



About North Lincolnshire Homes



Better Homes • Stronger Communities

Background

North Lincolnshire Homes is a Registered Social Landlord (RSL). In 2007 the company took over the ownership and management of North Lincolnshire Council's 10,000 homes.

North Lincolnshire Homes is a registered charity and is registered as a company 'limited by guarantee'. That means it cannot trade for profit. Any income must be invested back into the organisation to maintain homes and improve services.

Managing North Lincolnshire Homes

The Board has overall legal responsibility for governing North Lincolnshire Homes. Board Members are volunteers; they do not get paid other than claiming out-of-pocket expenses. There are fifteen seats on the Board, five for tenants, five for North Lincolnshire Council nominees and five for independent members.

The Chief Executive, Executive Team and their staff are paid to manage the organisation on a day-to-day basis.

The Tenant Services Authority (TSA) is the Government's regulator of Registered Social Landlords. The TSA monitors North Lincolnshire Homes to ensure it meets the required standards and is fit for purpose.

Our vision is to be at the heart of our neighbourhoods, working with communities.

How customers, staff and other organisations feel about us is very important to us. How we do things is as important as what we do. We aim to demonstrate the following values in all we do.

- Keeping promises
- Giving a prompt, reliable and friendly service
- Getting the job done - properly
- Treating people fairly

- Listening and taking notice
- Giving value for money
- Looking out for people who are at risk
- Always looking for better ways of doing things
- Encouraging people to take pride in their homes and neighbourhoods
- Thinking ahead and planning for the future

Board Member selection

Any tenant can apply to become an Ordinary Member of North Lincolnshire Homes. Ordinary Members can vote at Annual General Meetings for tenant and independent Board Members. Any tenant, who is an Ordinary Member (provided they are not in serious breach of their tenancy conditions), can put themselves forward for election as a Tenant Board Member.

The Board will hold an Annual General Meeting every year. Each year a set number of Tenant Board Members will step down and there will be elections to replace them.

North Lincolnshire Council will decide who their council representatives are.

Keeping you informed

The Board wants to make sure you are given up to date information about company policies, performance and services.

- Tenants and leaseholders will receive the Key News magazine every quarter.
- An Annual Report will be published each year.
- Minutes of Board meetings are posted on our website www.nlhomes.org.uk.
- Policies and performance information can also be found on our website www.nlhomes.org.uk.

If you have any questions regarding North Lincolnshire Homes, please contact us on 01724 279900.



No English?

For information please call:

08000 193530 (Arabic) للحصول على المزيد من المعلومات اتصل بـ: 08000 193530

তথ্যগুলি বাংলায় জানতে হলে এই নম্বরে ফোন করুন: 08000 193531 (Bengali)

欲知粵語版的息，請致電: 08000 193532 (Cantonese)

हिन्दी में जानकारी के लिये 08000 193533 पर फोन करें (Hindi)

بۆ زانیاری به کوردی سۆزانی تەلهفۆن بۆ ژماره 08000 193537 بکە. (Kurdish Sorani)

Para mais informação em português contacte-nos através do telefone 08000 193538 (Portuguese)

ਪੰਜਾਬੀ ਵਿਚ ਜਾਣਕਾਰੀ ਲਈ 08000 193539 'ਤੇ ਫੋਨ ਕਰੋ (Punjabi)

"Warbixinta oo af Soomaali ah wac 08000 193540" (Somali)

08000 193541 اردو میں انفارمیشن کے لیے اس ٹیلیفون نمبر پر رابطہ فرمائیں۔ (Urdu)

Nie mówisz po angielsku? Po informacji zadzwoń pod numer 08000 195587 (Polish)

Не знаете английский? Для информации звоните 08000 195586 (Russian)

**For information in large print, audio or other formats
please call 01724 279900**

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