

Nottingham Council Housing News

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Inspection by the Regulator of Social Housing – **The results are in...**

We were visited by the Regulator of Social Housing (RSH) last October. The RSH is there to make sure that social housing providers, including local authorities like Nottingham City Council, offer value for money, are efficient, and are able to deliver quality homes and services for current and future tenants.

The visit to Nottingham was part of the RSH's inspection regime of virtually all social housing providers, introduced in April last year to monitor performance.

Following inspection, the Regulator awards housing organisations a grade. These grades range from 1 to 4, C1 being the top score and C4 being the lowest.

The Regulator has graded Nottingham City Council Housing Services at C3 and has concluded that "...*significant improvement is needed.*"

We have been aware of the need to significantly improve services for some time, partly because you, our tenants, have told us what's not working for you.

We take the issues in the Regulator's report extremely seriously, and we're committed to making sure that we're making improvements where they will have the most impact in the areas that matter to you.

Our improvement plans, include:

- Investing £20 million to improve frontline services.
- Delivering a citywide Stock Condition Survey that is inspecting all 25,000 council-owned homes over the next 18 months.
- Employing more skilled tradespeople and working with contractors to tackle outstanding repairs and reduce waiting times for new ones.
- Employing a dedicated team to deal with damp and mould.



We've also established a new **Housing Assurance Board (HAB)**, made up of tenants whose role it is to scrutinise services, make recommendations to help us to improve, and make sure we keep our promises, and a new **Executive Housing Oversight Board (EHOB)**, made up of tenants and senior councillors whose role it is to scrutinise services and make sure we continue our journey of continuous improvement. You can find out more about the HAB on page 13.

We're pleased that the RSH acknowledges our strengths in areas such as **understanding the diverse needs of our residents**, how we deal with complaints, and how we provide relevant and accessible information so you understand what to expect from us as your landlord. We know there's a lot of work to do to improve, and **we're not shying away from doing it.**

Everyone deserves to live in a safe, secure, affordable and decent home, and **we're committed to delivering** what's needed to make this happen.

Our Repairs Service Standards

We want your views for a chance to win £50!

We want to provide you with the very best repairs service that meets the needs of all our tenants. To help us to do that we have a set of Repairs Service Standards that outline what you can expect from us in terms of repairs.

These are available to read on our website at www.ncchousing.org.uk/repairs-service-standards

We want to make sure that these standards reflect what matters most to you. We're starting the process of reviewing these and would like to get your views on them, as well as your thoughts and ideas on anything else you think we should be including.

To do this, we'd be grateful if you'd take a few minutes to complete a short survey by scanning this QR code on your smartphone or device by **no later than Monday 31 March**.

What you tell us will help us to shape and improve our repairs service so that it works for everyone.

£50 prize draw!

As a thank you for taking part, everybody who completes a survey, provides their contact details, and tell us that they'd like to be included, will be entered into a prize draw to win a **£50 shopping voucher**.

Working together, we can make a real difference! Thank you.



Have you told us about your wood burner?

We're finding that some people have installed wood burning stoves in their homes without letting us know, and without getting permission from as outlined in your tenancy agreement.



Not only is this a breach of tenancy, it can also be dangerous – and as your landlord, we have a duty of care to you that includes making sure all heating appliances, including wood burners and wood burning stoves, are safe.

UK building regulations state that, *"...installation work relating to domestic solid fuel, wood and biomass and the associated systems for heating, controls and hot water are subject to Building Regulations."*

Making sure that your wood burner or stove has been installed by a HETAS-registered installer and serviced annually is essential for safety, efficiency, and compliance with these regulations.

We also recommended that you:

- regularly clean the stove's interior, including the firebox and ash pan
- always make sure the air vents are clear
- keep the glass clean so you have a clear view of the fire, and to prevent build-up that can affect heat efficiency
- have your chimney swept at least once a year to remove soot and creosote build-up which can cause chimney fires
- have a professional inspect the stove for any signs of wear and tear, including checking the seals, gaskets, and flue, every year.

We would advise that you use a HETAS-registered installer for servicing or repairs, as they can provide a Certificate of Compliance, which is important for insurance.

Listening to and acting on what you say...

We know from the **Tenant Satisfaction Measures survey** results that one of the areas where you want us to improve is the way that we listen and act on the things that you tell us.

We've been doing a number of things to address this, and it was heartening to see that, although still much lower than where we want it to be, satisfaction levels on listening and acting on what you say had the second largest increase in satisfaction in our half-year report that we published last September – up three percentage points to **55%**.

As well as our Tenant Satisfaction Measures surveys, we've been doing some focussed work around satisfaction with repairs and have been working with an organisation to send out surveys to tenants after we have visited and carried out a repair. Thank you to everybody who has taken the time to complete these and provide your feedback.

Results from these surveys have been positive, with a steady rise in customer satisfaction across all of the questions we ask.

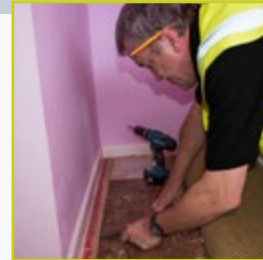
In the six month period from July 2024 to December 2024 we've seen:

- General satisfaction up from 70% to **almost 82%**.
- Satisfaction with our trade colleagues' manner up from 74% to **almost 91%**.
- Satisfaction with our trade colleagues' arrival within the time given was up from 73% to **more than 90%**.
- Satisfaction with how often we call ahead before an appointment up from 52% to **69%**.

These increases in satisfaction levels are a reflection of how we've listened to the feedback you've given us about the service and acted on that to make sure our priority is to always strive to provide the best possible repairs service, that puts you, our tenants, first.

We know that there is much work still to be done to improve our repairs service. Our focus remains on providing high levels of customer satisfaction – always aimed at exceeding your expectations and to get it right, first time, efficiently and to a high standard.

By continuing to listen to your feedback and improving the areas that you tell us are important, we will be able to continue to improve and provide the level of customer service that we want and that you should expect.



Tenant Satisfaction Measures telephone surveys

At the time of going to press, we're carrying out the fourth set of Telephone Satisfaction Measures telephone surveys. As always, a huge thank you to everybody who takes the time to give us their views. Everything you tell us helps us to improve and get better.

We'll be publishing the overall results for 2024/25 in the next edition of this newsletter – out in June!

Updating your Universal Credit journal for April's rent increase

If you're on Universal Credit, you get help with your housing costs. You'll need to update your journal with your new rent amount, or you could lose out on the difference!

If you're a Nottingham City Council or Nottingham City Homes Registered Provider tenant your new rent amount is included on the rent increase notification letter that's enclosed with this newsletter.

Keep the letter safe as you'll need it in April.

If you don't report any changes to Universal Credit correctly when your rent increases from the beginning of April, it could lead to delays in payments and your housing cost element will be underpaid.

Universal Credit will send you a to-do on, or after, Tuesday 1 April called 'confirm your housing cost'. Please do not complete this until **Monday 7 April** (unless you're a NCH RP tenant, in which case you can complete this on Tuesday 1 April).

If you're a NCH Ltd tenant, please look at your rent increase letter for information on how to report your rent increase. If you're not sure of the type of tenancy you have, your rent increase letter will tell you.

Please don't report the changes until you get the 'to-do' on your journal and please don't use the 'change of circumstances' to-do, to report the annual rent change.

These are the steps you need to follow if reporting online...

Confirm your housing costs
Date of change
Did your housing costs change on 1 April 2025?
 Yes No
Continue
Back

Step 1.

Select 'No' if a Nottingham City Council tenant. You'll be taken to a screen that will ask you what date your housing costs change – put 7 April. If you're a NCH RP tenant, select 'Yes'.

Confirm your housing costs
Changes to your rent
You previously told us the total rent for your property is £150.00 per week.
Your landlord should have written recently with details of changes to rent or eligible service charges.
Are you still charged weekly for your rent?
 Yes No
How much is your new rent per week?
Do not include any service charges or rent arrears.
£
Continue
Back

Step 2.

Select 'Yes' and enter the amount in your letter.

Confirm your housing costs
Changes to your service charges
You previously told us the total eligible service charges for your property are £5.00 per week.
Your landlord should have written recently with details of changes to rent or eligible service charges.
Are you still charged weekly for your service charges?
 Yes No
How much are your new eligible service charges per week?
Do not include 'eligible' service charges. They will be listed separately on the letter from your landlord.
£
Continue
Back

Step 3.

Select 'Yes' and enter the amount in your letter.

It's really important that you add up your service charges correctly. You may be asked to accept the charges after we have verified them. Please do this, as your rent will not be paid until you do.



Have a telephone claim?

Please call Universal Credit to report your rent increase on or after Monday 7 April.

On Housing Benefit?

If you receive Housing Benefit instead of Universal Credit, your benefit will be automatically updated and you do not need to do anything.

But please be aware that if you haven't already, you'll soon receive a letter from the Department of Work and Pensions about transferring you over to Universal Credit – go to www.ncchousing.org.uk/uc-migration for more details.



Here to help...

If you're struggling to pay your rent or are having any financial problems, we have a dedicated team who can help you.

Talk to us if you need help with things like:

- Paying your rent
- Checking your benefit entitlement
- Claiming benefits
- Help with debt issues
- Managing your money

You can call us on **0115 915 4920** or email us at moneymatters@nottinghamcity.gov.uk and we'll do all we can to help.

Our help can make a big difference, here's just a couple of examples of how we've supported our tenants recently:

Universal Credit underpayment

We supported a tenant last year who had been migrated over to Universal Credit. The amount of Universal Credit she initially received was a lot lower than we had calculated based on her families circumstances.

We provided intensive support to the tenant over a three month period to correct the complex errors. We issued the tenant with household support vouchers while we tried to solve the issues.

Thanks to the hard work of the team, we finally managed to resolve the issue which saw the tenant receive a payment of **more than £800**. And at the same time we helped them to complete a Severn Trent Water Big Difference application to bring the cost of their water bill down. The tenant was really thankful for the support we were able to provide.

Housing Benefit and Council Tax back pay

We recently supported a tenant who recently returned to their home after a long period in hospital and who hadn't come out of hospital and hadn't received Housing Benefit for eleven months.

We supported the tenant with the appeal and they received **more than £4,000** in back-dated Housing Benefit to their rent account and also a back pay of **more than £1,000** in Council Tax and Council Tax Support of nearly £20 a week.

Clear out when you move out – or it could cost you money

We know that the majority of our tenants look after their homes and, if they end their tenancy, they leave their homes in a good condition.

Unfortunately, a minority are not showing that same consideration and, as a result, the costs of repairing homes when tenants move out is increasing – mainly because of the condition they're sometimes left in.

In the second half of last year, we had to spend **almost £150,000 clearing out empty homes** after tenants had left – and in some cases, as pictured, we even had to pay for specialist cleaning. December alone saw us spending **more than £30,000** on this – money that could have been spent elsewhere on things like improving repairs services.

When you move out, we expect you to leave your home in good condition so we can quickly get it ready for the next person to move in. We like to turn homes around as quickly as possible as we have a waiting list of people who want a home. Empty homes can also attract vandals and anti-social behaviour.

When you end your tenancy, please make sure you take all your stuff from inside your home, garden and any communal areas, and that you've cleaned the bathroom and kitchen.

Please also leave the property in a good state of repair – we'll charge you if we have to replace things like kitchen and bathroom fittings, light fittings, dimmer switches or doors, and if we have to repair holes in walls, ceilings and doors, or door frames.

You can find out more about how to make sure you don't get charged when you end your tenancy at www.ncchousing.org.uk/endingtenancy.



BUILDING A BETTER NOTTINGHAM

More new homes are on their way!

Building a Better Nottingham is the biggest council house building programme in a generation, and is seeing hundreds of new council homes being built across the city.

The latest Building a Better Nottingham projects to be included in the programme are both on the sites of former care homes – **Oakdene**, at the junction of Woodborough Road and St Ann's Way in St Ann's, and **Laura Chambers Lodge**, on Swansdowne Drive in Clifton.

The **Oakdene** site will have **24 new homes, 15 houses and nine flats** (artist impression below) that will be let to Nottingham people who are on the waiting list for a home. Building at Oakdene is estimated to take around 12 months, and all homes will be energy efficient to keep residents' bills down and protect the environment.



At the **Laura Chambers Lodge** site, we have planning approval to build around **40 homes** – houses and flats. Over the coming months, we will be finalising our plans, getting permissions in place, and finding a construction partner to do the works.

We'll keep you updated as works continue...

Latest from the Housing Assurance Board

Our tenant and leaseholder Housing Assurance Board (HAB) Members have had a busy few months!

As a reminder, the HAB is made up of 13 tenants and leaseholders and their role is to scrutinise our services, make recommendations to help us to improve and to hold us to account on what we say we'll do.

The aim of the day was to give Board Members a real insight into the breadth of our work as they work with us to scrutinise our services and make recommendations to help us to improve.



Since their first meeting in October, they've met a further three times and have also visited locations across the city to find out about, and to see first-hand, the work happening across our estates and neighbourhoods.

Their packed schedule included visiting some of our independent living communities, high-rise flats, our Bestwood new build site, Decent Neighbourhoods improvements we've made at Byron Court in Sneinton and visiting one of our empty properties to see how we get it ready to re-let.

HAB Chair, Tanaiya Daniel said: *"As Housing Assurance Board Members, I feel we've really hit the ground running."*



"We've already had a number of presentations about key areas of work within housing and have had the chance to ask questions, challenge and scrutinise the work being done to make sure we're getting the very best for our residents."

"It was great to be able to visit a range of locations across the city recently and see the wide range of work being done across housing."

"On behalf of the Board, I'd like to thank Housing colleagues for the time they've taken to engage with us about their work."

You can read all the meeting notes from past HAB meetings and find out more on our website at www.ncchousing.org.uk/hab.



Could you become a

Neighbourhood Representative?

Neighbourhood Representatives are a valuable link between us and your neighbourhood – helping to improve where you live by being the eyes and ears of your local area.

A huge thank you to all our Neighbourhood Reps for the **real difference** you're making to your communities. Previously known as Street and Block Champions, the name Neighbourhood Representatives has been chosen by tenants as a name that you feel more **accurately reflects** the role.

Being a Neighbourhood Representative, you can **get involved** as much or as little as you want. You might be a **good neighbour**, looking out for those in need – or you might want to **report concerns** and issues to us that are affecting the quality of life for you and your neighbours.

You'll be involved with things that only have a **positive impact** on where you live – you won't be responsible for taking on or reporting issues on your neighbours behalf.

In return for becoming a Rep, you'll benefit from an induction – either face-to-face or online – to help you carry out your role, direct day-to-day support from your relevant Tenant and Community Involvement Manager, have access to **FREE** training through our Tenant Academy, the chance to meet fellow Reps and make new friends and, of course, the opportunity to make a positive difference to your neighbourhood and the lives of those who live there.



Trevor Clower

Trevor Clower is a Neighbourhood Representative for his Bestwood independent living community – helping to make a difference to the lives of his friends and neighbours who live there.

Trevor says: *“Being a Neighbourhood Representative is my way of giving something back to the neighbours who have been good to me.”*

“It's about helping people. It might just be a small thing that you do, but it makes a big difference and helps to bring us all together as a community.”

Watch our film!

Thanks to the support of a number of our Neighbourhood Reps, we've produced a short film that gives you a taste of what it's like to be one, the types of things you can get involved in and the difference you can make.

Just scan this QR code using your smart phone or device. Or go to our channel at www.youtube.com/@NottmCCHousing to watch it there.



Get in touch...

If you'd like to find out more about becoming a Neighbourhood Representative for where you live, there's lots of information on our website at www.ncchousing.org.uk/neighbourhood-reps.

Or you can email involved@nottinghamcity.gov.uk or call **0115 746 9100** and ask to speak to a member of the Tenant and Leaseholder Involvement Team.

Best Garden Competition 2024 winners

We were delighted to officially crown the winners of the 2024 Best Garden Competition at the end of last year with special door-step ceremonies for the winners.

Many congratulations and thank you to everybody who entered last year's competition. Entrants were judged by a panel of horticultural experts who had the difficult task of choosing the winners. All the winners received a trophy, a certificate and a gardening voucher to spend at Woodthorpe Park Plant Nursery. Runners up and third prize gardens also received prizes.

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

Thank you to everybody for all you do to look after your gardens.

Here are your 2024 winners...

Best overall garden – Rachel Leighton, Wollaton

Best floral garden – Mr and Mrs Palmer, Bulwell

Best community garden – John Shaw, Bulwell

Best edible garden – Amanda Prout, Basford

Most colourful garden – Ivor Beasley, Bestwood

Best wildlife garden – Michelle Hubbard, Sherwood

Best communal garden – Mike Clifford, Sherwood

Inspirational gardener of the year – Peter Morley, Bulwell

Best small garden – Rachel Leighton, Wollaton

Best young gardener – Heather Hodgkinson, The Meadows

Best overall garden – Grace Devey, Sneinton



Winner of the **Best Small Garden category** and the **Overall Best Garden** winner for 2024, Rachel Leighton said upon receiving her awards:

"I was delighted to find out that I had won both of these categories. I love gardening and I love my garden – for my work to be recognised feels great. My son, Reece, also helps me and it's wonderful to see him being inspired as well!"



"I'd encourage anybody to have a go at gardening – you don't need a garden – you can grow plenty of things just on your windowsill. It's a real sense of achievement seeing something that you've nurtured grow and flourish and taking pride in your garden helps improve the local area for all."

2025 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.

Make 2025 the year to get into work!

Is 2025 the year that you, a family member or friend would like to get into work? **We can help you...**

Our specialist team can provide you with **FREE** 1-to-1 employment support and training at a time and place that suits you. You might need help to **write a brilliant CV**, get tips on making **great job applications** or how to **impress at an interview**. Or you might just want support in **building your confidence** to help you take the next step.

You just need to be aged 16 or above, live in a Nottingham City postcode area and be currently unemployed to qualify. Get in touch today by emailing housingemployability@nottinghamcity.gov.uk or take a look at our website for all the different ways we can help you: www.ncchousing.org.uk/employability.

Or, why not come and talk to us face-to-face?

Our specialist employment advisors are at the following places each week to give you advice and support:

Bilborough Library
Tuesdays, 1pm to 3pm

Clifton Library
Tuesdays, 10am to midday

Dales Centre
Wednesdays, 10am to midday

• **The Meadows Library**
Wednesdays, 1pm to 3pm

• **St Ann's Valley Library**
Wednesdays, 10am to midday

• **Hyson Green library**
Thursdays, 10am to midday

Drop-in and see how they can help you!



UK Shared Prosperity Fund

We've joined with partners across the region to deliver a new programme called the UK Shared Prosperity Fund (UKSPF).

Through the programme we can offer a range of support services to help address the challenges you may be facing in finding work, including:

- help with CV writing
- applying for jobs
- support with completing application forms
- signposting to job opportunities
- advice on the local training options and courses that are available
- life-skills support such as financial advice.

You must live in Nottingham City and be economically inactive, or long term unemployed with no successful outcome claimed through Restart / Kickstart etc.

If you're aged 18 to 24, you need to have been unemployed for at least six months or, if you're 25 years and older, you need to have been unemployed for at least 12 months.

Email us at HousingEmployability@nottinghamcity.gov.uk to find out more.

 **Funded by
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UP**



Tenant Academy spring training programme – out now!

We provide **FREE** training exclusively for Nottingham City Council tenants and leaseholders' through our Tenant Academy.

From getting some new qualifications that might help you to get a job to taking part in a course to help improve your personal wellbeing. From activities you can take part in as a family to volunteering opportunities to help you give something back, the Tenant Academy has all this and so much more! Our spring prospectus is out now and available to download from our website at www.ncchousing.org.uk/tenant-academy.

Here's just a few of the brand new courses that are available in the latest prospectus:

FREE British Sign Language Courses

We're delighted to be supporting the Nottinghamshire Deaf Society to promote their offer of **FREE** Level 1 and 2 British Sign Language (BSL) courses for Nottingham City Council tenant and leaseholder parents / carers of deaf children.



BSL courses can be expensive. By offering this course free of charge, we want to be able to support parents, carers and children to be able to sign.

Research has shown that when parents or carers can teach children to sign basic words, it can help improve communication between the parent / carer and child and have a positive impact on a child's confidence and helps to reduce the isolation that a deaf child may feel due to a lack of communication.

If you'd be interested in taking part, or you know somebody who might, please email Nicola Perkins at nicola.perkins@nottinghamcity.gov.uk.

Read Easy



Read Easy offers **FREE** one-to-one coaching with trained volunteer reading coaches for adults who want to learn to read.

Find out more at www.readeasy.org.uk or call **01388 435 021** to find information about your local group.

Digital and Maths support through the Second Chance Learning Academy

Wednesdays, with time slots between 1pm and 4pm
Hamilton House, 9 Hucknall Road NG5 1AE.

Book a one hour small group or 1-to-1 support session by texting, calling or sending a WhatsApp to **07399 630 885** or email us at involved@nottinghamcity.gov.uk for more information and support with making a booking.

Meet the Tenant Academy

Come and see us at the following locations to talk to us about the Tenant Academy, what we can do for you and to tell us about the types of courses you'd like to see available.

Here's where we're at:

- Clifton library, Clifton on the first Tuesday of every month.
- Dales Centre, The Meadows on the second Tuesday of every month.
- The Mary Potter Centre, Hyson Green on the third Tuesday of every month.
- The Chase Neighbourhood Centre, St Ann's on the fourth Tuesday of every month.

Or if you can't make these dates, you can tell us what interests you by completing this short online form by scanning this QR code using your smart-phone or device.



Become a jargon buster!

We always try to present information that's clear and isn't full of jargon.

But we know that in housing there are lots of different acronyms, words, expressions and phrases that we sometimes use, which might be more difficult to understand than we think.

It's always useful to get comment and feedback from you on how we're doing with this, and that's why we're looking for residents to join our new Jargon Busters team. As a jargon buster, we'll ask you to look at and review information that we're sending out to tenants to check that it's clear in the way it's presented and can be understood.

There might, for example, be something in this newsletter that you think could be explained better or is laid out in a way that you find confusing. You'd let us know that so we can improve that for next time.

If this sounds like something you want to get involved in, we'd love to hear from you. Email nicola.perkins@nottinghamcity.gov.uk or call Nicola on **07864 941 982**.

DOMESTIC VIOLENCE DISCLOSURE SCHEME –

CLARE'S LAW

The Domestic Violence Disclosure Scheme, also known as Clare's Law was named after Clare Wood – a woman who was murdered by a former partner who police knew to be dangerous.

Clare's Law allows you to find out if your partner has a history of violence or abuse and provides help and support to a potential victim so they can make an informed choice about continuing a relationship.

There are two parts to the scheme:

Right to ask

A person can ask the police about a partner's previous history of domestic violence or violent acts. If you're worried that another person could hurt or abuse you, you can ask if they have a police record.

Family, friends or those who may be responsible for your safeguarding, like a social worker, can also ask for you.

Right to know

Police can check if the person there are concerns about has a police record and will share that information with you if they do, to protect you.

You can ask the police for information by going into a police station or asking online.

FIND OUT MORE

Find out more about the Domestic Violence Disclosure Scheme by going to www.gov.uk and searching 'Domestic Violence Disclosure Scheme'. To request information under Clare's Law, go to www.nottinghamshire.police.uk and click on 'Request' or search 'request information'.

DON'T SUFFER IN SILENCE

If you're suffering as a result of domestic abuse, you can report it to us by:

- Downloading the ReMOTE reporting app – go to www.ncchousing.org.uk/remote for all the details
- Calling us on 0115 746 9555
- Emailing reportasb@nottinghamcity.gov.uk

There's also lots of information and useful links on our website at www.ncchousing.org.uk/domestic-abuse.

TACKLING ANTI-SOCIAL BEHAVIOUR IN OUR COMMUNITIES

We know that the vast majority of our tenants are well-behaved and help to make our estates and neighbourhoods great places to live.

Unfortunately a small minority who commit acts of anti-social behaviour (ASB) can have a big impact on the quality of life of those residents who are affected by it. We strongly encourage anybody who is a victim of ASB to report it to us as soon as possible so we can properly investigate and take the strongest possible action to those found to be committing it.

These are just a couple of examples of what we've been doing recently to tackle ASB issues in our neighbourhoods:

Partnership in action – Bulwell eviction

At the end of last year, working in partnership with the police, Nottingham City Council's ASB and Noise Pollution teams, we evicted a tenant from his Bulwell Home after making his neighbour's lives a misery by blasting music out at all hours of the day and night.

The tenant had been issued with a range of different actions to stop his anti-social behaviour. Unfortunately the ASB did not stop, so a Possession Order was granted and, after unsuccessfully appealing the Order, an eviction warrant was carried out and the tenant was removed from the property.

Sneinton closure order

Working in partnership we gained a three-month closure order of a flat at our Bentinck Court high-rise that was being used for drug crime and ASB following reports from neighbours and passers-by.

The closure order prevented anybody from entering the flat with anybody found breaching the order committing an offence that would be liable for imprisonment or a fine. It offered immediate respite to the local community, with residents noticing a significant reduction in ASB and reporting feeling safer and more secure in their homes.

REPORT IT!

For advice or to report anti-social behaviour, call us on 0115 746 9555 or email reportasb@nottinghamcity.gov.uk. We also encourage you to report criminal behaviour to the police. For non-emergencies call 101. If you or your home is in immediate danger, call 999. Or report crime anonymously by calling Crimestoppers on 0800 555 111.

A BIG THANK YOU TO OUR TENANT ASB SERVICE USER-GROUP

We're proud to have some fantastic tenants and leaseholders as part of our resident ASB service user group.

Over the last year they've reviewed our ASB letters, provided feedback on our ASB leaflet, commented on our ASB policy and are currently working with us to draft a set of new ASB Service Standards.

We're always looking for more people to join so if you're passionate about dealing with ASB and have thoughts and ideas about how we can improve, please get in touch. Email involved@nottinghamcity.gov.uk.

Could you find your way out if there was a fire?

When a fire starts in a home, **every second counts**. Heat and smoke creates confusion and panic – but having an escape plan in place can help make sure that everyone gets out **quickly and safely**.

It doesn't take long to make an escape plan – and it really could save you and your family's lives. Your plan should involve how to get out safely, and who should do what.

When you're making your plan, remember these golden rules:

1. Think about anyone in your household who might have difficulty escaping quickly and decide who would help them.
2. Have you got two ways out? Your first choice of escape should always be through the main door – but what if that's where the fire is? Your second way out could be through another door, or through a window. Keep all your door and window keys together, and make sure everyone knows where they are.
3. Agree on a place where everyone should meet when they get outside.
4. When you are out, stay out and call **999**.

If you live in a flat and you can't get out because the fire's by the main door, find a safe place to remain and close the door. Packing clothes and blankets around the door will help to keep smoke out. Go to a window, shout for help, and call **999**.

No matter where you live and what your escape plan involves, everyone in your household should practice the escape plan regularly. **And remember** – make sure your heat and smoke alarms are working by testing them weekly, and when you go to bed, make sure all doors are closed and exits are clear. If there's a fire, doing this will slow down the speed that the fire spreads, and will help you get out quickly.

Charging your e-bike or scooter at home? Make sure you #chargesafe

Here are some tips to charge your equipment safely and prevent accidents...

1. **Use the manufacturer's charger**
 - **Always** use the charger provided by the manufacturer, or one that's specifically recommended for your model – **don't** buy cheap imitations online.
 - **Avoid** generic or third-party chargers that may not be the right specification.
2. **Check the charging environment**
 - Charge your e-bike or scooter in a **well-ventilated area** to stop it overheating.
 - Make sure the space is dry, to **avoid the risk** of electric shock.
 - Keep the charger and battery away from **flammable** materials.
3. **Inspect the equipment**
 - Regularly **check the charger** and battery for visible damage such as frayed wires or cracks.
 - **Avoid** using damaged chargers or batteries – replace them immediately.
4. **Follow charging guidelines**
 - **Avoid** overcharging. Unplug the charger once the battery is full.
 - **Don't** leave the equipment charging unattended for long periods, especially overnight.
 - Make sure the charger is **securely** connected to both the power outlet and the equipment.
5. **Avoid extreme temperatures**
 - Charge in environments where the temperature is **between 50°F and 77°F** (or 10°C and 25°C).
 - **Avoid** charging in direct sunlight, near heaters, or in freezing conditions.
6. **Use a surge protector**
 - Plug your charger into a surge protector to guard against power surges that could damage the battery or **cause a fire**.
7. **Store batteries safely**
 - If you remove batteries for charging, store them on a **non-flammable** surface like concrete or a metal shelf.
 - **Avoid** putting batteries on soft surfaces like sofas or beds which can trap heat.
8. **Maintain your batteries**
 - **Regularly** clean battery terminals and charger ports so they connect properly.
 - Only charge the battery to **around 50%** if you're storing the e-bike or scooter for an extended period.
 - Only charge batteries **when necessary** to extend their life.
9. **Dispose of batteries properly**
 - **Don't** attempt to charge a damaged or swollen battery. **Safely** dispose of it at an authorised recycling or disposal facility.

Please be aware that there are rules to where you can use privately owned e-scooters. For advice on e-scooter usage go to www.nottinghamshire.police.uk and search 'advice on using e-scooters'.

Chip pan or air fryer – what's best?

Using an air fryer instead of a traditional chip pan is a **much safer option** – and air fryers are coming down in price all the time, with decent ones available from just **£20**.

Chip pans are usually heated on a gas or electric hob, which involves an open flame or high heat source.

Because they're filled with hot oil, they're a **common cause of kitchen fires** as the oil can overheat and ignite if left unattended. Hot oil can also cause **severe burns** if spilled or splashed.

Air fryers on the other hand use minimal or no oil, greatly **reducing the risk of fire or accidental injuries**. Also, most air fryers have built-in timers and automatic shut-off features which prevents overheating or accidental overcooking. Plus, air fryers are self-contained and don't require external heat, making them **much safer**.

So, switching to an air fryer improves both kitchen **safety** and cooking **efficiency**. If you're considering the change, it's a practical and modern alternative to the traditional chip pan – **why not give it a try?**



Talking about Building Safety

We've been getting the views of residents and colleagues about how best to engage and involve residents in building safety.

We've held events at all of our high rises across the city to talk to people about what they think, and we're getting lots of positive feedback. And we've asked for the views of all residents through an online survey that ran until the end of January.

Thank you to everyone who came along to an event, shared their views in-person or online and spoke to us about living in a high rise – it's great to hear that we're on the right track with our approach to building safety. But we're not resting on our laurels, and we'll continue to look to make improvements.

Our updated Resident Engagement in Building Safety strategy will be published later this year.

In the meantime, if you need to talk to us about building safety, please email building.safety@nottinghamcity.gov.uk.



Community Neighbourhood Gardens are on their way!

We'll be working with Nottz Garden Project over the coming months to deliver a pilot project that will see Community Neighbourhood Gardens developed in Hyson Green and Bestwood.

The Community Neighbourhood Gardens project aims to tackle fly-tipping and anti-social behaviour hotspots by introducing a community solution that offers opportunities for healthy living, social interaction and skill sharing. Community gardens also aim to enhance food security, boost mental well-being and revitalise neglected spaces.

We're looking forward to working with tenants and community representatives at both sites to deliver great green spaces for everyone to enjoy.

If you'd like to get involved or find out more, please call **0115 746 9100** or email involved@nottinghamcity.gov.uk.

Need to use a PC or access wi-fi?

If you haven't got access at home, Nottingham City Libraries offer **free** PC use, copying, scanning services and Wi-Fi access.

Computers are free to use for **library members**. If you're not a member you can join online or at your local library.

Free public Wi-Fi provided by GovWifi is available in all Nottingham City Libraries – as well as many other Nottingham City Council buildings. The first time you use it, you'll need to sign up by texting 'GO' to **07537 417 417** – or ask the library staff if you need help.

Find out more at www.nottinghamcitylibraries.co.uk.





Respecting our staff in your home

Whenever one of our employees or contractors visits your home, we expect them to be polite and treat **you** with respect.

We also expect **them** to feel safe and respected in your home.

To protect the health and safety of our staff or agents, you must make sure that you **don't smoke while they are there**. We also ask that your home is **smoke free** when they attend your home by appointment, which means refraining from smoking for **half an hour before** they arrive.

You're also responsible for the **control of your pets**, and any pets visiting your home. Having work carried out on your house can be quite **stressful** for your dog. Unusual noises and the presence of strangers in your home can be very confusing.

Please make sure that any pets are **kept away** while our agents are in your home, even if the animal is friendly. This is to **protect** the safety of our staff and contractors, and to protect your pets.

We have a **legal duty** to care for our employees, and so our workers are given the right to leave, or not enter homes, if they feel uncomfortable. Thank you!

