



Nottingham
City Council

Housing
Services

Autumn edition

Nottingham City Council Housing News

www.ncchousing.org.uk

 NottmCCHousing

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for winter**

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Welcome to the autumn edition of Nottingham City Council Housing News!



As we move into the final months of the year, I'd like to take the opportunity to reflect on some of the progress we've made and, most importantly, the difference your involvement is making to Housing Services...

Landlord Strategy

Thank you to everyone who responded to our consultation on the draft Landlord Strategy.

Your feedback has been overwhelmingly positive, with 96% agreeing that the strategy should focus on meeting the Regulator's Consumer Standards and that it will result in better housing services.

We're now working through the detailed comments we received, with the aim of launching the strategy later this year. We'll provide a further update in our winter edition.



Making our services easier to access

We're also continuing to use your feedback to make our services easier and more convenient to access.

Our new Tenant Portal gives you greater control over your repairs, allowing you to report non-emergency repairs, book appointments, track progress and view your repair history online, at a time that suits you. Turn to [page four](#) to find out more...



Your voice, making a difference

Our newly published Resident Impact Report shows what can happen when you share your experiences, ideas and feedback with us.

It's not simply a record of meetings, surveys and consultations – it demonstrates what has changed as a result of you getting involved.



Over the past year, you've worked with our teams on a wide range of services, including repairs, complaints, building safety, grounds maintenance, anti-social behaviour and Retirement Living. Your involvement has helped us improve communications, develop new service standards, shape building safety information and make improvements to communal spaces and neighbourhoods.

I'm particularly pleased that more than 1,000 residents helped shape our new Resident Influence Strategy. This is a genuinely co-created strategy, with residents helping us identify priorities including listening, communication, acting on feedback, accessibility and inclusion, and continuous improvement.

We know there's still more to do, and we won't always get everything right. But I'm encouraged by the way you continue to challenge us, scrutinise our services and work with us to find practical solutions.

Whether you're involved through the Housing Assurance Board, Tenant Scrutiny Groups, Service Improvement Groups, Neighbourhood Representatives, the Resident Influence Panel, or simply by sharing your views through a survey, your contribution matters and I thank you for it. Turn to [pages eight and nine](#) to find out more...

There's plenty more to come, but I'm proud of the progress we're making together. Thank you for continuing to share your views, challenging us and helping us improve Housing Services.

Charlotte McGraw

Strategic Director of Housing

Raise and book repairs online

Our brand-new Tenant Portal makes it easier to manage your repairs and appointments without having to call us.

We've listened to what you've told us and used your feedback to improve the way you access and manage our services. The portal puts more control in your hands, making it quicker and easier to manage your repairs and appointments online, at a time that suits you.



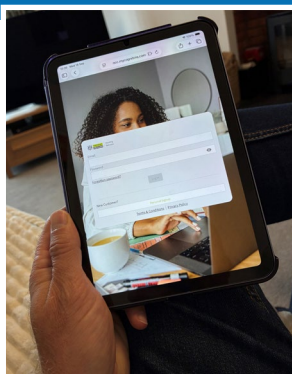
What can you do?

Report a non-emergency repair – tell us what needs fixing and book an appointment that suits you.

Track your repair – view the current status of your repair and receive updates as it progresses.

Check your repair history – view previous repairs and maintenance carried out in your home, all in one place.

Visit the Tenant Portal on our website: www.ncchousing.org.uk/tenant-portal.



Need to change your appointment?

We're continuing to improve our Tenant Portal, and in the future you'll be able to rearrange your appointments directly through the portal.

For now, if you need to change a repair or gas servicing appointment, you can still do this without calling us.

We'll confirm your appointment by text message. If you need to change it, simply click the link in the message and choose a new date and time that works best for you.

Test your heating now to make sure it's ready for winter

After the hot summer we've had, it might seem a long time since the heating was put on. But when the cold weather does return, you'll want to make sure everything is working as it should – so now's the perfect time to test your heating.

You can do that by turning your heating on for about an hour with the thermostat set to high so that it turns on. If everything's working, that's great. But, if there is a problem, it's better to deal with it now before the colder weather arrives.



There are some things you should check before contacting us to report a problem:

- **Check your thermostat temperature** – depending on the temperature in your house, you'll probably need to turn your thermostat up to allow your heating to work
- **Is your radiator cold at the top, but hot at the bottom?** If so, it might need bleeding to release air that's got trapped in it. This is something you can do yourself using a radiator bleeding key that is cheap to buy and available in most DIY stores. Or you can also use a flat head screwdriver.
- **Do you have a credit meter for your gas?** Make sure it has enough credit on it so that your heating will work
- **E119 error code?** If you have a Baxi boiler, this is a common error code that means the pressure of your boiler needs to be topped up. It's another thing that you can do quite easily yourself and there's another video on our website that shows you how – using the web address opposite
- **Unsure how to use your heating controls?** You've guessed it! We've got a film about that on our website as well using the link opposite!

We've got a film on our website to show you how to bleed a radiator, available at www.ncchousing.org.uk/how-to-guides

Still not working?

If you still need help after trying / checking all these things, please call us on **0115 915 2222**.

Have you signed up yet to HOUSING PERKS?

Housing Perks is a **FREE** app available exclusively to council tenants, designed to help you save money on everyday purchases to help you better manage your household finances.

More than **4,300** council tenants have already signed up. If you're one of them, we hope you're enjoying the app and saving money!

If you're not signed up yet, it's really easy to do and you can get discounts of up to **20%** when you shop at hundreds of your favourite stores and online retailers – or you can put the savings you make towards your rent, whether you're in arrears or you just want to build some credit on your rent account.

How to sign up

Getting started is quick and straightforward:

1. Download the Housing Perks app from your app store*
2. Enter your mobile phone number and verify it using a one-time code
3. Select 'Nottingham City Council'
4. Enter your rent payment reference number (we sent it in a covering letter with the summer edition of this newsletter, or you can find it on your rent statements or through your online rent account)
5. Start saving!

Find out more...

For more information about Housing Perks – including answers to frequently asked questions, visit www.ncchousing.org.uk/housingperks.

*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.



Coping with the cost of living

Introducing Housing Perks is part of our commitment to do all we can to support tenants through the cost of living.

But we know that as we move into autumn and the nights draw in, that the cost of living over the coming months can be particularly difficult – and has been made worse by the tensions and conflict in the Middle East.

The energy price cap is set to rise by **3.6%** from October. This is after it rose by **13%** in July – meaning a household using a typical amount of energy by Direct Debit will pay about **£1,723** a year.

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

The Money Saving Expert website has lots of useful information to help you decide – just go to www.moneysavingexpert.com/utilities.

And we also have a dedicated Energy team who can help you if you're struggling with your energy bills. Just email energyteam@nottinghamcity.gov.uk.

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

Go to www.ncchousing.org.uk/cost-of-living to find out more.

Need help with managing your rent?

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

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

Call them today on **0115 915 4920** or email moneymatters@nottinghamcity.gov.uk.



The Resident Impact Report 2025/26 – Your voice, making a difference

What happens when you tell us what you think about our services? We listen – and, increasingly, we act.

Our new Resident Impact Report celebrates the difference residents have made to Housing Services over the past year, showing how your ideas, experiences and feedback are helping to shape better services and stronger communities.

This isn't just a report about meetings, surveys and consultations – it's about what happened because you got involved.

From Repairs and Complaints to Building Safety, Grounds Maintenance, Anti-Social Behaviour (ASB) and Retirement Living – residents like you have been working alongside our teams to identify what needs to improve and help us find practical solutions.

There are some great examples. Residents helped redesign our No Access Card and improve Repairs communications, worked with us to develop new service standards for Tenancy and Estate Management, and helped shape changes to our Retirement Living service.

You've also influenced Building Safety information, ASB communications, the Tenant Academy, and improvements to communal spaces and neighbourhoods.

And perhaps one of the biggest achievements of the year is the new Resident Influence Strategy 2026-29. More than 1,000 residents shared their views, with a group of 35 then working with us to turn those views into priorities.



The result was a strategy genuinely co-created with residents – with priorities including listening, communicating, acting on feedback, accessibility and inclusion, and continually improving.

The report also shines a light on the fantastic work of residents who give their time to help us improve.

Our Housing Assurance Board, Tenant Scrutiny Groups, Service Improvement Groups, Neighbourhood Representatives and Resident Influence Panel are all helping to challenge, scrutinise and shape the services we provide.

There's still plenty to do, and we're not pretending we've got everything right. In fact, some of the strongest examples in the report are where residents have told us, very clearly, *"this needs to be better"* – and we've started work – together – to make it better.

That's what resident influence is all about: listening, acting and improving together.

So, have a look at the report and see what your fellow residents have helped to achieve over the past year. And if you've got an idea, an experience to share or simply want to have your say, we'd love to hear from you.

Your voice matters – and together, we can make a real difference...

You can read the report at www.ncchousing.org.uk/RIR or call **0115 746 9100** to get a printed copy sent to your home.

If you need the report in an alternative language or format, please call **0115 746 9100** or email involved@nottinghamcity.gov.uk.

Update from the Housing Assurance Board...

It's been a busy few months for our **Housing Assurance Board (HAB)** with new members joining the Board and a new Chair of the Board elected at the July meeting.

One thing that doesn't change is the Board's commitment to scrutinising our services, making recommendations to help us to improve, and holding us to account on what we say we'll do to improve.

Meet our new members...

We were delighted to welcome seven new Board Members to join the HAB in the summer – taking the overall membership to 14 tenants and leaseholders.



Jade Farrell
Chair



Anne Dean
Vice-chair



Bereket Amaha



Graham Palk



Jayati Bhattacharjee



Julie Shaw



Kudzai Muganhiri



Leanne O'Keefe



Marie Smith



Paul Cameron



Paul Wardle



Roy Lawson



Tanaiya Daniel



Victor Haven

Thank you Tanaiya!

At the July meeting, Tanaiya Daniel stood down as Chair of the Board, a position she's held since the HAB began in 2024.

We're delighted that Tanaiya is continuing as a member of the Board and we'd like to thank Tanaiya for her hard work and dedication to Chairing the HAB and making sure the tenant voice has been heard.

Tanaiya said:
"Chairing the HAB has been a rewarding experience and I am grateful to everyone who has contributed their time, insight and commitment over the past 18 months.



"It's been a privilege to work alongside so many passionate people and to begin laying the groundwork for positive, long-lasting change. I look forward to supporting the Board in its next chapter under the leadership of our new Chair and Vice Chair."

Congratulations to Jade and Anne

Also at the meeting, **Jade Farrell** was elected the new Chair of HAB, supported by **Anne Dean**, who was re-elected as Vice-chair.

Jade said after being elected Chair: *"What matters most to me is that every tenant feels safe, heard and respected. As Chair of the Housing Assurance Board, I'll continue to provide independent challenge and assurance, making sure decisions are guided by tenants' experiences and that services deliver the quality every resident deserves."*



Anne said: *"I've been a tenant for fifty years and an active involved tenant for nearly twenty-five years. After many years of striving, we're finally having the tenant voice not only heard but acted upon. HAB is a wholly tenant led Board that scrutinises, makes sure of accountability and promotes positive change of all housing services."*

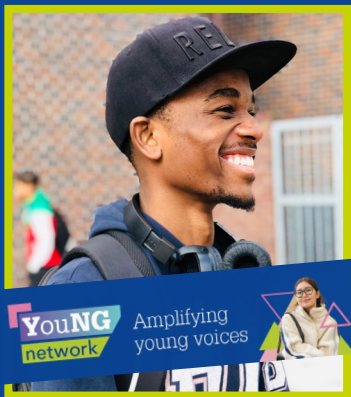


"My ambition is that we can all live in decent well-maintained homes, in a decent neighbourhood and enjoy the benefits of living in a supportive and cohesive community. You can help too by doing those surveys, making a complaint if needed, joining a focus group or just being a good neighbour and care about our estates."

Find out more about the Housing Assurance Board and read the minutes of the meetings on our website at www.ncchousing.org.uk/HAB.

YouNG Network

Giving young people a stronger voice in housing



We want young people to have a real say in how housing services are delivered in Nottingham.

That's why we're delighted to be partnering with Nottingham Community Housing Association and Places for People on a new initiative aimed at putting young people at the centre of social housing – the YouNG Network.

Why does it matter?

Quite simply, young people will either be our tenants for many years or our tenants of the future. By listening and acting on what young people tell us, we can create services that really work – helping people keep their homes, build independence and live better lives.

How you can get involved

We're building a small team of paid volunteers to help bring the YouNG Network to life.

For up to £80 a day, you'll get involved in organising events, connecting with other young people and helping create spaces where young people can share their views and influence our services for the better.

You just need to be 25 or under and live in social housing in Nottingham to register your interest by **scanning this QR code**:



Everything you tell us will help us to create housing services that work for you

We'd also love you to complete a short survey to tell us a little about yourselves and your views on social housing. **Please do that by scanning this QR code**:



Find out more about the YouNG Network at www.youngnetwork.co.uk.

Tenant Involvement community pop-ups

You told us as part of the Resident Influence Strategy consultation that you'd like to see our Involvement Team more in your local communities to help encourage more of you to get involved and to find out about the range of ways you can.



So, starting in the summer and going through until November we've been holding special community pop-up events giving you the chance to talk to the team about what's happening in your neighbourhoods and how you can get involved and make a difference in your local area.

Here's where we'll be between now and November:

- **Wednesday 7 October**, 1pm to 3pm, The Rocks (Lindfield Road / Alwyn Road junction), Broxtowe
- **Wednesday 28 October**, 10am to midday, Ryland Gardens, The Meadows
- **Wednesday 28 October**, 1pm to 3pm, Windwood Heights, Sherwood
- **Thursday 5 November**, 11am to 1pm, Snapenook Court, Snapewood

Can't make it?

If you're unable to make any of the remaining dates, don't worry! We'd love to talk to you about involvement opportunities. The best way to do that is by scanning this QR code. We look forward to hearing from you!



Ever fancied working as an undercover detective?

Well, now's your chance as we're on the lookout for mystery shoppers who will test what we do and how we do it – without us knowing it!

Mystery shoppers play an important role by helping provide a true picture of the services we're providing. As a mystery shopper, you'll use your own details to report a made-up issue or question (or a real one, if one comes up!) to see how we handle it. It might mean phoning our contact centre, visiting one of our offices or contacting us online.

What you tell us will be presented to our Senior Management Team and if anything needs to improve, we'll work with you and our staff to decide how best to do it. Equally, if you get a service that you're happy with – we'll make sure relevant colleagues know what's going well!

To be a mystery shopper you'll need to be confident talking to people over the phone or in person, and professional and discreet. Full training will be given.

Interested?

Email nicola.perkins@nottinghamcity.gov.uk or you can text Nicola on **07581 063 184**.



Oakdene's nearly finished!

Our development of 24 new homes (15 houses and nine flats) at the site of the former Oakdene care home at the corner of Woodborough Road and St Ann's Way is nearing completion.

The new homes are being built using an innovative timber frame construction method that's not only kinder to the environment but also means quicker build times.

All have been designed to be energy efficient, to help keep residents' bills down and protect the environment, and once completed, the development will make a striking addition to the St Ann's skyline.

Nottingham people who are currently on the waiting list will be moving in soon, and the site will be fully handed over by Christmas!



Decent Neighbourhoods at Keverne Court

We've been working hard to deliver external improvements at the Keverne Court Retirement Living community in Aspley over recent weeks.

Tarmacked areas have been renewed and levelled, drainage has been improved and railings repainted.

While the work was taking place, we also spoke to residents about improvements that they'd like to see in the courtyard garden.

The result is a refreshed and inviting area, made more accessible with new paths, handrails, a resin patio, raised beds and a refreshed drying area.

Residents are thrilled with the results and planning to start planting up the new raised beds for next year.



Keverne's scooter store
(before)



Keverne's scooter store
(after)



Keverne's drying area
(before)



Keverne's drying area
(after)

You Dirty Rat...

Help to keep rats away from your home

Rats are a common problem in urban areas, but there are some simple things we can all do to make our homes and neighbourhoods less attractive to them.

Keep food out of reach

Rats are attracted by easily available food, so try not to leave food, leftovers, or food waste lying around your home or garden. Keep food in sealed containers and make sure rubbish and food waste are securely contained, with bin lids closed. If you have pets, avoid leaving their food outside or putting out more than they will eat. Bird food can also attract rats, so use feeders where possible and clear away any food that has fallen to the ground.



Keep your garden tidy

Overgrown areas or piles of rubbish, wood or other materials can provide rats with places to hide and nest. Keeping your garden, yard or outdoor storage area tidy can help reduce these potential hiding places.



Check for possible entry points

Rats can squeeze through surprisingly small gaps, so let us know if you spot holes or gaps around pipes, doors, walls, drains or other parts of your home that could provide access. Please report repairs promptly so we can investigate and, where appropriate, put things right.



Report signs of rats

If you see rats, droppings, holes or other signs of rat activity around your home or communal areas, please report this to us. The sooner we know about a problem, the sooner we can investigate and take appropriate action.

Working together and taking a few simple precautions can help keep our homes and neighbourhoods cleaner, healthier and less attractive to rats.

Call us on **0115 915 2222** or email feedback@nottinghamcity.gov.uk.



Supporting residents with RPEEPs

Your safety is our top priority. That's why we're continuing to roll out Residential Personal Emergency Evacuation Plans (RPEEPs) across our high-rise buildings.

A RPEEP helps us understand whether a resident may need additional support to evacuate safely in an emergency. This could include people with mobility issues, sensory impairments or health conditions that might make leaving their home more difficult.

By identifying individual needs, we can consider the right support and help make sure everyone feels safe and confident in their home. It's all part of our ongoing commitment to improving building safety and putting residents first.



Awareness and wellbeing support events
Since July, we've been visiting every high-rise block to host information sessions about RPEEPs.

During the sessions, residents have been able to find out more about them and how they work, ask questions and find out how to request an assessment.

We've also had other organisations at the events providing information on ways they can support residents with their wellbeing. Thank you to everybody who has taken part!

At the time of going to print, we just have one more event to go for our Winwood Heights residents on **Tuesday 1 December, 1pm to 3.30pm**. If you live in Winwood – keep an eye out for more information coming soon!

And there's lots of information on our website about RPEEPS, including a short form that you can complete if you think you would benefit from an assessment of your needs.

Go to www.ncchousing.org.uk/RPEEPS.



Funded by
UK Government



One cigarette can cost lives

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

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

Top five safety tips for smokers:

1. Smoke outside where possible, especially after consuming alcohol as this can affect your judgement and make you more careless.
2. Never smoke in bed, especially when you are tired or have taken medication that can make you drowsy.
3. Always use a heavy, non-tip ashtray on a stable surface.
4. Buy child-resistant lighters and matches and store them out of reach of children.
5. Douse smoking materials with water after you've finished. Or tip ash into a fire-safe container.

Smoke alarms save lives!

The early warning they provide can give you precious moments to escape safely. Equally important is having a well-planned and regularly practised escape route to exit your home quickly and safely in the event of a fire.

You can now recycle even more

in your recycling bin!

Food and drink cartons, aluminium foil, foil trays, and plastic bags and wrapping can all be placed in your existing recycling bin – as well as paper, card, cans, glass and plastic containers.

Recycling more helps conserve natural resources, reduces waste and lowers disposal costs – which means more money can be invested into council services.

New items that can be collected are:

- Tetra Pak food and drink cartons – with or without lids
- Aluminium foil (scrunched into a ball)
- Foil trays – things like pie trays, tart trays, ready meal or takeaway containers
- Multipack outer packaging like toilet or kitchen roll wrapping
- Bubble wrap and clingfilm
- Film lids and sleeves, crisps, chocolate, sweets, biscuit, cake and ice cream wrappers
- Fruit and vegetable nets.

Please remember to empty, clean and dry any items you put in recycling and recycle items loose. And no pouches, sachets, blister packs or compostable packaging please! **To find out more, scan the QR code:**



Coming this autumn – **FREE** bulky waste collections

Free bulky waste collections will be coming back to Nottingham this autumn!

You'll be able to arrange up to two free collections each year for large household waste items that can't be reused or recycled.

Scan the QR code to find out more...



Awaab's Law latest

From 30 November this year, Awaab's Law will be extended to cover more hazards in social housing including excess cold or heat, falls, structural problems, fire and electrical hazards, and more.

The law sets clear timescales for landlords such as ourselves to investigate hazards and take action where there is a significant risk to your health or safety.

If you spot a problem in your home, please report it to us as soon as possible. The sooner we know about an issue, the sooner we can investigate and take action to keep you safe.

You can call **0115 915 2222** or email feedback@nottinghamcity.gov.uk.

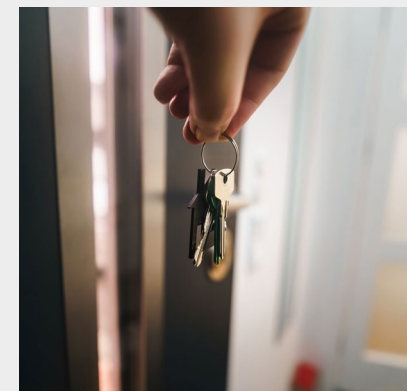
Tackling tenancy fraud across Nottingham

We take tenancy fraud very seriously, and we want to make sure that only genuine people, with real housing need, live in our properties. Tenancy fraud is a criminal offence and can lead to eviction, fines and, in some cases, imprisonment.

We recently took action against a former tenant from Aspley who had been unlawfully subletting their council home. Following an investigation, the tenant gave up the property, meaning it could be made available to someone else in housing need.

We took legal action to recover the profit they'd made from unlawfully subletting, and the Court ordered them to pay more than £12,000, including an £11,321 Unlawful Profit Order, a fine, costs and a victim surcharge. They are now paying the money back in instalments.

If you suspect someone is unlawfully subletting a council home or misusing their tenancy, you can call us in confidence on **0115 746 9555** or email socialfraud@nottinghamcity.gov.uk. Your information could help us protect council homes for those who need them.



High-rise caretaking gets a thumbs-up from residents



It's good news from our high-rise residents, with satisfaction with the Estates and Caretaking Service remaining high at 87.8%.

The 2026 resident satisfaction survey saw **163 residents from 12 high-rise schemes** share their views on the service – and there was plenty of praise for our frontline caretakers.



Residents particularly valued having caretakers who are visible, approachable and quick to respond when something needs attention. Their professionalism, commitment and management of communal areas were also recognised, alongside good standards of fire safety compliance and keeping corridors clear.

Two schemes – Kingston Court and Southchurch Court – achieved a fantastic **100% satisfaction**, while the Victoria Centre flats also performed strongly, achieving **89.8%** from the highest number of responses.

Residents also told us where things could be better, and some of the most common comments related to estate appearance, grounds maintenance, planned improvement works, communication, and anti-social behaviour. Residents weren't always sure about cleaning schedules or caretaker rotas.

To help with this, we've developed a new set of Service Standards, in partnership with residents, and published them on the website, making it easier to see what services are provided and what residents can expect.

You can see the service standards at www.ncchousing.org.uk/servicestandards.



Work is also under way to finalise a Ground Maintenance Service Level Agreement, which will provide clearer information about responsibilities, standards and how to report concerns.

The survey also highlighted some wider challenges, including ASB and security concerns at The Woodlands in Radford, and the condition of communal areas in some blocks.

Overall, though, the message is clear: residents value their caretakers and the work they do every day. The survey gives us some useful pointers for improving communication and the wider environment, while recognising the hard work of our caretaking teams across the city.

We're continuing to work with high-rise residents across the city to keep improving services and addressing problem areas – watch this space as the journey continues.

DOMESTIC VIOLENCE AWARENESS MONTH

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

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

Earlier this year, we published our updated Domestic Abuse Policy that sets out how we'll respond and support you if you tell us you're experiencing or are affected by domestic abuse. We'll listen to you, take it seriously and respond in a sensitive, supportive and respectful way, without judgement.

You can read the full policy on our website at www.ncchousing.org.uk/corporate-documents.

YOU'RE NOT ALONE

Domestic abuse can take many forms, including physical, emotional, psychological, sexual and financial abuse, as well as controlling or coercive behaviour. It can affect anyone, and help is available whether or not you're ready to report what is happening to the police.

We can provide advice and support, help you access specialist services and consider what housing and home security options may be available to help keep you and your family safe.

Call us on **0115 746 9555** or you can email reportasb@nottinghamcity.gov.uk.

NEED HELP OR SOMEONE TO TALK TO?

If you or someone you know is experiencing domestic abuse, confidential help is available from a wide range of support services – please don't suffer in silence:

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

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

Equation is a local service that offers specialist support by calling **0800 995 6999** or by emailing helpline@equation.org.uk. Or visit their website – www.equation.org/help-for-men. There's also links to a range of other organisations on our website at www.ncchousing.org.uk/domestic-abuse.

And, if you, or someone else, is in immediate danger, dial **999**.



HELP US TO IMPROVE BY COMPLETING OUR SURVEY

We want to better understand how we can improve the support we provide to tenants and leaseholders who are experiencing or at risk of domestic abuse. You can do that by scanning this QR code and completing our short survey by **Friday 23 October**.



We know that domestic abuse and feeling unsafe at home can be difficult to talk about. Whether or not you've been personally affected, your views are important and will help us to improve the support we offer.

You can complete the survey anonymously. There is an option for you to leave your details if you'd like to be kept informed or to express an interest to take part in some small in-person focus group sessions to be held later this year.

And as a thank you for completing this survey, you'll also have the option to be entered into a free prize draw, with a chance to **win a £60 shopping voucher**.



Remembering Bill – a local legend

We were all deeply saddened to hear of the recent passing of St Ann's Retirement Living resident **Bill Chambers**.

Bill (pictured) will be remembered fondly for all the amazing work he did over recent years in our Retirement Living communities, and beyond.



From Golden Gloves boxing and chair-based exercises to his decades of football coaching and his support at our community events, Bill had a remarkable ability to bring people together, encourage others and make a real difference.

Bill was recognised as a Community Hero, had a tram named after him in 2022, received a British Empire Medal and we had the honour of presenting Bill with a Lifetime Achievement Award at our Tenant Awards in 2019.

And as the long-term caretaker at Elms Primary School, St Ann's, Bill was a much-loved member of staff to pupils and teachers alike.

Bill's kindness, energy and commitment to his community will be greatly missed and we send our love and thoughts to all Bill's family and friends.

Thank you Bill, for everything you gave to Nottingham.

Best Garden Competition

Many thanks to everybody who entered this year's Best Garden Competition.

In what was a hugely challenging summer for all gardeners with the extreme weather we experienced, it's testament to the hard work, commitment and pride of so many gardeners across the city for keeping your gardens, balconies, window boxes, communal areas and green spaces looking great! Thank you.

The tenant-led judging panel has once again had the difficult task of judging all the entries. And we're really excited to reveal the names of this year's category winners at a special awards ceremony at Nottingham's Council House in December.

Keep a look out on our Facebook page and website for the details of this year's winners once they've been announced!



£21.2 million investment to help prevent homelessness

We're investing £21.2 million to help prevent homelessness and support some of the city's most vulnerable residents over the next three years.

The investment will help us to continue providing homelessness prevention services, temporary accommodation and support for people who are sleeping rough or at risk of losing their home. Demand for these services is increasing, with homelessness assessments **rising by 14%** during 2025/26.

However, improvements to services are helping more people achieve better outcomes. Since December 2025, no families have stayed in hotel accommodation for longer than six weeks, and the number of people sleeping rough in Nottingham is falling.

The funding will help us to continue working with residents to prevent homelessness wherever possible, provide support when people are at risk of losing their home, and help households move into settled accommodation.

This investment is part of our wider commitment to improving housing outcomes and creating safer, healthier communities.

Retirement living that feels like home

Looking for a home that's easier to manage, with a friendly community on your doorstep?

Our retirement living communities offer self-contained one and two-bedroom flats and bungalows across the city, many with welcoming modern communal areas, where there's always something to get involved in.



Whether you enjoy a chat over a cuppa, gardening, or joining in with activities and events organised by residents and our Activity Co-ordinators, it's a great way to meet people and feel part of the community.

You can apply if you're aged 67 or over, or 60+ and receiving DLA or PIP. For extra peace of mind, residents can also connect to Nottingham on Call, providing 24/7 support at the press of a button or pull of a cord.

Find out more: www.ncchousing.org.uk/retirement-living-communities.

Available properties are advertised through Nottingham HomeLink – www.nottinghamhomelink.org.uk.



Landlord Strategy Update...

In the last edition, we told you about work we're doing to develop a new Landlord Strategy that will set out how we'll manage council housing over the next few years and invited residents to give their views on the draft by completing a short questionnaire.

Thank you to everybody who took the time to give us your views.

This is what you told us:

- **89%** of respondents thought the strategy was easy to understand
- **89%** of respondents thought the strategy shows a clear understanding of what it needs to do to deliver an effective service to tenants and leaseholders
- **96%** agreed that the strategy should focus on meeting the Regulator's Consumer Standards
- **96%** agreed that the strategy will result in better housing services for you
- **93%** agreed that the strategy helps you to understand how we'll carry out our role
- **93%** said that the strategy will be a useful document for tenants and leaseholders.

Next steps...

We're now in the process of going through all the detailed comments with the aim of launching the strategy later this year. We'll keep you updated through this magazine and on our website.

And congratulations to **Sharon Booth** of **Beechdale** who is the winner of our £100 shopping voucher prize draw, after completing the questionnaire!