



Newcastle Tenants and
Residents Federation

What's On at NTRF



To attend any of our events and training, please contact us:

Telephone **0191 285 2724**
Email **info@newcastletenantsfed.org.uk**
Post **Newcastle Tenants and Residents Federation,
Fawdon Community Centre, Fawdon Park
Road, Newcastle upon Tyne, NE3 2PL.**

Minute-taking training course

Wednesday 26th March 2014

9.45am to 2.45pm

Fawdon Community Centre

Course content

The course covers the following subject matter:

- ◆ Understanding the purposes of minutes
- ◆ Essential preparation for minute-taking
- ◆ Understanding the chairperson and minute-taker relationship
- ◆ Knowing what to include and what to leave out
- ◆ Understanding the difference between listening and hearing
- ◆ Tips for making notes during a meeting
- ◆ How to turn notes into minutes
- ◆ Presentation, layout and writing style of minutes.

The course includes examples, practical exercises and discussion work.

Who should attend?

Group secretaries and note takers; Scrutiny Panel; individual tenants.

Cost

Free for YHN tenants and tenant group reps
£25 fee for non-council tenants.

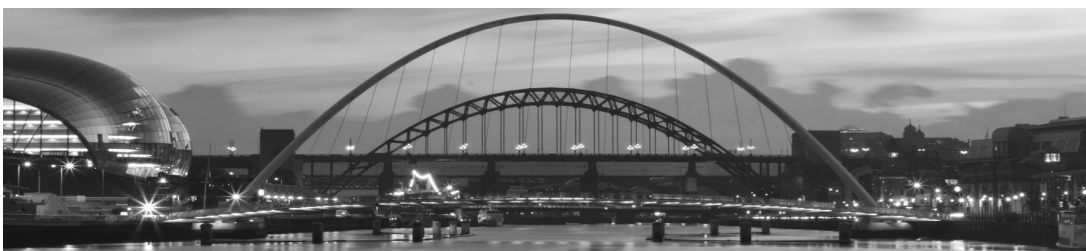
Tenants Fund - reminder!

Don't forget that the financial year comes to an end at the end of March.

If your group haven't applied for your Tenants Fund grant for this year, time is running out!

You can find all of the information and forms you need to make an application on our website at www.newcastletenantsfed.org.uk

Alternatively, give us a call on the number at the top of the page and we can send the documents by post.



**Please
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Newcastle Council Housing Scrutiny Panel volunteers wanted.

Do you want to make a difference to how Council housing services are delivered or know a tenant you could nominate for the role?

Newcastle Tenants and Residents Federation are commissioned by Newcastle City Council to coordinate and support the independent tenant scrutiny panel whose role it is to investigate different aspects of the housing service provided by Your Homes Newcastle and recommend improvements.

We are looking for 10 new members to join our existing independent tenant scrutiny panel. If you are a council tenant and can demonstrate the qualities below, we want to hear from you!

If you

- ◆ are a Newcastle (Your Homes Newcastle) council tenant
- ◆ are someone who likes to get things done
- ◆ enjoy exploring what happens behind the scenes
- ◆ have at least 2 days a month to spare
- ◆ are prepared to undertake training and personal development.

Can you

- ◆ work independently and as part of a team?
- ◆ communicate clearly with a wide range of people?
- ◆ think about and put forward new ideas?
- ◆ understand and analyse reports and information or willing to learn?
- ◆ maintain confidentiality?

What's in it for you?

- ◆ The opportunity to improve your knowledge and develop your life and work skills – there will be training to support you in your role
- ◆ Gain valuable 'work experience'
- ◆ The chance to make a real difference to the council's housing services and improve things for you and your neighbours.

This is a voluntary role and you will not be paid, however, all expenses incurred in carrying out the role will be reimbursed.

Tenants who meet the criteria will be invited to an informal interview and to meet existing panel members. Expressions of interest are encouraged from all sections of the community to ensure that the panel reflects the diverse communities who live in Council housing

Do you have what it takes?

Contact Karen Harrison by **Friday 28th March 2014** who will be pleased to answer any questions, and who will send you details of how to get involved, by phone on 0191 285 2724, or text 07435960772, or email at karenh@newcastletenantsfed.org.uk