

homes & people

Bringing you all the news that matters to you

April/May 2020

Dear Resident,

As the Covid-19 situation continues to evolve, I wanted to get in touch with you with a special edition of Homes & People, which replaces our usual Spring magazine.

At YHN we're putting all our efforts into ensuring our customers are supported as best they can be through these exceptionally difficult times for everyone, working closely with our colleagues at Newcastle City Council and in partnership with Public Health England, the NHS and Government.

In here you'll find guidance on some of the additional support we've put in place to help our customers, including advice on who to contact if you're experiencing any difficulties as a result of the social distancing measures put in place by the Government.

We know many of you will be experiencing financial difficulty as a result of the unprecedented situation, please don't worry but do get in touch with us so we can support you and possibly help relieve any anxiety you

may have. (You can find more information on the support on offer as well as contact details on page 2.)

We'll be getting in touch with you over the coming days and weeks, to make sure you are okay and for you to let us know of any issues you may be experiencing and we'll do our very best to support you. However, please don't feel like you need to wait for our call. If you feel you need additional support, then get in touch with us now and we'll do our very best to help.

We are here to help and support you through these difficult, challenging times and we work closely with Newcastle City Council so can advise, guide and signpost you wherever and however we can.

Best wishes,

Tina Drury
Managing Director
Your Homes Newcastle



Our offices

Our customer service hubs and YHN House are closed to the public. You can still call our contact centre on **0191 278 8600** or email us at **yhn@yhn.org.uk**. Our housing officers can also be contacted, preferably by email if you can (contact details on page 4).

Repairs

We will only be delivering emergency repairs in line with Government advice. Please help us to keep our staff safe and inform us in advance if your household is self-isolating so nobody is put at risk.

Garden Care

Our Garden Care service has been suspended. The service charges customers pay to receive this service will be reviewed as soon as possible and we will keep customers informed about when the service can resume.

Our phone lines are extremely busy so please contact us by email or online if you can.

www.yhn.org.uk

Registering and bidding for properties

The Tyne and Wear Homes choice-based lettings programme has been suspended.

New applicants can still register, although there may be a delay in processing the applications.

If you are in urgent and immediate need of housing and have nowhere to stay you can contact Newcastle City Council's Housing Advice Centre on **0191 277 1712** or **0191 277 1716** or email **housingadvicecentre@newcastle.gov.uk**.

NFS

Our furniture service is still operating but we are prioritising vulnerable and/or elderly customers.

As the situation evolves there may be further changes to our services. Please check our website, Facebook or Twitter for the most up to date information.

Help if you're worried



Rent & benefits

We understand that it's a worrying time for many of our customers and that you may have been affected financially by the social distancing measures put in place by the Government.

We want to reassure you that we are here to provide support if you have any worries at all about paying your rent, or if you need help to make a claim for new or additional benefits.

Our Income team is on hand to offer bespoke advice and support, tailored to your personal circumstances, and can put in place measures to support you with your rent payments.

If you have any concerns relating to your rent or finances, please contact us as soon as possible by emailing financial.inclusion@yhn.org.uk or to speak to our Income team call 0191 278 7725.

Our phone lines are very busy so please email if you can.



Advice for businesses & self-employed people

The coronavirus outbreak is likely to affect every business in Newcastle in different ways.

The Government has announced several support schemes to support both businesses, employees and self-employed workers. Due to the eligibility criteria of some schemes, we do advise that you check that you are eligible at the earliest opportunity. Information on these schemes can be found on the Newcastle City Council website.

The North East Growth Hub also has a Covid-19 toolkit on their website to help local business plan for and respond to the virus.

If you require advice or support until schemes start to make payments, please contact us as soon as possible by emailing financial.inclusion@yhn.org.uk or to speak to our Income team call 0191 278 7725.

Our phone lines are very busy so please email if you can.

Here to help

Our housing and customer service hubs have temporarily closed to the public to comply with social distancing guidelines. However, our teams are still at work and here to help you.

Report it online

You can report anti-social behaviour, raise concerns or send us a general enquiry using our website. Visit www.yhn.org.uk to:

- Complete an online anti-social behaviour report form
- Access the noise app to report noise nuisance
- Get in touch using an online form



Abuse or neglect

If you are suffering from abuse or neglect, or have concerns about someone else, you can report it directly to your local housing team using the contact details on the back page.

You can also contact Newcastle City Council's Community Health and Social Care Direct team:

- Between 8am – 5pm on **0191 278 8377**
- Out of these hours on **0191 278 7878**

In an emergency you should always call 999.

Stay in touch with us:

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www.yhn.org.uk



yhn@yhn.org.uk



[@YourHomes Newcastle](https://www.facebook.com/YourHomesNewcastle)



[@NewsFromYHN](https://twitter.com/NewsFromYHN)

Our phone lines are extremely busy so please contact us by email or online if you can.

Help delivered to your door

Citylife Line is a brand new service launched by Newcastle City Council for people who need help to cope with staying at home.

We want to make sure all of our customers get the support they need at this difficult time so we are working with Newcastle City Council to help deliver the service.

Register for help

Over the coming weeks, we know many people will struggle with things like shopping, getting prescriptions, topping up meters or walking the dog. Some people might feel lonely and just need a chat with someone to make the difference to their day.

If you have worries about how you will manage staying at home or are struggling to afford basics like food, register with Citylife Line now and someone will get in touch to arrange the help you need.

Sign up to be a volunteer

Hundreds of people in Newcastle have already signed up to help deliver the Citylife Line service. Many community and voluntary organisations have also pledged their support.

If you're not in a vulnerable group and can offer your time to help others, please register as a volunteer.

Register for help or sign up to be a volunteer at:

- www.newcastle.gov.uk/citylifeline
- 0191 277 8000

Beware COVID-19 scams

There has been an increase in scams related to the outbreak so please remember that criminals come in all shapes and sizes and can contact you at the door, by phone, post or online.

Don't let your guard down - be wary of scams such as:

- **People offering miracle cures, vaccines or home-testing kits** - these are not available to buy.
- **Text messages** pretending to be from the NHS asking for your personal details.
- **Rogue traders** trying to sell you coronavirus-related products such as anti-bacterial washes, facemasks or sanitising gel.
- **Appeals** from fake charities.
- **People offering to do your shopping** or collecting medication and asking for money upfront and then disappearing.



Please remember that your bank or the police will never ask for your bank details over the phone and emails offering refunds on taxes, utilities or similar are usually bogus.

For the latest information on scams to be aware of and to ensure you and your family are safe online, visit www.getsafeonline.org/northumbria. If you think you've been a victim of a scam, call Northumbria Police on **101** to report it.

Stay in touch with us:

 www.yhn.org.uk

 yhn@yhn.org.uk

 @Your Homes Newcastle

 @NewsFromYHN

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Our phone lines are extremely busy so please contact us by email or online if you can.

Contacting us


Our contact centre is experiencing a high volume of calls, so you may experience longer waiting times than usual.

To help us prioritise emergency calls and support our most vulnerable customers please only call if your matter is urgent. You can also get in touch with us by visiting www.yhn.org.uk/contact-us or emailing yhn@yhn.org.uk.

Our customer service centres are currently closed so where possible please email yhn@yhn.org.uk. If you need to contact the local housing services team for your area please use:

 outerwest@yhn.org.uk

 westend@yhn.org.uk

 eastend@yhn.org.uk

 walker@yhn.org.uk

 kenton@yhn.org.uk

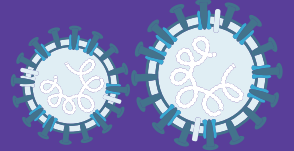
Keeping in touch

We would like to be able to keep in touch with you as best we can throughout these challenging times, so if you feel that we may not have your most recent contact email address or phone number please get in touch and let us know so we can update our systems.

You can let us know by emailing communicationsteam@yhn.org.uk or ringing us on **0191 278 8600**.

Our contact centre lines are **extremely busy at the moment, so please email us if you are able to.**

You can also visit our webpage www.yhn.org.uk/coronavirus which will be kept up to date regularly with important updates and announcements.



العربية
Arabic

لطلب معلومات عن فيروس كورونا (Covid-19) بلغتك، يرجى إرسال رسالة إلى 07971044463 أو البريد الإلكتروني communicationsteam@yhn.org.uk.

বাংলায়
Bengali

আপনার নিজের ভাষায় করোনভাইরাসের (কোভিড-১৯) বিষয়ে তথ্য অনুোধ করার জন্য, অনুগ্রহ করে 07971044463 নম্বরে টেক্সট করুন নতুবা communicationsteam@yhn.org.uk কে ইমেল পাঠান।

普通话 / 国语
Chinese
Simplified

要以您自己的语言索取有关冠状病毒 (COVID-19) 的信息，请发短信 至 07971044463 或发送电子邮件至 communicationsteam@yhn.org.uk。

廣東話 / 粵語
Chinese
Traditional

如果需要您的語言版本的有關新型冠狀病毒 (Covid-19) 的資訊，請發送短信 至 07971044463，或電郵 communicationsteam@yhn.org.uk。

فارسی
Farsi

برای دریافت اطلاعات در مورد کورونویروس (Covid-19) به زبان خود، لطفاً با شماره تلفن 07971044463 و یا ایمیل communicationsteam@yhn.org.uk تماس بگیرید.

Français
French

Pour obtenir des informations relatives au coronavirus (Covid-19) dans votre langue, veuillez envoyer un SMS (6) au 07971044463 ou nous envoyer un e-mail à l'adresse : communicationsteam@yhn.org.uk.

کوردی سۆزانی
Kurdish

بۆ داواکردنی زانیاری بەزمانی خۆت لێبارە، پێتای فایروسی کۆرۆنا (Covid-19) تێکایه وشەیی تێکست بکە بۆ 07971044463 یان بە ئیمیل communicationsteam@yhn.org.uk بنێرە بۆ.

Português
Portuguese

Para pedir informações sobre o coronavírus (Covid-19) na sua língua, por favor envie um SMS (8) para o 07971044463, ou um e-mail communicationsteam@yhn.org.uk.

русском
Russian

Чтобы запросить информацию о коронавирусе (Ковид-19) на вашем родном языке, отправьте текстовое сообщение (9) на номер 07971044463 или на адрес электронной почты communicationsteam@yhn.org.uk.

Español
Spanish

Para solicitar información sobre el coronavirus (COVID-19) en su idioma, mande un mensaje con el texto (10) al 07971044463 o envíe un correo electrónico a communicationsteam@yhn.org.uk.

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Stay in touch with us:

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www.yhn.org.uk



yhn@yhn.org.uk



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