



Nottingham  
City Council

Housing  
Services

Winter edition

# Nottingham Council Housing News



*Merry  
Christmas!*

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

 [NottmCCHousing](https://www.facebook.com/NottmCCHousing)

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# Our Housing Assurance Board has saved you a place...

For more than a year our **Housing Assurance Board (HAB)**, made up of tenants and leaseholders has been scrutinising our services, making recommendations to help us improve and holding us to account. They're making a real difference, and **you can too** as we're now on the lookout for more tenants and leaseholders to join the Board!

## Achievements over the last 12 months

The Housing Assurance Board has played a big role in shaping and strengthening housing services over the past year.

Here are just a few examples of what they've achieved:

### Improving how we report on our performance

Thanks to input from the Board we now present our performance data in a more accessible way – with added information to make it easier to understand. You can take a look at our performance information at [www.ncchousing.org.uk/performance](http://www.ncchousing.org.uk/performance).

### Vulnerable Persons policy

HAB's feedback on the policy was incorporated – along with a commitment to review it after a year to allow for continued improvement and consultation.

### Glossary of acronyms in reports

Thanks to HAB's recommendation, all reports now include full definitions of acronyms used to make them clearer and easier to understand for both Board Members and residents.

### Reviewing our Grounds Maintenance service

The Board has been heavily involved in the review – driving forward service improvements to make sure we're offering a high-quality, value for money service.

### Engagement and visibility

The Board has been out and about at various events and locations over the year – from taking part in a tour of our housing stock to presenting to more than 1,000 housing colleagues at our staff conference in the summer.



**Tanaiya Daniel**, who is Chair of the HAB said: *"I'm really proud of what the Housing Assurance Board has achieved this year. We've helped shape key policies to make sure that tenants' voices and real experiences are central to how services are designed and delivered."*

*"We're now looking for new board members. If you're passionate about improving housing services and want to make sure that tenant voices continue to be heard, we'd love for you to get involved. You don't need previous board experience or special expertise, just your lived tenant or leaseholder experience and a willingness to work together."*

## What's the commitment?

HAB meets once every two months – usually online and you'd be expected to be able to attend these meetings wherever possible. There's usually some preparation / reading of papers that's needed for before each of the meetings and there might also be ad hoc opportunities / commitments across the year that we might ask for your support with.

As a member of HAB, you'll be given a laptop and expenses will be paid.

We'll support your involvement every step of the way – with a wide range of training and support on offer from our Involvement team.

And it'll look brilliant on your CV! The skills you'll develop and the experience you'll have will be great if you're looking for employment or furthering your career or if you're just looking for other volunteering opportunities in the future.

## How to apply...

Applications can be made online at [www.ncchousing.org.uk/HAB-application](http://www.ncchousing.org.uk/HAB-application) – or by scanning the QR code below.

There you can read the role profile and the terms of reference.

If you think you have the right skills to be considered for the Board, we'd love you to apply by no later than **Friday 30 January**.



If you'd like to discuss the role further, or have any questions, please email [hab@nottinghamcity.gov.uk](mailto:hab@nottinghamcity.gov.uk) or call us on **0115 746 9100** and ask to speak to a member of the Involvement Team.

# More control over your repair appointments

You told us we needed to improve how we communicate about repairs, and we listened!

We've recently launched a new system designed to give you greater control and a better overall experience.

## Key benefits include:

- A personalised link for every repair you report, allowing you to manage your appointment directly, without needing to call us.
- Dynamic scheduling to reduce missed appointments and make sure the right person is assigned to the job.
- Text and email updates to confirm appointment times and let you know when we're on the way.

These improvements make it easier to stay informed about your repair requests. You can choose appointment times that work for you, and we can complete repairs more quickly and reliably. Just as we promised!

## Since launching the new system, we've already seen great results:

- The average time to complete a repair has dropped from **30 days in April** to just **10 days in September**.
- Customer satisfaction has increased from **85% in April** to **87.7% in September**.

Thank you to everyone who shared their experiences and helped us make these improvements.



# 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 at the end of October this year and means we must investigate hazards such as damp and mould quickly, and carry out repairs within fixed timescales.

## What we're doing to reduce issues of damp and mould

We have a specialist team to help resolve damp and mould issues. You can find out more at [www.ncchousing.org.uk/damp](http://www.ncchousing.org.uk/damp).

## How you can help

Many homes have damp and mould issues – not just council homes. You can help manage damp, mould or condensation by taking steps to reduce moisture in your home, ventilating rooms well, and controlling the temperature.

You can watch a video about managing damp and mould at [www.ncchousing.org.uk/damp](http://www.ncchousing.org.uk/damp).

The other way you can help 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.

## How to report damp and mould

If trying to manage the damp and mould in your home hasn't helped, you can call us on **0115 915 2222** or email [repairs@nottinghamcity.gov.uk](mailto:repairs@nottinghamcity.gov.uk).



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





# Universal Credit Claimant Review

Earlier this year the Department for Work and Pensions (DWP) started a review initiative that requires Universal Credit claimants to confirm or update their details on their online account.



This is to make sure you're getting the right payment and support. It could happen at any time while you're claiming Universal Credit. All of the detailed information about this, including some frequently asked questions, is available on our website at [www.ncchousing.org.uk/UC-review](http://www.ncchousing.org.uk/UC-review).

Here are some of the key points to be aware of:

## What happens at a review

If your claim is going to be reviewed, a DWP claim review agent will contact you in your online journal and they'll ask you to send some documents and to have a telephone appointment.

It's really important that you do this as, during the review, your Universal Credit payments will be stopped if you don't.

If you need help, contact the claim review agent.

## Make sure your details are up-to-date

If your details are not up-to-date, you might be getting the wrong amount of Universal Credit.

Find out more about this at [www.gov.uk/universal-credit](http://www.gov.uk/universal-credit) and clicking on 'Report a change of circumstances'.

## Your telephone appointment

You'll be invited to a phone appointment to discuss your claim.

Contact your claim review agent through your online journal if you have any questions about this.

## What happens if you're not getting the right amount of Universal Credit?

The review will find out if you're getting the correct amount, too much or too little in your Universal Credit payment.

If your Universal Credit payment needs to change you'll get a message in your online journal.

If you disagree with a decision made during your review, you have the right to challenge it. Information about this can be found at [www.gov.uk/mandatory-reconsideration](http://www.gov.uk/mandatory-reconsideration).

# Christmas money saving tips

With the big day fast approaching, please remember that you don't have to spend a fortune to enjoy the day and ruin the rest of the year worrying about how you're going to pay for what you've spent.

The best Christmases aren't the ones where you've spent the most money, they're the ones where you've spent quality time with friends and family.

If you're celebrating, we hope you have a wonderful time and by following a few of these money saving tips, you can avoid the January debt hangover:



## Don't forget the other bills

When money's tight, it's really important to try and prioritise the everyday costs – like your rent, utility bills, food costs over and above the extra costs for Christmas.

## Work out what you can afford

Christmas is just one day – don't ruin the rest of the year worrying about how you're going to pay for what you've spent. Be honest with yourself and what you can afford.

## Make a list – and check it twice

Christmas shopping on impulse is dangerous. Making an old-fashioned shopping list and sticking to it will really help.

## Unused gifts? Flog 'em!

If you've got presents that were given to you that you've never used, why not sell them? Vinted, Ebay or Facebook Marketplace are a good place to start.

## Try not to borrow for Christmas

It's far better to budget than borrow at Christmas if at all possible. And don't just run-up an overdraft with your bank, without talking to them first as unarranged overdrafts can be very expensive.

And please, never use loan sharks to get access to cash. We've got information on our website about loan sharks – how to spot one and how to report them. Go to [www.ncchousing.org.uk/loan-sharks](http://www.ncchousing.org.uk/loan-sharks).

## Start planning for next Christmas

Once Christmas is over, if you can afford to start saving a little ready for next Christmas, that might really help.

And don't forget that things like decorations, cards, wrapping paper costs gets slashed by retailers straight after Christmas – so there's a chance to get some real bargains that will save you money next year.

# You must let us in – so we can keep you and your loved ones safe!

**As your landlord, your safety will always be our number one priority. To keep you safe, we must carry out essential safety checks in your home.**

If these are delayed or missed, it could increase the risk of serious injury to you, or your home becoming damaged. It can also increase the risk of fire.

This is why we'd like to remind you that you must allow us access to your home whenever you get a letter from us asking to enter for repairs, maintenance or inspections.

## Safety checks

The big six safety checks that we must carry out by law to keep you, your family and your neighbours safe are:

- gas servicing
- electrical testing
- lift inspections
- asbestos surveys
- water hygiene checks
- fire safety, damp and mould inspections.

## Access Team

We have a new, dedicated Access Team that works across the city to make sure all our homes get the safety checks they need.

### Their role is to:

- help residents who might be struggling to provide us with access because they have complex issues like severe mental health or issues with hoarding, for example
- work with teams across Housing Services and elsewhere to make sure residents get the help they need
- take repeated cases of non-access through the legal system so we can get in to complete vital safety checks.

We want you to work with us to keep you safe!

We'll always try and find ways to help if you're worried about letting us in – whether it's due to health issues, work patterns, childcare, or anything else.

If you get a letter from us about coming to carry out safety checks and it's not convenient, or for any other reason you can't let us in, please get in touch as soon as possible so we can arrange something more convenient for you.

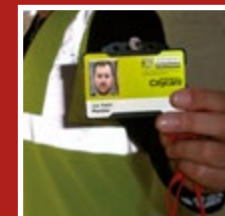
If you don't get in touch after we've made three attempts, you'll be referred to the Access Team and we may have to take legal action to gain access, as set out in your Tenancy Agreement.

**This could include a fine of up to £1,500, and / or having your tenancy demoted, or, in the most serious cases, being evicted. We don't want to have to go through any of these outcomes, and we're sure you don't either!**

## No ID? No entry!

Remember – when our colleagues come to your home they'll always show their ID so you know that it's safe to let them in. If the person at the door doesn't show their ID or you're not sure, close the door and call us on **0115 915 2222** to check they're who they say they are.

If they're legitimate and they do work for us, they'll be happy to wait a few minutes while you check.





# More than **1,000 voices** helping to shape the future of resident influence...

In the last edition of this newsletter, we told you about how we're co-developing a new Resident Influence Plan with you.

This is all about making sure we're listening, acting and communicating with you in the ways you want so can have influence on our services.

We invited you to give us your views by completing an online survey (that tenants helped us develop) or through taking part in events, focus group sessions or talking to us when we've been out and about in your communities.



## A plan built together from start to finish

We've had more than 1,000 of you giving us your views – an amazing response that is helping to make sure the new plan will be developed as a true partnership with you.

A huge thank you to everybody who has been part of this process – we estimate that more than 100 hours of volunteer time has been contributed by tenants so far.

We'd like to give particular thanks to members of our Resident Influence Panel who are playing a crucial role working alongside housing colleagues to help shape the plan, providing the foreword for it, agreeing our objectives and making sure that co-development continues right through until publication.



## What you've told us

There's been some key themes from the responses to the survey and our face-to-face meetings that we are making sure will be reflected in the final plan.

### They are:

- You want us to listen and act on what you say
- You value face-to-face contact, inclusive opportunities, and to see the outcomes from your involvement
- You want our communication to be clear, consistent, timely, jargon-free, and available through a range of different ways
- You want us to support tenants with different needs and non-digital users to be able to get involved
- You want to be involved in co-designing services and make sure we're letting residents know about the impact you're having to show the difference getting involved makes.

Here's just a few of the comments we've had from tenants during the consultation process:

*"It's not what you do – it's how you do it. We want real conversations, not tick boxes."*

*"You said, we did – that's what we want. Not just a meeting and then silence."*

*"Tenants' voices should be heard because their voices give a good direction on what the council should improve on."*

## What happens next...

At the time of going to print, work is continuing on the drafting of the new plan – with close continued working and co-development with our Resident Influence Panel.

The aim is to publish the final plan in early spring, and this will form the basis of how we support your involvement going forward to make sure you have the widest range of opportunities to get involved and influence our decision making.

We will, of course, keep you updated through this newsletter and across all of our other communication channels.

And many congratulations to **Sharon Hughes from Clifton**, **Mr Kamel Kram from Lenton** and **Annette Alison from Bestwood** who have each won a £40 shopping voucher after being drawn at random after completing the online survey.

## Your voice matters – get involved today!

Your involvement helps us shape better services, improves neighbourhoods and helps to create thriving communities.

If you'd like to influence decision-making, review services and support your community, get in touch today by emailing us at [involved@nottinghamcity.gov.uk](mailto:involved@nottinghamcity.gov.uk) and we can talk to you about the many ways you can do just that!

# Best Garden Competition 2025 winners

We were delighted to officially crown the winners of this year's Best Garden Competition at the end of November at a special awards ceremony held at Woodthorpe Park Plant Nursery hosted by BBC local radio's gardening experts, The Potty Plotters.

Many congratulations and thank you to everybody who entered this year's competition. Entrants were judged by a panel of horticultural experts who had the difficult task of choosing the winners.

This included two of our tenants who had the important job of judging this year's Best Overall Garden category. A big thank you to Paul and Malc who used their keen eye for detail and their gardening expertise to help us crown this year's overall winner.

All the winners received a trophy, a certificate and a gardening voucher to spend at Woodthorpe Park Plant Nursery. Runners up and third prize gardens also received prizes.

Why not take a look at Woodthorpe Park's website at [www.woodthorpeparkplantnursery.co.uk](http://www.woodthorpeparkplantnursery.co.uk) or pay the nursery a visit yourself at Woodthorpe Drive, Sherwood NG5 4HA?



## You 2025 winners are...

**Best overall garden** – Michael Ryan, Bilborough

**Best wildlife garden** – Elaine Collins, Bestwood

**Best community garden** – Pulp Friction, Basford

**Best edible garden** – Graeme Green, Whitemoor

**Best floral display** – Michael Ryan, Bilborough

**Best small / container garden** – Joanne Miladinovic, Aspley

**Inspirational gardener of the year** – Adam Belcher, Sneinton

**Best young gardener** – Huntingdon Academy, St Ann's



Winner of the Best Floral Display category and the Overall Best Garden winner for 2025, Michael Ryan said upon receiving his awards: *"I was delighted to find out that I had won both of these award categories."*

*"I've been a keen gardener for many years and have regularly entered the Best Garden Competition and have been lucky enough to win various different awards over the years."*

*"It's real recognition that my hard work doesn't go unnoticed. I hope that my garden brings my friends, family and neighbours a small amount of joy and shows what can be achieved no matter what type of garden you have."*

*"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."*



## Best Garden Competition 2026 - watch this space...

**We're always on the look out for more gardeners to enter our competition.**

We're getting the views of residents about what next year's competition might look like. If you, your friends or relatives have a love of gardening – whether you've been doing it for years, or a complete beginner – we'd love you to take part next year.

Keep an eye out on our Facebook page ([facebook.com/NottmCCHousing](https://facebook.com/NottmCCHousing)) and in a future edition of this newsletter for details. Or for more information, or if you have any ideas, email [involved@nottinghamcity.gov.uk](mailto:involved@nottinghamcity.gov.uk).



# Tenant Academy

We provide **FREE** training for Nottingham City Council tenants, leaseholders and members of community groups who support our neighbourhoods through our Tenant Academy.

Our latest Academy prospectus is out now and available to download from our website at [www.ncchousing.org.uk/tenant-academy](http://www.ncchousing.org.uk/tenant-academy). It's packed full of courses, qualifications and skills that you can take part in – all completely free of charge.



Involved tenant Angie Stanton recently took part in a jewellery making course through the Academy, ran by Skilled Hands Organisation CIC and as you can see, Angie's made some beautiful pieces thanks to the skills she's developed!

Angie said: "I found this course through the Tenant Academy... I'm very happy with all the techniques and tools to create beautiful pieces of jewellery, as well as meeting new people and being able to engage with others in the community... I'm quite impressed with myself as I've been going through a difficult time but this course has been wonderful to me."



## Why not start your learning journey with us today?

Download the prospectus or email [involved@nottinghamcity.gov.uk](mailto:involved@nottinghamcity.gov.uk) to tell us what interests you and we'll do our best to help!

## Too soon for new year's resolutions?

Maybe. But if you're thinking about improving your digital skills over the coming months, there's a couple of great courses coming up that could start you on the right path:

### Digital skills for beginners

Southglade Access Centre, NG5 5GU

Tuesday 24 February, from 10am to 12.15pm or 1pm to 3.15pm.

### Digital skills for improvers

Snapewood Community Centre, NG6 7GH

Thursday 26 February, from 10am to 12.15pm.

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

# We're still BUILDING A BETTER NOTTINGHAM



More than 200 households will be enjoying Christmas this year in new homes at the **Beckhampton** and **Eastglade** developments in **Bestwood**. Both sites are now fully let, and final external works are being done to make the estate environment welcoming and pleasant for everyone.

Over in **St Ann's**, work is progressing well at the site of the former Oakdene care home at the corner of **Woodborough Road** and **St Ann's Way**.

The foundations are in for **24 homes** built using an innovative timber frame construction method that's not only kinder to the environment but also means quicker build times, and completion on this site is forecast for late summer 2026.

In **Clifton**, bat surveys are completed at the site of the former **Laura Chambers Lodge** on **Swansdowne Drive**, and work is ongoing to programme in dates for demolition that will cause minimum impact on the bat population – bats are a protected species. A planning application has been submitted for the demolition, plus the building of **52 new homes** (12 houses and 40 flats) on the site.

And up the road at **Southchurch Drive**, the design for up to **35 one-bed apartments** on the former **United Reform Church** site is being developed. It's hoped that a planning application will be submitted early in the New Year.

To date, the Building a Better Nottingham programme has seen more than **1,000 council homes** built and let to local people in housing need, with a **further 175 in the pipeline**.



Eastglade



Oakdene artist impression



# Tenant Satisfaction Measures 2025/26 half yearly report

Since we began carrying out Tenant Satisfaction Measures surveys in 2023 we made an ongoing commitment to keep you informed about the results.

That's why we publish both the half year and annual results in this newsletter and also have them available on our website at [www.ncchousing.org.uk/tsm](http://www.ncchousing.org.uk/tsm).

It's a requirement of all social landlords with more than 1,000 homes to report their results to the Regulator of Social Housing each year.

We sent our 2024/25 results earlier in the summer but we want to go one step further with how we report these results to you – and that's why we publish a half-year report as well as the required annual report.



## 2025/26 half yearly report

At the time of publication, we've just completed the third round of surveys for this year – with the fourth and final round of surveys scheduled to take place between **Monday 16 February to Saturday 7 March 2026**.













We'll publish the results for the whole year in the summer edition of this newsletter.

As a reminder, we talk to at least **550 tenants each time**, which means we can be confident that what you're telling us is representative of all our residents. We use a specialist social housing company, Acuity, to carry out these surveys on our behalf and the number to look out for if they call you to give your views is **0115 794 0061**.

You can find out more about the telephone surveys at [www.ncchousing.org.uk/TSM-survey](http://www.ncchousing.org.uk/TSM-survey) and, as always, a huge thank you to everybody who takes the time to give us their views when we call.

In the meantime, over the page are the results of the first two surveys we ran this year (May to June and August to September), as well as the overall results from 2024/25 for comparison.

We're also required to publish the results of a series of management information measures, that demonstrates how we're performing in different areas. They're available on our website at [www.ncchousing.org.uk/TSM-2526-half-year-report](http://www.ncchousing.org.uk/TSM-2526-half-year-report).

TSM satisfaction-based measure	2025 / 26 half-year result	2024 / 25 annual result	Trend
 Overall satisfaction with services provided	62%	59%	↑
 Satisfaction that your home is safe	74%	75%	↓
 Satisfaction that we treat you fairly and with respect	74%	75%	↓
 Satisfaction that we keep you informed about things that matter to you	74%	72%	↑
 Satisfaction with the way we deal with anti-social behaviour	62%	64%	↓
 Satisfaction that your home is well-maintained	67%	64%	↑
 Satisfaction that we make a positive contribution to your neighbourhood	61%	61%	↔
 Satisfaction with repairs that we've done in the last 12 months	66%	64%	↑
 Satisfaction that we keep communal areas clean and well-maintained	60%	60%	↔
 Satisfaction with the time taken to complete your most recent repair	57%	56%	↑
 Satisfaction that we listen to your views and act on what you say	51%	53%	↓
 Satisfaction with the way we handle complaints	34%	34%	↔

## Overall satisfaction – 62%

It's pleasing to see that your overall satisfaction with our services in the first half of this year has increased by three percentage points on last year's overall result – with satisfaction in the second set of surveys carried out in August and September at **63%** – which is the highest level of satisfaction we've had since the summer of 2023. Of course, we know that there is still more to do to increase these levels further and we hope that we'll see this upward trend continuing throughout the rest of the year.

## Satisfaction with repairs continue to improve

**We know that since we've started running the surveys that satisfaction with our repairs service is something that we've had to work most hard on to improve.**

On the three areas that we ask questions on relating to keeping your home in a good state of repair, it's positive that we've seen increases in satisfaction against all three.

Satisfaction with repairs that we've done over the last 12 months is up by two percentage points from last year's annual results at **66%**, satisfaction with the time we've taken to complete your most recent repair up 1% to **57%** and satisfaction that your home is well maintained up by 3% to **67%** – the highest satisfaction increase out of all our individual measures.

Over the last couple of years we've made a number of improvements to our repairs service – many of which have come directly from what you've told us.

We have a dedicated Repairs Service Improvement Group, made up of tenants, looking at a range of issues relating to repairs and putting forward ideas to solve them. If you'd like to be a part of the solution, get in touch by emailing [involved@nottinghamcity.gov.uk](mailto:involved@nottinghamcity.gov.uk).

Earlier this year we launched a new system that's improving how we manage repairs that's focussed on giving you more information and flexibility when you report a repair to us. You can read more about that on page four of this issue of Nottingham Council Housing News!





## Listening and acting on what you say – work to do

One of the areas where we know we have more to do to increase satisfaction is in the way that we listen and act on what you say – with half-year satisfaction at **51%**, a drop of two percentage points from last year's annual results.

We're doing a lot of work to improve this and are in the process of developing with you a new Tenant Engagement and Influence Plan that's all about how we can better listen, act, communicate and support you in your involvement with us.

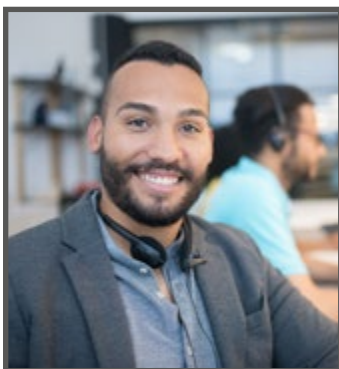
It's being co-created by tenants based on your comments – including more than 1,000 of you giving us your views through the completion of a survey about tenant engagement and influence and taking part in face-to-face sessions. You can read more about that on page eight.

We're also listening and acting on what you say in the way we're addressing dissatisfaction that you raise during the survey about how we've handled a complaint – another satisfaction area that we're working hard to improve.

We now have a dedicated member of staff who is following these responses up. They're calling the tenants who have expressed dissatisfaction to get a deeper understanding of the reasons why they're not satisfied and, wherever possible, trying to resolve the issue as quickly as possible. If that's not possible, they're escalating their concerns to others who can help.

By doing this, we're not only finding out more about an individual's dissatisfaction, and trying to sort their issue but, we're also using this information to see any trends in dissatisfactions. That way, we can learn and improve to the benefit of all our residents.

There's much more to do and something that we want to get better at is highlighting to you across all our communications where improvements have come about as a direct result from what you've told us so you can see where your feedback has led to action that's improving your services.



## Committed to continuous improvement

It often takes time for the improvements we're making to have an impact on satisfaction levels. There will always be small increases or decreases in satisfaction levels from survey to survey.

What we're now able to do, thanks to the number of surveys we've carried out and will continue carrying out, is to see the trends in satisfaction levels and the impact our improvements are having on these trends – as well as showing the areas where we need to work even harder to improve.

We're determined to work hard to continue these improvements across all our satisfaction areas.



## There's more information about performance on our website

Did you know that as well as information about Tenant Satisfaction Measures we also publish monthly performance monitoring information about rents, repairs, staffing, complaints and compliance on our website?

They're available to view at [www.ncchousing.org.uk/performance](http://www.ncchousing.org.uk/performance).

# Solar panels and new funding helping to create warmer, greener homes!

We're working hard to improve the energy efficiency of homes across the city, to help residents save money on energy bills. Here are just two projects that are creating warmer, greener homes for residents, and lowering energy bills to put money back into people's pockets.

## Solar panels are bringing bills right down

124 homes had solar panels installed in 2024/25, funded by the government's Social Housing Decarbonisation Fund. Many of the homes to get the panels are bungalows for older people, who are now enjoying the benefits of their energy bill savings.



Each installation was completed in two days to keep resident disruption to a minimum, with scaffolding usually put up and taken down within a week – and special attention was given to local bird life and potential nesting areas. Once the solar panels were fitted, we installed bird netting to prevent nesting underneath.

Residents praised the efficiency of the works, and satisfaction scores reached 99%.

### Here are just some of the comments that residents made once the works were completed:

*"Service good, no problems. Great chaps – liked their cuppa. No mess, everything was cleaned up."*

*"Good service, installation was quite quick, no mess. We monitor our smart meter so we're aware of our energy savings. Some days it's registering zero cost!"*

*"I pay for my gas and electric via a key card, electric was costing £3 a day last year, and now it's as low as £1 per day. Really pleased."*

*"I can see it is saving money on my electric bills – I've maintained paying £50 a month for electricity, but I have had a £400 rebate!"*

The total estimated energy bill savings are around **£580 per year** for each property!

## Over £18m more for warmer council homes

We announced in September that we've been awarded £18.2 million more government funding to deliver warmer, more energy-efficient homes, reduce carbon emissions and fuel bills, tackle fuel poverty, and support green jobs.

The funding, also allocated by the government's Social Housing Decarbonisation Fund, covers the period to the end of March 2028.

It will be used to decarbonise heating systems and install more renewable energy measures in social housing across the city, and will see the quality of housing improved and, of course, bills lowered.



All of this directly supports our Council Plan and Nottingham's ambition to become a carbon neutral city.



# Hints and tips from our Customer Service Centre...

In each edition, we include some hints and tips from our Customer Service Centre. These are the folks that you'll speak to if you call to report a repair or have a query about your rent or your tenancy.

In this edition they've got some useful advice about what to do if you discover a leak in your home.

*"Leaks can happen when you least expect – from a dripping tap to a leaking pipe or radiator. Acting quickly when you discover a leak can help prevent serious damage to your home and make it easier and faster to carry out any repairs that might be needed."*

**– Chantelle, Customer Service Advisor**

## Here are some of the CSC's top tips for things you can do if you discover a leak in your home:

### Turn off the mains water supply if you discover a serious leak

To do that, you'll need to know where your stop tap (stopcock) is located which is usually under the kitchen sink or near your water meter.



If you've never looked for your stop tap before, it's good idea to look for it now just in case you ever need to turn off the water. To switch the water off, turn the tap clockwise.

### Contain the leak

Use towels, buckets or bowls to catch drips and stop water from spreading. Mop up any water on the floor to both avoid slipping and to prevent damage. Move any electrical items and valuable items away from the area of the leak to keep them safe.

And if water is dripping near a socket, cover it with plastic to prevent water damage and to reduce electrical risk. **Never** touch a socket if it's wet.

### Check for simple fixes

If the leak isn't serious, there might be things that you can do to solve the issue before calling or without the need to call.

#### For example:

**Dripping taps** – gently tighten the tap head to see if the drip slows or stops

**Under-sink leaks** – Check that the pipe connections are secure as they can sometimes become loose

**Toilet leaks** – if water is constantly running, turn off the small isolation valve on the pipe leading to the toilet (it might look like a little tap or a lever that you can turn with a flat-head screwdriver – see below)



### Radiator leaks:

- Turn off the radiator valves at both ends by twisting them clockwise to isolate the radiator
- If water is leaking from a joint or pipe, apply Plumber's Mate Tape (PTFE tape) that you can get at DIY stores or online, by wrapping it around the pipe to help create a temporary seal until we can come to fix the issue.

If you still have the issue, or if this is just a temporary fix, please then call us on **0115 915 2222** to report the repair.

### Live in a flat?

If you live in a flat and the leak is affecting both your flat and the one below act quickly and report it to us as soon as possible by calling **0115 915 2222**. It's the responsibility of the person who's flat is causing the leak to report it to us.

Acting quickly can reduce water damage and will help to get the issue resolved much faster.



**When you get in contact to report a leak the more details you provide, the faster the right trades colleague can be sent to fix it.**

### We need to know things like:

1. The location of the leak (which room is it coming from)
2. Where it's coming from (things like a tap, pipe, radiator, toilet, ceiling etc)
3. Anything you've done so far to try and control or stop the leak.

If you notice damp patches, peeling paint or mould growth after a leak, report it to us immediately by calling **0115 915 2222**.

Try to keep the affected area dry and well ventilated open a window slightly when it's safe to do so.

**REMEMBER:** The earlier we know about an issue, the quicker we can deal with it!

**Top tip:** Know where your stop tap is, make sure you can get to it easily and make sure everyone in your house knows where it is and how to turn it off should you need to turn the water off.

# STANDING TOGETHER:

## 16 DAYS OF ACTIVISM AGAINST GENDER-BASED VIOLENCE 2025

From **25 November to 10 December**, people across Nottingham, and around the world came together to take part in the **16 Days of Activism Against Gender-Based Violence**.

This is an annual campaign that shines a light on the reality of domestic abuse, sending the message that everyone deserves to feel safe in their homes.

### OUR COMMITMENT TO SAFER HOMES

As a council, we're proud to be working towards accreditation from the Domestic Abuse Housing Alliance (DAHA) – national recognition that our housing services meet the highest standards for supporting people affected by domestic abuse.

This means we're making sure our staff are trained, our policies are strong, and that anyone experiencing domestic abuse can get the help and support they need quickly and safely.

### TURNING NOTTINGHAM ORANGE WITH JUNO WOMEN'S AID

We were also proud to support Juno Women's Aid's 'Turn Nottingham Orange' campaign, which took place alongside the 16 Days of Activism.

Buildings and landmarks across Nottingham were lit up orange – the international colour of hope and optimism – to raise awareness of domestic abuse and show support for survivors.

### HELP AND SUPPORT IS AVAILABLE

Sadly, as we move into the festive season, we know that incidents of domestic abuse can increase – with some charities reporting a 15 to 20% increase in calls during this time.

If you or someone you know is experiencing domestic abuse, please remember that you are not alone — and help is available.

You can contact:

- **Juno Women's Aid** – the largest domestic abuse organisation in Nottingham, providing support, advice and refuge to women and children in Nottinghamshire. Call **0808 800 0340** (free and confidential).
- **Men's Advice Line** – for men experiencing domestic abuse. Call **0808 801 0327**.
- **National Domestic Abuse Helpline** – open 24 hours a day, every day. Call **0808 2000 247**.

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

If you ever feel unsafe or are in immediate danger, always call **999**. If you can't speak, you can use the Silent Solution system by calling **999** and then pressing **55** when prompted so the call operator knows it's a genuine emergency and you'll be put through to the police.



# Staying safe this Christmas

With the festive season almost upon us, we want everyone to enjoy a happy and safe Christmas. We've listed some of our top tips for keeping safe.

## Fire safety first!



- Check your smoke alarms regularly to make sure they're working properly.

If there's a problem, or they're damaged call us on **0115 915 2222** so we can get them repaired.

- Be careful with candles – keep them well away from decorations, curtains and furniture and never leave them burning when you go to bed and keep lit candles and matches away from children and pets.



Think about using battery-powered LED candles for the same effect!

- Don't overload plug sockets – Christmas lights, heaters and the use of gadgets can all add up.
- Use extension leads safely and unplug things when they're not in use.



- Switch off lights before bed – if you're going to bed or out, turn off any Christmas lights.
- Use electric blankets / portable heaters safely – store electric blankets flat or rolled loosely to prevent damage to the wiring.

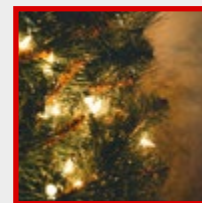
Unplug them when not in use and always let them cool down before putting away. If you use a portable heater, switch it off at night, keep it in a safe place and don't leave it unattended.

## Kitchen safety

- Never leave your cooking unattended – it's easy to get distracted, especially if you have guests and children around. And never cook if you're feeling tired or if you've had a few too many.
- Watch out for tea towels and packaging – keep anything flammable away from hobs.

## Decoration safety

- Choose safe lights – LED lights are much safer than the old-style Christmas lights.



Only buy lights that meet British Safety Standards (look for the BS Kitemark) and always check your lights each year to make sure there are no damaged wires.

- Keep your decs clear of heat – don't hang tinsel or paper decorations near naked flames or around heaters.

## Be a good neighbour

- Look out for your neighbours – especially older or vulnerable residents who might need a bit of extra support around Christmas.



- Keep your home secure – don't leave gifts on show – and remember to lock up when you go out or to bed.
- Keep corridors clear – if you live in one of our blocks of flats, it's really important to keep corridors clear of items to prevent the risk of fire and to keep emergency routes clear.
- Report any concerns to us – if you see anything unsafe – especially in communal areas, please get in touch with us straight away by calling **0115 915 2222**.

**Thank you for helping to keep everyone safe over the festive season!**



## Welcome to Charlotte McGraw – Nottingham's new Director of Housing

**Charlotte McGraw joined us in November as our new Strategic Director of Housing.**

Charlotte was previously at Leicester City Council and brings experience in housing leadership and transformation to Nottingham.



She is keen to continue to deliver our vision of delivering great services to tenants and leaseholders in Nottingham, and her leadership is already proving to be instrumental in supporting our improvement journey and making sure housing services are responsive, accountable, and meeting your needs.

Charlotte said: *"I'm delighted to have joined Nottingham City Council and look forward to working closely with tenants to continue the good work in delivering high quality services for the benefit of all of our customers."*

Charlotte is looking forward to getting out about on our estates and in our communities over the coming months – if you meet her, please say hello and make her feel welcome!

## AVOIDING FROZEN AND BURST PIPES THIS WINTER

**Water pipes and taps that might be exposed to freezing temperatures – for example, pipes and taps that are outside or are in sheds or lofts – are at risk of freezing when temperatures drop.**

Wrapping these pipes in lagging, cloths or old towels can help protect them, but the best way to avoid frozen pipes is to leave your heating on at a low setting.



If you're going out, or you'll be away for a while, keep your heating on and set your thermostat to 10 degrees.

If you think a pipe has frozen, turn the mains water supply off at the stop tap (which is usually under your kitchen sink or in an airing cupboard). Then turn on your cold taps to relieve the pressure on the frozen pipe.

Let the pipes thaw out naturally. Never use direct heat such as a flame to thaw frozen pipes, and don't pour boiling water on them as it can crack the pipe. If your pipe does burst, call us immediately on **0115 915 2222**.

## Smoke without fire at the Woodlands – fire safety training exercise

**At the end of last month Nottinghamshire Fire and Rescue Service (NFRS) carried out a training exercise at our Ash View high-rise flats at The Woodlands in Radford to test their operational response to high-rise incidents.**

As part of the exercise, the fire service simulated a fire using a smoke machine in a vacant flat on the 11th floor of the 17-storey block. On the day, there were five fire engines in attendance (two on site and three on nearby streets), as well as a Fire Control Unit.



We wrote to all Woodlands residents in advance of the exercise to let them know and to tell them not to be concerned if they saw smoke coming from Ash View on the day.

Cllr Jay Hayes, Nottingham City Council's Portfolio Holder for Housing, said, *"We continue to work with our blue light partners on high-rise fire safety training such as this as it enables everyone to better respond in the unlikely event of a serious incident, and contributes to the safety of everyone in Nottingham."*

*"I'd like to thank the residents of Ash View and The Woodlands for their patience and consideration while the Fire Service delivered the training."*



# Our services over Christmas and New Year

On behalf of everyone at Nottingham City Council Housing Services, we wish you a merry Christmas and a happy new year. If you need us over the Christmas period, details about our services are listed below.

## Repairs

Non-emergency repairs can be reported up until 5pm on **Wednesday 24 December** by calling us on **0115 915 2222**.

**Thursday 25 to Sunday 28 December** – 24 hours emergency repairs service only by calling **0115 915 2222**. Find out more about emergency repairs at [www.ncchousing.org.uk/emergency-repairs](http://www.ncchousing.org.uk/emergency-repairs).

**Monday 29 December to Wednesday 31 December** – during this time, we'll make safe any emergency repairs that you report. We'll also attend some other priority repairs – although waiting times may be slightly longer due to reduced staffing over the Christmas period.

**Thursday 1 January** – 24 hours emergency repairs service only by calling **0115 915 2222**.

**Friday 2 January** – our normal repairs service will begin at 8.30am.

## Paying your rent

You can pay your rent 24 hours a day online at [www.ncchousing.org.uk/pay-your-rent](http://www.ncchousing.org.uk/pay-your-rent) or by calling the 24 hour automated payment line on **0800 052 0173**. You'll need your Rent Reference Number when you call.

For rent enquiries over Christmas, we'll be available to help up until 5pm on **Wednesday 24 December** and then again from **Monday 29 December to Wednesday 31 December** between 8.30am and 5pm by calling **0115 915 4920**.

Our normal rent service will begin again from 8.30am on **Friday 2 January**.

## Housing Services

We'll be available to help until 5pm on **Wednesday 24 December** and then again from **Monday 29 December to Wednesday 31 December** between 8.30am and 5pm by calling **0115 746 9555**.

Our normal housing service will begin again from 8.30am on **Friday 2 January**.

And don't forget that there's useful information available on our website, 365 days a year at [www.ncchousing.org.uk](http://www.ncchousing.org.uk).

