

# Nottingham City Council Housing News

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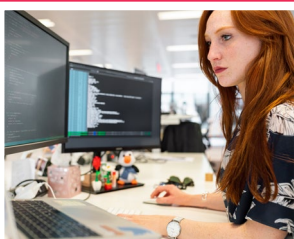
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## Best Garden Competition

Open for entries!

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# Welcome to Housing Perks

Helping you to save money on everyday costs

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# Welcome to the summer edition of Nottingham City Council Housing News



This issue highlights some of the important progress we've made over the past year, as well as the work we know still lies ahead as we continue our journey to improve housing services for all our tenants and leaseholders.

## Regulator of Social Housing re-grading



One of the biggest pieces of news we're pleased to share with you is the improvement in our regulatory grading from the Regulator of Social Housing.

This is an important recognition of the hard work that has taken place across our housing service over the last 12 months. It reflects the significant changes we've been making to strengthen services, improve responsiveness, and make sure you are at the heart of everything we do.

These improvements have been driven by focused investment in key areas including repairs and maintenance, property management, tenant communication, data and systems, and aids and adaptations.

We've expanded our workforce, restructured teams to prioritise frontline delivery, and introduced clearer service standards so that you know what to expect from us and can hold us accountable.

## Tenant Satisfaction Measures



Just as importantly, your feedback is showing us that these changes are making a difference.

Our Tenant Satisfaction Measures results for 2025/26 show improvements across the majority of areas we measure, including overall satisfaction, repairs and maintenance, communication, and neighbourhood services.

While these results are encouraging, we are clear that improvement is never complete. There remain areas where we need to do better and in areas where satisfaction is high – we must continue to improve these further.

## Resident Influence Strategy

And I'm delighted that our new Resident Influence Strategy is now published, developed with more than 1,000 tenants and leaseholders. This strategy is a significant step forward in strengthening how residents shape and influence housing services over the next three years.



At its heart is a simple commitment: to listen, act, and report back. We want your involvement to lead to visible, meaningful change. Whether through surveys, events, panels, or other engagement opportunities, your voice will continue to play a vital role in shaping services.

Thank you to everyone who has taken the time to complete surveys, attend events, share feedback, and get involved. Your insights are helping us improve and are making sure that our services better reflect what matters most to residents.

And talking of strategies, we're now asking for your views on a new Landlord Strategy that will set out how we'll manage council housing over the next few years. All the details are on the back page – please take the time to give us your views.

We're proud of the progress we're making, but equally focused on maintaining momentum and delivering the consistently high-quality housing services you deserve.

**Charlotte McGraw**

Strategic Director of Housing

# HOUSING PERKS – helping you save money on everyday costs!

We know that many of you are struggling with the cost of living.

We're committed to helping you through these tough times and will do all we can to help you with cost-of-living pressures.

One of the ways we're doing that is by launching an exciting new initiative to help you save money on your everyday costs. Housing Perks is a new app that's available exclusively to council tenants and leaseholders, offering you free access to discounts of up to **20%** at hundreds of popular high street and online retailers.

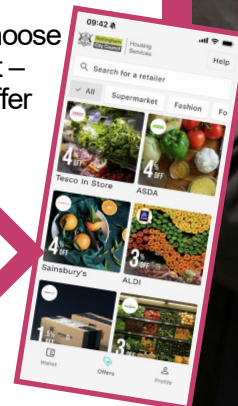
From essential weekly shopping and fuel costs to clothing, school uniforms, home furnishings and even family days out, Housing Perks is designed to make everyday spending more affordable. Major supermarkets such as Sainsbury's, Asda, Morrisons, Aldi and Tesco are included – alongside well-known retailers like Amazon, Primark, TK Maxx, Argos, B&M, B&Q and Sports Direct.

## But the benefits don't stop there...

The app also provides a practical way for you to stay on top of your rent. You can choose to automatically put the savings you make from vouchers towards your rent account – which could help to reduce any arrears you might have, or to build up a financial buffer for the future. It's a simple way to make everyday savings go even further.

### Signing up is quick and easy:

- Download the Housing Perks app from your app store
- Enter your mobile number and verify with a one-time code
- Select 'Nottingham City Council'
- Enter your rent payment reference number (you'll find that on the letter that was delivered with this newsletter)
- Start saving straight away!



Executive Member for Housing and Planning, Councillor **Jay Hayes** said: *"We know many of our tenants are facing real financial pressures, and supporting residents through the cost of living challenges remain a top priority for the Council."*

*"Housing Perks is one of the ways we're helping people stretch their budgets further – making everyday essentials more affordable while also providing tools to support long-term financial stability."*



## Find out more

For more information about Housing Perks and for answers to frequently asked questions, visit [www.ncchousing.org.uk/housingperks](http://www.ncchousing.org.uk/housingperks).

Start saving today and make your money go further with Housing Perks!

Please note that Housing Perks is an independent third-party provider and is not part of Nottingham City Council. By downloading the Housing Perks app, you acknowledge that any agreement relating to the app is made directly between you and Housing Perks.

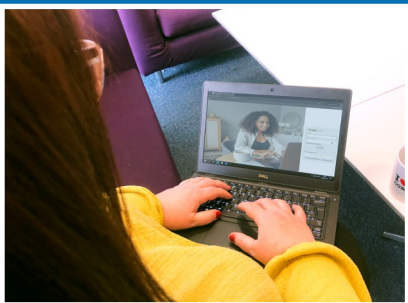
# Help us to improve your repairs service by keeping your contact details up-to-date

We're making big improvements to our repairs service. To make sure you get all the benefits from these improvements, we need to make sure we have your correct contact details.

You may have had an email or text message from us, asking you to check your contact details. Thanks to everyone who responded. If you didn't, there's still time. If it landed on your phone, it showed as coming from NCCHS. If it was an email, it was from NCC Housing Services.

## Keeping your details up-to-date helps us:

- contact you quickly about repairs and appointments
- notify you about important safety checks
- give you access to our upcoming Tenant Portal, where you'll be able to manage your repair bookings online.



## Concerned about security?

We understand unexpected messages can feel suspicious. If you'd rather not use the link we sent you, you can visit our website at [www.ncchousing.org.uk/update](http://www.ncchousing.org.uk/update) and follow the instructions there instead.

Remember, we will **never** ask you for payment details or passwords by email or text message.

## Improvements coming soon...

Here are some of the things you'll soon be able to do on our new Tenant Portal do if we have your most up-to-date details:

- report repairs and book your own appointments online
- track your repairs in real time and see when someone is coming
- change your repair appointments by text message, without calling us
- see the repair history for your home.

**We've tested these new features with a small group of tenants to make sure they work well. We will make them available to everyone soon.**

# Meet our new Access Team!

**We want to keep all our residents safe – plus, if we as your landlord fail to carry out legally required safety checks, we run the risk of being prosecuted.**

We've created a new Access Team to help us get into hard-to-reach homes (where people live who can't or won't let us in), carry out safety checks that have to be completed by law, and address any safeguarding concerns. The team supports our most vulnerable residents and makes sure we're meeting all our safety testing obligations.

It's rare that the reason people won't let us in is because they don't want the safety checks done – we find that often, there's some other issue at play. Reasons vary, but the most common are that people are hoarding, struggling to stay on top of things in their home, or are living with mental health challenges. The other reason that people won't let us in can be because they're involved in energy theft or other illegal activities.

## The Access Team in action

A routine electrical safety visit by the Access Team triggered a multi-agency safeguarding response recently when we discovered a vulnerable child hidden upstairs in a severely hoarded and unhygienic property.

The tenant, who claimed to live alone, refused access upstairs – however, our colleague overheard them speaking to someone in one of the upstairs rooms, so trusted his instincts and checked further, discovering a vulnerable 14-year-old living in extremely poor conditions.

Recognising the seriousness of the situation, he immediately contacted colleagues at the office and within minutes, Housing and Social Care teams were working together to safeguard the child and support the family. If it wasn't for this intervention by the Access Team, we may still not have been aware of this family. Instead, the tenant is now receiving the help they need, and the child is safe.

## Worried about letting us in?

If you're concerned about letting us into your home – for any reason at all – please don't be. We don't judge, and we're here to help, whatever the problem may be.

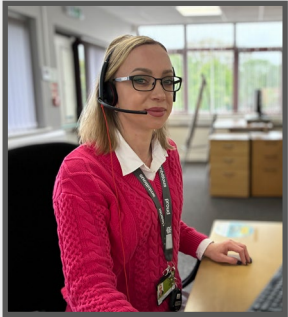
Our colleagues will always show their ID when visiting your home – but if you're still not sure, please give us a call on **0115 915 2222** and check with us that they're legitimate. They'll understand and will wait while you make the call.



# Tenant Satisfaction Measures 2025/26 Annual Summary



We carry out four Tenant Satisfaction Measures surveys each year to get your views on how we're performing, learn from what you tell us and make improvements to our services.



Like many other councils and social housing landlords we use a specialist social housing company called Acuity to do these on our behalf.

Over the course of the year, they spoke with **2,200** of you – a large enough sample so that we can be confident that the views of those surveyed are representative of all our residents.

## Reporting the results

All social landlords with more than 1,000 homes must report their results to the Regulator of Social Housing each year.

We'll be sending the 2025/26 results to the Regulator at the end of June along with the results of a series of management information measures, that shows how we're performing in a range of other areas.













We also publish these on our website at [www.ncchousing.org.uk/tsm](http://www.ncchousing.org.uk/tsm). And we make a commitment to publish our half-yearly and annual TSM results in this newsletter.



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## 2025/26 results and year-on-year change

This table shows the 2025/26 results against those from 2024/25, with the arrows showing whether the results have increased, decreased or stayed the same. Overall, this year's results paint a positive picture of improvement with satisfaction levels increasing in nine areas, decreasing in two and remaining the same in one.

TSM satisfaction-based measure	2025 / 26 annual result	2024 / 25 annual result	Trend
 Overall satisfaction with services provided	<b>64%</b>	59%	↑
 Satisfaction that your home is safe	<b>75%</b>	75%	↔
 Satisfaction that we treat you fairly and with respect	<b>76%</b>	75%	↑
 Satisfaction that we keep you informed about things that matter to you	<b>75%</b>	72%	↑
 Satisfaction with the way we deal with anti-social behaviour	<b>62%</b>	64%	↓
 Satisfaction that your home is well-maintained	<b>68%</b>	64%	↑
 Satisfaction that we make a positive contribution to your neighbourhood	<b>63%</b>	61%	↑
 Satisfaction with repairs that we've done in the last 12 months	<b>69%</b>	64%	↑
 Satisfaction that we keep communal areas clean and well-maintained	<b>63%</b>	60%	↑
 Satisfaction with the time taken to complete your most recent repair	<b>63%</b>	56%	↑
 Satisfaction that we listen to your views and act on what you say	<b>54%</b>	53%	↑
 Satisfaction with the way we handle complaints	<b>32%</b>	34%	↓

### Overall satisfaction – 64%

Overall Satisfaction has increased by five percentage points compared to last year's overall result. Although we still want this to be even higher, this is a positive improvement over the last 12 months.

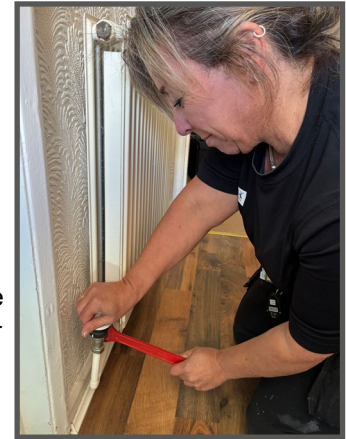
## Survey by survey improvement...

And for the four surveys we've completed over the last year that make up this average, we've seen a steady rise in overall satisfaction from **61%** for Quarter 1, **63%** for Quarter 2, **65%** for Quarter 3 and **68%** for Quarter 4 – the highest level of satisfaction that we've ever recorded since measuring tenant satisfaction in this way! Our aim remains to see this upward trend continue for the 2026/27 surveys...

## Repairs continuing to improve

We know that improving our repairs service is one of your top priorities, and it's ours too. Over the last year we've continued to work hard to make sure we're providing you with the repairs service you deserve, and you should expect.

It's pleasing to see that satisfaction levels with repairs that we've done in the last 12 months, and the time taken to complete your most recent repair have increased by five and seven percentage points respectively from last year.



And, like with overall satisfaction, we've seen an increase in satisfaction on both of these measures over the four surveys we've ran over the last year. Satisfaction with the time taken to complete a repair up from 57% to **69%** and satisfaction with repairs completed in the last 12 months up from 66% to **73%**.

There's still work to do to continue this upward trend in satisfaction and we'll continue to make improvements based on your feedback to make this happen.

## Where we're continuing to do well

The three areas where your satisfaction is the highest remains the same this year as it did last. **75%** are satisfied that your home is safe, **76%** are satisfied that we treat you fairly and with respect (up one percentage point from last year) and **75%** of you are satisfied that we keep you informed about the things that matter to you (up three percentage points from last year).

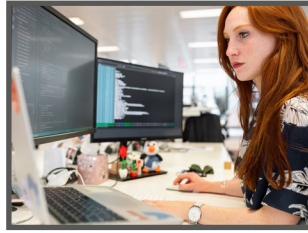
## Where we still need to improve

We've seen a drop in satisfaction in two areas this year, with satisfaction with the way we deal with anti-social behaviour down by two percentage points (from 64% to **62%** satisfaction) and satisfaction with the way we handle complaints also down by two percentage points (from 34% to **32%**).

We work closely with partner organisations like the police and Community Protection to prevent and tackle issues of anti-social behaviour so that you can feel safe in your homes and neighbourhood. There's a range of interventions that we use to both support victims and take action against perpetrators and you can read about that on pages 24 to 27.

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Complaints handling satisfaction remains a measure that almost every housing organisation that publishes results struggles with and remains the lowest of our satisfaction measures. We continue to work hard on our complaints processes to improve – holding weekly complaints clinics with senior managers looking at all the complaints we receive, to understand what’s gone wrong and what we can do to stop them happening.



We also hold a complaints’ learning log for repairs to help us spot any trends in the types of complaints we receive so we can change the way we do things to stop them happening. Our approach if we do get things wrongs, is always to acknowledge it, apologise for it and most importantly put it right as soon as we can. Where you’re not satisfied with something we’ve done, we’ll continue to work hard to deal with your dissatisfaction when you first get in touch and as quickly as possible.

If we’re unable to do that, and you choose to make a formal complaint, we’ll support and help you through the process. Find out more at [www.ncchousing.org.uk/complaints](http://www.ncchousing.org.uk/complaints). And, driven by our Housing Assurance Board, a Tenant Scrutiny Group will soon be starting a review of our complaints service – representing an important step in making sure we have a fair, effective and transparent service.

## Thank you

A huge thank you to everybody who continues to take the time to give us your views. Your comments, thoughts, ideas and suggestions are helping to make real improvements to the services we provide.

The learning never stops and we’ll be doing more surveys over the course of this year to help us to be a better landlord and to continue to improve services for all our residents.

## More performance information on our website

As well as all the information about Tenant Satisfaction Measures, we also publish performance monitoring information about rents, repairs, staffing, complaints and compliance (including gas / electric safety checks).

These are critical to us improving services and senior leaders, Councillors and our Housing Assurance Board have the chance to scrutinise and challenge us on these.

They’re available to read at [www.ncchousing.org.uk/performance](http://www.ncchousing.org.uk/performance) and clicking on Monthly Performance Reporting.

# We’re getting better!

The Regulator of Social Housing has upgraded us for the quality of the services we offer to you, our tenants and leaseholders, in recognition of the significant improvements we’ve made over the past year.

We’re committed to delivering better services, and we’re proving it by driving forward an ambitious programme of change, focusing on key areas such as tenant engagement and communication, property management and maintenance, data and systems, and aids and adaptations.

These efforts are already delivering results for residents – Tenant Satisfaction Measures at the end of 2025/26 were reaching the highest levels recorded since they were introduced. It’s proof that the investment we’re making to improve services and infrastructure over the last year is showing real results in your homes and neighbourhoods.

Part of the investment has been on expanding our workforce, recruiting skilled tradespeople to address outstanding repairs and reduce waiting times. We’ve also restructured services to prioritise frontline delivery and make sure that you’re getting a more responsive and efficient service.

And we’ve introduced a new set of service standards to give you clear expectations of what we’re here to deliver, and so you can hold us to account. In addition, we’ve established the tenant-led Housing Assurance Board that plays a key role in scrutinising services and making recommendations for improvement, and the Executive Housing Oversight Board, which is made up of tenants and senior councillors and gives tenants a voice at the highest level.

The Regulator of Social Housing’s regulatory judgement says, *“We now have assurance that Nottingham City Council has a more comprehensive understanding of the condition of its homes, allowing it to identify the investment required to make sure that residents are living in good quality, well-maintained, and safe homes. The evidence provided also indicates that Nottingham City Council has improved the delivery and monitoring of outcomes arising from tenant engagement, insight, and scrutiny activity.”*



Cllr Jay Hayes, Executive Member for Housing and Planning, says, *“This upgrade recognises significant progress in understanding the condition of homes, improving repairs and maintenance services, strengthening management of disrepair cases, and improving how tenant feedback influences service delivery. It’s an important step forward and reflects both the hard work of our staff and the valuable input of residents.”*

*“We know there is still more to do, and we are absolutely committed to continuing this momentum. Our focus is on delivering consistently high-quality, responsive services that our residents can rely on, and making sure tenants are at the heart of everything we do.”*



# Update from the Housing Assurance Board...

**Our Housing Assurance Board (HAB) is made up of tenants and leaseholders. Their role is to scrutinise our services, make recommendations to help us to improve, and to hold us to account on what we say we'll do to improve.**

In the last issue of this newsletter **Tanaiya Daniel**, Chair of the Board gave an update on the recruitment of new Board Members.

We're delighted to share that this process is now complete. We had **37** excellent applications and, following interviews with **14** shortlisted applicants, we've successfully appointed eight new Board Members.

## They are:

**Paul Cameron**

**Jade Farrell**

**Roy Lawson**

**Algernon Moon**

**Leanne O'Keefe**

**Graham Palk**

**Julie Shaw**

**Paul Wardle**



**Anne Dean**, the current Vice-Chair of the Board, was part of the interview panel for the recruitment process and was extremely impressed by the calibre of all the applicants.

Reflecting on the process and the important role HAB plays, Anne said: *"I thoroughly enjoyed being part of the interview panel to recruit new members to the Housing Assurance Board. It was genuinely encouraging to see so many fellow tenants and leaseholders volunteer their time and put themselves forward to be involved."*

*"Each candidate brought something unique, drawing on a wide range of work skills, volunteering experience and lived experience. HAB has now been active for 18 months, and I strongly believe that through our scrutiny work we have made a real difference. These have not been token gestures, but meaningful changes that genuinely reflect tenants' voices and views."*

*"We're keen to continue strengthening our role in shaping future activity and scrutiny that meets the needs of all tenants. A key priority for us is making sure the Board reflects the diversity of our tenant community, and the new members will bring fresh energy and valuable new perspectives to our work."*

*"By working closely and constructively with staff, we are better placed to face future challenges together and deliver real improvements for our communities."*

Huge thanks to everybody who applied to join the Board, and to our current members who were involved in the recruitment process. We're really excited to welcome our new members on board and look forward to the fresh perspectives they will bring to help us to continue to improve.

Watch this space for an update on their first few months as part of the Board in the next edition of this newsletter – out in the autumn!

To find out more about the Housing Assurance Board go to [www.ncchousing.org.uk/HAB](http://www.ncchousing.org.uk/HAB).

## Tenant Academy

**Our Tenant Academy provides FREE training for tenants and leaseholders.**

Whether you're looking for support to help you find a job, develop a new skill or activities suitable for the whole family, the Tenant Academy is the best place to start. Find out more at [www.ncchousing.org.uk/tenant-academy](http://www.ncchousing.org.uk/tenant-academy).

### DIY repair sessions

We hold hands-on DIY repair session at our Harvey Road offices in Bilborough through the Tenant Academy. They're designed to give you the skills and confidence to tackle everyday household repairs safely and effectively.



These interactive workshops will provide you with step-by-step guidance on repairs that are your responsibility as a tenant.

Whether you're new to DIY or just want to refresh your skills, these are a great chance to learn practical techniques in a supportive environment. All materials, tools and PPE provided.

To find out more and to reserve a spot on an upcoming session email [involved@nottinghamcity.gov.uk](mailto:involved@nottinghamcity.gov.uk).

# Your new Resident Influence Strategy – out now!

The new Resident Influence Strategy is now available to download from [www.ncchousing.org.uk/corporate-documents](http://www.ncchousing.org.uk/corporate-documents) or by scanning this QR code...



The strategy sets out how we will work with you over the next three years to make sure your voices are heard and, importantly, that your feedback leads to real change.

## What is the Resident Influence Strategy?

At its heart, the strategy is about **putting residents at the centre of housing services**. It recognises that your experiences, ideas, and feedback are essential to improving our services, shaping our decisions, and building trust.

Rather than simply asking for opinions, it underlines our commitment to:

- listening to what you tell us
- acting on your feedback
- keeping you informed about what's changed as a result.

It highlights that meaningful involvement is about more than surveys or meetings. It's about giving you a genuine opportunity to influence how we deliver services.



## Created not just with residents – but for residents

More than **1,000 tenants and leaseholders** took part in developing the strategy through:

- surveys (with residents helping design the questions)
- focus groups and community events
- drop-in sessions and targeted outreach
- the Resident Influence Panel, who worked closely with staff to shape the strategy.

This approach has made sure that the strategy reflects what matters most to you – that you're listened to and your feedback leads to action. Thank you to everybody who has been involved.



## What you've told us

You've made it clear through the strategy development what we need to do to improve.

You want:

- better follow-up after giving feedback
- clearer updates on what's changed from your feedback
- more clarity on how to get involved
- simpler, more accessible ways to have your say.

All of these insights have directly shaped the priorities in the strategy.



## Our priorities for the next three years

The strategy is built around six key priorities, all driven by your feedback, and these are:

**Listening to residents** – making it easier to share your views and increasing awareness of involvement opportunities.

**Acting on feedback** – making sure your input leads to real, visible change

**Communicating clearly** – using plain language and your preferred contact methods

**Accessibility and inclusion** – making sure everyone can get involved, regardless of your circumstances

**Recognising resident volunteers** – valuing and supporting those of you who give your time to improve services

**Improving services** – using your feedback to drive ongoing improvements across housing.

And the strategy also commits to regularly sharing updates on how we've listened and acted on what you've told us, so you can see the impact of your involvement. That's something that we'll do through this newsletter, as well as across all our different communication channels.

## Get involved – your voice matters

Your voice matters, and that's why we need as many of our tenants and leaseholders to get involved so that we can achieve the priorities we've set out in this strategy.

There are lots of ways to get involved, whether that's completing a survey, attending events, joining a panel, or simply sharing your views when contacted. To find out more go to [www.ncchousing.org.uk/menu-of-involvement](http://www.ncchousing.org.uk/menu-of-involvement) or email us at [involved@nottinghamcity.gov.uk](mailto:involved@nottinghamcity.gov.uk).

*"Being involved has reminded me how valuable my experience is... I'd encourage any resident to join us and realise the impact they can have"*

**Valerie, Resident Influence Panel member**

# New rent support contact system – coming soon

Paying your rent on time is the most important thing you can do to make sure you can keep the roof over your head.

## Automated contact system

As part of our commitment to help tenants that might need help to manage their rent more easily and get support earlier, later this summer we'll begin using an automated contact system called Voicescape to improve how we stay in touch with you.

## What this means for you

If there's an issue with your rent account (for example a missed payment, a failed Direct Debit or a broken payment arrangement) you might start to receive automated phone calls, text messages, or emails.

These messages are an early contact to help resolve things quickly before they become more serious.

## How it can help

The new system makes it easier for you to act straight away. It provides you with simple and convenient options to prevent issues from building.

**Let's work together to help keep your tenancy on track and prevent small issues from becoming bigger problems.**

You'll be able to:

- make a payment securely
- set up a promise to pay
- request a call back from a Rent Account Manager
- get information about financial support or advice services.

The new system doesn't replace talking to us directly. You'll still be able to speak directly with a member of the Rents team whenever you need to, and we'd still encourage you to call us as soon as possible if you need help with your rent payments or managing your money.

## What happens next?

We'll be rolling out using the system in a phased approach, starting with using it to contact former tenants who are in arrears before using it more widely to current tenants later in the summer / early autumn.

Keep an eye out on our website and on our Facebook page ([facebook.com/NottmCCHousing](https://www.facebook.com/NottmCCHousing)) for more information, as well as in the next edition of this newsletter, out in September.



## Here to help...

If you're struggling to pay your rent, we'll do all we can to help you.

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

Please get in touch by emailing [moneymatters@nottinghamcity.gov.uk](mailto:moneymatters@nottinghamcity.gov.uk). Or you can call us on **0115 915 4920** or text the word RENT followed by your name and message to **07860 041 676\*** and we'll call you back. Rent account enquiries can also be emailed to [rents@nottinghamcity.gov.uk](mailto:rents@nottinghamcity.gov.uk).

To talk about any money you still owe us if you end your tenancy, call us on **0115 915 4920** or email [FTA@nottinghamcity.gov.uk](mailto:FTA@nottinghamcity.gov.uk).

\*this number is only for text messages, not calls

# Focus on... Your Housing team

**Did you know that every area of the city has its own housing team, and that areas are split up into 'patches', each managed by its own Housing Patch Manager?**

## Here's what your Housing Patch Managers do:

- carry out tenancy visits to residents who need support, advice, or just a chat.
- manage tenancy changes and successions.
- investigate reports of anti-social behaviour (ASB), domestic abuse and hate crime, and take appropriate enforcement action.
- support survivors of domestic abuse.
- investigate safeguarding concerns.
- manage complex hoarding cases.
- identify and investigate abandoned properties and / or suspected tenancy fraud.
- manage garage sites.
- inspect estates and organise improvement works that are required.

## From January to March this year, Housing teams...

- carried out **3,001** estate assessments and reported **993** issues as a result
- dealt with **150** new ASB cases
- started to investigate **147** new tenancy fraud cases
- managed **90** live hoarding cases and resolved eight of them
- worked on **27** new cases of domestic abuse cases
- managed **six evictions** as a result of tenancy fraud or ASB.

Housing teams also deliver monthly Housing Advice Sessions – just drop in, no need to book!

### Dales, Sneinton, Bakersfield

Dales Centre Library, every other Wednesday, 5pm to 6pm

### Bulwell, Bestwood, Basford

Bulwell Riverside, third Tuesday of every month, 9.30am to 11.30am

### Clifton, Meadows

Clifton Cornerstone, third Tuesday of every month, 11am to midday

### St Ann's, Mapperley

St Ann's Valley Centre, Third Friday of every month, 10am to 11am

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

Strelley Library, fourth Tuesday of every month, 11am to midday

### Radford, Hyson Green, Arboretum, Lenton, Wollaton, Berridge, Sherwood, Castle

Mary Potter Centre, last Wednesday of every month, 9.30am to 10.30am

You can contact your Housing team on **0115 746 9555**

– or find out more at [www.ncchousing.org.uk/contact-us](http://www.ncchousing.org.uk/contact-us).



## How clean is it where you live?

**We'd like to hear your views on how clean the streets and public spaces are in your area.**

Are there problems on your street, do you feel you need more information about managing your waste, or have you noticed the positive impact of Clean Champion volunteers?

We'd particularly like to hear from residents living in the **Bilborough** and **St Ann's** Wards.

If you've completed the survey before, we'd love to hear from you again, so you can tell us if anything has changed in the past few months. Just scan the QR code to find the short survey and help us make Nottingham a cleaner place for everyone!



## The dangers of batteries in bins

**You may have noticed some new stickers appearing on wheelie bins around the city.**

The stickers warn of the danger of putting electrical items and batteries in bins. In 2025 there were eight fires in Nottingham bin lorries caused by items like mobile phones, power banks and e-scooters being wrongly put in a bin.

When crushed during collection, items like these, which contain lithium batteries, heat up and can cause the waste around it to catch fire. This is not only very dangerous, but disruptive to services too. Please, never put an electrical item or batteries in any bin.

If you need to dispose of old batteries, or to donate or recycle small electrical items, you can find options local to you at [www.nottinghamcity.gov.uk/electricals](http://www.nottinghamcity.gov.uk/electricals).



# Best Garden Competition 2026

We're once again recognising the pride that residents who live on our estates and neighbourhoods take in their gardens and outdoor spaces with entries for our annual Best Garden Competition now open!



Pictured: last year's winners

## The categories you can enter are:

- Best wildlife garden
- Best community garden
- Best floral display
- Best edible garden
- Best small / container garden
- Inspirational gardener of the year
- Best young gardener\*
- Best overall garden

(selected from the overall winners of all the categories)

**\*Please note:**  
To enter the Best Young Gardener category you must be no older than 17 years of age at the time of entry.

*"I'd encourage anybody to have a go at gardening and to enter the competition. There really is a category for everyone and it's always great to see new entrants being awarded for the work they do."*

**Michael Ryan,**  
Overall Best Garden Winner, 2025



Pictured: Michael Ryan's garden

## Great prizes!

Thanks to our headline sponsor Woodthorpe Park Plant Nursery, all winning gardens will receive a £35 gardening voucher, trophy and certificate with £25 vouchers and certificates for runners-up.



## How to enter

Entries can be made by completing the online entry form available at [www.ncchousing.org.uk/gardencomp](http://www.ncchousing.org.uk/gardencomp). On the form you can upload a maximum of ten pictures of your garden.

Or if you'd like support to make an entry, email [involved@nottinghamcity.gov.uk](mailto:involved@nottinghamcity.gov.uk) or call **07584 003 457** to speak to the Best Garden Competition co-ordinator.

Unfortunately, we cannot except postal entries. You can enter a maximum of two categories and entries close **Friday 31 July**.

## Shortlisting

Shortlisted gardens in each category will be visited for in-person judging in mid-August with the winning gardens judged and decided upon by our tenant-led Best Garden Competition steering group.

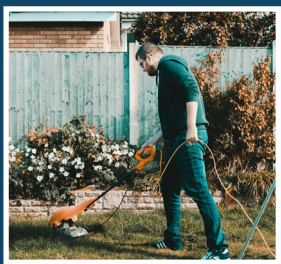
All short-listed entrants will be invited to a special awards ceremony to be held at Nottingham's Council House later in the year, where the winning gardens will be revealed!

**Good luck to everyone entering – we can't wait to see your gardens!**

## Need garden tools? Borrow them for free!

If you need some garden tools, you can borrow some from us – for **FREE!** We have a range of equipment and associated accessories available including lawnmowers, strimmers, hedge cutters, shears, spades forks and rakes.

Terms and conditions do apply but if you're interested call us on **0115 746 9555** or email [estateservices@nottinghamcity.gov.uk](mailto:estateservices@nottinghamcity.gov.uk).



# ASB AWARENESS WEEK WORKING TOGETHER TO KEEP OUR COMMUNITIES SAFE

We want everyone to feel safe in their home and in their neighbourhood.

Each year, we're proud to support ASB Awareness Week – a national campaign that takes place to highlight the impact of anti-social behaviour and promote the support available to those affected.

This year it runs from Monday 29 June to 5 July. It's a chance for residents, housing providers, and partner agencies to come together, raise awareness, and encourage reporting so that action can be taken to keep our communities safe.

Anti-social behaviour (ASB) is behaviour that causes nuisance, alarm, or distress to others. It can take many forms, including:

- loud or persistent noise such as music or parties
- verbal abuse, harassment, or threatening behaviour
- hate crime
- vandalism or damage to property
- alcohol-related disturbances
- nuisance from vehicles, pets, or misuse of communal spaces
- littering, fly-tipping, or neglected gardens
- criminal behaviour.



These types of behaviour can affect individuals, families, and whole communities. We take issues of ASB very seriously and, working closely with Community Protection, will always do our best to support victims and take the strongest possible action against perpetrators.

## HOW TO REPORT

If you're suffering as a result of any kind of ASB, don't suffer in silence. Please let us know. The sooner we know, the sooner we can help.

You can report ASB by:

- downloading the **ReMOTE** reporting app. Details can be found at [www.ncchousing.org.uk/ReMOTE](http://www.ncchousing.org.uk/ReMOTE)
- calling **0115 746 9555**
- emailing [reportasb@nottinghamcity.gov.uk](mailto:reportasb@nottinghamcity.gov.uk)
- texting **REPORTASB** (with your name, address and message) to **80800**.

If the incident involves a crime, you should also contact the police (dial **999** in an emergency or **101** for non-emergencies).

## WHAT'S NOT CONSIDERED ASB

Not every neighbourhood issue is classed as anti-social behaviour. Everyday living can naturally create some noise or disturbance, and this is not usually considered ASB.

We understand that circumstances vary. If something is having a significant or harmful impact – especially on more vulnerable residents – we'll still look into it.

## ACTION WE CAN WE TAKE

Every ASB case is different, and we tailor our approach depending on the situation.

Our priority is always to stop the behaviour by sending a strong message that ASB will not be tolerated and support those affected.

Housing Patch Managers work to tackle ASB at an early stage to prevent escalation and to resolve issues quickly – working with residents to understand the causes and offer practical and tailored support and advice.

This may also include:

- mediation
- written tenancy warnings
- acceptable behaviour agreements
- referrals for support services.

If this approach doesn't work, or where behaviour is ongoing, serious and causes a risk to others, stronger enforcement action is used.

In the last year, Housing Patch Managers and ASB Officers, working together have served:

- 66 civil injunctions
- 10 undertakings
- 7 committal orders
- 11 suspended possession orders
- 12 outright possession orders
- 5 demotion orders
- 17 closure orders.

This balanced approach to enforcement helps to protect victims, reassures communities and makes sure conditions of tenancies are kept, while at the same time understanding individuals' needs and vulnerabilities.

**ANTI-SOCIAL BEHAVIOUR**

Continues over the page

## SUPPORTING VICTIMS

We understand that experiencing ASB can be stressful and upsetting. That's why we provide ongoing support throughout your case.

When you report ASB, we will:

- contact you quickly, listen to you and agree an action plan of what we'll do
- keep your information confidential
- provide you with regular updates on your case
- offer advice on staying safe
- help you gather evidence (such as incident diaries)
- refer you to specialist support services, if needed
- work with partner agencies to make sure you get the help you need.



In some situations, we may also help arrange additional safety measures or temporary accommodation if there is a serious risk.

## WORKING TOGETHER AS A COMMUNITY

The vast majority of our residents are good neighbours, and many issues can be resolved early with communication and support.

Reporting ASB helps us identify patterns, take action, and helps to protect our communities.

If you're unsure whether something is considered ASB, we'd always rather you get in touch and ask as the sooner we hear about something, the sooner we can help.

You can also be part of helping us to make sure our ASB service is the best it can be, by joining our resident ASB service user group and give your thoughts and ideas on ways we can improve. Email [involved@nottinghamcity.gov.uk](mailto:involved@nottinghamcity.gov.uk) to find out more.

Together, we can make our neighbourhoods safer, quieter, and more enjoyable places to live.

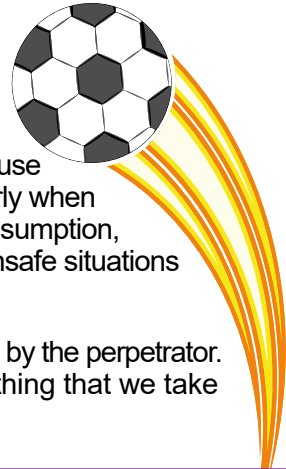
# STAYING SAFE DURING THE WORLD CUP

Many of us are enjoying the FIFA World Cup and are cheering on England, Scotland and many other teams taking part.

Sporting events like this bring communities together. They're a time of excitement, shared celebration, and national pride.

Unfortunately, research has shown that incidents of domestic abuse can increase during high-profile tournaments like this – particularly when one of our home nations play. Heightened emotions, alcohol consumption, and the stress or disappointment of matches can sadly create unsafe situations in some homes.

Football does not cause domestic abuse. Abuse is a choice made by the perpetrator. It's never acceptable, there's never any excuse and it's something that we take a zero-tolerance approach to.



## SUPPORT IS AVAILABLE

If you or someone you know is experiencing domestic abuse, help is available. You're not alone.

- JUNO Women's Aid has a 24 hour helpline you can call – **0808 800 0340**. This is a local service – find out more at [www.junowomensaid.org.uk](http://www.junowomensaid.org.uk).
- The National Domestic Abuse Helpline is available 24 hours a day by calling **0808 2000 247**.
- Equation provide support for men experiencing domestic abuse. Find out more at [www.equation.org.uk/help-for-men](http://www.equation.org.uk/help-for-men).
- Respect is the UK charity stopping perpetrators of domestic abuse. They can provide help for perpetrators to stop. Go to [www.respectphoneline.org.uk](http://www.respectphoneline.org.uk) or call **0808 802 4040**.

And there's lots of information on our website at [www.ncchousing.org.uk/domestic-abuse](http://www.ncchousing.org.uk/domestic-abuse).

If you're in immediate danger, always call **999**.

# Keeping you safe in your flat

## Residential Personal Emergency Evacuation Plans (RPEEPs)

In the last issue we told you about Residential Personal Emergency Evacuation Plans (RPEEPs) that we're offering to residents who live in our high-rise blocks who may need help to safely leave their flat in an emergency.

Since then, we've been working closely with residents to agree the process for creating and recording these plans so that we can keep you safe and make sure we meet our legal duties for building safety.

### What is an RPEEP?

It's a personalised plan, tailored to your individual needs that takes into account your circumstances and the layout of your flat.

An RPEEP could be helpful to you if you have:

- mobility difficulties
- a physical disability
- a sensory impairment (such as sight or hearing loss)
- a cognitive impairment
- a temporary condition – like a broken leg.

Having an RPEEP in place helps to reduce the risk to residents in an emergency, make sure we know the residents who might need help, improve our planning around evacuations and provide you with the reassurance that we're doing all we can to keep you safe.



Having an RPEEP does not mean that there is anything wrong with your home or your building – and it does not affect your tenancy.

It's simply about safety, support and making sure that every resident has the best possible chance of staying safe in an emergency.

### Get in touch

If you live in one of our high-rise blocks and you think you would benefit from an RPEEP, get in touch by emailing [building.safety@nottinghamcity.gov.uk](mailto:building.safety@nottinghamcity.gov.uk) or speak to your Building Safety Officer (their details are on the noticeboards and screens in your block) and we'll work with you (or a carer or other family member) to create one.

Having an RPEEP is completely voluntary and your choice. And any personal information you share with us to help create it will be kept confidential, shared only with Nottinghamshire Fire and Rescue Service, to help keep you safe.

### High-rise events

Over the summer we're going to be holding events across all our high-rise blocks to provide information to residents about RPEEPs as well as inviting other partner organisations to take part to provide residents with a wide range of other useful health and wellbeing information.

If you live in a high-rise, keep an eye out for details!

For more information about RPEEPs go to [www.ncchousing.org.uk/RPEEPS](http://www.ncchousing.org.uk/RPEEPS).





## Welcome to Retirement Living!



**Last summer, we wrote to residents who live in our Independent Living schemes to get their views on a range of proposed changes to the service.**

One question asked was what the service should be called in the future, and of the 433 responses we had back, Retirement Living was the most popular choice – and from 1 April became the new name for the service. The new name reflects changes we've also made to the age-related eligibility criteria for Retirement Living.

For new tenants only, the criteria are now to be over 67, (or over 60 and on disability-related benefits). This mirrors the standard national retirement age and will help to make sure that new residents have similar lifestyles to existing residents who want to live in a safe, positive and pleasant environment.

We're also making it clear that Retirement Living is not an appropriate housing option for people with untreated drug and alcohol issues, as we're unable to provide the required level of support for such needs.

### Could Retirement Living be a suitable housing option for you?

If your home is getting to be too much to look after or if you fancy a change of scene, where you can live in a ready-made community with people just like you and you meet the criteria – why not consider Retirement Living?

To find out more, email [homelink@nottinghamcity.gov.uk](mailto:homelink@nottinghamcity.gov.uk).



## Thanks, Bill – enjoy your retirement!

**Many people will know St Ann's resident Bill Chambers for the amazing work he's done over recent years through volunteering in Retirement Living communities and beyond, leading initiatives such as Golden Gloves boxing, chair-based exercises and, in the wider community, football coaching.**

In 2022, Bill even had a tram named after him when he was voted a Community Hero by local people, who declared him a great role model for many young people over the years thanks to his 50 plus years as a football coach in St Ann's.

Due to recent poor health, Bill has taken the decision to step down from his voluntary work, but we can't let him go without acknowledging everything he's done over the years. Thanks for everything, Bill – here's to a long and happy retirement!

## From nettles to nasturtiums! – James and his garden transformation

**Residents at Mayfield Court in the Meadows have noticed big changes recently – all thanks to the dedication and determination of resident James Selfridge!**



Retired performer and former Frank Sinatra tribute act James has turned from the stage to the soil, transforming Mayfield's communal garden into a welcoming and vibrant space for everyone to enjoy. It was in a terrible state, with nettles growing almost as high as the windowsills, so despite having little gardening experience, James decided enough was enough.

Help came from an unexpected place. While volunteering with the Guide Dogs Association, James regularly passed local flower shop, The Flower Room. He struck up a friendship with owner Yvonne, who shared her knowledge and passion for gardening so that soon, James was able roll up his sleeves and give it a go.

Over time, he's cleared, planted, and carefully nurtured the garden to create a peaceful green haven. *"It hasn't been without a few aches and pains,"* he admits, *"but it's been completely worth it."*

Ward councillor Eunice Regan says, *"It's great to see the outcome of all Jimmy's hard work and it's lovely that it's being recognised."*

Mayfield Court's garden is now more than just a green space it's somewhere for residents to relax, socialise and spend time together. Well done James!

# Landlord Strategy 2026 to 2029

## We want your views!

**As your landlord, we're responsible for keeping your home safe, well maintained and fit to live in. We're also committed to providing services that treat you fairly and with respect...**

We're developing a new Landlord Strategy that sets out how we'll manage council housing over the next few years – to improve our services to you, meet our legal and safety requirements, and make sure your voice is heard.

The strategy has two simple aims:

- 1.** To provide you with high-quality services that meet your needs and expectations
- 2.** To meet the requirements of the Regulator of Social Housing – whose job it is to make sure we're managing housing effectively.

## We want your views

We want to make sure we get this right, by getting your views on the draft strategy before we publish it. Both that draft and a summary are available to download and read by scanning this QR code. There's also a short questionnaire that we'd be grateful if you could complete, by no later than **Friday 31 July**.



We'll use what you tell us to create the final version of the strategy that will be launched later this summer.

## Prize draw

And as a thank you, everybody who takes the time to give us their views, and provides their contact details, will be put into a draw for a chance to win **£100 shopping vouchers**.