

Nottingham Council Housing News

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Working with Lovell and United Living on repairs



We've recently appointed two contractor partners to work alongside our own teams to reduce the amount of time you're waiting for works to your home to be completed.

Lovell Partnerships and United Living have worked with local authorities like Nottingham City Council for many years, working in partnership to deliver a wide range of projects. They have teams working out of our Bilborough office alongside our own people.

Both Lovells and United Living are helping us out in areas of pressure such as roof works, damp and mould, and essential repairs that have been outstanding for a long time.

Our own tradespeople, as well as those working for Lovell and United Living on our behalf, are focusing on getting repairs done quickly, and getting it right first time!



Checking the condition of your home...

Nottingham City Council has approved spending £3.6million to carry out a new survey that will check the condition of all our 25,000 plus council homes across the city, underlining its commitment to you, our tenants.

Surveys to check the condition of homes will begin in July, and when it's your turn, we'll be in touch to make an appointment.

The results of the surveys will allow us to target where we spend money on improvements – for example, on properties that are more susceptible to damp and mould, or property types which may need a bigger investment in roof repairs.

We'll be in touch about surveying your home later this year.

When we do get in touch to let you know when we'll be visiting, it's really important that somebody is in to allow us access.

It's a condition of your Tenancy Agreement. If you can't make an appointment, for whatever reason, please get in touch with us as soon as possible so we can rearrange. Thank you.



We've saved you a place...



If you've got experience of working as part of a team, have an eye for detail, you're not afraid to ask challenging questions and you're passionate about improving services for all our tenants and leaseholders, you could be just who we're looking for!

We've saved you a place to be part of a new Housing Assurance Board of management that's being set up for tenants and leaseholders to check that we're doing a good job, with **applications now open**.

Busy life? No problem!

We know that many of you lead really busy lives, with a range of different commitments. The good thing about this new Board is that it won't take too much of your time with most meetings taking place online, around six times a year.

But less is definitely more when it comes to the Board as you'll be making a huge difference to the way we do things.



As part of the Board you'll keep a close eye on how we're performing, including:

- Reviewing the results of our Tenant Satisfaction Measures (see page 12) and holding us to account on what we're doing to improve these.
- Looking at how we're dealing with complaints and the improvements we're making from what you're telling us.
- Scrutinising our services and making recommendations where standards are not being met.
- Holding us to account on what we say we'll do to improve services for all our tenants and leaseholders.

You'll also be given a laptop and expenses will be paid!

Lisa Dawkins (pictured left), Head of Involvement, said: *"I'm really excited to welcome tenants and leaseholders on to our new Housing Assurance Board. This is a great chance for you to make a real difference in the way we provide our services, by drawing upon your lived experience as a tenant or a leaseholder."*



"As a member, you'll have a genuine and meaningful say in what we do and the way we do it which will help us become the landlord you want us to be."

"It's a really exciting opportunity, and we can't wait to get started. We've saved you a place, and I'd love you to join us."

How to apply

Applications can be made online at www.ncchousing.org.uk/HAB – or by scanning this QR code with your smartphone. There, you can read the person specification 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 5 July**.

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

The 53-week rent year in 2024/25

As a Nottingham City Council tenant, your rent is charged weekly and you have two rent free weeks per year.

Sometimes (about every five to six years) there are 53 Mondays that fall between 1 April and 31 March – we call this a 53-week rent year. This year is one of those. Depending on how your rent is paid, this will impact you differently.

Universal Credit

If you get Universal Credit, the Department for Work and Pensions (DWP) calculates your monthly housing costs on a 52-week basis (50 after the rent-free weeks are considered).

The DWP will only cover the equivalent of 50 rent payments, so you will have to pay one full week's rent payment yourself to make up for the week that's not covered by Universal Credit. The DWP won't pay any extra Universal Credit to cover this amount.

If you pay by Direct Debit, we'll do this automatically for you. If not, you'll need to pay a little extra each week or pay an extra full week's rent at the end of March 2025.

We can help you make an affordable arrangement for this – call us on **0115 915 4920**.

If you pay by monthly Standing Order

You'll need to make an adjustment to your monthly payments yourself.

To calculate it multiply your weekly rent amount by 51 (this is less the two rent free weeks) and then divide it by 12:

For example, if your rent is £100 a week, you would use the following calculation:
 $£100 \times 51 \div 12 = £425$ per month

Once you've done that, contact your bank to update your standing order. Or why not consider changing to Direct Debit? It's easier and hassle free. Call us on **0115 915 4920** to set one up.

If you pay by card each month

You'll need to make an adjustment to your monthly payments yourself. To calculate it multiply your weekly rent amount by 51 (this is less the two rent free weeks) and then divide it by 12:

For example, if your rent is £100 a week, you would use the following calculation:
 $£100 \times 51 \div 12 = £425$ per month

Pay weekly or monthly – but not by Direct Debit or Standing Order

If you're paying your rent every week or month – reducing the balance to zero – you won't be affected.

Where you don't need to do anything...

If you pay your rent by Direct Debit, you don't need to do anything as we'll automatically adjust your monthly payments to take the correct amount.

If you claim Housing Benefit, you also don't need to do anything as it'll be covered.

If you pay weekly, there's also no change – just continue to pay your weekly rent in advance every Monday.

Rent free weeks

Your rent free weeks will still apply, but this year you'll have one more weekly rent charge than usual.

So, make sure you have budgeted for this or contact us to make an arrangement to pay on **0115 915 4920**.

Here to help!

If you'd like any support with this – or anything else to do with your rent, budgeting or money advice, please call us on **0115 915 4920** or text the word RENT, followed by your message to **80800** and we'll call you back.

Or email us at moneymatters@nottinghamcity.gov.uk.

Universal Credit migration

The following benefits and tax credits are ending and being replaced by Universal Credit – you'll receive a Migration Notice letter, if you haven't already, by the following dates:

- Income Support – From 1 April 2024
- Tax credits and Housing Benefit – From 1 April 2024
- Housing Benefit only – From 1 June 2024
- Employment Support Allowance with Child Tax Credit – From 1 July 2024
- Pension Aged Tax Credit, including mixed-aged couples – From 1 August 2024
- Jobseekers Allowance – From 1 September 2024
- Employment and Support Allowance – From 2025

The letter will tell you the deadline date by which you have to claim Universal Credit. If you don't apply by the deadline date, the DWP will be able to stop your existing benefit claim.

More information about your move to Universal Credit can be found on the Government's website: www.ucmove.campaign.gov.uk.

Help to Claim at Citizens Advice

If you get a Migration Notice letter, we advise that you call the Help to Claim team at Citizens Advice as soon as you can for help to make the claim and to find out when would be the best date to claim. You can call an advisor for **FREE** by calling **0800 144 8 444** between 8am to 6pm, Monday to Friday.

Get in touch

For any questions about your rent, Universal Credit, help with your benefits or if you're struggling financially please get in touch and we'll do our best to help.

Call us on **0115 915 4920**, email moneymatters@nottinghamcity.gov.uk or text the word **DOSH**, followed by your address and message for **FREE** to **80800** and we'll call you back (this might come up as an unknown number when we ring).



#liveandlearn at the Tenant Academy

We provide **FREE** training for our tenants and leaseholders through our Tenant Academy.

There really is something for everyone and we publish all the current opportunities in a quarterly training programme that you can download from our website at www.ncchousing.org.uk/tenant-academy. Here are just a few of the courses that are available to book onto now by emailing involved@nottinghamcity.gov.uk.

Level 2 Food safety and hygiene

Complete an accredited qualification in food safety and hygiene. Bespoke courses for a minimum of eight people are also available on subjects like:

- Type 2 diabetes and healthy eating
- Cooking on a budget
- Healthy cooking
- Fundamentals of healthy eating.



Maths, English and digital skills

We can support you to take part in a range of courses available at locations across the city to help improve and build upon your maths, English and digital skills that are so important, particularly if you're looking for work.



Email involved@nottinghamcity.gov.uk or call us on **0115 746 9100** to find out more.

Introduction to air fryer cooking – with a chance to win an air fryer!

Learn the best ways to use an air fryer for the best results with recipes, techniques, and practical guidance for all attendees. At the successful completion of the session, all attendees will have the chance to win an air fryer to use your newfound skills at home!

One resident who recently took part in the food safety and air fryer cooking courses said: *"These courses have been a real game-changer for me. With just a few simple ingredients, I can whip up nutritious meals that taste amazing. It's made a real difference for me and my family, as well as the community group I support."*

Help to find a job

If you, or somebody you know is 18 or over and would benefit from employment or training support – we can help you!

We have an experienced, friendly and knowledgeable team that will work with you to help you get into work. You just need to live in a Nottingham City postcode, be currently unemployed and not in any training.

We can offer you:

- 1-to-1 support at a time and a place that works best for you
- CV writing skills to help you stand out from the crowd
- Interview skills and tips that will help make a great first impression
- Access to a range of employment and training opportunities.

To find out more about all the ways we can support you, the best way is to complete the short registration form on our website and we'll be in touch – www.ncchousing.org.uk/employability-services.

You can also email us at housingemployability@nottinghamcity.gov.uk or call Abi on 07904 583 937 or Andrew on 07547 709 090.



Garden Assistance Scheme – garden waste collections

If you're on the Garden Assistance Scheme, we've written to you to let you know that garden waste collections have changed to a paid subscription service and to confirm that you need to pay the subscription to make sure that your garden waste bins continue to be emptied.



Thank you to the many Garden Assistance Scheme subscribers who have now signed up to the service. This subscription cost relates to garden waste collections only and not the Garden Assistance Scheme, which remains a free service to those who qualify. It is, however, a condition of the scheme for residents to subscribe to the garden waste collection service.

If you're on Garden Assistance and not yet subscribed, we've extended the deadline for subscription to **Friday 21 June**.

The cost for the collection service is **£35** for the 2024 garden waste season, which runs until November. If you receive Council Tax benefit, this cost reduces by half, to **£17.50**.

If you don't currently have a garden waste bin, you will need to buy a bin, as well as subscribing to the service. There is a one-off charge for the bin of **£25** and this can be done at the same time as subscribing.

The quickest and easiest way to sign up and pay for garden waste collections is online at www.nottinghamcity.gov.uk/gardenwaste. Here you can also find more information about the service, including details about your collection day and frequently asked questions.



Tenant Satisfaction Measures – 2023/24 Annual Summary

As you may know, we've carried out surveys four times over the last year, to get your views on how we're performing.

This is so we can learn from what you tell us about your experiences with us. We've used specialist social housing company, Acuity, to do these surveys on our behalf.

If you were one of the people who took the time to tell us how you feel – **thank you**.

Over the course of the year we spoke with more than **2,200** of you – enough to be confident that the views you gave us represent those of all our residents.

It's been a challenging year, with local government nationally under major financial pressures. Nottingham City Council has had, and continues to face, budget challenges.

Spending is being carefully monitored. And the Government appointed Commissioners to the council earlier this year, to help secure medium and long term financial sustainability.

Reporting the results

All social landlords (councils and housing associations) must report what residents tell them in these surveys to the Regulator of Social Housing.

The Regulator oversees the performance of all social landlords, and the survey results give them valuable information about our performance.

They also tell us how we compare to other landlords. The Regulator will use this information to decide which landlords to inspect first in new inspections that will start this year.

We'll be sending our results to the Regulator at the **end of June**.

We also promised to share the results with you, to be honest about what you've said, and to show you how seriously we take what you're telling us and what we're doing to improve.

We published the results of the first two surveys in last November's issue of this newsletter. These are the combined results for the whole year.














Overall satisfaction



61% of you are satisfied overall with the service we provide. This is not the level of satisfaction we want. Although there are some areas where we are seeing higher satisfaction levels, there are still many areas where we need and want to improve.

The other results show that:

-  **72%** of you feel safe in your home.
-  **71%** of you are satisfied that we keep you informed.
-  **71%** of you are satisfied that we treat you fairly and with respect.
-  **65%** of you feel that we make a positive contribution to your neighbourhood.
-  **64%** of you are satisfied with the way we deal with anti-social behaviour.
-  **64%** of you are satisfied with repairs you've had done in the last 12 months.
-  **63%** of you feel that you have a well-maintained home.
-  **61%** of you say that communal areas in your block are kept clean and well-maintained.
-  **57%** of you are satisfied with the time we took to carry out your last repair.
-  **52%** of you feel that we listen to you and act upon what you say.
-  **27%** of you are satisfied with the way we handle complaints.

What we're doing to improve

We're determined to get better across all these areas – and we know that we have work to do across the board.

There are, however, some specific areas where levels of satisfaction are particularly low – these are in relation to complaints, repairs and listening to you and acting on what you say.

Complaints

Only **27%** of you are satisfied with the way we handle complaints.

We want you to feel confident that if you do need to make a complaint that it's taken seriously, dealt with well and in good time.

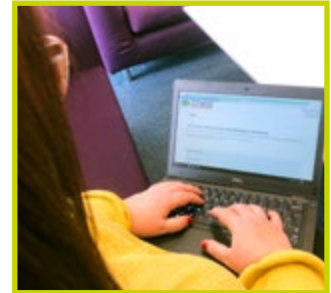
When we don't get things right, we want to be able to put them right as soon as we hear about them, no matter how you let us know – so you don't need to go down the formal complaints route.

However, if you decide that you do want to make a formal complaint, we'll support you through the process – including your right to take your complaint to the Housing Ombudsman if you don't feel your complaint has been resolved.

Our complaints procedure is on our website at www.ncchousing.org.uk/complaints.

Because you've told us that we're not dealing with complaints the way you'd like us to, we're introducing some new follow-up questions about complaints in the new round of satisfaction surveys that we're running again this next year.

This will give us more information, so where we're not getting things right, we can improve.



Repairs

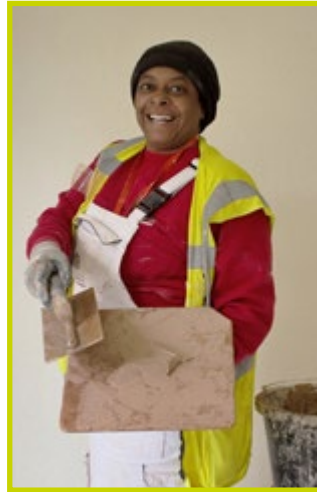
We know that we have work to do to improve how we carry out repairs, maintenance and improvements in your home. You've told us about your frustrations on how long it takes to complete repairs, how you have to chase up outstanding repairs, and how we communicate with you about appointments.

One of the things we're doing to help us with this is updating our existing service standards for repairs so you can clearly see what you should expect from us as your landlord in terms of repairs and maintenance – as well as helping you to understand what you're responsible for as a tenant. These will be available to view on our website soon.

We've taken on more trades staff, including roofers and multi-skilled people who can fix more than one issue in one visit and we're also working with two contractor partners, Lovell and United Living, to do some of the repairs work on our behalf (find out more on pages two and three). There's still more to do, but we're starting to see improvements.

To help us better understand the condition of our homes, spending has recently been approved to carry out condition surveys on all our homes. This will start in July and what we learn will allow us to target where we spend money on improvements (see pages two and three to find out more).

We know that a lot of you are concerned about damp and mould, and we are too. When we were carrying out the telephone surveys, if damp and mould was mentioned as a specific issue, we looked into it straight away.



We now have a team that's dedicated to managing issues with damp and mould. Humidity is one of the key causes, so we're piloting new technology to understand this more and to look at possible solutions.

And we're always learning from the complaints you make – we're holding weekly meetings with senior managers to understand what's going wrong, how each complaint is being dealt with, and most importantly what we can do to stop it happening again.

Listening to and acting on what you say

We want to make sure that we're shaping services around your priorities, so listening to what you tell us and acting on it is important.

Only **52%** of you are satisfied that we're doing that successfully at the moment, and it's something we need to improve on to become the landlord that you want us to be.

We want to make sure you have a range of opportunities to have a genuine and meaningful say in what we do, how we do it and whether it's helping us to improve.

Our new Housing Assurance Board (see pages four and five) will play a key role in this by using your lived expertise as a tenant or leaseholder to scrutinise and challenge us. We want you to work with us to make things better.

We've launched our new menu of involvement that shows the many and varied ways that you can get involved with us and make a positive difference. You can read more about that on pages 20 and 21 – please get in touch by emailing involved@nottinghamcity.gov.uk or call **0115 746 9100** and ask to speak to the Involvement Team.

And by making sure we have your most up-to-date information, we'll be in a better position to understand what you need. Help us by letting us know of any changes in your circumstances or contact details.



Thank you!

Thank you to everybody who's taken part in these surveys over the last year. What you've told us has helped us understand where we need to improve and get better.

But the learning that we get from these surveys, doesn't stop. We're doing more surveys this year.

We've just completed the first set of surveys, with the next rounds scheduled as follows:

- 19 August to 7 September
- 18 November to 14 December
- 17 February to 8 March

All surveys are done over the phone, and we're using Acuity to do them on our behalf. The number to look out for is **0115 794 0061**.

The survey takes less than ten minutes, and everything you tell us helps us to be a better landlord. Your responses are strictly confidential, and you can leave them anonymously if you wish.

And like with the surveys we've done over the last year, we'll let you know what you've told us and how we're using this information to provide you with an improved housing service.

Find out more at www.ncchousing.org.uk/tsm.



BUILDING A BETTER NOTTINGHAM

Another new Bestwood community is completed!

The final homes have been handed over at the Ridgeway development in Bestwood.

Ridgeway has **71 much-needed one, two, and three-bed homes**. Some are for market rent or shared ownership, and our part of the development has **33 affordable homes**, now let to local families in housing need.



The development has landscaping, public open spaces, and road improvements. The wider community has also benefitted from investment from private sector partners.

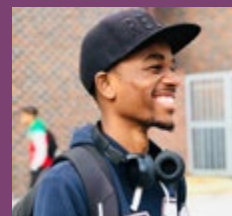
Councillor Jay Hayes, Portfolio Holder for Housing and ward representative for Bestwood at Nottingham City Council, says: *"I'm delighted to see these new properties reach completion, ready to become family homes in a part of the city with high levels of housing need. We're creating new communities that everyone who lives in the area will benefit from."*



"The amount of housing being delivered currently in Nottingham is a positive sign and it's also a clear indication of the willingness for developers to invest here. Construction activity has a large and positive impact on jobs and the local economy, so this is great news in terms for Nottingham."

Menu of involvement

Your opportunity to help shape our services



We want to make sure we're listening to you and acting on what you tell us – putting you at the heart of everything we do.

Providing you with meaningful, accessible and inclusive opportunities to give us your thoughts and ideas on what we do, how we do it and how well we're doing is the best way to improve services and to support thriving neighbourhoods.

In the last edition of this newsletter, we told you about the work we've been doing on a new approach to help you understand the ways you can get involved with us and make a positive difference – a 'Menu of Involvement'.

We asked for your thoughts on this and more than 100 of you got in touch – thank you!

We've been working on what you told us and have developed this further to offer a variety of opportunities to fit in with your day-to-day life.

These include:

A little can mean a lot...

If you're short on time, you can still make a difference. For example, you could take part in a survey or questionnaire, enter our *Best Garden Competition* (see pages 22 and 23), engage with us on social media or our website, or become a member of our *Your Voice, Your Choice* resident pool (find out more below).

A bit more time?

If you have a little more time, you could work with us on a more regular basis to help shape our services.

For example, you could tell us about your experiences of our services to help us understand how we can improve, join a focus group on something you're passionate about, become a *Neighbourhood Champion* for where you live – helping to share information with your friends and neighbours and letting us know about the issues you face.

All in!

If you have a real desire to make a big difference, we've got opportunities for you. You could become a member of one of our decision making panels – scrutinise and review our services, and influence our decisions.

Or you could apply to become a member of our new *Housing Assurance Board* (see pages four and five) and help to make sure we're providing the best possible housing service.

From the comfort of your own home...

There are lots of quick and easy ways you can get involved without the need to leave your front door – taking part in surveys, joining online meetings, or accessing **FREE** training online through our *Tenant Academy*.

Involvement tailored to you...

We know that personal circumstances change from time-to-time. There may be times when you have more time to get involved and other times when you're too busy.

Our *Your Voice, Your Choice* group could be just for you. You'll be part of a pool of residents who we'll keep up-to-date with opportunities and you can choose as and when you'd like to take part – depending on your circumstances.

And our *Tenant Academy* is always available whenever you might want to further your own personal development.



Raring to go?

We'd love to talk to you about how best you can get involved with us and make a difference in a way that suits you.

Email us at involved@nottinghamcity.gov.uk or call us on **0115 746 9100** and ask for a member of the Involvement Team.

Best Garden Competition

We were delighted to officially crown the winners of last year's Best Garden Competition at the end of March with special door-step ceremonies for the winners.

Many congratulations and thank you to everybody who entered last year. All entrants were judged by a panel of horticultural experts from across the city who had the extremely difficult task of choosing the winners. Thank you to everybody for all you do to look after your gardens.

Here are your 2023 winners...

- Bee friendly garden** – Lucy Hall, Sherwood
- Best communal green space** – Stonebridge City Farm, St Ann's
- Best community garden** – Lindum Grove Community Garden, Sneinton
- Best floral display** – Paul and Pricilla Harding, Basford
- Best garden transformation** – Ron and Carol Minns, Bulwell
- Best small garden** – Michael Phillip Ryan, Bilborough
- Best use of outdoor space** – Victoria Centre Roof Garden
- Inspirational gardener of the year** – Robert Green, Snapenook Court, Bulwell*
- Most colourful garden** – Nigel Fleming, Bilborough
- Best overall garden** – Grace Devey, Sneinton

*Very sadly, Robert has recently passed away. Residents of Snapenook Court, along with a family member and Cllr Michael Savage received Robert's award posthumously in his honour.



Winner of the Best community garden category, Kathryn Cooper (pictured second right) said upon receiving the award on behalf of Lindum Grove Community Garden: *"For Lindum Grove to be recognised as the winner of the best overall garden is a real honour."*

The competition is such a lovely way of having the garden recognised and to share with our volunteers, our toddler gardening group and the wider community. This award is recognition of all the brilliant people working on community gardens across the city!"



To find out more about their wonderful community garden, go to www.sowingsneinton.org.

2024 Competition - coming soon...

At the time of publishing the details for this year's competition were still being finalised. Please keep an eye on our website – www.ncchousing.org.uk and our Facebook page – www.facebook.com/NottmCCHousing for all the details.

But in the meantime, if your garden's looking great – please take some photos and email them to involved@nottinghamcity.gov.uk and we'll be in touch regarding the categories you may like to enter your garden in.

Reduce your risk of having a fire at home...

Making sure that you're safe in your home is our number one priority. It only takes one accident to start a fire. There are things you can do to really reduce this risk:

Test your smoke alarms

You're around ten times more likely to die from a fire if your smoke alarm isn't working properly.

Test your alarms at least **once a month** by pressing the test button. If they're not working, call us on **0115 915 2222** to report.



Take care when cooking

Around half of home fires are caused by cooking accidents. Take extra care if you need to leave the kitchen while cooking – take pans off the heat or turn them down to lower the risk.

Avoid cooking when tired and don't leave children alone in the kitchen when cooking on the hob.

Keep matches and saucepan handles **out of reach** to keep them safe.

Keep tea towels and cloths away from the cooker and hob. And **take care** if you wear loose clothing while cooking.

Take **extra care** when cooking with hot oil – if oil starts to smoke, turn off the heat and leave to cool.



Faulty electrics cause around 4,000 fires a year

Always check that you're using the right fuse, to prevent overheating and make sure electrical appliances have a British or European safety mark when you buy it.



Try and keep to one plug per socket. If you do use an extension lead or adaptor, be careful not to overload them. Certain appliances like washing machines should only ever have a single socket to themselves.

Check for any signs of damage to your appliances. Unplugging appliances helps to reduce the risk and unplug when items your charging are fully charged. Take **extra care** if using portable heaters or electric blankets.

Candles and cigarettes

Two fires a day are started by candles and every six days someone dies from a fire caused by a cigarette.

Always make sure candles are secured in a proper holder, away from anything that could catch fire. Keep children and pets away from lit candles and put them out when you leave the room or got to bed.



If you smoke, stub them out properly and dispose of them carefully. Never smoke in bed and use a proper ashtray. If you use e-cigarettes, unplug when fully charged. And **always** keep matches and lighters away from children!

Building safety in high-rise blocks

Your safety is really important to us. As part of our safety programme, if you live in a block of flats of 11 metres or higher, we need to inspect your door annually. This is to make sure that your door will perform correctly in the event of a fire.

During this inspection we would also like to take the opportunity to check your safety devices within your home. These include sprinklers, intercom and smoke / heat alarms. We also want to make sure you understand what to do when you hear the fire alarm.

We've visited some of you already. If not, expect a visit over the coming months. If you received a calling card letting you know that we called but you were unavailable, please email us to arrange a new date for inspection at building.safety@nottinghamcity.gov.uk.

While rare, fires can happen.

Please remember:

- if the fire alarm sounds in your own flat, leave immediately
- if you hear the fire alarm in someone else's flat, stay put
- if you are in a communal area and the fire alarm sounds, leave the building immediately.



We'll be visiting blocks during the month following flat inspections to hold face-to-face discussions. Look out for letters, posters and information on screens advertising the day and location of these. Please drop by and talk to us if you have any concerns about fire safety, or just want to know more.

Noticeboards

We want to make sure everyone has access to all the latest safety information, and who to contact if there is a problem.

We've been talking to residents about what needs to be included, and we're planning to install new safety noticeboards in all high-rise blocks later in the year.



Nottingham on Call could be for you!

- **Are you worried about you or a family member living alone?**
- **Have you just been discharged from hospital?**
- **Wonder what would happen if you had a fall or needed help and had no way of alerting someone?**

If you've answered yes to any of these questions, Nottingham on Call could be for you!

Our alarms are fitted in your home by a team of experienced engineers. They will show you how to use it and what to do if you have any concerns.

Our dedicated call centre team is based in the city and if you have a non-medical and care related emergency we can come out to you, or we can alert an ambulance if you need urgent medical assistance.

We'll always stay on the line until help arrives, and be there to talk you through any situation.

And for peace of mind when you're out and about, we have a mobile alarm called **The GO** that has two way speech, fall detection and GPS location.



Our GO mobile alarm provides peace of mind when you're out and about.

Find out all the ways we could help you by going to www.nottinghamoncall.com or email ask@nottinghamoncall.org.uk or call us on **0115 746 9101**.