

# Nottingham Council Housing News

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## Tenant Satisfaction Measures

**In the last edition we told you all about Tenant Satisfaction Measures. As a reminder, these are a range of measures that The Regulator of Social Housing requires all social housing landlords to publish on things like satisfaction with repairs, safety and complaints.**

You can read these measures and find out more on our website – [www.nottinghamcityhomes.org.uk/TSM](http://www.nottinghamcityhomes.org.uk/TSM).

To help get this information, we've commissioned a specialist social housing market research company called Acuity to carry out telephone surveys of tenants on our behalf.

What you're telling us will show how we're performing and where we need to improve. It'll also determine who the Regulator will inspect first in new style inspections that start next year.

We're running these surveys four times across the year and are about to complete the second block. In total, Acuity has spoken to more than 1,100 tenants so far and will be surveying at least 1,100 more between now and the end of March. This will give us a statistically accurate representation of the satisfaction of all our tenants.

We would like to give our thanks to everybody who has taken part so far.



### Next steps

We're looking at, and analysing, what you've told us, and will be publishing a half-yearly report on our website to show the results of the first two surveys.

As well as showing what you have said, this report will also outline what we're doing to improve our services based on what you've told us.

**The final two sets of surveys will take place over the following dates:**

- 13 November to 2 December
- 12 February to 2 March

All the information about these telephone surveys and what to expect if Acuity call you is available on our website at [www.nottinghamcityhomes.org.uk/TSM-survey](http://www.nottinghamcityhomes.org.uk/TSM-survey).

**But here's some of the key points:**

- The number to look out for if Acuity call is **01273 093 939**.
- Calls are made between 9am to 8pm, Monday to Friday and between 10am to 6pm on Saturdays. If it's inconvenient, they'll be happy to rearrange.
- The survey takes around eight minutes to complete – and your responses are strictly confidential.

If you are called – thank you for taking the time to give us your views!

# Condensation season is on the way

**Condensation season is just around the corner – as the nights get darker and the temperature drops, we all close the windows and consider putting the heating on or lighting the fire.**

Here's the science bit – condensation happens when warm air meets a cold surface, especially in winter when it's warmer inside than outside.

It's caused by poor ventilation in places like bathrooms and kitchens, and when doing things like drying clothes on radiators or cooking without opening a window just a crack.

**Take a look at these top tips to minimise condensation and reduce the chances of your home getting damp or mouldy:**

- Keep your home well ventilated so that fresh air can circulate. Use extractor fans in the kitchen and bathroom and keep windows slightly open on dry days.

Dehumidifiers can help too, especially in rooms that are prone to condensation, and they're available online for under £10.

- Move furniture away from the walls so that air can circulate, and don't overfill wardrobes and cupboards.
- Keep lids on pans when cooking and open a window slightly.
- Hang washing outside to dry, or in the bathroom with the door closed and a window open. If you put washing on radiators, open a window.
- Don't cover over any air vents.
- Make sure the ventilation slots at the top of your windows are open.

Find out more ways to manage damp, mould and condensation in your home at [www.nottinghamcityhomes.org.uk/condensation](http://www.nottinghamcityhomes.org.uk/condensation).

## Housing disrepair – look out for the scammers

**We take all repairs reports seriously and work hard to fix things for you as soon as possible.**

Lots of you have got in touch to say that you've been contacted by claims management companies about making claims against us for disrepair. These people usually claim to be working on behalf of Nottingham City Council, and either call you, send a WhatsApp, or cold call at the door.

We never work with these companies and they're not connected to us in any way. We will never contact you via WhatsApp, and we wouldn't cold call without making an appointment first. All our employees carry ID badges which you should always ask to see, and we occasionally use specialist contractors who will be able to prove that we have asked them to visit you.

If you're in any doubt about anyone who calls claiming to be from the council, whether it's in person or over the phone, you can give us a ring on **0115 915 2222** to verify a caller's identity if you wish.

**Remember – these claims firms make huge profits from housing disrepair.**

Even if your claim is successful, they'll take the lion's share of the money you're awarded plus any legal costs, leaving you with only a small part of the money. Any settlements come out of rent payer's money – which means less to spend on improving services.

Please don't be misled or bullied into signing anything, as you will be liable to pay fees if you change your mind.

If you want to report a repair, or chase one up, please talk to us – we're here to help. Just call **0115 915 2222**.



# Get ready for winter...

**Say it quietly, but with the nights starting to get longer and the kids going back to school, summer will soon be a bit of a distant memory and the warmer clothes will be coming out of the wardrobe again!**

It's not something that we really want to think about – and we hope it's not for a while, but when it is time to put on the heating again, you'll want to know that everything's working as it should.

So, now's the perfect time to turn your heating on for a short time to check that it works. Or, if there is an issue, so we can get it sorted before the colder weather arrives.



**If, when you do, you think there might be an issue – please try a few things before you get in touch:**

1. Check your thermostat temperature – if your house is warm, you'll probably need to turn your thermostat up a bit, to allow your heating to work.
2. Is a radiator cold at the top, but hot at the bottom? It might need bleeding, which you can do.

There's a video on our website to show you how:

[www.nottinghamcityhomes.org.uk/how-to-guides](http://www.nottinghamcityhomes.org.uk/how-to-guides).

3. Check your credit – if you have a credit meter, you'll need to have credit on it so that your heating will work.
4. 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.

Again, it's a pretty easy fix that you can do – and there's a video you can watch to show you how on our website – at the address above.

5. And if you're not sure how to use your heating controls – there's a video on our website for that too!

## Still not working?

If you've tried all these things, call us on **0115 915 2222**.

But remember that we don't class problems with central heating as an emergency until after October – so we might not be able to come out straight away, but we will make sure you get the next available appointment.



## Be a good neighbour

Is there anyone else you can help with checking their heating? Perhaps a neighbour, friend, elderly relative?

Some people might not be as confident checking everything's how it should be and will be really grateful of a helping hand!

# Repairs – we're working on it

We know that at the moment our repairs service isn't where we'd like it to be, and we know that you're having to wait longer than you'd expect for jobs to be completed.

We're looking at how we deliver our repairs to make things better, and we're making more trades colleagues available. This means there will be more appointment slots available for new jobs, and people with existing repairs will be contacted sooner.

We're already starting to see improvements in our response times and we're hopeful that our service standards will be back to where you'd expect them to be within the next few months.

If you'd like to talk to us about a new repair, please call us on **0115 915 2222**. Thank you for your patience.



## Could you help us?

Did you know that we have a Tenant Repairs Group that meets regularly to talk about repairs? It's a chance for you to give your thoughts and ideas on the repairs service and ways we can improve.

Email [involved@nottinghamcity.gov.uk](mailto:involved@nottinghamcity.gov.uk) or call us on **0115 746 9100** to find out more.

## Not going to be in? Please let us know

If you've booked a repair, we'll text you three weeks and then three days before, to remind you that we're coming. It's really important that you're in when we come, so we don't have a wasted journey and other people who are in need of a repair don't miss out.

If you're not going to be available for any reason, please let us know as soon as possible by calling on **0115 915 2222** so we can rearrange.

And please make sure we have your most up-to-date contact details. The best way to do that is by registering for Housing Online – just follow the link from our website homepage – [www.nottinghamcityhomes.org.uk](http://www.nottinghamcityhomes.org.uk).

# BUILDING A BETTER NOTTINGHAM

The first of the new homes we're building in **Bestwood** will soon be ready to let to Nottingham people in need who are on the waiting list.

Thirty-six new homes on the **Eastglade** site in Top Valley, where Eastglade School stood until it was closed 16 years ago, will be let before Christmas. When the site is finished at the end of next year it will have **23 one-bed flats**, **63 two-bed houses** and **20 three-bed homes**.

Down the road from Eastglade at our **Beckhampton** site in Bestwood Park, **129 council homes** – two and three-bed houses, bungalows and flats – are being built – the first 38 of these will be let before Christmas, with the rest being let in a phased approach up until the site is completed at the end of 2024.

Cllr Jay Hayes, Portfolio Holder for Housing and Bestwood ward councillor, says, *"These new homes will be a real asset to the area. I look forward to seeing new residents moving in and starting to create a community that will serve them for many years to come"*.

Paul Stanley, Head of Development, says, *"The new homes at Eastglade and Beckhampton are well-designed and energy efficient – places where people will be proud to live"*.



# Cost of living crisis – are YOU struggling?

If you're struggling with prices rising and your income staying the same, you're not alone...

**As many as 10 million people in the UK are finding it hard to meet their financial obligations at the moment. This is an increase of almost a third on last year, according to the Financial Conduct Authority, and it's all due to the cost-of-living crisis.**

If you have lots of debts and you're struggling to pay, there are things you can do. Of course, it'll depend on the type and amount of debts you have, and how much you can afford to pay them off.

If you have a little bit of money spare that can go towards clearing your debts, you could talk to your creditors (the people you owe money to) and arrange a way to make reduced payments over a longer period of time, or make a formal agreement called a debt solution.

If you have some available money to pay your debts and you're considering an individual voluntary arrangement (IVA), please be careful – they're expensive, and some IVA providers are known to make cold calls touting for business. You always have to pay to have an IVA set up and managed – it comes in at around £5,000 on average.

Also, you're not able to include rent arrears in an IVA, so you'd have to carry on paying your rent plus any outstanding arrears. We'd always advise speaking to a free, independent debt advice service about IVAs, or at the very least have a look at the Citizens Advice website – just go to [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) and search IVA.

If you don't have any money and you owe less than £30,000, you might be able to apply for a Debt Relief Order (DRO). However, if you owe more than £30,000 applying for bankruptcy might be an option.

For more information on debt solutions, go to [www.nationaldebtline.org](http://www.nationaldebtline.org) and search 'ways to clear your debt' in the top right-hand corner.

## Talk to us – we're here to help

Our Tenancy Sustainment Team is here to help you manage your money and to make sure you're getting everything you're entitled to in terms of benefits and support.

### Talk to them if you need a bit of extra support with things like:

- Checking that you're getting all the benefits you're entitled to.
- Claiming benefits.
- Helping with debt by making referrals to free, independent debt advice services.
- Managing your money.
- Accessing furniture and charitable grants.

You can contact the team on **0115 915 4920**, by emailing [moneymatters@nottinghamcity.gov.uk](mailto:moneymatters@nottinghamcity.gov.uk) or by texting **DOSH** to **80800** for free with your name and message, so we can call you back.

**Turn the page for more useful cost of living advice...**

## Ask Lion

The Ask Lion service is packed with lots of useful information to support you with the cost of living.

From money advice to budgeting tips.

From support with claiming benefits to details of food banks, social eating projects and community support groups, Ask Lion is the place to go: [www.asklion.co.uk/money](http://www.asklion.co.uk/money).



## Energy bills

You will have heard that the energy price cap fell by 17% in July to £2,074 a year for a typical dual-fuel household paying by direct debit.

But between October of last year and April of this year, nobody paid the full higher price cap amount as the Government provided the £400 winter energy support scheme to help.

With the price cap not expected to fall much more this year, and with no plans currently in place for Government to provide the support they provided last year, this may mean that some of us will actually pay more for our energy this year, than we did last.

## If you're struggling, here are a few tips to help:

- Talk to your supplier ASAP – they have to help under rules from the regulator Ofgem.

This usually includes agreeing a payment plan that you can afford – but there might be other help they can also provide you with.

And if you are on a prepayment meter, speak to them as well as there will be help for you too.

- Your energy supplier may be able to help in other ways – including hardship funds, the warm home discount or cold weather payments.

- Get on the Priority Services Register – it's a free support service operated by energy suppliers that help people in vulnerable situations.

You have to meet certain criteria to be eligible but, if you are, it's easy for anyone to be added and you don't need to ask your supplier.

Go to [www.thepsr.co.uk](http://www.thepsr.co.uk) or call **0800 169 9970**.

- Talk to us! Email [energyteam@nottinghamcity.gov.uk](mailto:energyteam@nottinghamcity.gov.uk).

- See what other cost-of-living Government support might be available – there's more information about these on the cost of living pages of our website.

Go to [www.nottinghamcityhomes.org.uk/cost-of-living](http://www.nottinghamcityhomes.org.uk/cost-of-living) and click on 'Cost of Living Payments 2023 to 2024'

- Winter fuel payment – if you're a pensioner you could get between £250 and £600 to help pay your heating bills – this includes an extra 'pensioner cost of living payment' for this year – find out more at [www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment).



## Money Saving Expert

We'd also recommend signing up to the FREE weekly emails that are sent by Money Saving Expert, founded by Martin Lewis. They're full of useful tips and advice all about helping you to save money.

Just go to [www.moneysavingexpert.com](http://www.moneysavingexpert.com) and click on the link.



## And remember... talk to us – we're here to help

It's tough for many of us, but it remains so important that you prioritise paying your rent to make sure you keep the roof over your head.

We have a specialist team who can help if you're struggling and will always try to help. We'd much rather you let us know if you're finding things difficult, rather than putting your head in the sand until it becomes too late.

The sooner we know, the more we can do. Call us on **0115 915 4920**, email [moneymatters@nottinghamcity.gov.uk](mailto:moneymatters@nottinghamcity.gov.uk) or text the word **DOSH** followed by your message to **80800** and we'll call you back.



# A new lease of life with independent living

**Are you aged over 60? (or over 55 and eligible for Disability Living Allowance or Personal Independence Payment)?  
Is your home getting to be too much to look after?  
Do you fancy a change of scene, where you can live in a ready-made community with people just like you, with lots of opportunities for socialising?**

We have independent living communities (sheltered housing) in most areas of the city. The communities consist of self-contained homes, each with their own front door. There are one and two-bedroom flats, and bungalows.

We've also refurbished the communal areas of our independent living schemes to create stylish and contemporary lounges, providing a warm and comfortable environment for relaxation and socialising.

If you live in one of our independent living communities, you will have an Independent Living Co-ordinator who will be your main point of contact.

Their role is to help you live happily and healthily and can offer help and advice if you need it.

We also have Activity Co-ordinators who can support you in organising a range of events and activities that you can join in with, if you want.

And if you're interested in gardening, you're welcome to work with our grounds maintenance team to look after areas of the gardens or plant or grow vegetables.

## Added peace of mind with Nottingham on Call

Everyone living in our independent living communities can be linked to the Nottingham on Call emergency alarm service.

This provides help 24 hours a day, seven days a week at the pull of a cord or the press of a button, to give you that extra reassurance that someone's there if you need help.



Don't live in Independent Living but interested in services from Nottingham on Call? Get in touch today!

Go to [www.nottinghamoncall.com](http://www.nottinghamoncall.com), email [atservice@nottinghamcity.gov.uk](mailto:atservice@nottinghamcity.gov.uk) or call the team on **0115 746 9101**.

## Interested?

We give preference to anyone over 60, although you can apply if you're over 55 and you get Disability Living Allowance (DLA) or a Personal Independence Payment (PIP). You'll need to be on Nottingham's Housing Register, with all available homes advertised through Nottingham HomeLink. To find out more, go to [www.nottinghamcityhomes.org.uk/independent-living](http://www.nottinghamcityhomes.org.uk/independent-living).

## Watch our film!

If you're thinking about independent living, but you're not sure what it might be like, watch the short video that's on our website and hear from some of our lovely residents who are already living in our communities.

We're sure after watching that you'll want to join them too! You can watch it at [www.nottinghamcityhomes.org.uk/ILfilm](http://www.nottinghamcityhomes.org.uk/ILfilm).

# National accreditation for tenant involvement

**At Nottingham City Council Housing Services, we take tenant involvement really seriously. It's only by involving you and getting your thoughts and ideas on what matters to you are we able to improve.**

Our commitment to tenant involvement has now been recognised by the Tenant Participation Advisory Service (TPAS) – a national organisation dedicated to improving tenant involvement in social and council housing.

We've received their **Landlord Accreditation** – recognition of how we involve tenants in all we do and provide you with ways to have your say.

There are many different ways that tenants are getting involved with us. Our tenant-led scrutiny panel is continuously reviewing our services and making suggestions to help us improve.

136 Street and Block Champion tenant volunteers are working with us to improve where they live by being the ears and eyes of their local communities and we have a number of different groups of tenants who are looking at and giving us their suggestions on particular areas – like repairs, damp and mould, ASB and Building Safety.

Councillor Jay Hayes, Nottingham City Council's Portfolio Holder for Housing, said, *"This accreditation underlines what we already knew – that tenant involvement is taken seriously here in Nottingham. Involvement makes a real difference to the communities that we service, to the quality of our estates, and to the city as a whole."*



## Days of Action

One way tenants have been getting involved with us over recent months is by joining in with the many Days of Action that we have been taking part in with partners like the police, Community Protection and a range of Council services.

It's been great to talk to residents about the issues that matter most to you and a big thank you to everybody who has joined us and taken part. Here's just a few photos of just some of the Days of Action you've taken part in so far.



And we're not finished yet...

**Days of Action continue for the next couple of months, with dates as follows\*:**

Friday 22 September – Clifton East

Wednesday 4 October – Lenton and Wollaton West

Tuesday 10 October – Castle Ward

Wednesday 11 October – Hyson Green and Arboretum

Thursday 12 October – Radford

Friday 20 October – Clifton West

Keep an eye on our Facebook page [www.facebook.com/NottmCCHousing](http://www.facebook.com/NottmCCHousing) for all the details.

\*Dates may be subject to change.

## Get involved and make a difference

We're always on the look-out for more tenants to get involved. If you have a real passion to make a difference – we'd love to hear from you and tell you about the many ways you can.

Call us on **0115 746 9100** or email [involved@nottinghamcity.gov.uk](mailto:involved@nottinghamcity.gov.uk).

# Look after your home... **or you may be charged!**

**We know that the majority of tenants and leaseholders value their home and want to keep it in good condition so they can enjoy living in it.**

However, residents sometimes cause needless damage to their property – and in cases such as this, we take action to recover the costs involved in putting things right.

For example, during early lockdown back in 2020, a resident at Ash View, one of the five tower blocks that make up The Woodlands in Radford, set fire to his flat. The resident was a leaseholder, and following the fire, we had to look at a range of options in terms of how best to deal with the aftermath and the costs involved in repairs.

One option was forfeiture – terminating the lease because the resident had breached the terms of his lease by failing to look after the property correctly. However, the preferred course of action – and the one we took – was to take the resident to Court for damages.

The Court found in our favour, meaning that the resident now has to pay almost £2,000 to put right the damage caused.

Whether you're a tenant or a leaseholder, if you cause significant damage to your home, it's likely that we'll pursue you for the costs involved in putting things back to how they should be – even if it's after you've moved out.

**Please look after your home, for everyone's sake. Thank you.**



# Beware of loan sharks

**A loan shark is someone who runs an unlicensed money lending business.**

**They break the law and go knocking door-to-door using intimidation, threats and violence to get their money repaid.**

Sadly, they're operating on our estates and neighbourhoods now. Please don't use them!

If you're struggling financially, it can be all too tempting to use a loan shark to get access to some fast cash.

A loan shark might seem friendly at first – but borrowing from them is never a good idea – there will always be another option.

**There are many risks to borrowing from a loan shark:**

- You pay far more in interest than you would through any legal borrowing.
- You could be harassed or threatened if you get behind on your payments.
- You can easily get in a vicious cycle of debt – borrowing more and more money to repay one loan with another, creating debts that you'll never be able to repay.

## How to spot one

A loan shark will offer you a cash loan but will give you little if anything in the way of paperwork – like a credit agreement or record of payments. They won't give you information on interest rates for what you are borrowing, tell you what you owe or when you will finish paying.

They may take your benefit or bank card as security on the loan. They might even increase the debt on the loan or add other charges for no reason or without warning – even if you're making regular payments and they will often refuse to allow you to settle your debt. And there's a danger they may resort to intimidation, threats or violence to get their money.

## Report them

If you have borrowed money from a loan shark, you haven't broken the law – they have! Any lender who harasses you is breaking the law. If you know of loan sharks near you or you've taken a loan from one of them and you're worried, report them.

You can do it online at the Stop Loan Sharks website – [www.stoploansharks.co.uk](http://www.stoploansharks.co.uk), calling them 24/7 on **0300 555 222**, sending a text with your message to **07860 022 116** or emailing [reportaloanshark@stoploansharks.gov.uk](mailto:reportaloanshark@stoploansharks.gov.uk).

Their specially trained staff investigate and prosecute illegal money lenders and can also provide you with emotional and practical support if you are borrowing from a loan shark. If you, your family or your home is in immediate danger, call the police on **999**.

## Alternatives

If your income is low, you have a poor credit rating or you only need a small amount of money for a short while, there are reputable lenders you can turn to instead of loan sharks.

Notts and Lincs Credit Union promote affordable lending – and you can borrow from as little as £100. Go to [www.nottsandlincscu.co.uk/loans](http://www.nottsandlincscu.co.uk/loans) to find out more.

And please talk to us. We offer **FREE** debt advice and will always do our best to help you. Call us on **0115 915 4920**, email [moneymatters@nottinghamcity.gov.uk](mailto:moneymatters@nottinghamcity.gov.uk) or text **DOSH** followed by your message to **80800** and we'll call you back.



Beware of loan sharks  
circling in your neighbourhood

# Staying safe where you live...

Being safe in your home is one of your top priorities. If you have a safety concern where you live, it's really important that you report it to us so we can investigate.

You can call us on **0115 746 9555** or out of hours, if it's an emergency, call us on **0115 915 2222**.

If you live in one of our high-rise flats, you can speak to your Building Safety Officer – you'll see their details on the lift screens in your block or you can email [building.safety@nottinghamcity.gov.uk](mailto:building.safety@nottinghamcity.gov.uk).

You can also join our high-rise Building Safety Forum to help shape the way we involve high-rise tenants in safety.

Email [involved@nottinghamcity.gov.uk](mailto:involved@nottinghamcity.gov.uk) or call **0115 746 9100** to find out more.

## Building safety in your block

If you live in one of our blocks of flats, there are some things you can do, to help keep you and your neighbours safe:

### Speak to us before making any changes

If you're planning on having new phone, TV or internet equipment installed by contractors – including City Fibre, Hyperoptics or Openreach, you'll need to speak to us first for permission so we can make sure the fabric of the building isn't affected from holes being drilled or other works.

Call us on **0115 746 9555**.



### Be sprinkler savvy

If you've got sprinklers fitted in your home, it's important to look after them so they work properly if they are ever needed.

#### This includes:

- making sure the heads of the sprinklers are not blocked or covered
- being careful when moving furniture or large items that might damage the sprinkler head if they hit it
- **not** removing any covers on the system
- **not** using hairdryers, heat blowers or other hot air items directly near the sprinkler head that may cause a false activation.

Normal day-to-day activities like cooking should not set them off.



### Be e-scooter aware and keep corridors clear

You might have seen stories in the news recently about fires caused by the batteries on e-scooters and e-bikes.

Please do not use corridors or communal areas to charge these devices, or mobility scooters. If a fire starts, it will spread quicker and cause much more risk if it's in a communal area.

Make sure you charge your vehicle in a well-ventilated area, away from anything that might catch fire easily – and never leave it unattended to charge.

It's really important to keep all communal corridors clear of personal items – including mobility scooters, bicycles and furniture. Blocking the corridors could also stop people from getting out of the building quickly in an emergency.

### Mind the gap

Please remember the hatched areas in front of our buildings much be kept clear in case they're needed by emergency services. You shouldn't park in these areas, and please don't let visitors park there either.

And if you're outside your building and hear the fire alarm going off, please do not enter the building – you must stay outside until you've been told it's safe to do so.

# Experiencing ASB?

## Report it – and we'll sort it!

**We want all our residents to feel safe where you live. If you're experiencing ASB, it's really important that you report it to us – so we can sort it.**

The best way of doing that is by downloading and using our new reporting app. The app can be used to report all of your ASB concerns to us.

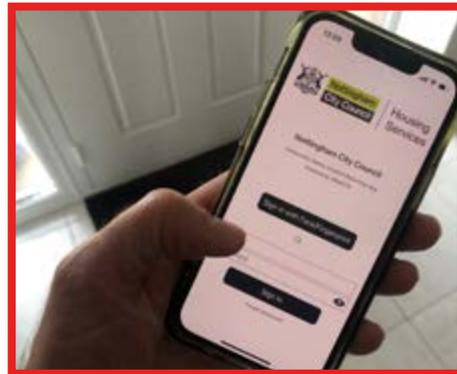
Just search 'ReMOTE Reporting' in your phone's app store.

It's completely free to download, easy to use and you can use it anywhere with an internet or mobile connection.

You need to scan a QR code as part of the set-up process, with all the details and the QR code for scanning available on our website at [www.nottinghamcityhomes.org.uk/ReMOTE](http://www.nottinghamcityhomes.org.uk/ReMOTE).

If you don't have access to a smart phone or tablet, you can still report ASB to us in other ways.

Call us on **0115 746 9555**, email [reportasb@nottinghamcity.gov.uk](mailto:reportasb@nottinghamcity.gov.uk) or you can text **REPORTASB** followed by your message to **80800** and we'll call you back.



### **Know your rights – ASB Case Review**

**We'll always treat any reports of ASB seriously, investigate thoroughly and take the strongest possible action. We work closely with a range of partner organisations including the police and Community Protection to get the best possible outcomes and to support victims.**

We know that sometimes, for a range of reasons, a victim may continue to suffer persistent and complex issues of ASB in spite of the fact that they have reported it. For those rare occasions, where a single case of ASB has been reported three times or more within a six-month period, a victim – or a person acting on their behalf, has the right to request an ASB Case Review (formerly known as Community Trigger).



If the threshold for a review is met, all the agencies that have been involved come together to review the case, share information and decide on what further action they can take to support the victim and deal with the complaint.

The victim or a representative will be invited to be part of this and will be informed about the outcome of the review – what the next step of actions will be and the timescale for completing these.

More information about ASB Case Reviews and how to request one can be found on Nottingham City Council's website – [www.nottinghamcity.gov.uk/communitytrigger](http://www.nottinghamcity.gov.uk/communitytrigger).



## Good Gym has arrived in Nottingham!

**Nottingham's first ever Good Gym has launched, where local volunteers come together to do good in the community and get fit at the same time.**

Good Gym is a national registered charity, and has partnered with Nottingham City Council, to help bring the scheme to Nottingham.

Volunteers help local community organisations and isolated older people by doing practical tasks like planting trees, cleaning out community centres or sorting items at a food bank.

In return, the volunteers, get to keep fit, meet new people and do great things that really make a difference to the local community and environment.

It's free to take part and anybody can join, no matter your fitness level.

If you volunteer, you can attend as often, or as little as you like – and it's a great alternative to more traditional exercise like running, cycling or using a gym.

To find out more and future events, go to: [www.goodgym.org/v3/areas/nottingham](http://www.goodgym.org/v3/areas/nottingham).



## An update on this year's Responsible Tenant Reward

**We made some changes to last year's Responsible Tenant Reward to make sure that there was enough money to continue to repair and improve homes, build new homes and keep you safe.**



We asked for your opinion on three different options the reward should take. More than half of you who responded went for the option that saw all qualifying tenants receive an equal share of the reward – which equated to £29 per tenancy last year.

This year's Reward will follow the same format as last year's and we'll be writing to all tenants to let you know if you have been successful in receiving it at the end of November / early December.

There's no need to contact us before you've received your letter and, for most of you, the letter should give you all the information you need.

## NW4You

**We're really keen to support our younger tenants with finding work.**

Nottingham Works for You (NW4You) is aimed at 16 to 24 year olds in Nottingham who are facing barriers to find work and who aren't currently in education, employment or training.

**The project offers dedicated employment support, including:**

- Job search support
- CV writing
- Completing job applications
- Interview preparation
- Apprenticeships and training
- Overcoming personal barriers

For more information, email [HousingEmployability@nottinghamcity.gov.uk](mailto:HousingEmployability@nottinghamcity.gov.uk) or call us on **0115 746 9100** and ask for a call back from the Employability Team.



# Make sure you're insured!

**The building you live in is insured by us, but your contents and belongings are not.**

This means that if there was a fire or a flood at your home, or it was broken into, and your possessions were damaged or stolen, they would not be covered. Replacing them could cost you a lot of money – which is why it's so important to have contents insurance.

You can sort out your own insurance, or you can use our scheme, which is provided through Aviva.

It currently starts from **62p a week** for £4,000 of cover. It's the same price, wherever you live in the city, and you can pay by Direct Debit or in with your rent.

Unlike most insurance policies, it doesn't have an excess – so you don't have to pay the first part of a claim – and you can have accidental damage cover for a small extra cost.

Find out more by calling **0115 915 4920** or email [rents@nottinghamcity.gov.uk](mailto:rents@nottinghamcity.gov.uk).

## **Already have insurance?**

If you make any changes to your tenancy, please check that your contents insurance policy is still valid.

And always check that the amount of cover reflects the value of items you have in your home.

