



Insight

Issue 18

AUTUMN
2009

EAST DURHAM HOMES TENANTS AND LEASEHOLDERS NEWSLETTER



2 stars achieved in inspection

Your priorities

Customer involvement news

Community news

Welcome

Hello and welcome to the Autumn edition of your Insight newsletter. This edition is packed full of information about our recent award of 2 stars in the inspection, property improvements, results from the customer priority survey, customer involvement news and much more, which we hope that you will find interesting and informative.

Remember, this is your newsletter and we want to include information you want to read about. If you have any ideas for articles, have any comments or would like to join the Editing Panel we would love to hear from you. Please contact Rhonda Young, Communications and Marketing Officer on 0800 032 0835 or email rhonda.young@eastdurhamhomes.co.uk

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Chief Executives update



Paul Tanney, Chief Executive and Keith Gallagher, Chair celebrating the award of 2 stars

2 stars achieved! – You should have heard by now that we have been awarded 2 stars by the Audit Commission in our recent inspection.

The report from the Audit Commission says that East Durham Homes provides a 'good' service with 'excellent' prospects for improvement.

This is a fantastic result for East Durham Homes and means that we can now access

the additional decent homes funding need to improve your homes.

I would like to thank all East Durham Homes staff, the Housing Partnership, the Board and those customers and partners who have been involved in helping us improve our services, and for everyone's co-operation and willingness to work together. This has been a real team effort.

The report also highlights a transformation in culture within the organisation, and that East Durham Homes has effectively addressed previous inspection recommendations resulting in real service improvements to customers.

A summary of what the report says is on page 3 of this newsletter.

I am currently talking to the government about exactly how much money we will get and when, and will give you more details on this in the next newsletter.

Paul Tanney

Inspection report summary

The Audit Commission found the service East Durham Homes provides to be good because it has a range of strengths including:

- a strong corporate approach to customer care which is embedded throughout the organisation, and it is easy to access services
- information for customers is comprehensive, clear and written in plain language, includes standards for all services and is available in a range of formats to meet preferred means of communication
- residents are effectively involved and feedback is routinely used to improve services
- a high level of customer satisfaction with services
- a strong corporate commitment to equality and diversity
- effective housing support is provided to vulnerable tenants
- protecting residents by high quality gas and solid fuel servicing
- improving homes to a high standard and regenerating estates, making areas more sustainable
- customer focused repairs and aids and adaptations services
- re-letting empty homes quickly and giving a wide range of support to new tenants
- providing comprehensive benefit advice and a wide range of rent payment options to maximise rental income
- effective tenancy management services and tackling anti-social behaviour, with a positive balance between prevention, support and enforcement
- maintaining estates to a high standard
- supporting new tenants through effective choice-based lettings
- a culture of value for money is increasingly embedded, making significant efficiency savings.

A full copy of the report can be found on our website www.eastdurhamhomes.co.uk, on the audit commission website www.audit-commission.gov.uk or by contacting us.

		Prospects for improvement?				
		Poor	Fair	Good	Excellent	
Excellent				⚙️		A good service? 'a good service that has excellent prospects for improvement'
Promising						
Uncertain						
Poor						
			★	★★	★★★	



Your priorities

In the Spring issue of Insight we asked you what your top 3 priorities were. Thanks to all customers who returned a completed survey form, we received over 1,200 responses!

Here is what you said your new top 10 priorities are:



1. Improving properties to meet decent homes standard - 631 votes

2. Dealing with anti-social behaviour - 570 votes



3. Kitchen improvements - 404 votes

4. Replacement doors & windows - 305 votes



5. Repairs to your home - 299 votes

6. Keeping Estates tidy - 277 votes



7. Making adaptations to properties for tenants with disabilities or mobility problems - 258 votes

8. Energy efficiency/fuel poverty - 197 votes



9. Collecting rent from tenants in arrears - 171 votes

10. Servicing gas appliances - 127 votes



We will use these results to continue to make improvements in these areas and will let you know what progress we make in future issues of Insight.

Property Improvements

Improvements to meet the needs of our customers

When we carry out improvements on properties we offer a range of choices including kitchen design layout, colours and finishes. We also work with an occupational therapist to make sure that any need for aids and adaptations are included with the improvement work.



Easy read heating controls

Central heating controls - we can provide central heating controls that are easy to use by people with a visual impairment.



A sure stop tap

Sure stop taps - these water cut-off switches help people with limited mobility to turn off their water supply on and off. The switch is powered by water pressure and doesn't need electricity or batteries!



Example of an adapted kitchen



Repairs and maintenance

No sticking point for gas safety

If we can't get access to a property to carry out the annual gas or solid-fuel service, we may leave a reminder by applying warning lock stickers and tape to the front door of the property.



We recently used the warning stickers on 4 properties, we got access to 2 of the properties and they have now been issued with a gas safety certificate. We still haven't been able to access the other 2 properties and they have been passed to our enforcement team to follow up. Not allowing us into your home to do a safety check is a breach of the tenancy agreement and we may apply to the courts to get access.

The annual safety check is free, and it could save your life. Please make sure you keep your appointment for your annual safety check.

Remember – everyone who allows us access on the first request will be entered into a draw to win up to £1,000 towards their fuel bills.

Gas safe policy

The gas safety policy has been reviewed to take into account recent guidance from Gas Safe about temporarily sleeping in rooms with a gas appliance.

East Durham Homes new procedure for situations when a customer, where, through ill health or disability, need to sleep in rooms which have an open flue gas appliance is to:

- Carry out an urgent assessment of the situation, in conjunction with housing officers, an occupational therapist and social services, as appropriate.
- If it is confirmed that the appliance is of a type that falls under the revised guidance and the customer is sleeping in the same room, then arrangements will be made immediately to check the appliance and install a carbon monoxide detector.
- The appliance will then be checked on a quarterly basis, for up to 12 months.
- If the customer is still sleeping in the same room after 12 months then the situation will be reviewed and other options explored.

Repairs and maintenance

Click now to report a repair

You can now report your repair online by going to our new website and clicking on the 'Order a repair' link on the homepage.

The screenshot shows the East Durham Homes website homepage. At the top, there is a navigation bar with links for Home, About us, Contact us, News, Jobs, and Board information. Below the navigation bar is a grid of service tiles. The 'Order a repair' tile, which features an image of a toolbox, is circled in red. Other tiles include 'Find a home', 'Make a payment', 'Compliments, complaints and suggestions', 'How you can get involved', and 'Report anti-social behaviour'. A sidebar on the left contains a list of services such as 'Advice and support', 'Anti-social behaviour', 'Applying for a home', 'Estate management', 'Getting involved', 'Leasehold services', 'Performance', 'Property improvements', 'Publications / newsletters', 'Rents and benefits', 'Repairs and maintenance', and 'Your tenancy'. At the bottom of the page, there is a 'Latest News' section with two items: '> Inspection Results Announced - 2 Stars!' and '> Come On Board!'. A Google Translate widget is also visible in the bottom left corner.

, seven days a week.

The online system uses simple diagrams of baths, radiators, sinks, windows and other parts of the

Based on the information you supply we will then organise the repair to be done within our agreed

We hope that by you more accurately identifying repairs, it will reduce the number of return and wasted visits when the repair is found to be something else.

A printed guide to the system is also being produced and will be included in your new Tenant Handbook. This will allow customers without access to the Internet to be able to more accurately identify the repair needed when calling us.

Board update

Chairs report



The 2 star rating that we have received from the Audit Commission with excellent prospects for improvement, shows the commitment that East Durham Homes and its

customers have put in over the last 2 years, and should mean that all our customers will have their homes improved to the Government's decent homes standard. I and my fellow board directors are really pleased with the outcome and know how much this will improve the area and the lives of our customers.

At the last board meeting in July we approved the following new policies and strategies, which will help bring improvements to the company:

- Recruitment and selection policy
- Maternity, paternity and parental leave policy
- Code of conduct
- Approval of the 2008/2009 financial statements
- Review of the gas and solid-fuel safety policy.

All customers are welcome to attend either a board meeting or one of the board panel meetings, myself and the other board directors would like to see you there.

Keith Gallagher

New board director



Geraldine Bleasdale – is a new council board director who was nominated by Durham County Council. Geraldine was born and lives in Seaham. She has been a district councillor for 15 years in Seaham and is a councillor for the new unitary Durham Council.

Board meeting dates

The next board meetings will take place on:

Thursday 8th October 2009 starting at 6pm
Thursday 19th November 2009 starting at 6pm

The venues have not been chosen yet so if you would like to come along or would like more information please contact Patricia Thornhill, Governance Manager. Transport can be provided to and from the meeting if required.

You are able to ask questions at the end of the meeting. A question which relates to an item on the agenda can be asked at the meeting. If however, you would like to ask a question on something else please contact Patricia Thornhill 48-hours in advance of the meeting.

All minutes and reports from board meetings and a forward plan of what items will be discussed at future meetings are available on the East Durham Homes website www.eastdurhamhomes.co.uk

Board panel meetings

The next board panel meetings will take place on:

Customer service panel	Equality and diversity panel
23 November 2009	10 September 2009

Finance and audit panel	Human resources panel
26 November 2009	15 October 2009

Meetings will take place at our Head Office, 2 Meridian Court, Whitehouse Business Park, Peterlee and will start at 4.00pm. More information about the panels is available on our website www.eastdurhamhomes.co.uk or by calling Patricia Thornhill.

AGM 2009

**East Durham Homes
Invites you to attend its 5th
Annual General Meeting**



**on
Thursday 24th September 2009**

at

East Durham College, Willerby Grove, Peterlee

Doors open and refreshments served from 5pm

Meet staff and find out more about getting involved, decent homes, repairs and maintenance, anti-social behaviour, aids and adaptations and managing your estate.

AGM starts at 6.30pm

Transport to and from the event can be provided, please ring **0800 032 0835** for more information or to book a place.

The East Durham Homes AGM takes place on Thursday 24th September. All tenants and leaseholders are invited to come along and find out how we have performed over the last year and our plans for the future.

Working together to deliver quality homes and a better environment for all

Before the formal AGM starts we will have information stands where you have the opportunity to speak to staff from all areas of the company and other organisations. You can talk to staff about the issues you care about most, such as:

- Getting involved
- Decent homes
- Repairs and maintenance
- Anti-social behaviour
- Managing your estate
- Aids and adaptations.

After the AGM we will have a **question and answer session** where you can ask the board and senior managers questions. If you would like to ask a question at the AGM we would ask that you submit your question to us at least 48-hours before the event.

Please ring 0800 032 0835 or 0191 518 5497 to book a place. Transport to and from the event can be provided but please let us know in advance if you need this.

If you would like to attend a board meeting or would like further information on the board please contact Patricia Thornhill, Governance Manager on:

Telephone: 0800 032 0835 from a landline or 0191 518 5497 from a mobile phone

Email: pat.thornhill@eastdurhamhomes.co.uk

Customer involvement news

Your customer involvement team has got bigger!

The customer involvement team (left to right) Stuart Wilson, Carole Tilley, Julie Dower and Peter Eldrett



Last year, over 1,600 customers got involved with us in a number of different ways, at a level that suits them. This could be anything from completing a survey to attending a meeting or even becoming a tenant board director.

We want to continue getting more people involved so we have recruited a new Customer Involvement Officer to join the team. Peter Eldrett previously worked for the North Peterlee Neighbourhood Pathfinder as a Community Engagement Officer. After working with local residents and groups within Peterlee on various initiatives, he is now looking forward to supporting local resident involvement throughout the East Durham area.

Local conversations - have your say!

East Durham Homes held a 'local conversation' event on Monday 10th August to give customers more information on the Tenants Services Authority (TSA) draft standards and to get their views on them. We looked at 3 of the proposed standards, anti-social behaviour, repairs and maintenance and tenant empowerment, as these are 3 of the most important standards to our customers.

The event was a success and the one of the main points that came out of the day was how important our customers feel tenant regulators are. Watch this space for more details on tenant regulators.

The local conversations are part of a bigger initiative by the TSA called 'The National Conversation' which gives people the chance to tell them what services are most important to them as a tenant or shared owner of a housing association, council or co-op or if they live in a home managed by an ALMO. By helping the TSA fine-tune the standards that have been drafted, you can make sure you get an excellent service from your landlord in future.

The results of all of the local and national conversations that have been held will inform the standards that the TSA set. We will publish these results when we receive them.

The 'Big Tidy' in Horden

East Durham Homes and Morrison Facility Services held a 'Big Tidy' event on Saturday 8th August.

The 'Big Tidy' took place in the Emerson Court area of Horden and East Durham Homes and Morrison staff got together with local residents and children to clean up the local area.

Morrison held "Big Tidy" events all across the UK to clean up estates. In Horden we collected 14 bags of rubbish and throughout the UK over 140 bags of rubbish were collected on the day.



Customer involvement news

Litter pick at Cotsford Junior School



pils from Cotsford Junior School in Horden took part in a litter pick on the 2nd y to clear rubbish from their school grounds and surrounding area.

This was the 4th litter pick arranged by East Durham Homes customer involvement team at Cotsford Junior School. The litter picks make children aware of how they can help keep the area they live in clean and tidy by not dropping litter. The children who took part are members of the schools gardening club, which is open to all years in the school.

Alison White, Behaviour Improvement Project Worker (BIP) at the school said: “The children were excited and enjoyed doing the litter pick, they feel rewarded when officers from East Durham Homes work with the school. The litter pick will also help the school in its work towards achieving the green flag award”.

We have carried out litter picks at a number of schools across the East Durham area, if you would like us to arrange a litter pick for your school or community group please contact the customer involvement team.

Customer training programme - “do it yourself!”



“Do it yourself!” is our new 6 monthly free training programme, designed to help you learn new skills in managing your home rather than employ someone to do it for you.

The next training courses are:

Name of course	Date	Time	Venue	Maximum number of spaces
Basic decoration skills	10 September	10am - 12 noon	Seaview Industrial Estate, Horden	30
Gardening - get ready for winter	15 October	2 - 4pm	TBC	30
Christmas on a budget	6 November	10am - 12 noon	East Durham Homes	30



Transport to and from the event can be provided and there will be refreshments available.

Remember - places are limited so will be booked on a first come first served basis. If demand for these courses is high we will book more dates for you.

How do I book a place?

Contact the customer involvement team by:

- ☎ Telephone 0800 032 0835 from a landline or 0191 518 5497 from a mobile phone
- ✉ Text the word Involve to 07786 207 745
- ✉ Email customer.involvement@eastdurhamhomes.co.uk

Customer Involvement News

Christmas Fayre 2009

After the success of last years Christmas Fayre, plans are taking shape to prepare for this years event. It will take place on Saturday 5th December so watch for the invite arriving through your door. If you have any ideas how we can make this years event even better please contact the customer involvement team.

Football focus



The customer involvement team are currently working with resident representatives about a 5-a-side football tournament in the October school holidays for youngsters. The tournament will take place on Friday 30th October at the Peterlee Pavillion. If you know of any teams that might be interested or would like further information please contact the customer involvement team.



The Housing Partnership

Well, we've done it! "2 stars and excellent prospects for improvement" is the result of the Audit Commission inspection.

This means that the improvements to our homes can begin in earnest, with the release of the additional funding needed to be spent on bringing our homes up to the decent homes plus standard.

Our thanks go out to all involved in this great achievement. It's a great time to be a tenant of East Durham Homes and we can now bring our homes into the 21st century.

We are also awaiting the results from TPAS (Tenant Participation Advisory Service) accreditation and we will be the first ALMO in the North East to achieve this award, which would be another feather in our caps!

All this is down to the hard work of staff at East Durham Homes and our passionate tenants and residents.

So why not find out more about the Housing Partnership and come along to one of our meetings. The next meetings are:

- Monday 7th September
- Monday 5th October
- Monday 2nd November

All meetings start at 9.30am and are held at East Durham Homes Head Office, 2 Meridian Court. Transport to and from the meetings can be provided.



Tony Bryce, Chair



John Gardner, Secretary

You can contact the customer involvement team by:

Telephone: 0800 032 0835 from a landline or 0191 518 5497 from a mobile phone

Text: text the word Involve to 07786 207 745

Email: customer.involvement@eastdurhamhomes.co.uk

Customer Involvement News

Service review panels

Since November last year we have been busy setting up service review panels. These panels are made up of service managers, officers and customers and look at ways in which a particular service can be improved.

By listening to our customers we can really shape services and know that they are meeting our customer's needs.

Each service holds around 4 meetings per year and they usually last no more than 2 hours each.

One of our customers, Warwick Rothesay who attends a number of panels said "I have really seen a difference in a number of services that East Durham Homes provides from attending these meetings. They do listen to what we have to say and that makes me, as a tenant, receive a better service."

We can only change services to meet your needs by listening to what you have to say so don't tell your neighbours if you have a problem or an idea - tell us by attending one of our panels.

The service review panel meetings which are taking place in the next few months are:

Name of panel	Date	Time	Venue
Anti-social behaviour	17th September 2009	10am	Meridian Court
Income management	18th September 2009	9.30am	Meridian Court
Leaseholders	18th September 2009	6pm	Meridian Court
Furnished tenancies	23rd September 2009	2pm	Meridian Court
Customer involvement	29th September 2009	10am	Meridian Court
Tenancy sustainment	1st October 2009	2pm	Meridian Court
Customers in flats	2nd October 2009	10am	Meridian Court
Mystery shopping	6th October 2009	10am	Edenhill Residents Association
Tenancy and estate management	7th October 2009	10am	Meridian Court
New tenancies	7th October 2009	10am	Meridian Court
Access to services	7th October 2009	1.15pm	Meridian Court
Capital and repairs	8th October 2009	9am	Meridian Court
Leaseholders	16th October 2009	6pm	Meridian Court
Value for money	29th October 2009	9.30am	Meridian Court
Durham Key Options	30th October 2009	10am	Meridian Court
Mystery shopping	3rd November 2009	10am	Edenhill Residents Association
Capital and repairs	19th November 2009	9am	TBC
Leaseholders	20th November 2009	6pm	Meridian Court



Everyone can come along to the service review panel meetings and we would always welcome new members.

Customer Involvement News

Below is a list of all 14 service review panels we have. If you would like to join one or more of them, please tick the relevant box and return the reply slip to us.

Your details

Title Mr Mrs Ms Miss

Name

Address

Postcode

Contact number

Email address

Transport required Yes No

Send to:

FREEPOST EAST DURHAM HOMES LTD

Please tick which service review panel you would be interested in attending?

(you can tick as many as you like)

- Access to services
- Anti-social behaviour
- Capital and repairs
- Customers in flats
- Customer involvement
- Durham Key Options
- Furnished tenancies
- Income management
- Leaseholders
- Mystery shopping
- New tenancies
- Tenancy and estate management
- Tenancy support
- Value for money

All information you supply will be treated in confidence and in line with the Data Protection Act.

New Tenant Handbook - coming soon!

Watch out for your new and improved Tenant Handbook being delivered to your door in the next month.

We have completely updated the handbook with a new look and an easy to use format. The handbook is divided into sections which will give you all you need to know about your tenancy and the services we provide to you.

The handbook will cover:

- About your home
- What you can expect from East Durham Homes
- Your rights and responsibilities
- Rents, benefits and money matters
- Getting back into training or employment
- Managing your estate
- Support services for our customers
- Getting involved
- Moving on and ending your tenancy
- Property improvements and maintenance
- Your repairs handbook.

Thanks to members of the Housing Partnership who helped us to produce the new handbook.



*Rhonda Young,
Communications and Marketing
Officer with a copy of the new
handbook*

Community News

Local heros

Green fingered residents George Dawson and Jimmy Maitland maintain the communal garden and greenhouse at Donnini House in Easington, and have made it a pleasant, comfortable environment to sit and relax in or to socialise with other residents.

Mr Maitland looks after the tomatoes in the greenhouse and when they are ready, residents can buy them, with the money going in the Donnini House social fund. Mr Dawson sees to the garden area and is very proud of a rosebush he planted which is maturing.

Eva Bate, one of the residents who use the garden said: "I really enjoy sitting in the garden, George and Jimmy put a lot of love and attention into the garden to make it a beautiful area for everyone to use."



Donnini House residents Eva Bate, George Dawson, Jimmy Maitland, Sylvana Harrington and Jack Owens in the garden.

Thornley Moving Forward

Thornley Moving Forward Group held another successful summer fayre in July. The weather stayed fine and the kids in the village had a great time taking part in football coaching, where they all received a medal and had lots of fun games and races. The group will be arranging another Christmas Party for the local children in December. Watch this space for more information.

The group is constantly trying to put the heart back in the village and if you would like to join them please contact the customer involvement team for more information.

Football star!



Daniel Reeves, aged 17 lives at supported housing provider Stonham's Stage 2 service in Shotton Colliery, having had to face up to homelessness after leaving

Daniel is celebrating after being the only football player from the North East to be selected to represent England in the Homeless World Cup 2009 in Milan in September 2009.

Daniel said "I'm really excited about going to Milan with the team. Football has given me a real positive focus. Problems at home meant I had to find somewhere to live, I was introduced to Stonham and they have been a great help to me"

Stonham project worker Helen Woodland has supported Daniel every step of the way on his road to soccer success. She said: "Daniel is a lovely young man and really deserves his success, the whole experience has opened his eyes to lots of new avenues and he has had the opportunity to meet and make new friends from different cultures and backgrounds all of whom have been in similar difficult situations to Daniel."

Stonham's Stage 2 has 8 self contained flats and accommodates young people aged 16-21. Stage 2 provides advice and assistance on housing, benefits and independent living skills. To request an application pack or further information about Stage 2 contact Stonham, Stage 2, The Old Vicarage, Station Road, Shotton Colliery, Co. Durham, DH6 2JW. Telephone 0191 517 1100.

Hesleden looking for new members

Hesleden Tenants and Residents Association has been running for a number of years now and is a group of community minded people who want to improve the area where they live. They are looking for new members and you only need to spare a couple of hours every month. They meet on the last Tuesday of every month and if you would like to join them please either go along to the next meeting on the 29th September at Hesleden Community Centre or contact the customer involvement team for more information.

Local community representatives

Do you care about the estate where you live? Do you want to see things improve? But you don't always have time to attend meetings, or there are no groups in your area?

Then this could be just the thing you need. East Durham Homes are looking for local community representatives who will discuss issues that affect your street, estate or village and work with us and other organisations to try to improve things. This will take up very little of your time but it is a way to make sure your voice is heard. For more information contact the customer involvement team.

Diary Dates

Tenants and Residents Association Meetings

Group	Address	Day of the month	September	October	November	Time
Acre Rigg	Check website www.acreriggresass.btik.com or contact EDH customer involvement					
Ash Crescent	People's Centre	Last Tuesday	29	27	24	6.30pm
Blackhall Rocks	Kasko House	2nd Monday	14	12	9	6.30pm
Denehouse & Chapel Hill South	Methodist Church Hall	1st Wednesday	2	7	4	6.30pm
Deneside/ Eastlea	Eastlea Community Centre	Tuesday	15	TBA	TBA	5.30pm
Edenhill	26 Crawford Avenue	Wednesday every 4 weeks	16	14	11	10.30am
Hesleden	Community Centre	Last Tuesday	29	27	24	7pm
Horden	Bruce Kirkup Centre	Last Tuesday	29	27	24	1pm
Horden Colliery	Welfare Centre	Tuesday	22	20	17	5pm
Passfield/ Sunny Blunts	Helford Road Cricket Club	2nd Thursday	10	8	12	7.15pm
Shotton	Community Centre	Tuesday every 6 weeks	22	none	3	6pm
Trimdon Station	29/30 May Crescent	1st Wednesday	2	7	4	7pm
Westlea & Milldale	7a West Grove	2nd Wednesday	9	14	11	7.15pm

Have you got any community news to share?

If you have any news from your area that you want to share or you have an event you want to promote then why not let us know and we will look at including it in a future edition of this newsletter. The newsletter is sent to all customers in March, June, September and December.

Please contact the customer involvement team on 0800 032 0835 with the details.

Look to the future event

Do you have a visual impairment?

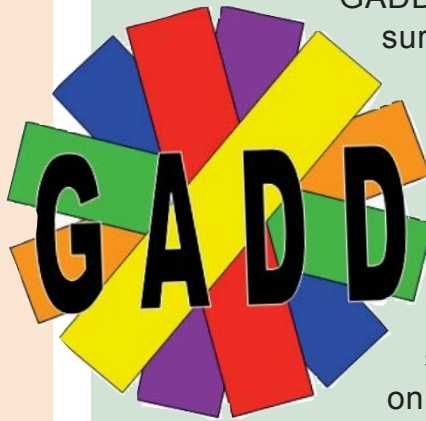
You are invited to a drop-in exhibition of equipment, advice and information on the local support available and other relevant information on visual impairment.

The event will take place at Durham County Council, Council Chambers, County Hall, Durham on Thursday 8 October 2009 between 10am – 4pm.

Families, carers, friends and professionals are also welcome!

If you would like more information then please contact Andrew Nuttall on 0191 387 6181 or Leigh Nicholson on 01388 454 832.

GADD (Gay Advice Darlington/Durham)



GADD hold a monthly surgery session for customers of East Durham Homes at the Peterlee customer outlet on the third Wednesday of the month. The next surgery will take place on the 16th September between 2 to 3pm.

You can contact GADD on:

- Telephone 0191 586 9988
- Email easington@gayadvisedarlington.co.uk

Safer homes for East Durham residents



We work closely with many agencies to ensure the best services and support for local residents. One agency we work with is East Durham Partnership, which is a registered charity, established for over 20 years in East Durham. The organisation provides support directly to residents of the area as part of its charitable objective to improve the quality of life of disadvantaged residents in the district.

East Durham Homes supported a recently successful bid by the Partnership, and they have received funding from the Home Office Safer Homes Fund.

This will enable them to carry out work (either free or at minimal cost) to residents who want to make their homes safer. For example, they could:

- install window latches
- install locks
- put in peepholes
- repair broken fences
- clear litter which is accumulating causing a crime risk or anti-social behaviour.

Ellen Foxton, Chief Executive Officer for East Durham Partnership said: "A few simple precautionary actions can make a difference to the quality of people's lives. We hope that, by participating in this scheme, we will help create a more comfortable environment for local residents. Our workers will visit your residence to assess your security needs and will provide certain security measures free of charge. Funding is only available until March and our workers are at the ready, so please contact us as soon as possible if you would like to benefit from this scheme".

If you want to find out if you qualify for this scheme or you want to know more about East Durham Partnership you can contact them on 0191 586 8493 or visit their website www.eastdurhampartnership.com

Managing your estate

Join us on a walkabout!

The tables below show the estate walkabouts that will be taking place in your area over the next few months. We have given you the date, time and meeting place of each walkabout and the name of the EDH Estate Officer who will be doing the walkabout. Everyone is welcome to come along to the walkabout in your area.



Day	Date	Area	Meeting Time	Meeting Place	Estate Officer
Tuesday	1st	Seaham Parkside	9.30am	Peoples Centre	Jimmy Harrison
Tuesday	1st	Shotton 1,2 & 3	9am	George Square	Keith Houghton
Wednesday	2nd	Peterlee Edenhill 2	9am	Edenhill Residents Association	Colin Reynolds
Friday	4th	Peterlee Howlatch 2	8.30am	Fairclough Court	Kevin Heckles
Monday	7th	Easington Village	9am	North Crescent	Keith Houghton
Tuesday	8th	Murton Cornwall	9am	Penryn Avenue	Kevin Heckles
Friday	11th	Peterlee Chapel Hill 1	9am	Kirkstone Avenue	Colin Reynolds
Monday	15th	Seaham Harbour & Dawdon	9.30am	Malborough Crescent	Jimmy Harrison
Tuesday	14th	Peterlee Acre Rigg A & B	8.30am	Peterlee Close	Kevin Heckles
Thursday	17th	Peterlee Acre Rigg 3	9am	Pembroke Place	Kevin Heckles
Tuesday	22nd	Thornley	9.30am	Ruskin Crescent	Keith Houghton
Tuesday	30th	Blackhall Rocks	9am	Kasko House	Colin Reynolds

Managing your estate

October 2009

Day	Date	Area	Meeting Time	Meeting Place	Estate Officer
Wednesday	7th	Peterlee Passfield 1&2	9am	Helford Road	Kevin Heckles
Thursday	8th	Horden South 1 & 2, Grant Street	9am	Hawthorne Crescent	Keith Houghton
Friday	9th	Blackhall Colliery	9am	Welfare Crescent	Colin Reynolds
Monday	12th	Horden Central	9am	Roseberry Road	Keith Houghton
Monday	12th	Haswell	9am	Gloucester Terrace	Kevin Heckles
Thursday	15th	Seaham Northlea & Station Road	9am	Burnway	Jimmy Harrison
Monday	19th	Peterlee Denehouse 1 & 2	9am	Hovingham Close	Colin Reynolds
Tuesday	20th	Peterlee Howletch 1	9am	Fairclough Court	Kevin Heckles
Wednesday	21st	Seaham Seaton & Denehouse	9am	Derwent Close	Jimmy Harrison
Monday	26th	Seaham Deneside 2 & Dalton le Dale	9am	Dalton Avenue	Jimmy Harrison
Tuesday	27th	Horden North 1 & 2, Grants Houses	9am	Webb Square	Keith Houghton
Wednesday	28th	Peterlee Edenhill 1	9am	Edenhill Resident Association	Colin Reynolds
Friday	30th	Murton Station	9am	Station Estate North	Kevin Heckles

November 2009

Day	Date	Area	Meeting Time	Meeting Place	Estate Officer
Monday	2nd	Trimdon	9am	Laburnum Crescent	Colin Reynolds
Tuesday	3rd	South Hetton	9am	Conishead Terrace	Jimmy Harrison
Wednesday	4th	Easington Colliery	9am	Manisty Terrace	Keith Houghton
Thursday	5th	Seaham Deneside 1	9am	Queensbury Road	Jimmy Harrison
Thursday	5th	Peterlee Acre Rigg 2	9am	Buckingham Road	Kevin Heckles
Friday	6th	Hesleden	9.30am	Front Street	Colin Reynolds
Friday	6th	Castle Eden	1pm	North View	Colin Reynolds
Monday	9th	Wheatley Hill & Ponderosa	9am	Peterlee Cottages	Keith Houghton
Wednesday	11th	Wingate Central, Vicarage Estate and Woodland View	9am	Market Crescent	Colin Reynolds
Thursday	12th	Murton Central	9am	Calvert Terrace	Kevin Heckles
Friday	13th	Seaham Westlea & Milldale	9am	Webb Avenue	Jimmy Harrison
Monday	16th	Seaham Eastlea	9am	Eastlea Road	Jimmy Harrison
Tuesday	17th	Peterlee Oakerside & Sunny Blunts	1pm	Oakerside Drive	Kevin Heckles
Thursday	19th	Wingate Market Crescent, Station Town & Hutton Henry	9am	Market Crescent	Colin Reynolds
Thursday	26th	Peterlee Chapel Hill 2	9am	Braithwaite Road	Colin Reynolds

For further information please contact us on 0800 032 0835 from a landline or 0191 518 5497 from a mobile phone.

Managing your estate

Problem solved

Following inspections by Stuart Wood, Senior Estates and Regeneration Officer, it was noted that a number of external 'drying areas' to our flats needed attention. The estate management team have been improving the areas by repairing fencing and gates, pruning trees and bushes and clearing moss and weeds.



Example of the improvements made to the drying area at Adrian Place in Peterlee. Residents of the block have commented on how pleased they are with the finished result.

Handy-person service - giving you a helping hand in your new home



For a handy-person service for new tenants who are over the age of 60 or registered disabled (or both).

A member of our Estate Management Team can give up to 3 hours of their time in one visit within the first few weeks of moving into a new home.

They can do small jobs that you may not be able to do yourself, such as:

- putting up curtain battens, rails or wires
- hanging pictures
- moving furniture
- minor decorating jobs.

This is a free service, but you must pay for any materials needed for the work.

For more information contact the Estate Management Team on 0800 032 0835 or 0191 518 5497.

Managing your estate

How does your garden grow?

We are committed to improving the appearance of our estates, and to help do this our Estate Officers carry out regular walkabouts and check the gardens of every tenanted property.

If a garden is found to be overgrown or untidy we contact the tenant to find out initially if they are having problems maintaining the gardens themselves. If the tenant is over the age of 60, has a disability that prevents them from maintaining the garden and has no relatives living in the East Durham area who can help them, we will refer them to the Council Horticultural Department who provide a 'Garden Tidy' scheme.

If there isn't a reason why they cannot maintain the garden themselves we will remind them that it is their responsibility to keep the garden tidy and could be a breach of their tenancy agreement not to do so (This is outlined in the tenancy agreement in section 4d).

If they still don't take any action the garden will be tidied by East Durham Homes on a rechargeable basis with the cost being charged to the tenant.



Example of an untidy garden



Here's what you could achieve!

**WIN
£50**

Can you beat this garden and win £50?

This fine example of a garden belongs to Mr Walker from Malvern Crescent in Seaham and it is one of the best gardens our Estate Officers have seen - but can you beat this?

If you think your garden can compete then why not send us a photo or contact the Estate Officer in your area who will be able to take a photo of your garden for you. You can find the name of your local Estate Officer and contact details on page 26 of this newsletter.

Send your photo along with your name, address and a contact number to:

Garden Competition
Freepost East Durham Homes Limited

No stamp is needed!

Closing date for entries is Friday 9th October and the garden judged to be the best will win £50 of high street shopping vouchers which you can spend on your garden or maybe something for yourself!

Our performance

EDH constantly measures and monitors its performance to gauge how good the service we provide is and to make sure we are keeping our promise to offer tenants the highest possible level of service.

How are we doing? How we performed June 2009.

Anti-social behaviour

The percentage of anti social behaviour (ASB) cases closed with the agreement of the tenant 	Last Year	June Target	Current Performance
		98%	98%

Customer involvement

Number of improvements brought about as a result of customer involvement 	Last Year	June Target	Current Performance
		25	9

Customer service

The percentage of customer queries resolved at first contact (both contact centre and outlets) 	Last Year	June Target	Current Performance
		85%	80%

The average overall satisfaction rating for all services achieved through 'VMS' surveys 	Last Year	June Target	Current Performance
		8.01	8.10


The average number of days to resolve a complaint 	Last Year	June Target	Current Performance
		21 days	10 days

Letting properties

Average number of days for a void property to be re-let 	Last Year	June Target	Current Performance
		23.7 days	20 days

Number of empty properties which are available to be re-let 	Last Year	June Target	Current Performance
		96	88

Repairs and investment

Average number of days taken to complete a repair 	Last Year	June Target	Current Performance
		10.32 days	9 days

The percentage of appointments which could have been made and kept 	Last Year	June Target	Current Performance
		97.59%	98%

Percentage of repairs carried out right first time 	Last Year	June Target	Current Performance
		84.70%	88%

Number of non-decent homes 	Last Year	June Target	Current Performance
		7735	7406

Our performance

You said, we did!

You said... I am unhappy that workmen turned up at 8am without any prior notice. You made an appointment but did not tell me about it.

✓ **We did...** We apologised that our procedure was not followed correctly on this occasion. During May, we brought in a new system for appointment letters, along with a reminder system for early appointments.

You said... I am unhappy with the condition and the number of repairs that had to be done after I moved into my new home.

✓ **We did...** We have since introduced our new empty homes standard. We now agree with the tenant that the property is up to this standard before they move in.

You said... I am unhappy with the cleanliness of the communal area to my flat block and they do not look like they have been cleaned for several months.

We did... We have service standards for cleaning communal areas every six weeks. Other standards are publicised on all our communal area notice boards, along with information on when the area was last cleaned. There are contact details shown for reporting any problems. We will respond in the agreed timescales.

You said... Your workmen were not wearing name badges and did not clean up when they fitted my handrail.

✓ **We did...** All subcontractor employees will have the same induction procedure as our main contractor employees. This will cover the wearing of ID badges and cleanliness standards.

Meeting service standards

Monitoring shows that we met 92% of our service standards during the first quarter of 2009/2010 (April – June).

- Of the 19 service areas, 7 have met the annual target, 6 are close to our target and 6 are outside our target and need improvement.
- Of the 19 service areas 4 have improved from last year, 4 are the same, 3 are worse and there are 8 new standards in place for 2009/2010.

We met all of our standards in the areas of anti-social behaviour, customer involvement, improvement schemes, rent services and temporary accommodation.



If you would like more information or have any comments, complaints or compliments please contact the service improvement team on:

Telephone: 0800 032 0835 from a landline or 0191 518 5497 from a mobile phone

email: improve@eastdurhamhomes.co.uk

Text: text the word complaint to 07786 207 745

Leaseholder News



Welcome to the Leaseholder news section where we aim to keep you updated with important information.

Inspection results

As you may have already read or heard, we have achieved a two star rating from the Audit Commission. The report showed that the leasehold service has improved and that there was a balance of strengths and weaknesses.

Here are a few of the strengths and weaknesses from the report:

Strengths:

- There is a useful leaseholder pack, handbook and clear information about service charges
- Leasehold service standards are reviewed and agreed with leaseholders
- Satisfaction is high
- Leaseholders are consulted and are increasingly getting involved.

Weaknesses:

- Leaseholders have little awareness about capital programmes or about the help available to pay service charges
- Links between the Board, service review panel and forum are weak
- Leaseholders lack input to the newsletter.

A full copy of the report can be found on our website www.eastdurhamhomes.co.uk, on the audit commission website www.audit-commission.gov.uk or by contacting us.

Once again a big thank you to members of the leasehold service panel who volunteered to be interviewed by the inspectors.



Welfare benefit and debt advice for leaseholders

We have a dedicated welfare debt advice officer who can give all our customers,

including leaseholder's information on whether you could be entitled to benefits and how to claim them. They can also offer practical advice on money and budgeting to help solve any financial problems you may have.

If you would like a free welfare benefits check or would like to get more advice on money please contact us.

If you are over the age of 50 Durham Age Concern can also offer you help with your money matters. You can contact them on 0300 500 5000.

Knowing our customers

We have previously written to all our leaseholders asking for more information about you, such as your age, disability, language, telephone numbers, best way to contact you etc.

We are collecting this information to tailor our services to meet your needs and it will ensure that everyone is treated fairly.

We will shortly be contacting those leaseholders who haven't yet completed a survey form. If you receive a form, we would be grateful if you could take the time to complete it and return it to us in the envelope which will be provided.

If you have any comments on this page or have any leasehold queries please contact:

Michael Patterson, Leasehold and Service Charge Officer
Tel: 0800 032 0835 from a landline or 0191 518 5497 from a mobile phone
Email: michael.patterson@eastdurhamhomes.co.uk

Building Insurance – FAQ

Why do I have to take out building insurance with you? Under the terms of your lease, membership of the council's block insurance policy is compulsory and forms part of your annual service charge. This is because Durham County Council owns the external structure of your building and they need to make sure it's adequately insured.

The policy covers actual damage to your home rather than general wear and tear. We will carry out routine maintenance work for you, but you will be charged a percentage of the cost of carrying out the work.

If you would like to make a claim against the building insurance policy you now need to contact your Councils Insurance Officer on 0191 383 4268. This is to ensure all insurance claims are properly logged and you do not become liable for any costs.

What about the contents of my home?

It is your responsibility to insure the contents of your property. East Durham Homes offers a low-cost home contents insurance scheme for customers, including leaseholders. For more information please contact us.

Next meeting dates

Leasehold service review panel meetings

Date	Time	Venue
18th September	6pm	Meridian Court
16th October	6pm	Meridian Court
20th November	6pm	Meridian Court

Customers in flats service review panel

Date	Time	Venue
2nd October	10am	Meridian Court

Leaseholder involvement

We are always looking at new ways leaseholders can get involved in making a real difference.



• Leasehold service review panel

Our leasehold service review panel is a group of leaseholders who meet every month. The panel acts as a vital link between East Durham Homes and you, and makes sure we know what issues are important to you.

It's also a great way of finding out what you think about our new plans for the leasehold service, as well as giving us your ideas about how we can do things better.

If you want to be on the mailing list for the leasehold service panel minutes, and keep up with all the latest news, please contact the Leasehold and Service Charge Officer. You can view the minutes and other information on our website.

Some of the improvements the panel have contributed towards are:

- Revised our leasehold service standards
- Participated in developing the leasehold management policy
- Introduced quarterly and annual service charge statements
- Introduced quarterly and annual minor repairs and maintenance statements.

• Leaseholder editing panel

We are looking for new leasehold volunteers who would be willing work with some of our existing service panel members to review and develop publications for our leaseholders. Such as:

- Revising our leaseholders handbook
- Developing and introducing our own leaseholders newsletter
- Work towards producing a service charge guide to have in place for 2010/11
- New leaflets for leaseholders
- Develop our leasehold section on our company website.

If you want to join the leaseholder editing panel contact the Leasehold and Service Charge Officer or Rhonda Young, Communications and Marketing Officer on 0191 518 5359 or email rhonda.young@eastdurhamhomes.co.uk

• The Housing Partnership

The Housing Partnership always welcomes new members, including leaseholders. The dates of the next meetings and more information about the Housing Partnership can be found on page 12 of this newsletter.


Area Contacts List


To help you contact a member of staff from your area who can deal with your query we have produced the table below giving the EDH Officers name, what they deal with and the area they cover.

	Area 1 Seaham South Hetton	Area 2 Wheatley Hill Shotton Thornley Horden Easington	Area 3 Peterlee East Blackhall Hesledon Wingate Castle Eden Hutton Henry Station Town Trimdon	Area 4 Peterlee West Murton Haswell
Technical Inspector	Steven Scott	Adam Spurr	Stuart Bell	Gary Houghton
Estate Officer	Jimmy Harrison	Keith Houghton	Colin Reynolds	Kevin Heckles
Tenancy Management Officer	Diane Nicholson	Shirley Todd	Irene Purcell	Adele Dixon
Choice Based Lettings Officer	Maria Miller	Stephen Lindsay	Paula Norman	Pauline Welch
Rent Officer	Trudy Barnes	Tracey Allison	Janice Appleby	Liz Wilcox
Enforcement	Caroline Nevens	Alan Cossey	Diane Chapman	Nick Hardy
Customer Involvement	Carole Tilley Stuart Wilson	Carole Tilley Stuart Wilson	Carole Tilley Stuart Wilson	Carole Tilley Stuart Wilson


Contact us at:


 **East Durham Homes, 2 Meridian Court, Whitehouse Business Park, Peterlee, County Durham, SR8 2RQ**


 **Freephone:** 0800 032 0835


 **Direct Dial:** 0191 518 5497

You can use this local-cost, direct-dial number from your mobile phone to avoid premium charges, which your network provider may charge for calling freephone numbers.

 **Text:** "enquiry" to 07786 207 745

 **Typetalk:** 18001 then the telephone number you require

 **Fax:** 0191 518 5349

 **Email:** enquiry@eastdurhamhomes.co.uk

 **Website:** www.eastdurhamhomes.co.uk

Our contact centre is open from 8am to 8pm Monday to Friday and from 9am to 12 noon on Saturday.

Please note: for emergencies outside normal office hours, you can contact us on 0800 032 0835.

Contact us

How to find us

Our contact centre can deal with most enquiries. If you prefer you can visit us at one of our customer outlets in Peterlee or Murton, or if necessary our head office.

Peterlee Customer Outlet

29 Yoden Way
Castle Dene Shopping Centre
Peterlee
SR8 1AL



Opening Times:

Monday, Tuesday and Thursday – 8.30am to 5pm
Wednesday – 10am to 5pm
Friday – 8.30am to 4.30pm
Saturday – 9am to 12 noon



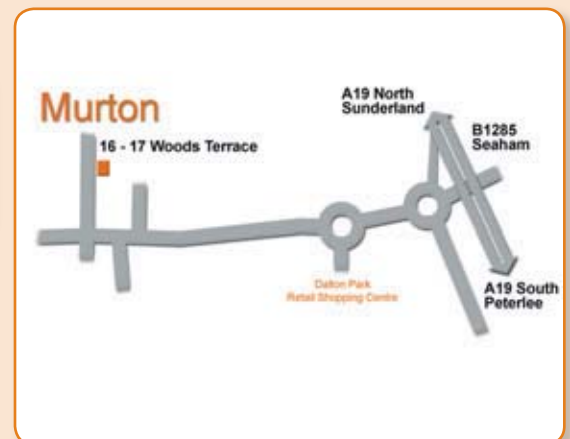
Murton Customer Outlet

16-17 Woods Terrace
Murton
SR7 9AD



Opening Times:

Monday, Tuesday and Thursday – 8.30am to 5pm
Wednesday – 10am to 5pm
Friday – 8.30am to 4.30pm



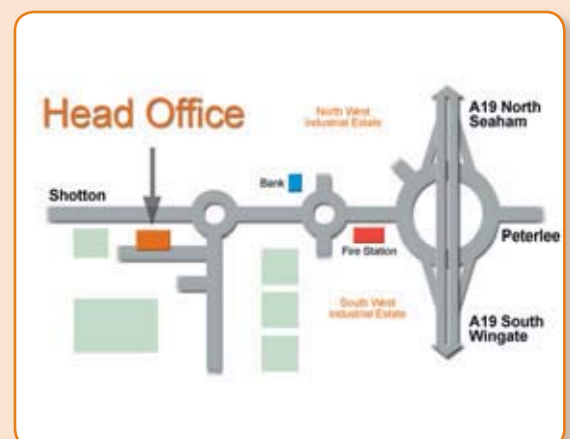
Head Office

2 Meridian Court
Whitehouse Business Park
Peterlee
SR8 2RQ



Opening Times:

Monday to Thursday – 8.30am to 5pm
Friday – 8.30am to 4.30pm



Remember - we can also arrange to visit you at home if you can't get to one of our offices

All our publications can be provided in large print, audio tape or CD, electronically via email or in Braille. We can also provide an induction loop, BSL interpreter, same gender interview or home visits if required. Please contact us on 0800 032 0835.

English	This document is our regular customer newsletter 'Insight'. If you would like us to provide this information in your first language, or you would like us to provide a translator and meet with you to discuss its contents, please contact us on 0800 032 0835. We can also provide same gender interviews and home visits when required.
Arabic	هذه الوثيقة هي رسالة زبائننا الإخبارية 'انسایت'. وإذا أردت منا أن نوفر هذه المعلومات بلغتك الأولى أو إذا أردت منا أن نوفر مترجم وتقابل معك لناقش محتوياتها الرجاء الاتصال معنا على رقم: 0800 032 0835. ويمكننا أن نوفر مقابليين من نفس الجنس والزيارات المنزلية عند الطلب.
Bengali	এই ডকুমেন্টটি আমাদের নিয়মিত গ্রাহক নডিজলটোর 'ইনসাইট'। আপনি যদি এই তথ্যটি আপনার প্রথম ভাষায় আমাদের কাছ থেকে পতে চান, অথবা আমাদের কাছ থেকে কোন অনুবাদক পতে চান এবং এই বিষয়বস্তু নিয়ে আপনার সাথে আলোচনার জন্য আমাদের সাক্ষাত চান, তাহলে অনুগ্রহ করে 0800 032 0835 এই নম্বরে আমাদের সাথে যোগাযোগ করুন। আমরা একই লিঙ্গের ব্যক্তির সাথে ইন্টারভিউয়ের এবং প্রয়োজন হলে ম ভিজিটেরও ব্যবস্থা করে থাকি।
Chinese	本文件是我们的定期客户周刊“洞察”。如果您希望我们用您的母语提供此信息，或者您希望我们提供一名译员与您交谈其内容，请致电 0800 032 0835 联系我们。我们也可根据需要提供同性会见及家访。
French	Ce document est notre newsletter « Insight ». Si vous souhaitez obtenir ces informations dans votre langue maternelle ou que nous mettions à disposition un traducteur et prenions rendez-vous pour discuter de son contenu, veuillez nous appeler au 0800 032 0835. Nous pouvons également organiser des entretiens avec des personnes du même sexe et des visites de logements au besoin.
Hindi	यह दस्तावेज हमारा नियमित ग्राहक समाचार पत्रक 'इनसाइट' है। यदि आप चाहते हैं कि हम आपको यह जानकारी आपकी प्रथम भाषा में प्रदान करें, या आप चाहते हैं कि हम आपको अनुवादक प्रदान करें और इसकी समीक्षा के बारे में चर्चा करने के लिए आपसे मिलें, तो हमसे 0800 032 0835 पर संपर्क करें। ज़रूरत होने पर हम मान लिंग के साक्षात्कार और घर पर विजिट भी प्रदान कर सकते हैं।
Polish	Niniejszy dokument to "Insight" – nasz stały biuletyn dla klientów. Jeśli pragniecie Państwo otrzymać tę informację z Waszym języku ojczystym lub jeśli chcecie, abyśmy zapewнили tłumacza i spotkali się z Wami celem omówienia treści raportu, prosimy o kontakt pod numerem telefonu 0800 032 0835. Możemy także – na prośbę – zorganizować spotkania z osobą tej samej płci w miejscu Waszego zamieszkania.
Punjabi	ਇਸ ਦਸਤਾਵੇਜ਼ 'ਚ ਸਾਡੇ ਨਿਯਮਿਤ ਗਾਹਕ ਸੂਚਨਾਪੱਤਰ 'ਇਨਸਾਇਟ' ਬਾਰੇ ਜਾਣਕਾਰੀ ਮੌਜੂਦ ਹੈ। ਜੇਕਰ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਕਿ ਅਸੀਂ ਤੁਹਾਡੀ ਮਾਂ ਬੋਲੀ 'ਚ ਇਹ ਜਾਣਕਾਰੀ ਮੁਹੱਈਆ ਕਰੀਏ, ਜਾਂ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਕਿ ਤੁਹਾਨੂੰ ਮਿਲ ਕੇ ਇਸਦੇ ਮਜ਼ਮੂਨ ਬਾਰੇ ਚਰਚਾ ਕਰਨ ਲਈ ਅਸੀਂ ਇੱਕ ਦੁਬਾਸੀਏ ਦਾ ਪ੍ਰਬੰਧ ਕਰੀਏ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ 0800 032 0835 'ਤੇ ਸੰਪਰਕ ਕਰੋ। ਲੋੜ ਪੈਣ 'ਤੇ ਅਸੀਂ ਸਮਾਨ ਲਿੰਗ ਦੇ ਵਿਅਕਤੀ ਦੁਆਰਾ ਇੰਟਰਵਿਊ ਅਤੇ ਘਰੇਲੂ ਮੁਲਾਕਾਤਾਂ ਮੁਹੱਈਆ ਕਰ ਸਕਦੇ ਹਾਂ।
Urdu	یہ دستاویز ہمارا گاہکوں کے لئے باقاعدہ خبرنامہ 'ان سائٹ' ہے۔ اگر آپ چاہیں کہ ہم آپ کو یہ معلومات آپ کی پہلی زبان میں مہیا کریں یا اگر آپ چاہیں کہ ہم آپ کو ایک مترجم مہیا کریں اور آپ سے مل کر اس میں موجود معلومات پر بات چیت کریں، تو برائے کرم ہم سے 0800 032 0835 پر رابطہ کریں۔ ہم ضرورت کے مطابق آپ کی بے جنس سے تعلق رکھنے والے افراد کی طرف سے انٹرویو اور گھر کے دورے کا انتظام بھی کرتے ہیں۔
Turkish	Bu belge bizim düzenli müşteri bültenimiz olan 'Insight'tir. Bu bilgileri size ana dilinizde sağlamamızı, veya içeriğini görüşmek üzere bir tercüman ayarlamamızı isterseniz lütfen bizi 0800 032 0835 no'lu telefondan arayınız. Ayrıca gerektiğinde aynı cinsiyetten görüşmeler ve ev ziyaretleri de düzenleyebilmekteyiz.

