



Neighbourhood Representatives Handbook

My Neighbours, My Neighbourhood

Thank you for becoming one of our Neighbourhood Representatives. Many people like you are already making a real difference in their neighbourhoods.

We've produced this handbook to help you as a volunteer and hope you find it beneficial.

We want to make sure we're listening to you, acting on what you tell us, and telling people about the difference you're making to improve your neighbourhoods.



Nottingham
City Council

Housing
Services

What is a Neighbourhood Representative?

As a Neighbourhood Representative, you'll be a valuable link between us and your neighbourhood – helping to improve where you live by being the eyes and ears of your local area.

You may be a good neighbour, looking after those in need or reporting concerns that are affecting the quality of where you live – things like fly-tipping, litter, graffiti or anti-social behaviour.

We will work together with you and your neighbours on activities that improve your neighbourhood or that help bring your communities closer together.

You can be involved as much or as little as you want. You will not be responsible for taking on or reporting individual issues for your neighbours. As a Neighbourhood Representative, you'll be involved solely with things that have a positive impact on where you live as a whole.

What's involved?

As a Neighbourhood Representative, we'd encourage you to:

- report any issues / concerns in your neighbourhood such as litter, fly tips and any communal repairs using the contact details provided in this booklet
- note down the issues / concerns reported or any activities you've been involved in (litter picking, for example) using an online form or on recording log sheets, that we'll provide, and handing them directly to your Tenant and Community Involvement Manager when you see them. Completing the log sheets is important because it will make sure that any issues you report are escalated, if necessary. And we can also use what you tell us to promote and celebrate what you've been doing in the Neighbourhood Representatives newsletter
- signpost people to Nottingham City Council Housing Services, including involvement opportunities, and Tenant Academy courses using information provided in this booklet.



As a Neighbourhood Representative, you might want to:

- take part in neighbourhood inspections carried out by staff
- do litter-picking
- attend local Neighbourhood Representatives' meetings
- help organise a small event
- maintain a green space
- share Nottingham City Council Housing Services information with residents – such as delivering leaflets or putting posters on notice boards.

These are just a few suggestions / ideas. We want to offer you as much flexibility as possible, so you can identify the issues you want to address and find solutions that suit your neighbourhood.

If you have any other ideas to improve your neighbourhood, please get in touch with your Tenant and Community Involvement Manager by emailing involved@nottinghamcity.gov.uk.

In return, as a Neighbourhood Representative you'll benefit from:

- Neighbourhood Representative induction and training available face-to-face or online
- access to free training through our Tenant Academy
- the opportunity to make a positive difference to your neighbourhood and the lives of those who live there
- the chance to meet new people / make new friends.



How to report issues / concerns

By reporting issues to us we can make sure that these are dealt with as soon as possible. We've listed below the ways you can report some of the most common issues found on our estates.

Flytipping – report online at www.nottinghamcity.gov.uk/reportit or call **0115 746 9555**.

Graffiti – Report it to the Tenancy and Estate Services team on **0115 746 9555** or email repairs@nottinghamcity.gov.uk.

Communal emergency repairs – Report it to our repairs team on **0115 915 2222**.

Dog fouling – To report issues with dog fouling go to www.nottinghamcity.gov.uk/report-a-problem-in-your-neighbourhood and click on 'Dog fouling' or call **0115 915 5555**.

Pest control – For information on pest control go to www.nottinghamcity.gov.uk/pestcontrol or call **0115 915 5555**.

Bulky waste – Go to www.nottinghamcity.gov.uk and click on 'Request a Bulky Waste Collection'.



Estates and Caretaking Services

The Estates and Caretaking team is responsible for providing a caretaking service to a number of blocks across the city. This includes Independent Living Schemes, high-rise and low-rise blocks.

We also have a team of Estates Caretakers who carry out work on housing land, and communal areas where we provide a caretaking service and some clearances of alleyways and garage sites across the city. We work closely with Nottingham City Council's Green Spaces and Waste Management teams to provide services to our residents.

Comments, compliments and complaints

Feedback from customers is always important to us. If we've got things wrong and you need to make a complaint, if we've done something great and you want to send us a compliment or if you just have a comment you wish to make us aware of, we want to hear from you.

Compliments and comments are logged and passed to the relevant teams. If you make a complaint, we'll acknowledge it in writing and provide a reference number, investigate it, and then provide a written response within 10 working days.

Comments, Compliments and Complaints can be made in a range of ways. The quickest and easiest is to use our online form at www.ncchousing.org.uk/complaints but you can also email us at feedback@nottinghamcity.gov.uk, or call us on **0115 915 7333**.

Working with ward councillors

Your local councillor's main role is to represent the ward and the people who live in it, providing a bridge between the community and the council.

We'd encourage you to build a strong relationship with your local councillors. They'll be interested in your views and can share vital information on local campaigns and communicate council decisions that will affect tenants – as well as representing your views to the council. www.nottinghamcity.gov.uk/councillors.

Community-led solutions

Community-led solutions can be successful in improving your neighbourhoods and the lives of your neighbours.

These are some of the things Neighbourhood Representatives are already doing:

- Litter picking
- Joining staff on neighbourhood inspections
- Maintaining a communal green space or garden.

As a Neighbourhood Representative, you'll have access to a dedicated Tenant and Community Involvement Manager who will provide support and guidance when needed. They can help you access equipment, provide practical support and help you to access different parts of the council to solve a variety of issues.

How much time you put in will depend on the needs of your neighbourhood and the activities you decide to do.



Tenant and Community Involvement Managers

Kate Rand

(Aspley, Bilborough, Bulwell, Bulwell Forest, Leen Valley)

Email: kate.rand@nottinghamcity.gov.uk

Telephone: 07940 406 919



Afzaal Nawaz

(Basford, Berridge, Bestwood, Castle, Hyson Green and Arboretum, Radford, Sherwood)

Email: afzaal.nawaz@nottinghamcity.gov.uk

Telephone: 07484 970 127



Nicola Perkins

(Clifton East, Clifton West, Dales, Lenton and Wollaton East, Mapperley, Meadows, St Ann's, Wollaton West)

Email: nicola.perkins@nottinghamcity.gov.uk

Telephone: 07581 063184



Induction

As a Neighbourhood Representative we'll provide you with a short induction – that we can do either online or face-to-face. The induction will give you knowledge about the role and information to help you get started making a difference in your neighbourhood.

Directory / contact information for signposting

One way that you can help as a Neighbourhood Representative is by helping your neighbours. It might be that they don't know who to contact about some of the issues that they're facing.

In this section, we've listed some of the most common issues that your neighbours might be facing and where you can help them to go, to get the help or support they need.



Rents and Tenancy Sustainment

Nottingham City Council Housing Services will always try to help anybody who is struggling financially. The last thing we want is for any resident to be at risk of losing their home having not paid their rent first.

Call our rents team on **0115 915 4920** or email rents@nottinghamcity.gov.uk.

You can find lots of useful information on our website, including paying their rent online and useful information videos that could help www.ncchousing.org.uk/your-rent.



Talk to us if you're having money problems

We have a Tenancy Sustainment Team that 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.

You can contact our Tenancy Sustainment Team on **0115 915 4920** or by email on moneymatters@nottinghamcity.gov.uk.



Anti-social Behaviour

We want you and your neighbours to be able to feel safe and secure in your homes and neighbourhoods.

Anti-social behaviour (ASB) is unacceptable behaviour that affects the quality of life for residents and others living or working in the community.

Please report any kind of ASB to us by:

- Downloading the **ReMOTE** reporting app – www.ncchousing.org.uk/ReMOTE
- Calling us on **0115 746 9555**
- Emailing reportasb@nottinghamcity.gov.uk
- Text: **REPORTASB** to **80800** with your name and telephone number.



There's also lots of information on our website at www.ncchousing.org.uk/asb as well as information about:

Domestic Abuse – www.ncchousing.org.uk/domestic-abuse

Hate Crime – www.ncchousing.org.uk/hate-crime

We also encourage you to report criminal behaviour to Nottinghamshire Police:

Non-emergency call **101**

Emergency call **999**

Crimestoppers anonymously on **0800 555 111**

Fuel poverty

We're making improvements to thousands of homes across the city to help make them more energy efficient, warmer and to help save residents money on their fuel bills.

But we know that the high costs of gas and electricity mean that hard decisions need to be made about heating their homes.

As a Representative, there are things that you can do to help people who may be struggling:

- Tell them to contact the Energy Team **0115 746 9555** or email energyteam@nottinghamcity.gov.uk
- Direct people to our website, which has lots of information that could help – www.ncchousing.org.uk/your-home/energy-and-sustainability
- Put them in contact with St Ann's Advice Centre who have people who can provide help and advice – www.stannsadvise.org.uk or **0115 950 6867**.



Finding a home

The Nottingham HomeLink website – www.nottinghamhomelink.org.uk is the first port of call for anybody who is looking for a home in Nottingham to be able to understand what their housing options might be.

It has lots of useful information about these options, including how to register, if eligible, to join Nottingham's Housing Register, a range of online forms for different enquiries, applications for priority housing on medical grounds and mutual exchanges.

Paper forms are no longer used for HomeLink applications or the Mutual Exchange process. Please direct your neighbours to this website for housing options advice or they can call the team on **0115 746 9977** or email homelink@nottinghamcityhomes.org.uk.



Getting Involved

As a Neighbourhood Representative you're already playing your part in making your neighbourhood better for you and others – thank you.

But we need more people like you! We want to give residents every opportunity to get involved with Nottingham City Council Housing Services – to help shape our services and make a real difference.

There are lots of ways you and your neighbours can do just that. Tell them about them, encourage people to get involved and get them have a look at our Menu of Involvement or contact us at involved@nottinghamcity.gov.uk.



Tenant Academy

We provide FREE needs-led training for Nottingham City Council tenants, leaseholders and members of community groups who support our neighbourhoods.

We offer a wide range of training and development opportunities – online and face-to-face. We offer support to help you find a job as well as accredited training from approved professional bodies that can typically last for up to three years.

To find out about the latest courses available through the Tenant Academy visit www.nottinghamcityhomes.org.uk/your-skills, email involved@nottinghamcity.gov.uk or contact your Tenant and Community Involvement Manager (see page 8).

