



Nottingham  
City Council

Housing  
Services

Autumn edition

# Nottingham Council Housing News

[www.ncchousing.org.uk](http://www.ncchousing.org.uk)



NottmCCHousing

Inside this issue:



## Your Voice Matters

Improving housing  
services together

See pages four to seven



## Get ready for winter

Test your heating  
works today!

See page 10

**Review of  
the Year**

Annual Report  
2024/2025 summary

Inside this edition!  
See pages 11 to 19

We've let our **1,000th**  
Building a Better Nottingham home!

New homes for Nottingham people in housing need.

See page 24

# More control over your repair appointments

**We're continuing to improve how we manage repairs, with a focus on giving you greater information and flexibility when you report a repair to us.**

As part of this, we launched a new system that means, from now on, any new repairs you report will include a link that lets you manage your appointment directly – putting you in control of choosing a time that suits you best.

This change is part of our ongoing commitment to improving communication and making it easier for you to stay informed about your repair requests. Stay tuned for more updates as we continue to enhance our services...



Want to help improve repairs services for you and your neighbours?

## Join the Repairs Improvement Group!

**We recently held our third tenant Repairs Improvement Group session. All three have been really successful with tenants looking at a range of issues relating to repairs and putting forward solutions!**



They've all been really productive sessions – and a big thank you to everybody who has taken part so far! They're attended by our Head of Responsive Repairs who is there to answer questions, make suggestions, and listen to what everyone has to say.

If you'd like to be involved in the next one, please let us know. We can arrange transport if necessary, and always try and hold meetings at a time that's convenient for everyone.

Get in touch by calling **0115 746 9100** or emailing [involved@nottinghamcity.gov.uk](mailto:involved@nottinghamcity.gov.uk). We look forward to hearing from you!

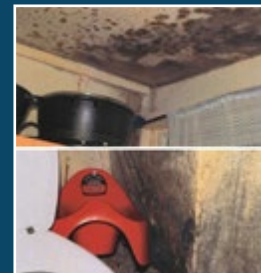
# Awaab's Law – how you can help us keep you safe and healthy

**As your landlord, we want to make sure you live in a safe, healthy home, which is why we're committed to complying fully with Awaab's Law.**

The law was introduced after the tragic death of two-year-old **Awaab Ishak** in Rochdale in 2020, caused by prolonged exposure to mould in his family's housing association flat. His story highlighted the urgent need for stronger action to be taken by landlords on damp, mould and other hazards.



This means we must investigate hazards such as damp and mould quickly and carry out repairs within fixed timescales. We already do this as part of our commitment to you – when you report an issue, we arrange an inspection and, if repairs are needed, we act promptly to put things right.



What we'd ask you to do to help and to keep your home safe and healthy is to be in when we come to carry out an inspection or a repair, so we can do what needs to be done without delay.

**Awaab's Law makes us legally responsible for tackling hazards, but more importantly, it underlines our commitment to making sure you have a safe, secure home. Please help us to meet that commitment by keeping appointments and being in when we call.**

Find out how to manage damp and mould on our website at [www.ncchousing.org.uk/damp](http://www.ncchousing.org.uk/damp).



# Your Voice Matters –

improving housing services together

**A big thank you to everybody who came to our Your Voice Matters tenant and leaseholder engagement event at The Council House in July.**

At the event, residents had the chance to hear from a range of speakers on a number of key areas that you've told us are your priorities, including repairs, tenancy and estate management and building safety – as well as an update on the improvement work we're doing following the inspection by the Regulator of Social Housing last year, and the many ways and opportunities for you to get involved to help us to improve.

There was also an exhibition where attendees were able to get information on a range of our key services.

Look out on our Facebook page and in future editions of this newsletter for details of future events.

**The feedback we received from the event has been overwhelmingly positive, with:**

- **92%** of attendees satisfied with the event overall.
- **93%** feeling the event gave them a chance to have their say and to be listened to.
- **84%** saying the event increased their trust and confidence that we listen to you and act on what you say.
- **95%** saying the event increased their awareness of opportunities to get involved, have a voice and influence decision making and service improvement within Nottingham City Council Housing Services.



## Listening and acting on what you said

**The main focus of the event was to give you the opportunity to question, challenge and to give your views on what you heard.**

You did that by asking questions directly to our speakers, through table discussions or by writing down your comments. Thank you to everybody who took the time to do this.

Since the event, we've been working hard to compile all the comments and feedback received.

And, as promised at the event, we're using this edition of the newsletter to let you know about this feedback and, most importantly, what we're doing with what you told us – as your voice really matters.

### We're following up on your comments...

We've created an action log that lists all the specific comments that were recorded on the night. We've allocated these to colleagues from relevant departments to consider and have asked them to let us know what work is being done to progress these, which we're then updating on our action log.

Where we know the name of the resident who gave a specific comment or feedback, we're following up with them directly to keep them informed on what we're doing.

### Feedback themes

**There were a number of recurring themes that came out from the discussions that we've grouped together that we'll use to focus our actions on to help us to improve our services. These were:**

#### Repairs and maintenance issues

As you'll know, we're working hard to improve our repairs and maintenance service and is something we're determined to get right. There's a lot to do and feedback from the conference highlighted some of the issues.

On page two you can read about how we're working to give you more control over your repair appointments, as well as an invitation to join our tenant-led repairs service improvement group that we'd love you to get involved in.



Continues over the page...



## Communication

This feedback was mainly focussed around communications relating to appointments and the communication between you and us about what we're doing and when and making sure that we arrive knowing what needs to be done and with the right tools and expertise to do it.



The investment we're putting in to our systems, making it easier for you to track your repairs and the extra staff we're recruiting are all ways we're addressing this – but we know there's more to do!

## Housing Patch Managers

We've included an article in this edition of the newsletter all about the role of our Housing Patch Managers (HPMs) and the investment we're going to be making to strengthen the service – including the introduction of Estate Management Assistants who are doing vital work on our estates and neighbourhoods and freeing up work previously done by HPMs to allow them to focus on more complex cases.



Read about that on pages 22 and 23.

## Safety

Feedback from the conference around safety was focussed around what to do in the event of a fire – particularly for those residents living in flats.

Your safety is our number one priority and something we take very seriously. There's lots of things we're doing to make sure you're safe in your home, with lots of information on our website at [www.ncchousing.org.uk/safety](http://www.ncchousing.org.uk/safety).

All of our high-rise flats now have building safety notice boards with lots of useful safety information on them, including what to do in the event of a fire.



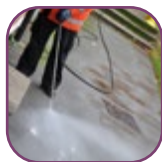
And over the coming months, we'll be producing some short safety films that will give you important information in a visual format to help keep you safe.

And, like with repairs, we have a tenant-led building safety service improvement group that you can get involved in.

Email [involved@nottinghamcity.gov.uk](mailto:involved@nottinghamcity.gov.uk) to find out more.

## Estates and ground maintenance

Another theme from the conference was around estates and grounds maintenance and who is responsible for what.



We've recently completed a tenant consultation on our Grounds Maintenance Service to make sure the service is meeting your needs and is offering a high-quality, value-for-money service.

Thank you to everybody who has taken the time to give us your views – we'll keep you updated on any changes or improvements we'll be making as a result of what you've told us in a future edition of this newsletter.

## Get involved and make a difference

We want you to help us review and develop our services to meet your needs. There are many ways you can do this with a variety of opportunities to fit in your day-to-day life.

As you will have read, we have service improvement groups across a range of key areas and we also have our Menu of Involvement that shows you the range of many other ways that you can get involved and make a difference – go to [www.ncchousing.org.uk/menu-of-involvement](http://www.ncchousing.org.uk/menu-of-involvement) to find out more or email us at [involved@nottinghamcity.gov.uk](mailto:involved@nottinghamcity.gov.uk).



## Tenant engagement and influence – we need your views!

We provide a variety of ways for you to get involved, have a voice, share your views and influence decision making about the services you receive.

As well as holding events like the one we did in July, we're co-developing a new Tenant Engagement and Influence Strategy with you.

Throughout the summer, we've been getting your views and feedback to make sure the new strategy reflects what matters most to you. In particular, we want to know what you think about the way we listen, act, communicate and support you to get involved.

We've had lots of really helpful feedback already, but if you haven't yet had chance to give us your views, there's still time as we've extended the deadline to **Friday 3 October**. You can have your say by scanning this QR code on your smartphone or mobile device and completing the short survey.



But if you're unable to do this, please email [involved@nottinghamcity.gov.uk](mailto:involved@nottinghamcity.gov.uk) or call us on **0115 746 9100** and ask to speak to a member of the Involvement Team and we'll support you to be able to give your views in a way that's most suitable for you.

## Prize draw

As a thank you for giving us your views, everybody who completes the survey and provides us with their contact details will be entered into a prize draw to win one of three **£40 shopping vouchers**.

We'll be publishing the new strategy in the new year and we'll use a future edition of this newsletter to tell you all about it – **watch this space!**

# Coping with the cost of living

As the nights draw in and we start moving towards autumn, it's likely that we'll have our lights on for longer and will be turning our heating on. It's over the autumn and winter months when the cost of living can be particularly difficult for many of us.

Although the energy price cap fell in July, it will rise again in October by 2% – meaning a household using a typical amount of energy will pay **£1,755 a year**, up £35 on the current cap.

If you're not on a fixed deal, you'll almost certainly be on a price-capped tariff – so it might be worth considering switching to a fixed deal.

The Money Saving Expert website has lots of useful information to help you decide – just go to [www.moneysavingexpert.com/utilities](http://www.moneysavingexpert.com/utilities). And we also have a dedicated Energy team who can help you if you're struggling with your energy bills. Just email [energyteam@nottinghamcity.gov.uk](mailto:energyteam@nottinghamcity.gov.uk).

And don't forget that we have cost of living advice pages on our website bringing together lots of useful information about the support we, our partners and other organisations can provide to help.

Go to [www.ncchousing.org.uk/cost-of-living](http://www.ncchousing.org.uk/cost-of-living) to find out more.

## Need help with managing your rent?

We're here to help...

It's so important that you continue to pay your rent to keep the roof over your head. But if you need support, please contact us and we'll do all we can to help.

We have a team of specialists who can help you manage your money and can make sure you're getting everything you're entitled to in terms of benefit and support.

Call them today on **0115 915 4920** or email [moneymatters@nottinghamcity.gov.uk](mailto:moneymatters@nottinghamcity.gov.uk).



## Monthly advice sessions – Coming to a place near you

Do you have a question about your tenancy or your estate? Our monthly advice sessions can help! They're at five locations across the city and some sessions offer more than just housing advice. Check them out below. No appointment needed – just turn up on the day.

### If you live in...

#### Aspley, Broxtowe, Bilborough, Bells Lane or Leen Valley

Advice sessions with Housing Services, the Police and Community Protection are at Strelley Library, Strelley Road, NG8 3BJ, from 11am to midday on:

- Tuesday 28 October

To talk about your home and neighbourhood, call **0115 746 9555** or email

[aspleyoffice@nottinghamcity.gov.uk](mailto:aspleyoffice@nottinghamcity.gov.uk).

#### Bulwell, Top Valley, Bestwood or Basford

Housing advice sessions are in Room 6 (Ground floor) at Bulwell Riverside, NG6 8QJ, from 9.30am to 11.30am on:

- Tuesday 21 October
- Tuesday 18 November
- Tuesday 16 December

To talk about your home and neighbourhood, call **0115 746 9555** or email

[bulwelloffice@nottinghamcity.gov.uk](mailto:bulwelloffice@nottinghamcity.gov.uk).

#### Clifton or The Meadows

Housing advice sessions are on the first floor at Clifton Cornerstone, NG11 8EW, from 10am to midday on:

- Tuesday 18 November
- Tuesday 16 December
- Tuesday 20 January

To talk about your home and neighbourhood, call **0115 746 9555** or email

[cliftonoffice@nottinghamcity.gov.uk](mailto:cliftonoffice@nottinghamcity.gov.uk).

#### Arboretum, Sherwood, Berridge and Castle, Lenton and Wollaton East, or Wollaton West

Housing advice sessions are at the Mary Potter Centre, NG7 5HY, from 9.30am to 10.30am on:

- Wednesday 29 October
- Wednesday 26 November
- Wednesday 31 December

To talk about your home and neighbourhood, call **0115 746 9555** or email

[radfordoffice@nottinghamcity.gov.uk](mailto:radfordoffice@nottinghamcity.gov.uk).

#### St Ann's, Mapperley or Dales

Housing advice sessions are at the St Ann's Valley Centre, NG3 3GG, from 10.30am to 12.30pm on:

- Friday 17 October
- Friday 21 November
- Friday 19 December
- Friday 16 January

To talk about your home and neighbourhood, call **0115 746 9555** or email

[stannsoffice@nottinghamcity.gov.uk](mailto:stannsoffice@nottinghamcity.gov.uk).

## Please note:

We can't update you on repairs at these sessions. If you need to talk to someone about a repair, please call

**0115 915 2222** or email [repairs@nottinghamcity.gov.uk](mailto:repairs@nottinghamcity.gov.uk).



# Hints and tips from our Customer Service Centre

In the last edition of this newsletter, we included a new regular hints and tips slot from the folks in our Customer Service Centre.

In this edition, they've got some useful advice about things you can do now to make sure you're ready for when the cold weather returns and you need to put your heating on again...

*"Now's the perfect time to turn your heating on for about an hour, with your thermostat on high to check that it works. If everything's working, that's great. But, if there is an issue, we can get it sorted for you before the colder weather arrives"* – Chantelle, Customer Service Advisor

If there is an issue, there are some things you should check before contacting us to report a problem:

- **Check your thermostat temperature** – depending on the temperature in your house, you'll probably need to turn your thermostat up to allow your heating to work.
- **Is your radiator cold at the top, but hot at the bottom?** If so, it might need bleeding to release air that's got trapped in it. This is something you can do yourself using a radiator bleeding key that are cheap to buy and available in most DIY stores. Or you can also use a flat head screwdriver. We've got a film on our website to show you how to bleed a radiator, available at [www.ncchousing.org.uk/how-to-guides](http://www.ncchousing.org.uk/how-to-guides).
- **Do you have a credit meter for your gas?** Make sure it has enough credit on it so that your heating will work.

- **E119 error code?** If you have a Baxi boiler, this is a common error code that means the pressure of your boiler needs to be topped up. It's another thing that you can do quite easily yourself and there's another video on our website that shows you how – using the web address above.
- **Unsure how to use your heating controls?** You've guessed it! We've got a film about that on our website as well!

## Still not working?

If after trying / checking all these things, your heating is still not working, please call us on **0115 915 2222**.

But remember, we don't class problems with central heating as an emergency until after October – so if it's before then, we might not be able to come out straight away – but we will make sure you get the next available appointment.

# Review of the Year

Annual Report 2024/25 summary

This review brings you up to date with our performance over the last year, what we've achieved and how we're investing the rent you pay into managing and maintaining council homes in Nottingham.

The full version of our review of the year is available to download from our website at [www.ncchousing.org.uk/corporate-documents](http://www.ncchousing.org.uk/corporate-documents).

## Regulator of Social Housing inspection

We were inspected by the Regulator of Social Housing (RSH) last October as part of its inspection regime of virtually all social housing providers. Following the inspection, we were given a C3 grading that advised that *"...significant improvement is needed."*

The RSH acknowledged our strengths in some areas, but we know there's still a lot of work to do, and we're not shying away from doing it!

### Our improvement plan includes:

- Investing **£20 million to improve** frontline services.
- Delivering a citywide **Stock Condition Survey**.
- Employing **more skilled tradespeople** and working with contractors on repairs.
- Employing a dedicated team to deal with **damp and mould**.













Everyone deserves to live in a safe, secure, affordable and decent home, and we're committed to delivering what's needed to make this happen.





## Tenant Satisfaction Measures

All social landlords must monitor tenant satisfaction with areas like repairs, safety and complaints. We do this via telephone surveys – in 2024/25, **2,200** surveys were completed. These are the results.

TSM satisfaction-based measure		2024/25 annual result	2023/24 annual result	Trend
	Overall satisfaction with services provided	<b>59%</b>	61%	↓
	Satisfaction that your home is safe	<b>75%</b>	72%	↑
	Satisfaction that we treat you fairly and with respect	<b>75%</b>	71%	↑
	Satisfaction that we keep you informed about things that matter to you	<b>72%</b>	71%	↑
	Satisfaction with the way we deal with anti-social behaviour	<b>64%</b>	64%	↔
	Satisfaction that your home is well-maintained	<b>64%</b>	63%	↑
	Satisfaction that we make a positive contribution to your neighbourhood	<b>61%</b>	65%	↓
	Satisfaction with repairs that we've done in the last 12 months	<b>64%</b>	64%	↔
	Satisfaction that we keep communal areas clean and well-maintained	<b>60%</b>	61%	↓
	Satisfaction with the time taken to complete your most recent repair	<b>57%</b>	57%	↔
	Satisfaction that we listen to your views and act on what you say	<b>53%</b>	52%	↑
	Satisfaction with the way we handle complaints	<b>34%</b>	27%	↑

**Thank you to everybody who took the time to give us their views. We listened to what you told us, and we're making the changes you want to see...**

## Building safety

**402 Aids / adaptations completed**  
**312 Fire Risk Assessments carried out**  
**100% of gas services delivered**  
**8,500 Nottingham on Call connections**

Building safety remained our number one priority. In 2024/25 we held events at all our high-rises, to talk to residents about how best to engage and involve them in building safety, and we ran an online survey so everyone else could get involved too.

We also began a programme of annual door inspections in high-rises, and checked safety devices including sprinklers, intercoms, and smoke / heat alarms.

And we worked with Nottinghamshire Fire and Rescue Service to carry out training in some of our high-rise buildings.

Our Nottingham on Call team supported people who want to live safely and independently with the ability to call for help 24 hours a day, seven days a week.



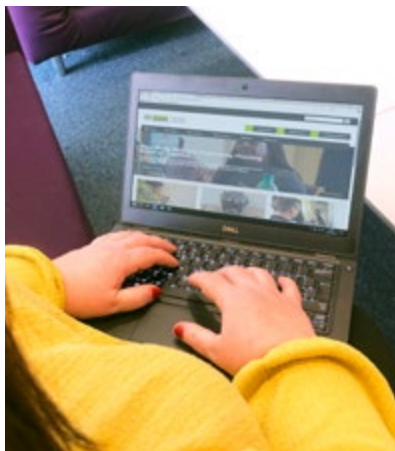
## Keeping you informed about things that matter to you

**4 Issues of tenant newsletter**  
**344,839 Page views on the website**  
**8,000 Followers on Facebook**

We're committed to using a range of ways to keep in touch with you, and we aim to make it easy for you to get in touch with us about the things that matter to you.

Our tenant newsletter, Nottingham Council Housing News, is delivered to you four times a year – many other housing organisations now only produce theirs online, but you told us you prefer a printed version, so we make sure that's what you get.

We also keep in touch through Facebook, and make sure you can use it to talk to us. And our website is updated daily so you can get the information you need when you need it.



## Treating you fairly and with respect

**286 Tenants supported by the Tenancy Sustainment Team**  
**£720k Awarded to tenants as a result of tenancy sustainment work**

In 2024/25, many benefits and tax credits ended and were replaced by Universal Credit; we supported residents through the changes and are continuing to do so as migration to Universal Credit continues.

We continued rent collection in line with our ethos of collecting with care, being compassionate and approachable, listening, and offering a supportive and non-judgemental service.



## Dealing with anti-social behaviour

**650 ASB cases closed**  
**97% ASB cases resolved**

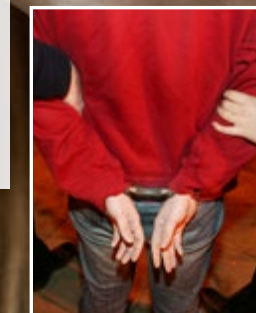
Dealing with issues of anti-social behaviour (ASB) is one of our top priorities. In 2024/25, some tenants expressed concerns about ASB handling and the need for more proactive measures in certain areas.

We continued to strongly encourage anybody who was a victim of ASB to report it to us as soon as possible so we could properly investigate and take the strongest possible action.

In December, working in partnership with the police, we evicted a tenant after he'd been making his neighbour's lives a misery by blasting music out at all hours of the day and night.

We also gained the three-month closure order of a flat in one of our high-rise blocks that was being used for drug crime and ASB, following reports from neighbours and passers-by.

For advice or to report anti-social behaviour, call us on **0115 746 9555** or email [reportasb@nottinghamcity.gov.uk](mailto:reportasb@nottinghamcity.gov.uk).





## Keeping your home well maintained

We began a **£3.6million** stock condition survey to check the condition of all Nottingham's council homes. The results of the survey help us to target where to spend money on improvements.

In 2024/25 we spent **£12,175,000** on improving homes across the city, including:

- Replacement of **461** kitchens and **440** bathrooms
- Fitting **911** new energy efficient gas boilers
- Fitting **487** new doors
- Fitting **502** homes with new uPVC secure-by-design windows
- Repairing and replacing **285** roofs
- Delivering energy efficiency upgrades to **206** homes.

As well as this, we began a **£2.8million** programme to refurbish the windows in the almost 500 flats above the Victoria shopping Centre, and installed a new **£250,000** heating system at our Palmer Court independent living community in Lenton.

## Green energy

We published a report that details the impact of energy improvements to homes in Nottingham.

It explores the Whole House Retrofit (WHR) improvements we made to homes via the Destination Zero programme, using funding from the Social Housing Decarbonisation Fund.

**129** homes across the city had external wall insulation, loft insulation, air permeability improvements and new ventilation.



Some homes also had new boilers, window replacements and roofing repairs.

## Modernising Housing for Independent Living

We made **£774,000** of improvements to independent living communities in Whitemoor, Bilborough, Bestwood, St Ann's and Top Valley, creating warm, bright, welcoming spaces for older residents to enjoy and socialise in.

Residents were involved in choosing colour schemes, furniture designs and so on.

External improvements such as new entrances, landscaping and seating were included too.



## Making a positive contribution to neighbourhoods

**22** Decent Neighbourhoods projects completed  
**12,184** Street inspections conducted  
**3,165** Neighbourhood issues resolved

Our Decent Neighbourhoods programme invests in estate environments to make them more pleasant for residents, as well as to help improve parking and landscaping, and reduce anti-social behaviour.

In 2024/25 we introduced new fencing in Lambert Street, Hyson Green to improve the look of the area and provided an opportunity for a local artist to create a mosaic.



We also worked with residents of a new build council housing development in Bestwood on a new green space that links the new homes to the local area.

## Listening to your views and acting on what you say

**435 Engagement activities delivered**  
**3,999 Attendees at engagement activities**

We had more than **250 applications** for our new Housing Assurance Board – showing how many of you are passionate about helping us to improve and provide you with the best possible housing services.

The Board was launched in October and is made up of tenants and leaseholders to scrutinise our services, make recommendations to help us to improve and hold us to account on what we say we'll do to improve.

We also launched our Menu of Involvement, showing you the many different ways you can work with us to improve things, and we tried out a new way of recording your feedback about our services, in a 'Big Brother' style diary room environment. We also invited tenants and leaseholders to become mystery shoppers – testing what we do and how we do it, without us knowing about it.

We'd love to talk to you about how you can get involved with us and make a difference in a way that suits you. Email us at [involved@nottinghamcity.gov.uk](mailto:involved@nottinghamcity.gov.uk) or call us on **0115 746 9100**.



## Repairs

**97.2% Repairs appointments made and kept**

Many tenants expressed satisfaction with the repairs service, saying that their issues were addressed quickly with no problems or delays.

Others highlighted frustrations, particularly in how we deal with more complex issues such as damp and mould, and with the time taken to resolve certain repairs.



In response, we appointed two contractor partners to work alongside our own teams and reduce waiting times. We also took on more trades staff, including roofers and multi-skilled people who can fix more than one issue in one visit, and we moved staff around so we have more people in areas where we have the highest demand.

## Dealing with complaints

**1,017 Stage 1 complaints resolved**  
**245 Stage 2 complaints resolved**

Tenants who stated they were not satisfied with the complaints service mentioned a lack of communication and follow-up. Some escalated their complaints to higher authorities such as local MPs.

However, we saw a significant decrease in the number of formal Stage 1 complaints received in 24/25 and increased performance outcomes every quarter.



We improved signposting and information on our website and included more information about complaints in newsletters. We strive to make sure you are listened to, wherever possible taking a proactive approach to resolving any issues you bring to us.



# We're listening... We're acting!

You'll know that we carry out **Tenant Satisfaction Measures (TSM) surveys** four times a year to understand what you think about your home and the services we provide.



We publish the half-yearly and annual results in this tenant newsletter and online at [www.ncchousing.org.uk/tsm](http://www.ncchousing.org.uk/tsm). At the time of going to print we were completing the second set of surveys for this year, and we'll publish the half year results in the next edition, along with information about things we're doing to improve – based on what the surveys are telling us.

## Complaints learning

Complaints handling satisfaction is a TSM measure that almost every housing organisation has struggled with, and has been the lowest of our satisfaction measures – albeit that last year it was the area with the largest increase in satisfaction across everything we measure.

We're continuing to make improvements based on learnings from complaints, including how we tackle anti-social behaviour, the way we provide you with feedback, and our repairs processes.

To read our latest complaints and learning highlights, go to our website at [www.ncchousing.org.uk/complaints-learning](http://www.ncchousing.org.uk/complaints-learning).

## Not happy with something we've done?

Our aim is to provide our services right first time. But if you do have to make a complaint, we always try to learn from it.

If you're not happy with something we've done, we want to hear about it so we can make sure it doesn't happen again. There's lots of information on our website about our complaints process at [www.ncchousing.org.uk/complaints](http://www.ncchousing.org.uk/complaints) or you can email [feedback@nottinghamcity.gov.uk](mailto:feedback@nottinghamcity.gov.uk) or call us Monday to Friday from 8.30am to 4.50pm on **0115 915 7333**.

# Bulky waste collection – Trial launching in October

We want our estates and neighbourhoods to be places that can be enjoyed by everybody. One way that we want to do that is by supporting you to be able to dispose of your rubbish responsibly.

That's why, if you live in a house or in a two-storey building that has flats, Nottingham City Council is introducing a new **FREE** bulky waste collection service that will launch at the beginning of October. This is a three-month trial that will run until the end of December.

Bookings for the first collections will open on **Wednesday 1 October**, with collections starting from **Wednesday 8 October**.

## Who is eligible?

This trial is available to any Nottingham City Council tenant who lives in a house or a flat that has no more than two storeys.

Residents who live in flats of three storeys or above are currently not included in the trial. To find out how to safely get rid of your bulky waste, please speak to your caretaker.

## How to book

Eligible tenants can book a collection through the standard bulky waste booking form on the Nottingham City Council website at [www.nottinghamcity.gov.uk/bulkywaste](http://www.nottinghamcity.gov.uk/bulkywaste).

## What's included

**Eligible households\*** can book a maximum of the following during the trial:

- **One upholstered bulky waste collection** (things like sofas, cushioned chairs, sofa-beds, cushions etc), up to six items
- **One non-upholstered bulky waste collection** (things like mattresses, beds, curtains, wooden chairs etc), up to six items
- **One electrical collection** (things like white goods), up to three items.

\*Collections are per household, not per resident.

## High-rise bulky waste collection – pilot project coming soon...

We'll soon be launching a pilot project to trial new and improved ways for high-rise residents to dispose of bulky waste. The pilot will take place at the Victoria Centre flats, which is the most challenging block to manage in terms of waste disposal.

If you live in the Victoria Centre Flats, we'll write to you with more details.



\*Victoria Centre Flats has a separate process in place

# Strengthening our Tenancy and Estate Management Service

We know the importance you place on having Housing Services colleagues visible and available on our estates and neighbourhoods.

That's why we've been working hard over recent months to strengthen our Tenancy and Estate Management Service to help you live happily and safely in your homes.

## Housing Patch Managers

We currently have 42 Housing Patch Managers (HPMs) managing an average of 580 tenancies each, across 1,594 streets citywide.

**It's a challenging but vital role. HPMs deal with a wide range of tenancy and housing issues, such as:**

- carrying out risk-based tenancy visits and new tenancy visits
- managing anti-social behaviour, domestic abuse, and hate-crime cases
- supporting vulnerable tenants with complex needs, such as hoarding or mental health challenges
- safeguarding against risks including modern-day slavery and cuckooing (criminals or individuals exploiting vulnerable people by taking over their homes)
- overseeing fire safety in blocks and upholding the Clear Corridor Policy
- managing tenancy changes, successions, and terminations
- responding to abandonments, emergency re-housing, and urgent bidding support
- working with partners and other agencies, attending community meetings and supporting neighbourhood improvements.

## Investing in the future – more HPMs on the way!

To strengthen the service, we're going to be recruiting 10 additional Housing Patch Managers.

By expanding the team, we'll be able to reduce individual workloads to increase our responsiveness to your enquiries and to focus more time and resources to those tenants with more complex needs – as well as offering us more flexibility to direct our resources to areas that need us most and cover any absences more effectively.

We'll be advertising these positions through our website. If it's something you'd be interested in, keep a look out on our website – [www.ncchousing.org.uk/work-for-us](http://www.ncchousing.org.uk/work-for-us) and click on 'Current vacancies'.



## Estate Management Assistants – a new role making a real difference!

Another way we're supporting you in our estates and neighbourhoods is through our new Estate Management Assistants (EMAs) that we introduced last year. We currently have 11 EMAs in post, with recruitment underway for a further three roles.

The role of our EMAs is to tackle routine estate issues quickly and efficiently to make the areas where you live safer for all. They're helping to free-up work that was previously done by our HPMs to allow them to focus on more complex cases.

**Since April, the team has carried out more than 1,900 street inspections, identifying and addressing a significant number of estate-related issues, including:**

- regular inspections of communal areas
- supporting our Housing Patch Managers with untidy garden issues (you can help us too – see page 30)
- taking part in ward walks with local councillors, alongside HPMs
- providing input into estate improvements being carried out as part of our Decent Neighbourhood Programme
- working closely with community representatives and involved tenants on issues and concerns they've raised.



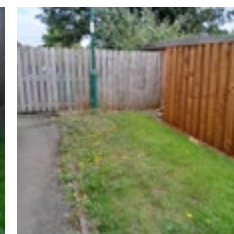
Garages before



Garages after



Fly-tipping before



Fly-tipping after

We've included a couple of before and after pictures taken recently demonstrating the impact our EMAs are having. The first is of an unkempt garage site that was cleared thanks to an EMA reporting to our Grounds Maintenance Team. And the second is a fly-tip that was reported by an EMA in Bilborough and quickly cleared.

## Contact us

If you have a tenancy or housing issue that needs the support of a HPM or an EMA, call us on **0115 746 9555** between 8.30am and 5pm, Monday to Friday.



# BUILDING A BETTER NOTTINGHAM

## We've let our 1,000th Building a Better Nottingham home!

This summer, we've let the 1,000th new home built under the council housing element of the city's Building a Better Nottingham programme.

Building a Better Nottingham was launched in 2013 by Nottingham City Council in partnership with Nottingham City Homes, then the council's arm's length management organisation (ALMO) for housing. It aimed to replace outdated social housing across the city with energy efficient, quality housing for Nottingham people who needed a home and were on the housing register (the waiting list).

2015 and 2016 saw completion of new council homes in areas such as **Broxtowe**, **Bestwood**, **Clifton**, **Top Valley**, **Aspley** and **Sneinton**. Awards followed, including from the Considerate Constructors scheme and the UK Housing Awards.

Nottingham's first major housing regeneration scheme in a generation followed, changing the city's skyline forever. Five tower blocks were demolished in Lenton, and were replaced with **142 new affordable homes** including the award-winning Palmer Court independent living community.

Smaller sites continued to progress, including six bungalows and **33 houses** at the site of the former Morley School in St Ann's, **37 one-bed apartments** for older people in Strelley, and **eight family homes** in Sneinton.

In 2021, work began on more major developments, this time in Bestwood. The Beckhampton site comprises **129 two and three-bedroom houses, bungalows, and flats**, and Eastglade, built on the site of the former Eastglade School has **106 new council homes**, all of which are now let.

And work is about to start at **Oakdene**, the site of a former care home in St Ann's, and at the site of the former **Laura Chambers Lodge** in Clifton – watch this space for more details!



## Decent Neighbourhoods latest – Parking improvements in Top Valley

We're committed to improving our estates and neighbourhoods to create homes and places where people want to live.

Our Decent Neighbourhoods programme invests in our estates to make them more pleasant for residents, as well as to contribute towards tackling other key priorities such as anti-social behaviour (ASB) and a lack of car parking.

One of Decent Neighbourhoods' latest improvement programmes saw a new parking area created at the car park for Huggett Gardens and Kyle View in Top Valley.

The old car park was bumpy and uneven, and had potholes that made it unsafe in all weathers but particularly when it rained.

And now, the car park has fresh surfacing, clearly marked parking bays, and new kerbs and fencing. Thomas, a member of the Decent Neighbourhoods team who popped down to take some photos recently, commented, *"As I was photographing the site, two separate people approached to say how delighted they are with the new parking. And it does look so much better."*



Huggett Gardens / Kyle View carpark  
(top and bottom: before and after)

We have to agree, Thomas! Well done to you and everyone else involved.

# DOMESTIC VIOLENCE AWARENESS MONTH

## October is Domestic Violence Awareness Month – a chance to come together to raise awareness and take action to end abuse.

As a proud member of the Domestic Abuse Housing Alliance, working towards accredited status, we're committed to being one of the very best in the way we support survivors or those at risk of experiencing domestic abuse across everything we do.

We'll be using the month to help raise awareness, provide information on the support we provide and to sign-post to other local and national partners and organisations who can help.

### THE IMPACT OF DOMESTIC ABUSE

According to the Office for National Statistics, it's estimated that **1 in 4 women and 1 in 6 men will experience domestic abuse in their lifetime** – friends, neighbours and family members who may be suffering in silence.

Abuse is **not limited to physical violence**, it can also include emotional, financial, sexual, and coercive control. **Its effects reach far beyond the survivor**, affecting children, families, and wider society.

Tackling domestic abuse requires not only supporting those affected but also challenging harmful behaviours and attitudes that allow it to continue.

### HOW YOU CAN HELP

- **Educate yourself and others:** Understand the signs of abuse and share information in your community – there's lots of information at [www.refuge.org.uk](http://www.refuge.org.uk).
- **Support survivors:** Listen without judgement, believe their experiences, and encourage them to seek help.
- **Wear purple:** The colour purple represents Domestic Violence Awareness Month—show your solidarity by wearing it this October.

### SUPPORT SERVICES

If you or someone you know is experiencing domestic abuse, confidential help is available – please don't suffer in silence:

- JUNO Women's Aid: **0808 800 0340** (this is a local service)
- National Domestic Abuse Helpline: **0808 2000 247** – free, 24 hours a day
- Galop (LGBT+ anti-abuse helpline): **0800 999 5428**.

### ARE YOU A MAN EXPERIENCING OR AT RISK OF DOMESTIC ABUSE?

Equation is a local service that offers specialist support by calling **0800 995 6999** or by emailing [helpline@equation.org.uk](mailto:helpline@equation.org.uk). Or visit their website – [www.equation.org/help-for-men](http://www.equation.org/help-for-men). And, if you, or someone else, is in immediate danger, dial **999**.

**This October, let's stand together to break the silence around domestic abuse.**



## JUNO WOMEN'S AID CRISIS SUPPORT AND DROP-INS

Juno Women's Aid is the largest domestic abuse organisation in Nottingham – and one of the largest in the UK. They work with women, children and teens affected by domestic abuse. They hold regular drop-in sessions at The Women's Centre, 30 Chaucer Street, Nottingham NG1 5LP. You can either arrange a time to come and see them by calling **0808 800 0340** or simply drop-in between 9am and 4pm on Mondays, Tuesdays and Fridays.

Their female support workers can offer:

- emotional support
- risk assessment and safety planning
- advice and support on issues arising from experiencing domestic abuse such as housing, child protection, civil and criminal remedies, welfare rights and health.

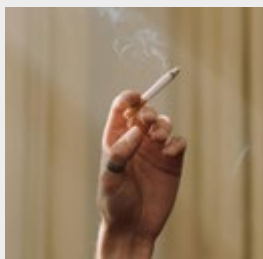
And there's lots of information on their website at [www.junowomensaid.org.uk](http://www.junowomensaid.org.uk).



## One cigarette can cost lives

Thousands of homes suffer devastating fires each year because of cigarettes that weren't put out properly. A smouldering cigarette butt can easily ignite things like furniture, carpets, bedding, or paper, starting a fire hours later.

But these fires can be stopped. Following a few safety rules can save your life, and the lives of others.



### Top five safety tips for smokers:

1. Smoke outside where possible, especially after consuming alcohol as this can affect your judgement and make you more careless.
2. Never smoke in bed. Especially when you are tired or have taken medication that can make you drowsy.
3. Always use a heavy, non-tip ashtray and make sure it is on a stable, flat surface – not on your lap or a cushion.
4. Buy child-resistant lighters and matches and store them out of reach of children.
5. Douse smoking materials with water after you've finished. Or tip ash into a fire-safe container.



**Smoke alarms save lives!** The early warning they provide can give you precious moments to escape safely. Equally important is having a well-planned and regularly practiced escape route. Make sure it's clear of obstacles, allowing you to exit your home quickly and safely in the event of a fire.

## Woodlands Block Resolution Group

If you're a Woodlands high-rise resident, we hold monthly drop-in sessions in the Pine View Tenants' Room (ground floor) to give you the chance to raise housing concerns and share ideas for improvement.

Upcoming dates for 2025 are 9 October, 13 November and 11 December – all 10am to 11am.

If you can't make it you can still get in touch by emailing us at [wbrg@nottinghamcity.gov.uk](mailto:wbrg@nottinghamcity.gov.uk).

## Small actions, big impact – being a good neighbour living in a flat

If you live in a flat, you're part of a close-knit community where you share walls, hallways and often daily routines with your neighbours.

We want everybody who lives in one of our flats to feel safe and happy in their homes. There are a few small and simple things you can do to be a good neighbour and make living in a flat more enjoyable for everyone:

**Keep the noise down** – sound can travel easily between flats. Although normal household noise due to day-to-day living is to be expected, being mindful of music and tv volume etc – especially late at night or early in the morning can have a real positive impact for your neighbours. Or, if you're having some friends over and the noise might be more than usual, give your neighbours a heads-up so they're aware.

**Sharing communal spaces respectfully** – corridors, stairwells, foyers, lifts etc are spaces used by everyone. Please treat these areas with the same respect as you treat your home – and remember to keep all communal areas clear of rubbish and personal belongings to reduce fire risk and to keep escape routes clear.

**Be considerate with waste and recycling** – follow your flat's rules for disposing of your rubbish safely and considerately.

**Look out for one another** – a simple smile or a quick chat in the corridor, or offering to help someone who might be struggling with heavy shopping bags can make a big difference – a small act of kindness might just make someone's day.

## Thank you for being a good neighbour!



## Help us to keep your neighbourhood looking tidy

If you have a garden, please help us to keep your estates and neighbourhoods looking tidy by making sure it's maintained, tidy and free of rubbish at all times.

We know that the vast majority of you do, but when you see a garden that's looking a mess it has an impact on the look and feel of the whole area.

It's a condition of your tenancy agreement to keep it tidy and we will take action against those who don't keep it to an acceptable standard.

If you're struggling to keep it maintained, there are ways we can help. If you're older or have disabilities, you may qualify for the Garden Assistance Scheme – go to [www.ncchousing.org.uk/garden-assistance-scheme](http://www.ncchousing.org.uk/garden-assistance-scheme) to find out more.

If you need garden tools – you can borrow them from us, for free. There's a range of tools you can borrow, at no cost – and we'll even deliver them to your home address. Go to [www.ncchousing.org.uk/tool-loan](http://www.ncchousing.org.uk/tool-loan) for all the information.

**And keep a look out in a future edition for the winners of this year's Best Garden Competition for some garden inspiration! Who knows, next year it could be you!**



## Need to find some info fast? Head to the website!

If you need to find some housing info fast – whether it's finding out how to get in touch with your local Housing Office, how to report anti-social behaviour, what day your bin is collected, or anything else – there's now a really quick way of doing it!

All you have to do is log on to our website at [www.ncchousing.org.uk](http://www.ncchousing.org.uk) and click on the link on the homepage labelled Useful info for residents. Then just click on the topic you're interested in, and you'll be taken to all the information you need – it could save you a phone call, and a bit of time!



**Happy browsing!**

## Many congratulations to our very own Trevor Clower BEM



Many congratulations to independent living resident Trevor Clower, who was recently awarded a British Empire Medal (BEM) in the King's Birthday Honours list in recognition of his services to unpaid carers in Nottinghamshire.

Trevor, who is also one of our brilliant Neighbourhood Representatives, works tirelessly organising and running Caring Roadshows as a way of sharing details of services and advice to unpaid carers. He set up the roadshows in 2013 as a way of sharing available services and information with the community, bringing a wide range of support together all in one place.

Trevor has received letters of congratulations on his award from numerous people and organisations, including HRH Princess Royal, The Lord-Lieutenant of Nottinghamshire, the East Midlands Mayor and The Bishop of Southwell and Nottingham.

**We'd like to add our congratulations to the list – we're all really proud of you, Trevor!**



# Never leave without your GO!

**The Nottingham on Call GO mobile care alarm is helping residents to live safe and independent lives – whether at home or out and about.**

If you're active and love a walk or to meet your friends or like to get out for a bit of shopping – but you're starting to worry about falling, or you're anxious about being out on your own – the GO could be just for you.

With two-way speech, falls detection, GPS location and a long life fully rechargeable battery you, or a loved one, can get out and do the things you love – safe in the knowledge that Nottingham on Call will be there if you need them – wherever you are.

And it's now 4G enabled – so there's no better time to enjoy the peace of mind that the GO can offer you or a loved one.

Mr Jones is somebody who has recently got himself a GO, and said: *"I love being out in the garden – but used to worry that I wouldn't hear the base unit of my care alarm if I needed help. Now I have a GO alarm and I can talk to Nottingham on Call through the pendant if something happens. So, I can be in my garden and still feel safe".*



 **Nottingham  
On Call**

To find out more about the Nottingham on Call GO, as well as all the other ways Nottingham on Call can help to support you to live an independent life, go to [www.nottinghamoncall.com](http://www.nottinghamoncall.com) or speak to one of the friendly team by calling **0115 746 9101** or email [atservice@nottinghamcity.gov.uk](mailto:atservice@nottinghamcity.gov.uk).