

we're building...
communities
friendships
relationships
trust
confidence
partnerships
foundations
opportunities
structure
futures
homes
lives



we're building...
 **BERNICIA**

Registered Office:
Cheviot House, Beaminster Way East, Kingston Park, Newcastle upon Tyne, NE3 2ER
T 0844 800 3800 www.bernicia.com

Information provided by the Bemicia Group: Bemicia Group Limited is an Industrial and Provident Society (No. 30269R) and is the parent company of Cheviot Housing Association Limited (No. 19086R) and Wansbeck Homes Limited (No. 30079R) which are both Industrial and Provident Societies operating under charitable rules.



Our Vision

Making the Difference

Our Mission

To deliver outstanding customer service and create a brilliant place to work.

Our Values

- Customer Service:** Building lasting customer relationships by focussing on customer needs and striving to exceed their expectations.
- Teamwork:** Creating dynamic, talented teams that work locally, communicate openly internally and externally, are passionate about and enjoy what they do.
- Integrity:** Building trust through open, honest, ethical behaviour, acting with respect for others, behaving as responsible members of local communities.
- Quality:** Maintain and enhance a reputation for quality, delivering services, and products that meet or exceed the quality standards dominated by customers and stakeholders.
- Leadership:** Leading by example, recognising the value of our employees, welcoming change, encouraging innovation, providing an environment of learning and development and creating value for our customers and stakeholders.

Our Policy

Housing is a key element to achieving quality of life for you and members of your household; you should expect to receive a high quality service. We fully appreciate the value of your involvement and aim to ensure you are offered choice and the opportunity to be involved in influencing, directing and scrutinising our work at all levels.

As a customer driven organisation we consider it essential to assess the services we provide through our residents eyes, to ensure we provide the right services to the highest standard, increasing our accountability to customers and improving their quality of life. We expect that by involving residents in developing and scrutinising services we will increase customer satisfaction, resulting in the continuous improvement of our effect and efficiency and therefore value for money.

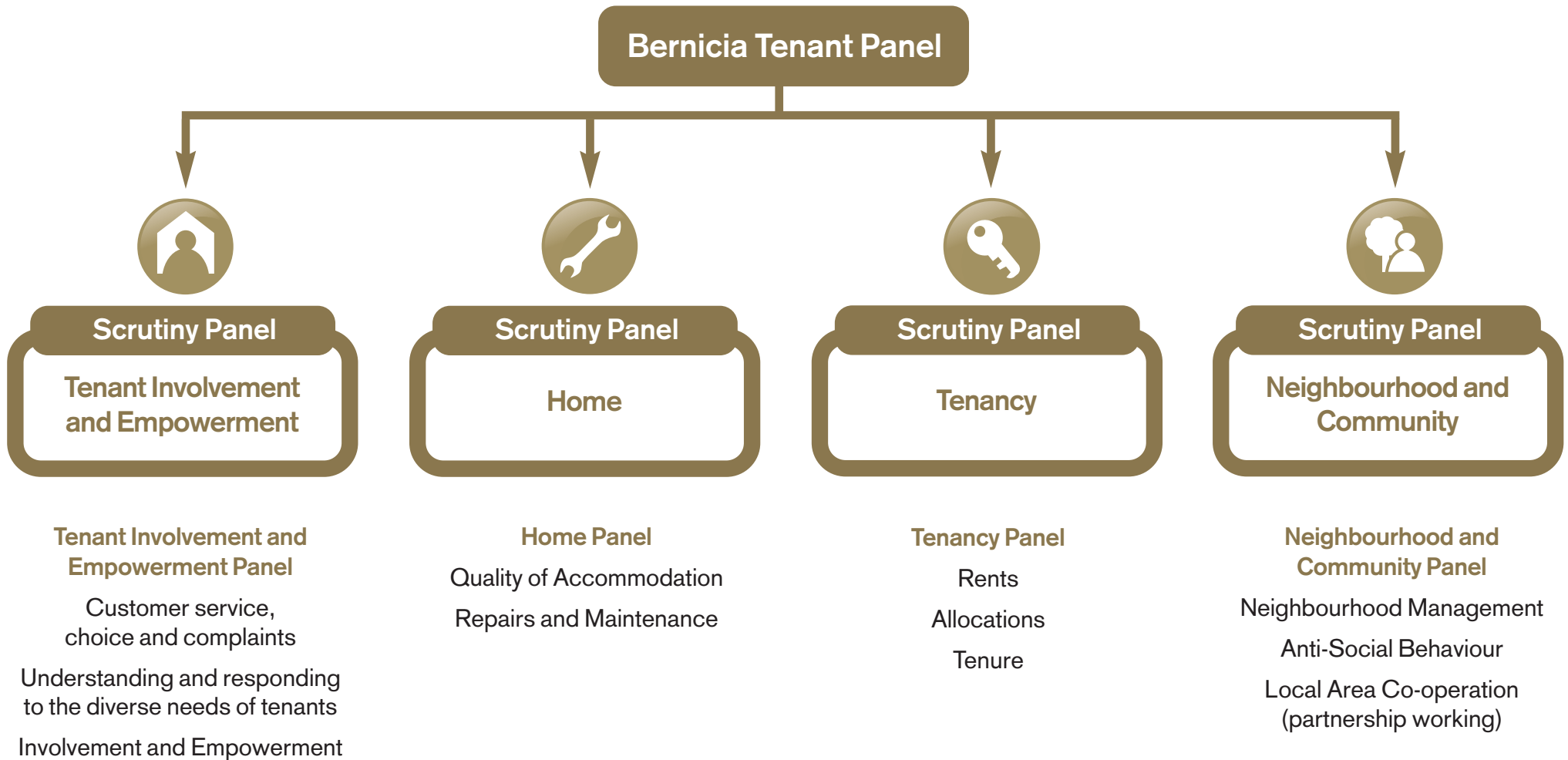
Our Promises to You

We will:

- Offer you the choice and opportunity to be involved in the way services are developed and delivered.
- Empower you to contribute confidently and effectively.
- Increase your confidence that your views are taken into account.
- Improve value for money in the service by streamlining activities and effectively using resources.

Ways for you to get involved

Its easier then you think to get involved with Bernicia.
There are a range of options which are available formal and informal. Listed below are examples of the options available.



Information and Documents

We produce a range of information which is available to you. Reading our website, leaflets, service standards or newsletters is classed involvement. We are committed to helping everyone access this information, and as such can translate documents/ information into different formats (such as Braille and audio) or arrange for someone to explain it to you in person.

Satisfaction Surveys

As part of our commitment to understanding the opinions of our customers, we undertake satisfaction surveys across service areas using a variety of methods. These surveys help us to understand what we do well, and more about the things we need to improve.

Supported Housing Group

If you live in one of our supported housing schemes (this is any property with an out of hours alarm system installed) you are eligible to join our Supported Housing Group. The Group has been established to deal specifically with the needs and issues of residents in our 19 sheltered schemes.

Plain Language Panel

This is a group of customers who volunteer to read and review our literature. They may review newsletters, service standards and customer leaflets. It is important to us that customers, like you, find the information we produce easy to use.

To help, we have developed a Customer Approved stamp which is awarded by customers to publications they have been consulted on and approve of.

Policy Focus Group (PFG)

The PFG is an opportunity for residents to get involved in the development and consideration of policies. The PFG meets when necessary to discuss new and existing policies; to give their views as to what they are happy with, as well as consider recommendations for change.

Leaseholder Improvement Panel (LIP)

The LIP is a group which takes into account the needs and concerns of our Leasehold customers. These are customers who have bought their property and are paying either a lease or a service charge to us.

The LIP looks at ways of improving and developing the services that leaseholders receive.

Customer Inspectors

The Customer Inspectors scrutinise the services provided by the Group. The Inspectors engage with our staff and customers, who together ensure that we meet the highest service standards and deliver on our promises.





Other ways to get involved

Resident Association and Groups

You and your community may feel that a resident's group could provide a valuable outlet and make a difference to the lives of people living in a specific area.

Many people find that a resident group can increase community spirit, establish and develop activities for local people and be an effective way to change things, and improve services in a tailored way to suit the needs of local people.

If you are interested in joining a resident's group or establishing a new one, we will be able to provide advice and support in establishing a group.

Compliments and Complaints Panel

Bernicia aims to learn from compliments and complaints about any aspect of the services we deliver. Once we resolve the issue and deal with the complaint, we take the opportunity to learn from the experience to make improvements and enhance our service.

The Compliments and Complaints panel is made up of Bernicia residents and meet frequently to scrutinise the complaints received and look at ways of learning from these to improve services.

Everyone asks....

Who do I contact if I want to get involved?

Simply contact Bernicia on 0844 800 3 800 and ask to be put through to the Community Investment Team.

How much time will I need to be involved?

It's entirely up to you; Bernicia offers a variety of ways for you to get involved so you can choose ways that suit your lifestyle.

Where are the involvement activities held?

Many of our events are held in local community venues or one of our offices, however depending on the level of involvement you are interested in it may not even involve you having to leave your armchair!

How we can help you to get involved

We want you to have the chance to get involved at a level which suits you. This is why we offer lots of different ways so you can decide which one suits you.

To make sure you can come to any sessions, meetings or events you are interested in, we will where possible provide help if needed. This could include:

- Arranging transport.
- Reimbursing travel expenses.
- Providing help with childcare.
- Ensuring disabled access.
- Providing hearing loops.
- Providing interpreters and translators.
- Providing signers.

Looking to the future

We are always looking for new ways to get customers more involved in the services we provide and the decisions we make. We are constantly exploring new opportunities and aiming to establish new groups.

If you have any ideas about a group you feel needs to be established or just wants to talk to someone about how you can become more involved please contact us.



Useful Contacts

TAROE – Tenant and Residents Association on England

Tel: 01928 701001

Fax: 01928 790281

www.taroe.org

Jackson House
2nd Avenue
Runcorn
WA7 2PD

Instep – Tenant Advice Service

Fax: 0845 437 8993

www.instepservices.co.uk

Suite 12, Pear Tree Business Centre,
Cobham Road
Ferndown Industrial Estate
Ferndown
Dorset
BH21 7PT

TPAS – Tenant Participation Advisory Panel

Tel: 0161 868 3500

Fax: 0161 877 6256

E-mail: info@tpas.org.uk

TPAS Ltd,
5th Floor
Trafford House,
Chester Road
Manchester
M32 0RS



How to Contact Us

Newcastle

Cheviot House
Beaminster Way East
Kingston Park
Newcastle Upon Tyne
NE3 2ER

Bedlington

Front Street West
Bedlington
Northumberland
NE22 5TU

Ashington

3 & 4 Dawson House
Poplar Street
Ashington
Northumberland
NE63 0BY

Newbiggin

The Bungalow
Woodburn Road
Newbiggin-by-the-sea
Northumberland
NE64 6HG

Phone: 0844 800 3 800

Email: info@bernicia.com

Website: www.bernicia.com



All our publications can be made available on request in large print, braille or on audio tape and in the following languages

Mandarin 这信息是可利用的应要求在简体中文

Cantonese 如閣下需要本資料的中文譯版

Bengali এই তথ্যটি চাইলে বাংলায় পাওয়া যাবে

Polish Informacja ta jest dostępna na rzadanie w języku polskim

Farsi این اطلاعات برحسب درخواست به زبان فارسی موجود است

Kurdish ئەوزانیارانه به زمانی کوردی له ده ست دا هه یه

French Cette information est disponible en français sur demande

Czech Tato informace je k dostání v Českém jazyce když o ni požadate

This leaflet has been developed in consultation with customers. This leaflet has also been approved by the Plain Language Panel and Tenant Panels.