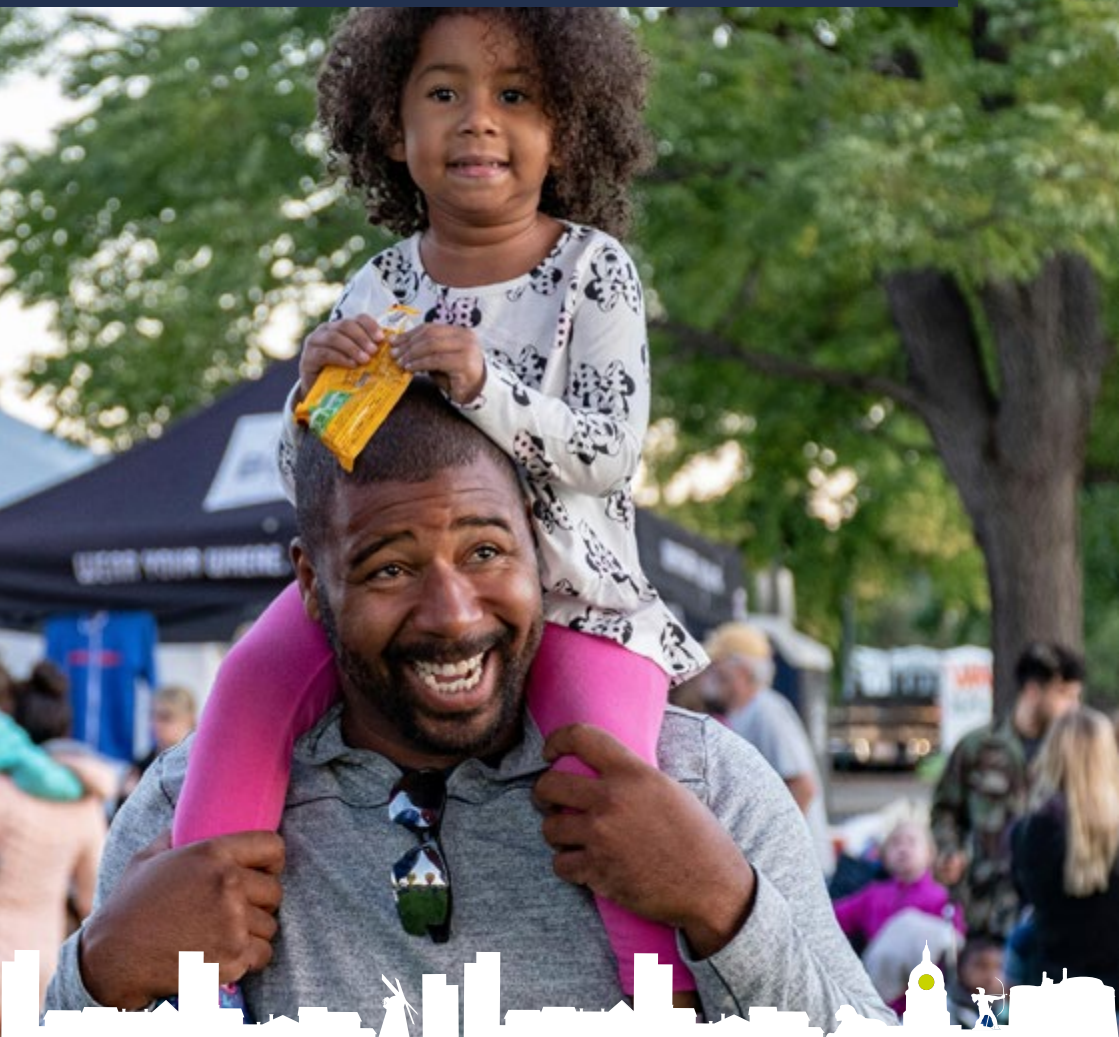


Review of the Year

Annual Report for Tenants
and Leaseholders 2024 / 2025



Nottingham
City Council

Housing
Services

Review of the Year 2024 / 2025

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.

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 areas such as understanding the diverse needs of our residents, how we deal with complaints, and how we provide relevant and accessible information so you understand what to expect from us as your landlord.

We know there's a lot of work to do to improve, 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** to inspect all 25,000 council homes in Nottingham.
- Employing **more skilled tradespeople** and working with contractors to **tackle outstanding repairs** and reduce waiting times for new ones.
- 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.

We continued our commitment to building new homes. In late July, the Government announced changes that could help us fund the building of more council-owned homes.

We began to look at what sites we could potentially build homes on, and made plans to get funding in place. We let more than **100 new homes** at the Beckhampton Road and Eastglade developments in Bestwood, and gained planning approval for works to start on building **24 new homes** at the Oakdene site in St Ann's.

And we established a new **Housing Assurance Board (HAB)** – made up of tenants whose role it is to scrutinise services, make recommendations to help us to **improve**, and make sure we **keep our promises** – and a new Executive Housing Oversight Board (EHOB) – made up of tenants and senior councillors whose role it is to **scrutinise services** and make sure we continue our journey of **continuous improvement**.













By continuing to listen to feedback and improving the areas that you tell us are important, we will be able to continue to improve and provide the level of customer service that we want and that you should expect!



Tenant Satisfaction Measures

All social landlords are required to monitor tenant satisfaction with areas like repairs, safety and complaints. We do this via telephone surveys that are carried out on our behalf by an independent research company, **Acuity Research and Practice**.

In 2024/25, **2,200** surveys were completed. Changes in satisfaction levels compared to the previous year were mixed – increasing in six areas, decreasing in four, and remaining the same in two.

TSM satisfaction-based measure		2024/25 annual result	2023/24 annual result	Trend
	Overall satisfaction with services provided	59%	61%	↓
	Satisfaction that your home is safe	75%	72%	↑
	Satisfaction that we treat you fairly and with respect	75%	71%	↑
	Satisfaction that we keep you informed about things that matter to you	72%	71%	↑
	Satisfaction with the way we deal with anti-social behaviour	64%	64%	↔
	Satisfaction that your home is well-maintained	64%	63%	↑
	Satisfaction that we make a positive contribution to your neighbourhood	61%	65%	↓
	Satisfaction with repairs that we've done in the last 12 months	64%	64%	↔
	Satisfaction that we keep communal areas clean and well-maintained	60%	61%	↓
	Satisfaction with the time taken to complete your most recent repair	56%	57%	↓
	Satisfaction that we listen to your views and act on what you say	53%	52%	↑
	Satisfaction with the way we handle complaints	34%	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% Gas servicing
8,500 Nottingham on Call connections

Building safety remained our number one priority. 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 also ran an online survey so that everyone else could get involved too. What people told us is now informing the updating of our Resident Engagement in Building Safety policy.

We also began a programme of annual door inspections in blocks of flats 11 metres or higher, to make sure that doors will perform correctly in the event of a fire. During the inspections we also 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. Working together gave us chance to test our fire safety procedures and make sure we're as prepared as possible should an emergency happen.

Nottingham on Call

We supported people who want to live independently with the ability to call for help **24 hours a day**, seven days a week through our Nottingham on Call service.

Nottingham on Call also provides out of hours call handling services for Housing Repairs, Social Care Emergency Duty and Emergency Homelessness ensuring that tenants and customers can access emergency council services **24 hours a day**.

“My mum is a new customer and your staff member was absolutely lovely and so good with her, making sure she understood everything before she left. 10/10!”

Daughter of a Meadows resident



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

We helped residents who were struggling financially. During 2024/25, a significant number of benefits and tax credits ended and were replaced by Universal Credit; we supported residents through these changes and are continuing to do so as the migration to Universal Credit continues.

“I just want to thank the Tenancy Sustainment team, they have been amazing. With their support, my rent arrears and the extra week’s rent this year have all been paid, I cannot believe it. It’s taken a real big weight off my shoulders.”

A Sherwood resident



Rent collection

We continued rent collection activities in line with our ethos of collecting with care, being compassionate and approachable, listening to tenants, and offering a supportive and non-judgemental service. Challenges included the ongoing migration of Universal Credit and changes in Right to Buy legislation.

The ongoing increase in the cost of living continued to have an impact, with a study called Holding onto Home that surveyed thousands of tenants across the country finding that the single biggest reason rent is unpaid lack of means (people can't pay, rather than won't pay).

Our Rents team was awarded **HQN Managing Income Sustaining Tenancies** accreditation in August.



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

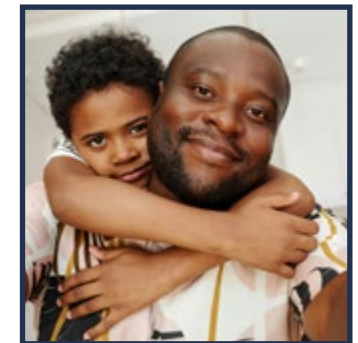
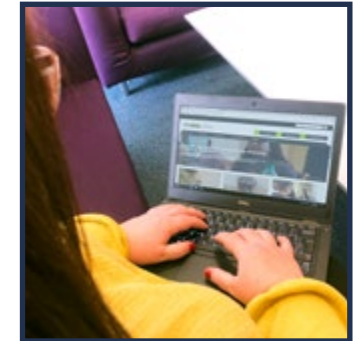
Many tenants acknowledge the politeness and professionalism of our staff, although some mention a lack of communication regarding ongoing issues in areas such as repairs, which can lead to frustration. Housing Services are largely viewed favourably, but we know that there are opportunities to enhance communication and address specific repair delays to further improve tenant satisfaction.

We're committed to using a range of ways to keep in touch with you, and to tell you what we're doing to improve our services to you. We also aim to make sure that it's 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 directly to tenants and leaseholders four times a year – many other housing organisations now only produce theirs online, but you told us you prefer a printed version, so we're making 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, just when you need it.

We work hard to keep you updated on things that are happening in your area, from community initiatives to repairs and maintenance programmes that will improve your home – and we always welcome your thoughts and views on what we're doing.



Dealing with anti-social behaviour

650 ASB cases closed

97% ASB cases resolved



Some tenants have expressed concerns about ASB handling and the need for more proactive measures in certain areas.

We want you to enjoy peace, quiet and security in your home and on our estates. Dealing with issues of anti-social behaviour (ASB) is one of our top priorities.

The vast majority of tenants help to make our estates and neighbourhoods great places to live. Unfortunately, a few who commit acts of anti-social behaviour can have a big impact on the quality of life of their neighbours and others who are affected by it.

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'd taken different actions to stop his ASB, including injunctions and warrants to seize the TVs and stereos that were creating the noise.



Unfortunately the ASB did not stop, so a Possession Order was granted and the tenant was removed from the property.

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. The closure order prevented anybody from entering the flat, with anybody found breaching the order being liable for imprisonment or a fine. This offered immediate respite to the local community, with residents noticing a significant reduction in ASB and reporting feeling safer and more secure in their homes.

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

"I seriously can't thank you enough for all the work you've done in helping me with the problem I was having. You should be proud of all you have done to make me feel safe."

A St Ann's resident



Keeping your home well maintained

We began a **£3.6million** stock condition survey to undertake a new survey that checks the condition of all our 25,000 plus council homes across the city. The results of the survey help us to target where to spend money on improvements – for example, on properties that are more susceptible to damp and mould, or property types which may need a bigger investment in roof repairs.

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.



“The people who were here doing the work to put the new heating in were all brilliant. They were really polite and courteous; they’ve done an excellent job.”

A Palmer Court resident

Green energy

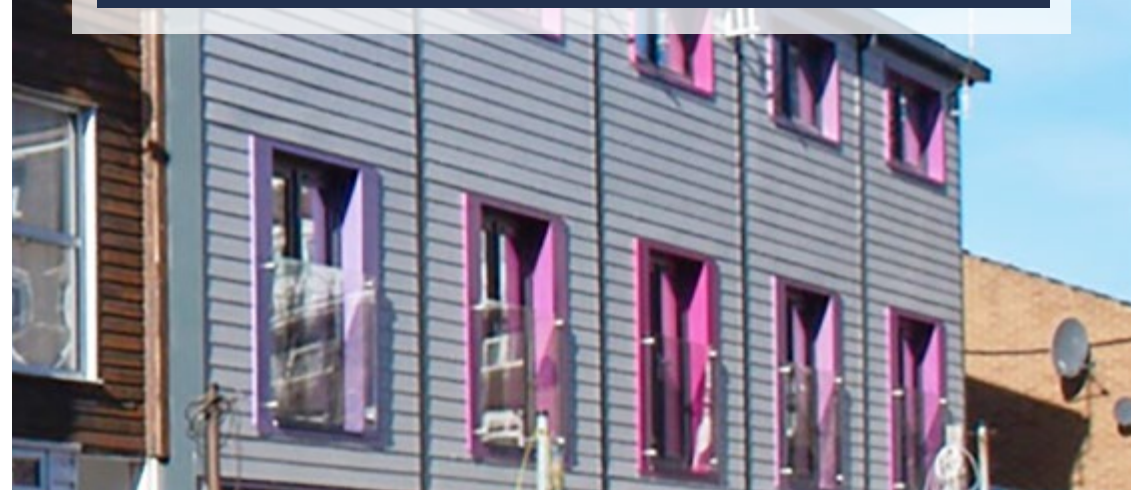
We published a report that details the impact of energy improvements to our housing stock.

The report 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** properties across the city received WHR improvements including external wall insulation, loft insulation, air permeability improvements and new ventilation. Some properties also had new boilers, window replacements and roofing repairs.

We encourage all our residents to be energy efficient and to reduce, reuse and recycle wherever possible, and we offer winter warmth tips and fuel poverty advice via social media and our tenant newsletter.

“I noticed at the start of October how warm it still was in the house. You notice it straight away, that you’re just so warm. The house holds onto the heat, and when the heating comes on you can feel it heats the house quicker. We’re not having to have the heating on as much.”

A Sneinton resident



Modernising Housing for Independent Living

Our Modernising Housing for Independent Living programme 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.

We involved residents in choosing colour schemes, furniture designs and so on. External improvements such as new entrances, landscaping and seating were included too.

“Thank you for your speedy response recently when we requested a seating area with parasol and a bench for our new outdoor space.”

“We are very pleased and grateful, and the seating area will be well used and will make a big difference to us all in the months ahead.”

A Meadows resident



Making a positive contribution to neighbourhoods

22 Decent Neighbourhoods projects completed

12,184 Street inspections conducted

3,165 Neighbourhood issues resolved

We're committed to improving the quality of our estates and to making a positive contribution to the neighbourhoods in which you live.

Our Decent Neighbourhoods programme invests in estate environments to make them more pleasant for residents, as well as to contribute towards tackling other key priorities such as reducing anti-social behaviour and improving parking areas and landscaping.

In 2024/25 we introduced new fencing in Lambert Street, Hyson Green to improve the look of the area and provide 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 the creation of a new green space which links the new homes to the local area more effectively.

And we continued to deliver our garage refurbishment programme which regenerates neighbourhoods and also provides affordable storage for tenants.



Repairs

97.2% Repairs appointments made and kept

Feedback on our repairs service varied from people who were positive about the way we look after their home, to others who were disappointed and frustrated. Many tenants expressed satisfaction with the repairs service, reporting that their issues are addressed quickly, with many stating that they have never encountered problems or delays with repairs.

Others highlighted frustrations with delays in repairs, particularly for more complex issues such as damp and mould. A few tenants expressed dissatisfaction with the time taken to resolve certain issues, suggesting that while the service is generally good, there are areas for improvement, especially in communication and follow-up on outstanding repairs.

In response to this, we appointed two contractor partners to work alongside our own teams to reduce waiting times for works to be completed. Lovell Partnerships and United Living have worked with local authorities like Nottingham City Council for many years and established their teams at our Bilborough office alongside our own people, helping us out in areas of pressure such as roof works, damp and mould, and essential repairs that have been outstanding for a long time.

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.

We began trying out some technology that notifies us if the pressure on a boiler has dropped – a common cause of having no heating or hot water. The technology lets us fix the issue remotely without you having to contact us and without us having to send a heating engineer to your home. This means we can use the resources we have to tackle other heating related issues people have.

We identified some IT issues and had them fixed so that we're missing fewer appointments, and where we had to change appointments we made sure we were talking to you first.

And we began to look at how we can improve our approach to appointments for gas servicing, to make them easier to book or to change.

"The plumber who came to my home did a great job, he was polite and respectful and kept his promise of being on time. He put covers on his shoes and introduced himself by name. He also apologised that I had to wait so long for the appointment and he took his time and found the issue and fixed the problem. Please pass on my thanks."

A St Ann's resident

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 – a fantastic number that really shows how many of you are passionate about helping us to improve and provide you with the best possible housing services.

Our Housing Assurance 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 – we want you to help us review and develop our services to meet your needs, and the menu of involvement is all about showing you the many different ways you can do this – with opportunities to fit in with your day-to-day life.

And we tried out a new way of recording your feedback about our services, in a 'Big Brother' style diary room environment, where you could come and share your experiences on video for us to learn and shape our services.

We also invited tenants and leaseholders to become mystery shoppers – testing what we do and how we do it, without us knowing about it – as part of our drive to improve.

What the mystery shoppers tell us is presented to our Senior Management Team and if improvements are needed we work with you and our staff to do this. Or if we're doing a great job, we'll look at how we can do things in a similar way in other areas – and let our staff know and thank them.

If all this has inspired you, we'd love to talk to you about how best you can get involved with us and make a difference in a way that suits you.

Email us at involved@nottinghamcity.gov.uk or call us on **0115 746 9100**.

"I see our role as serving as a critical, yet supportive partner to Housing, and together, we're committed to driving improvements that benefit all tenants and leaseholders.

"Drawing on our collective experience as tenants and leaseholders, we ask important questions, scrutinise and hold the council to account to make sure that they deliver exceptional services that make a lasting, positive difference in the lives of those we represent."

Tanaiya, Chair of the Housing Assurance Board



Dealing with complaints

1,017 Stage 1 complaints resolved

245 Stage 2 complaints resolved



Tenants who stated they were not satisfied with the complaints mentioned a lack of communication and follow-up, saying that complaints went unanswered or unresolved for extended periods. Some escalated their complaints to higher authorities, such as local MPs, to chase resolution.

Overall, the feedback underscored a need for improved communication, timely responses and the effective resolution of complaints.

However, we saw a significant decrease in the number of formal Stage 1 complaints received in 24/25 and we made noteworthy progress in terms of adherence to Housing Ombudsman complaint handling guidelines.



We also increased performance outcomes every quarter in 24/25, culminating in our best ever adherence performance in Quarter 4.

We improved signposting and information on our website, and included more information about complaints in newsletters so that we're transparent and visible to customers.



We continually aim to provide our services right first time, and to listen, advise and make sure we find solutions. Our goal is to resolve any queries at the first point of contact.

We strive to make sure you are listened to, wherever possible taking early intervention and taking a proactive approach to resolving any issues you bring to us. We're also continuously learning and improving services to prevent further dissatisfaction.



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