working group is an important 'think tank' for Key News

BEHIND every edition of Key News there is a working, independent group which has a direct impact on the newsletter's content.

The Key News sub group is a four-strong team of tenants which meets regularly with the editor to discuss the magazine and bring ideas to the table on what tenants would like to read.

The group is a voice for all NLH residents and helps ensure that what you read is up to date, topical and interesting.

### The members of the sub group are:

Ken Willey  
Terry Chatwin  
Richard Leach  
Shazeda Haque



Items introduced thanks to the panel include the Community Voice page, the Message from the Editor and a variety of articles.

If you have anything you would like to include in the newsletter, please contact the editor Andy Bond, by email at [andy.bond@nlhomes.org.uk](mailto:andy.bond@nlhomes.org.uk), or by phone on: (01724) 279900.

# Gardening Competition: get your entries in as deadline is approaching

SUMMER is fast approaching and so is the deadline for our second Gardening Competition.

We are once again urging tenants and leaseholders to spruce up your flower beds and baskets and enter the contest.

This year sees new categories with prizes for the winners.

We want to make the competition an even bigger success than last year.

Last year's contest attracted over 50 entries as residents of all ages donned their gloves and pruned, trimmed, mowed and clipped their way to create winning gardens.

***The deadline for entries is Friday, June 19 so hurry – enter by filling in the application below***

Name \_\_\_\_\_ Date of Birth (If under 16) \_\_\_\_\_

Address \_\_\_\_\_  
Postcode \_\_\_\_\_

Daytime Telephone Number \_\_\_\_\_

I/We would like to enter the following category

- Best community garden       Best container / window box / hanging basket  
 Best kept garden (individual)       Young gardener (16 years and under)  
 Best fruit or vegetable garden

**PLEASE NOTE: One entry is allowed per household. The closing date for entries is Friday, June 19, 2009. Post your form to FREEPOST, North Lincolnshire Homes, Normanby Road, Scunthorpe, DN15 8QZ**

## New lower cost 'handy' service for tenants

A 'HandyVan' service is now available at a reduced rate to help tenants and leaseholders with some of those household chores.

North Lincolnshire Homes has joined with North Lincolnshire Council to provide our customers with a service they can access for minor household jobs, such as decorating or gardening.

All residents will receive a five per cent discount on the cost of the service and one of the handy-vans will be displaying our logo.

The scheme, aimed primarily at our vulnerable residents, is focused on providing help with odd jobs in the home, reducing accidents in properties and helping to improve

security within homes.

The reduced rates for NLH customers are £19 per hour, or £10.45 per half-hour, paid by cash or cheque.



If you would like to book an appointment, or for more information about what the HandyVan service offers, please contact: (01724) 279900.

# NEW performance data proves NLH is on course

WITH so much hard work, change and development here at North Lincolnshire Homes, it is vital for us to measure how we are doing.

We do this in a variety of ways using performance data and indicators throughout a wide range of areas, from average days to re-let vacant properties, to monitoring the percentage of tenants satisfied with the quality of their properties.

We then compare these to national figures and set ourselves targets to make sure we are performing and moving forward in the right way.

Below we highlight some of the major performance data that we monitor, comparing this year's with last year's figures and also our targets for the coming year.

For a full breakdown of the information, please visit our website at [www.nlhomes.org.uk](http://www.nlhomes.org.uk)

## How we are performing...

Average number of days taken to re-let vacant properties

| 2007-2008 Figures | 2008-2009 Figures |
|-------------------|-------------------|
| 46                | 33                |

**Target for 2009-2010 28**

NLH says: "We are delighted with the progress in this area. We have worked hard on reducing the number of days. It compares really well to the national average which is 40 days."

Percentage of rent lost through vacant dwellings

| 2007-2008 Figures | 2008-2009 Figures |
|-------------------|-------------------|
| 2%                | 1.5%              |

**Target for 2009-2010 1.20%**

NLH says: "Reducing the number of empty homes is hugely important to us, as is making vacant properties rentable as soon as we can. This makes a big difference to the income we are taking in and therefore the quality of services we can offer."

Current rent arrears as a percentage of our total rent due

| 2007-2008 Figures | 2008-2009 Figures |
|-------------------|-------------------|
| 2.80%             | 2.27%             |

**Target for 2009-2010 1.80%**

NLH says: "The national average is 5%. It's important we collect as much rent due as possible to pay for services such as repairs and lettings."

Income received as a percentage of rent due

| 2007-2008 Figures | 2008-2009 Figures |
|-------------------|-------------------|
| 98.5%             | 99.80%            |

**Target for 2009-2010 100%**

NLH says: "Rent collecting is an integral part of our business. Without rent we would not be able to provide the services we offer and carry out our ambitious improvement programme."



Percentage of properties meeting Decent Homes Standard. This figure is constantly increasing as our improvement programme continues.

**2007-2008 Figures**

35.1%

**2008-2009 Figures**

67.48%

**Target for 2009-2010**

82.5%

NLH says: "We are exceeding targets on our Decent Homes programme, which is fantastic. Our original target for Decent Homes for 09-10 was 65%, but we are aiming to achieve beyond that and have set an ambitious, but achievable target of 82.5%"

Percentage of routine repairs completed within target

**2007-2008 Figures**

89%

**2008-2009 Figures**

89%

**Target for 2009-2010 97%**

NLH says: "We are currently carrying out a wide scale review of our repairs and maintenance service. A team is carrying out the review looking at the service as a whole – from it's efficiency to customer satisfaction. This is crucial for meeting targets in the future."

Percentage of urgent repairs completed within target

**2007-2008 Figures**

97%

**2008-2009 Figures**

94%

**Target for 2009-2010 97%**

NLH says: "We're currently reviewing our repairs services to improve performance and value for money."



Percentage of tenants satisfied with the quality of their property

**2008-2009 Figures** 81%

**Target for 2009-2010 83%**

NLH says: "These are pleasing figures, but we are always looking at increasing customer satisfaction. We can do this through looking at what our tenants want and finding out what they think about the services we provide."

Number of vacant properties as a percentage of our total stock

**As at 31/3/08**

1.67%

**As at 31/3/09**

1.67%

**Target for 2009-2010 1.50%**

NLH says: "We have 9,860 homes and at 31/3/08, 165 were vacant, by 31/3/09 160 were vacant - the important thing is that we continue to make progress."

Number of properties vacant for six months or longer

**As at 31/3/08**

72

**As at 31/3/09**

58

**Target for 2009-2010 40**

NLH says: "We have seen a large reduction in properties laying empty for long periods of time. We have done this by making them a rentable standard within days of a tenant moving out – therefore increasing the appeal for new tenants."

# Estate Inspection Schedule



ESTATE inspection visits are proving a big hit with tenants – with many of you joining with housing officers over the last six months for a wander around your estates.

During the walks, housing officers have been joining you to look at the general appearance of your neighbourhoods and hear your local concerns.

Please see the diary dates for the next six months of neighbourhood walkabouts. Meet at the following locations, at the times and date indicated:

1 July, 2pm Mid Crosby  
(Ashdown Avenue, Tomlinson Avenue, Holland Avenue and Avenue Vivian)  
Meet at Crosby Housing Office (Henderson Avenue)

2 July, 10am Scunthorpe  
New Westcliffe Courts  
Meet at the doctor's surgery in Bristol Road

9 July, 10am  
Pryme Road, Holgate Road, Radcliff Court  
Meet outside 10 Holgate Road, Scunthorpe

15 July, 10am Winterton  
Meet at Nassau House

16 July, 10am Crowle  
Meet at Manor Gardens

23 July, 2pm Barton  
Somervell Road, Grange Lane South, Grange Lane Nursery, Irvine Road, Mallory Road, Bransdale Road  
Meet at Viking Resource Centre (Caistor Road Estate)

30 July, 2pm Manor Farm Estate  
Meet at the top car park near flats

6 August, 10am Broughton  
Meet outside 1 Lilywood Road

12 August, 10am South Killingholme  
Meet at Community Centre on St. Denys Close

13 August, 10am Plymouth Road Courts  
Meet at Bridgewater Road Nursing Home

20 August, 2pm  
Bottesford and Messingham  
Meet outside 1 Wendover Close, Messingham

26 August, 2pm Scunthorpe  
Hinman Development/Lindum Street Development  
Meet at car park near Elliot Morley's office

27 August, 2pm Luddington, Garthorpe, Amcotts  
Meet at Ingelby Arms pub, Amcotts

3 September, 10am Scunthorpe  
Albert Marson Court and Earls Walk Development  
Meet outside shops at Albert Marson Court

9 September, 10am  
Crosby Park (Edwards Road, Jackson Road, Davy Avenue, Boughton Avenue and Henderson Avenue)  
Meet at Crosby Housing Office (Henderson Avenue)

10 September, 2pm Scunthorpe  
Westcliff Closes – Coventry, Canterbury, St Albans, Salisbury, Ripon, Rochester  
Meet at Drop-In Centre on St Albans Close

17 September, 2pm Scunthorpe  
Bellingham Road, Franklin Crescent, Bryd Road, Hereward Place, Grange Lane North/Queensway Flats, Tennyson Road  
Meet outside shops on Bellingham Road

23 September, 2pm Thornton Curtis, Wootton, Ulceby  
Meet at Main Street, Thornton Curtis

24 September, 2pm Lower Riddings  
Meet at Enderby Road Office



# Equality and *Diversity*

AT the heart of everything North Lincolnshire Homes does are two words: 'equality' and 'diversity'.

It is important across our services that we communicate in a way that is fair for all.

Over the last few months, ever increasing emphasis has been placed on ensuring that our commitment to equality and diversity is wide reaching.

This includes looking at issues such as ensuring racial equality, disability equality and gender equality.

We have recently nominated a Diversity Champion to ensure we are taking action in these areas and are setting and monitoring diversity targets, for example in satisfaction surveys, and service delivery. We are reviewing our Equality and Diversity Policy and will soon be developing a Single Equality Scheme.

We want to make NLH and its services open to all through ways which include making our website accessible to all, evaluating Key News in respect of diversity and developing performance management reports of our lettings process.

Toni Mosley, NLH's Policy and Performance Manager, said:

"NLH is committed to equality and diversity throughout the work place and across our services.

"Our aim is to make sure there is also equality in other areas, for example making sure everyone can access the services we provide and that we can communicate to all of our tenants in the way which suits them best.

"We have targeted many areas, including forming a Diversity Working Group to ensure we are taking the right strides in every area of our organisation."

## Resident Involvement Strategy

A new Resident Involvement Strategy has been developed to cement the blossoming relationship which we have with our tenants.

The document outlines our commitment to resident involvement and underpins our Vision, Core Values and Corporate Objectives as set out in our Business Plan.

The document was drawn up by our Resident Involvement Team in partnership with resident involvement activists and other stakeholders. It covers information about the influences which affect resident involvement at North Lincolnshire Homes. This is aimed at building a culture where effective partnerships with residents can be developed and gives details of involvement opportunities and resources available.

Following widespread consultations, the document is set to go to NLH Board for approval in the coming months.

The draft document can be viewed on the NLH website, [www.nlhomes.org.uk](http://www.nlhomes.org.uk)

## North Lincolnshire Homes Proves Your Views Do Count

AN action plan has been drawn up to make your views count following a detailed analysis of results from our STATUS tenant satisfaction survey.

In October 2008, we commissioned the National Housing Federation to carry out the survey, which was sent to a cross section of households and sought people's views on our services across the organisation.

Following this, tenant, leaseholder and staff focus groups were set up to analyse the findings, which were published in the last edition of Key News. An Action Plan has now been formulated.

Among the tasks to be looked at are increasing communications to tenants, continuing to improve our website, reducing the time taken before the start of a repair and proactively managing queries so that customers don't have to 'chase things up.'

These actions will be worked on over the next few months. Visit our website to follow the progress – [www.nlhomes.org.uk](http://www.nlhomes.org.uk)



# New important review on home allocations

NORTH Lincolnshire Homes is to start a review into the way we allocate homes and deal with housing applications.

OUR aim is to provide a more customer focussed and more efficient service.

An important part of this review will be to gauge what you, our customers, think of the service we provide, how you think we can improve and the key things we need to consider when making changes.

From May, we will be working with Community Voice and our wider customers to develop a working group of customers to help us. If you have a recent experience of moving home and would like to be involved then please contact Steve Evans, Head of Housing Management at North Lincolnshire Homes, via our call centre on: (01724) 279900.

## Get involved to improve your repairs service

AT North Lincolnshire Homes we are committed to providing a good quality repairs and maintenance service. We currently deliver this service through our established and experienced in-house team of professional and skilled staff.

To ensure that we provide a comprehensive and flexible service, we are in the process of reviewing our systems and procedures.

It is a customer focussed review, through which we are looking to tailor our services to meet your needs. To enable us to do this, we need you to get involved and be part of our decision making process.

We will be approaching the tenant group Community

Voice to get its members' views.

And we propose to set up some customer focus groups from those of you who have expressed an interest in working with us.

We would like to reach out to all of our customers through satisfaction surveys and our Menu of Options, which encourages residents to put their name forward and get involved. Call us or visit our website at [www.nlhomes.org.uk](http://www.nlhomes.org.uk) to register your interest.

We welcome your comments. If you have had a repair carried out at your home and would like to give us feedback on this service, please call us, tel 01724 279900.

You Said, We Did

You said: "When you contacted us you had difficulty at times in reaching the right person for dealing with your query."

We did: We formulated a new Customer Access Strategy forming a contact centre to deal with more enquiries at the first point of contact.

You said: "We would like to have sheet flooring in our kitchens, rather than tiling because the joins collect dirt."

We did: We provided sheet flooring for our properties.

**Help for drug users** SUPPORT is out there for current or ex drug users and their families. VANL (Voluntary Action North Lincolnshire) is running a drop in support group at its centre on Robert Street in Scunthorpe, from 1:30pm to 3:30pm on Thursdays. A support group will also be available for families of users on Tuesday evenings from 5pm. For more information speaker to VANL User Carer Stewart Atkinson on: 07717587579.



# Meet the team: Area Two housing team

HOUSING officers play a fundamental and crucial role here at North Lincolnshire Homes.

We have three teams which each cover different areas.

Here we focus on Area Two, which covers Crosby, Scunthorpe, Market Hill, and Winterton, Barton and their surrounding villages.

It is a 12 strong team which works hard to manage and maintain North Lincolnshire Homes' tenancies.

Senior Housing Manager Andrea Lomas, who is responsible for leading the team, said:

"The housing officers' work includes enforcing tenancy conditions, supporting people to maintain their tenancies and live in their homes and giving advice and assistance on all services offered by NLH. Housing officers work with other agencies and teams within NLH to achieve these aims.

She added: "To be a good housing officer you need to be understanding, have good listening skills, good analytical skills, and be able to remain independent, work in pressured situations, and be able to communicate with the diverse population of North Lincolnshire. "

## New central office planned for North Lincolnshire Homes – we want your views

CHANGES are on the horizon at NLH and we need your help.

Last year we carried out a Customer Access Review asking you what you thought about accessing our services.

During the process we looked at the ease of contact via both the telephone and in person.

One of the main points to come out of it was the location of our Customer Access Points. You said some of them were difficult to get to in terms of transport links. Since the review, a project team has carried out a survey and staff have done a customer count of people accessing the offices.

The project team has recommended that we consider one easy to reach office, which will be based in Scunthorpe or Ashby.

The benefits of this would be a central location which has ease of access by public transport and is modern and properly equipped to deal with enquiries.

Over the next two months we will be consulting with tenants by post to ask for your views on the location of the planned central office with everything our customers need.

For more details please contact our call centre on: (01724) 279900.

## Staff in the spotlight

**NAME** Helen Carton **JOB TITLE** Customer Services Officer

### ROLE

Helen is based in our Ashby office and deals with customers on the front line. She is also responsible for answering queries by telephone, signing up tenants, dealing with people who want to terminate their tenancies; and also rental of garages.

### WORK HISTORY

Helen joined North Lincolnshire Council 19 years ago. She has also worked for a printing company.

### INTERESTING FACT

Helen loves to travel and has visited Malaysia, Bali, Singapore and Australia. Back in England she also likes to socialise and eat out.



# Word Search

**WIN FAMILY TICKETS FOR TOP NORTH LINCOLNSHIRE ATTRACTION**

|   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
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## Search for...

- Bathroom
- Boiler
- Door
- Drill
- Flooring
- Hammer
- Kitchen
- Nails
- Paint
- Plaster
- Plumbing
- Radiator
- Rewire
- Roller
- Roof
- Scaffold
- Screwdriver
- Screws
- Windows
- Workman

Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 \_\_\_\_\_ Postcode \_\_\_\_\_  
 Daytime telephone number \_\_\_\_\_

Please return the coupon opposite with your completed word search to:  
 Business Improvement Department  
 North Lincolnshire Homes  
 Meridian House, Normanby Road  
 Scunthorpe, North Lincs, DN15 8QZ

Entries must be in by Friday, June 26, 2009, and the winner will be drawn from all correct entries. The editor's decision is final.



To report a repair please call (freephone) 0800 032 63 63  
 For general enquiries call 01724 279900

### No English?

For information please call:

- 08000 193530 (Arabic) للحصول على المزيد من المعلومات اتصل بـ: 08000 193530
- 08000 193531 (Bengali) তথ্যের জন্য বালায় জানতে হলে এই নম্বরে ফোন করুন: 08000 193531
- 08000 193532 (Cantonese) 欲知粵語版的信息，請致電：08000 193532
- 08000 193533 (Hindi) हिन्दी में जानकारी के लिये 08000 193533 पर फोन करें
- 08000 193537 (Kurdish Sorani) بۆ زانیاری به گوردی سۆزانی تەلهفون بۆ ژماره 08000 193537
- 08000 193538 (Portuguese) Para mais informação em português contacte-nos através do telefone 08000 193538
- 08000 193539 (Punjabi) ਪੰਜਾਬੀ ਵਿਚ ਜਾਣਕਾਰੀ ਲਈ 08000 193539 'ਤੇ ਫੋਨ ਕਰੋ
- 08000 193540 (Somali) "Warbixinta oo af Soomaali ah wac 08000 193540"
- 08000 193541 (Urdu) اردو میں انفارمیشن کے لیے اس نمبر پر رابطہ کریں۔ 08000 193541
- 08000 195587 (Polish) Nie mówisz po angielsku? Po informacji zadzwoń pod numer 08000 195587
- 08000 195586 (Russian) Не знаете английский? Для информации звоните 08000 195586

## Word Search Winner

Congratulations to Gail Teanby who was our lucky word search winner from the last issue of Key News.



She won a £30 voucher to spend at Marks and Spencer

She said: "This was the first time I had done the word search and it nearly didn't get posted at all. The voucher will come in very handy."