

Nottingham Council Housing News

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Inside this issue:



Tenant Satisfaction
Measures – 2024/25
Annual Summary

See page 10



Your voice matters!
Tenant and Leaseholder
conference 2025.

See page 21

Help shape
our services
with our Menu
of Involvement –
Enclosed with
this edition!

Best Garden Competition Open for entries!

See page 18

4	Getting repairs right...
6	Struggling with your finances? Talk to us!
8	ASB Awareness Week 2025
9	Domestic abuse Sanctuary Scheme
10	TSM 2024/25 Annual Summary
17	Hints and tips from our Customer Service Centre
18	Best Garden Competition 2025
20	Tenant Involvement: You make the difference!
22	#liveandlearn at the Tenant Academy
24	Building safety: Reduce your risk of having a fire at home
26	News in brief
28	Garden Assistance Scheme – 2025 garden waste collections



Future of the Responsible Tenant Reward

At the end of last year we wrote to all tenants to let you know that we were considering ending the Responsible Tenant Reward and to get your views on options for what we could use the money for instead.

Thank you to everybody who gave us their views. We had almost 250 responses.

The Responsible Tenant Reward began in 2014 to incentivise good tenant behaviour and was originally planned to run for three years, but continued for ten. The last two years, the total amount we've spent on the reward had been reduced – with qualifying tenants receiving £28 in 2023 and £26 in 2024.

This is still a comparatively more expensive reward scheme than other councils, but there is now no direct evidence that the Reward influences tenant behaviour.



Decision

The majority of people who replied supported the idea of splitting the money between the two options of:

1. Supporting tenants who may be looking to move to a smaller home, to help free-up larger homes for Nottingham families in desperate housing need.
2. Providing extra funding into our Tenancy Sustainment Team, so that we can support even more tenants in need of help with rising costs and who are struggling to make ends meet.

As a result, the decision has been made to **end the Responsible Tenant Reward** and to use the money to fund both of these options.

Redirecting this funding to support these two options will have a real impact on the lives of many current and future tenants.

Specifically, this will mean creating a new 'Rightsizing team' and an incentive scheme to encourage and support tenants who are under-occupying and want to move to a smaller home and to provide extra resources for our Tenancy Sustainment Team to support tenants facing financial hardship.

We'll keep you updated on progress with this in future editions of this newsletter.

Getting repairs right...

Whether it's long wait times, appointments that are missed or repairs that take too long to fix, this is not what you should expect or deserve. **But we're determined to get it right!** It's not going to be a quick fix – we have a large backlog of repairs right now that we're working hard to get through – but we want you to know that we're committed to improving the service.

There's a number of things we're doing right now, including:

- **recruiting more staff**, including extra trades colleagues and admin support, as well as having dedicated teams with a focus solely on clearing the backlog of repairs
- **investing** in better systems to help us plan and manage repairs more easily
- making it easier to contact us to **track your repairs**
- we're getting your views through a new **Repairs Service Improvement Group** that's helping us to shape the service based on your priorities. To find out more about that and to join, email involved@nottinghamcity.gov.uk.

In this edition of Nottingham Council Housing News, we're including the **2024/25 Tenant Satisfaction Measures Annual Summary**.

Although satisfaction with repairs isn't at the level it should be, there are signs that we might be seeing the start of an upward trend in satisfaction. Overall satisfaction with repairs in the final survey we ran for 24/25 at 67% – the highest we've seen for two years (see page 10 to find out more).

Thank you for bearing with us as we work hard to improve. We know it's not been easy. We're doing everything we can to turn things round to give you a repairs service you can rely on.



We know that our repairs service hasn't been good enough lately and there's a lot to do to get the service to where we want it to be.

Repairs Service Standards

In the last edition of the newsletter we asked for your views on our Repairs Service Standards that outline what you can expect from us in terms of repairs.

You can read our current standards on our website at www.ncchousing.org.uk/repairs-service-standards.

Thank you to everybody who took the time to give us your views. We're now reviewing what you told us to make sure these standards reflect what matters most to you. We'll update you more on that in the next edition of this newsletter.

And many congratulations to **Diane Pick** who was the prize draw winner for completing the survey and who has won a £50 shopping voucher.

Improving online repair reporting, coming soon...

You've told us that you want to be able to schedule, rearrange and track the progress of your repairs all online.

We're working hard to introduce a new technology that will enable you to do all this by the end of the year – watch this space for more information and how to register, coming soon!

And we're hopeful that what we're doing is starting to have an impact.



Struggling with your finances? Talk to us!

If you're struggling to pay your rent or are having any financial problems, talk to us – we're here to help!

We have a dedicated team who can help you to manage your money and make sure you're getting everything you're entitled to in terms of benefits and support. Last year (April 2024 to March 2025) the team supported **more than 4,000 tenants**, helping them to get an extra **£7.2million** in benefits that they were entitled to and reducing their rent arrears by **almost £500,000!**

As a result, the number of evictions that were made over this period due to non-payment of rent was at a record low of just 12!

Here's what just a few of the tenants we've supported have said:

"I just want to thank the Tenancy Sustainment team, who have been amazing... you've taken a real weight off my shoulders."

"I feel able to part of my community again. I'm living – not just existing anymore..."

"I can't express how helpful they have been – going above and beyond to help me in hard times."

"I'd like to thank you from the bottom of my heart for all the support, advice, patience and empathy you've shown me and my situation."

Talk to us if you need a bit of extra support with:

- checking your benefit entitlement
- claiming benefits
- helping with debt issues
- managing your money
- furniture and charitable grants.

You can do that by calling us on **0115 915 4920**, emailing moneymatters@nottinghamcity.gov.uk or by texting the word 'DOSH' followed by your message to **80800** and we'll call you back.

Coping with the cost of living

Times are still tough for so many of us struggling with the cost of living. The energy price cap rose again in April, water bills increased and although inflation is around the Bank of England's 2% target rate, rising prices for essential goods and services remains challenging.

We work with a range of organisations who can help you. The Ask Lion service is a great one-stop-shop for useful information to support you with cost of living – go to www.asklion.co.uk/money.

We have a dedicated page on our website with cost of living advice and information – www.ncchousing.org.uk/cost-of-living.

If you're on a price-capped tariff for your gas and electricity, see if you can save money by switching to a fixed deal. And although the price cap is predicted to drop in July, there may well be fixes that are cheaper. You can also talk to us by emailing energyteam@nottinghamcity.gov.uk.

If you're on Universal Credit, Pension Credit, or equivalent benefits you could be eligible for special social broadband tariffs – speak to your supplier.

And don't forget to look at websites like www.moneysavingexpert.com that's packed with tips and advice to help you save money!

ASB AWARENESS WEEK 2025

Everyone deserves to feel safe in their home and their neighbourhood.

Each year, we're proud to stand with organisations across the UK in support of ASB Awareness Week. This year it runs from **Monday 30 June to Sunday 6 July** and is all about highlighting the impact that ASB has on victims and communities and the support available to victims.



We'll be using the week to demonstrate the ways that we support victims and how we take the strongest possible action against perpetrators. Make sure you're following us on Facebook at www.facebook.com/NottmCCHousing so you can see what we'll be saying throughout the week!

SUPPORTING COMMUNITIES 365 DAYS A YEAR

Our commitment to tackling anti-social behaviour and hate crime in our communities is **365 days a year**. If you're suffering as a result of any kind of ASB, don't suffer in silence. Please let us know and we'll do all we can to help you.

You can report to us in a number of different ways:

- Downloading the **ReMOTE** reporting app – www.ncchousing.org.uk/ReMOTE to find out how
- Emailing reportasb@nottinghamcity.gov.uk
- Calling us on **0115 746 9555**
- Text **REPORTASB** followed by your message to **80800** and we'll call you back.

If the incident involves a crime, you should report it to the police. If it's an emergency (property or life is at risk), dial **999**. For non-emergencies, dial **101** first and then let us know by calling **0115 746 9555**.

There's also lots of information on our website at www.ncchousing.org.uk/asb. There you can also download our ASB leaflet, that has all the information about how we deal with ASB.

YOU CAN HELP MAKE A DIFFERENCE

We have an ASB service user group made up of tenants and leaseholders who are helping us to make sure our ASB service is the best that it can be.

We're always looking for more people to join. 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.



DOMESTIC ABUSE SANCTUARY SCHEME

We want everybody to be able to live happily and safely in their homes. Sadly, we know that this isn't the case for everyone.

Domestic abuse is a problem that can lurk behind closed doors and all too often those who are the victims suffer in the silence that surrounds it. Please know that you're not alone. We're committed to supporting anybody affected and will always look to take the strongest possible action against perpetrators.

One of the ways we are doing this is through our Sanctuary Scheme that aims to prevent survivors of domestic violence becoming homeless by supporting them to remain in their home safely by providing additional, appropriate, security measures to your home at no cost. There are certain conditions and criteria that need to be fulfilled to be eligible and this needs to be done through a referral that can be made by a Housing Patch Manager. Following the referral, a casework officer will contact the survivor to discuss the referral and suitability for Sanctuary.

If you feel the Sanctuary Scheme might be something that could be of benefit to you, or someone you know, call us on **0115 746 9555** or **0115 876 3300** or you can email sanctuary@nottinghamcity.gov.uk.

IN NEED OF HELP NOW?

If you're suffering as a result of domestic abuse, please don't suffer in silence. **JUNO Women's Aid** has a 24 hour helpline you can call – **0808 800 0340** – this is a local service. Find out more at www.junowomensaid.org.uk.



Equation provide support for men experiencing domestic abuse. Find out more at www.equation.org.uk/help-for-men.

The National Domestic Violence helpline is open 24 hours a day for advice and support. You can call them on **0808 2000 247**.

If you feel you, or someone else, is in immediate danger, dial **999**.

You can also report to us by using any of the ways below:

- Download the ASB ReMOTE reporting app from our website – www.ncchousing.org.uk/ReMOTE
- Call us on **0115 764 9555**
- Email reportasb@nottinghamcity.gov.uk
- Text **REPORTASB** followed by your message for FREE to **80800**.

There's more information about domestic abuse on our website: www.ncchousing.org.uk/domestic-abuse.



Tenant Satisfaction Measures – 2024/25 Annual Summary

You'll know by now that we carry out four Tenant Satisfaction Measures surveys each year to get your views on how we're performing, learn from what you tell us and make improvements.

Like many other councils and social housing landlords, we use a specialist social housing company called Acuity to do these surveys on our behalf.

Over the course of the year they spoke with **2,200 of you** – a large enough sample so that we can be confident that the views of those surveyed are representative of all our residents.

If you were one of the 2,200 surveyed over the year, a huge thank you for taking the time to give us your views.

Reporting the results

All social landlords with more than 1,000 homes must report their results to the Regulator of Social Housing each year.

We'll be sending the 2024/25 results to the Regulator at the end of June along with the results of a series of management information measures, that shows how we're performing in a range of other areas.

We publish these results, and the management information measures, on our website at www.ncchousing.org.uk/tsm.

We also made a commitment to publish our half-yearly and annual TSM results in this newsletter, each year.

This is our promise to you to be honest about what you've said, show how seriously we take what you've said and, most importantly, to demonstrate changes we're making as a result of what you've said.



2024/25 results and year-on-year change

The table below shows the 2024/25 results against those from 2023/24, with the arrows indicating whether the results have **increased**, **decreased** or **stayed the same**.

TSM satisfaction-based measure		2024/25 annual result	2023/24 annual result	Trend
	Overall satisfaction with services provided	59%	61%	↓
	Satisfaction that your home is safe	75%	72%	↑
	Satisfaction that we treat you fairly and with respect	75%	71%	↑
	Satisfaction that we keep you informed about things that matter to you	72%	71%	↑
	Satisfaction with the way we deal with anti-social behaviour	64%	64%	↔
	Satisfaction that your home is well-maintained	64%	63%	↑
	Satisfaction that we make a positive contribution to your neighbourhood	61%	65%	↓
	Satisfaction with repairs that we've done in the last 12 months	64%	64%	↔
	Satisfaction that we keep communal areas clean and well-maintained	60%	61%	↓
	Satisfaction with the time taken to complete your most recent repair	56%	57%	↓
	Satisfaction that we listen to your views and act on what you say	53%	52%	↑
	Satisfaction with the way we handle complaints	34%	27%	↑

As the table shows, changes in satisfaction levels over the past year, compared to last year's results are mixed – **increasing in six areas**, **decreasing in four**, and **remaining the same in two**.

Overall satisfaction



59% of you are satisfied overall with the service we provide.

This is slightly down compared to last year, indicating that there is still much work to do to get satisfaction to the levels that you should expect.

Behind this figure, there are small signs of improvement, with a sustained improvement in overall satisfaction across the four surveys carried out over the year – from **56%** satisfaction in the first survey of the year to **62%** in the final survey of the year.

Our aim is, of course, to see this continued improvement trend for the 2025/26 surveys.

Continued improvements in complaints handling

Complaints handling satisfaction is a TSM measure that almost every housing organisation that publishes results has struggled with.

Although the way we handle complaint remains the lowest of our satisfaction measures at **34%**, it is the largest increase in satisfaction across all twelve of the Tenant Satisfaction Measures – up seven percentage points from the 2023/24 results. And when compared to all other Local Authorities, our performance this year places us close to the top 25% of Local Authorities in this area*.



We know, however, that there's still a long way to go to improve but we're hopeful that the work we've been doing over the last year will see a continued improvement over the next year.

As we've told you before, we hold weekly complaints clinics with senior managers looking at all the complaints we receive, to understand what's gone wrong and what we can do to stop them happening.

* Regulator of Social Housing Tenant Satisfaction Measures 2023/24 headline report, published November 2024

continues over the page...

We've also introduced a complaint learning log for repairs to help us spot any trends in the types of complaints we receive so we can change the way we do things to stop them happening.

Repair-related complaints are at a record low and we aim to respond to any formal stage one complaints within five working days – which is half the time set out in our complaints process that's available to read on our website at www.ncchousing.org.uk/complaints.

And our approach if we do get things wrong, particularly in relation to repairs, is to acknowledge it, apologise for it and most importantly put it right as soon as we can.

Our goal is always to resolve any complaints you have at the first point of contact without the need to go down the formal complaints route. If you're not happy with something we've done – let us know so that we can try and sort it for you quickly.

Our specialist teams are always happy to help. For repairs issues, call us on **0115 915 2222**, for rents call **0115 915 4920**, and for tenancy issues it's **0115 746 9555**.

Where we're doing well...

It's positive that we have seen further increases in satisfaction in the areas of highest satisfaction from last year – with a three percentage point increase in feeling safe in your homes (72% in 23/24 to **75%** in 24/25), a four percentage point increase in satisfaction that we treat you fairly and with respect (71% in 23/24 to **75%** in 24/25) and **72%** of you satisfied that we keep you informed (up from 71% last year).

Where we still need to improve...

Repairs

Since we began our TSM surveys in 2023, improving our repairs service has been one of our top priorities.

Although overall satisfaction with the repairs that we've done in the last 12 months has remained the same as the 23/24 result at **64%** and there has been a small drop in your satisfaction with the time we took to carry out your last repair, there are signs that we might be starting to see the start of an upward trend in satisfaction.

Overall satisfaction with repairs for the last of the four surveys we ran for 24/25 was at **67%** – the highest level we've seen over the two years we've been carrying out the surveys. And we've also seen continued improvements with the time taken to complete a repair in the last three sets of surveys we carried out last year.



Our focus remains on making sure that we keep to our commitments in regards to appointments and wherever possible resolving your repair in a single visit, without the need to come back. One of the ways we're trying to achieve this is making sure that we have a workforce that can easily adapt to different work demands – with the ability to move colleagues from other areas to make sure we're keeping to our repair commitments.

And we continue to ask for your thoughts and ideas on ways that we can improve the service. We have a new Repairs Service Improvement Group that met for the first time last month who are helping us to shape our service based on your priorities.

Tenancy and Estate Management

We've seen a drop in satisfaction in two areas relating to our Tenancy and Estate Management service – with satisfaction that we keep communal areas clean and well-maintained at **60%** (down slightly from 61% last year) and satisfaction that we make a positive contribution to your neighbourhood at **61%** (down from 65% last year).

We're doing a number of things to improve in these areas. We now have 14 new members of staff whose role it is to inspect our neighbourhoods and to report any issues, so they can be addressed as quickly as possible.

We're working closely alongside Nottingham City Council's Clean and Green team to see how we can work together better to improve our neighbourhoods and, through our Decent Neighbourhoods programme, we're investing in our estates to make them more pleasant for residents – getting the views of local residents on the improvements they'd like to see.



And we're in the process of setting up a new tenant scrutiny group to review Grounds Maintenance across our estates to make sure the service is offering high-quality, value for money that meets your expectations.

2025/26 TSM surveys

Thank you to everybody who takes the time to take part in these surveys. You're helping us to understand where we need to improve.

We've just completed the first set of surveys for this year, with the next round scheduled as follows:

- Monday 18 August to Saturday 6 September
- Monday 17 November to Monday 15 December
- Monday 16 February to Saturday 7 March

Like the last two years, all surveys are done over the phone and we're continuing to use Acuity to do these on our behalf. The number to look out for if you're called is **0115 794 0061**.

The surveys take less than ten minutes and Acuity will be happy to rearrange a time to call you if it's not suitable when they do call. Your responses are strictly confidential – and you can even leave them anonymously if you wish. We'll publish the half-year results for 2025/26 in the winter edition of this newsletter.

Find out more about performance on our website

Did you know that we have a whole section on our website about our performance? As well as all the information about Tenant Satisfaction Measures, we also publish performance monitoring information about rents, repairs, staffing, complaints and compliance (including gas / electric safety checks).

These are critical to us improving services and senior leaders, Councillors and our Housing Assurance Board have the chance to scrutinise and challenge us on these.

They're available to read at www.ncchousing.org.uk/performance and clicking on Monthly Performance Reporting.

Hints and tips from our Customer Service Centre

Our colleagues in our Customer Service Centre are the people that you might have contact with, more than any other.

They're the folks on the end of the phone when you need to report a repair or if you need to talk to somebody about your rent or if you have any tenancy enquiries. They're a really knowledgeable bunch and committed to providing you with the best possible service. So that's why when they asked if they could have a regular slot in this newsletter giving you hints, tips and advice – we said a big 'yes'! In this issue, they've got some tips and advice if you find that you have no heating or hot water in your home...

"Between the months of April and October, we don't class having no central heating as an emergency repair. We'd encourage you to check a few things before you call – as sometimes it might be something small that you can check or do yourself without the need to get in touch."

This includes:

- Are you on a payment meter for your gas and electricity? If so, does it still have credit or does it need to be topped up?
- Try turning your thermostat up to a higher setting. If your home is warmer than your thermostat temperature, your heating won't come on.
- Is there an error code on your boiler? An E119 fault means your boiler has low pressure. You can fix that yourself and there's a video on our website to show you how – go to www.ncchousing.org.uk/how-to-guides. The pressure gauge on your boiler should be within one and two in the green zone of the gauge.
- Is your pressure too high (the gauge is in the red zone)? Try running all the hot taps in your home to lower the pressure back into the green.
- Sometimes resetting your boiler can fix the issue – turn it off at the mains for 20 seconds and then switch it back on to see if that works.
- Are your radiators hot at the bottom, but cold at the top? You might need to bleed your radiators to release any trapped air. There's also a film about that on our website, using the link opposite.
- If you have other appliances that use gas (like your hob or a fire), check to see if they are working before you contact us so we know that it's not a wider issue when you report the repair.

If, after you've done all these checks, you've still got issues, please call us on **0115 915 2222** and one of our Customer Service Advisors will be happy to help.

Best Garden Competition 2025

Entries for this year's Best Garden Competition are now open!

Each year, we're wowed by the range of gardens we see entered – and whether you've been gardening for years or starting for the first time, or whether you have a garden of your own or an outdoor or indoor space that you use – there's a category for everyone and we'd love to celebrate what you're doing!

The 2025 categories are as follows:

- Best wildlife garden
- Best community garden
- Best floral display
- Best edible garden
- Best small / container garden
- Inspirational gardener of the year
- Best young gardener
- Best overall garden (selected from the overall winners of all the categories)



How to enter

The best way to enter is online by completing the short entry form on our website at www.ncchousing.org.uk/gardencomp. On the form you can upload pictures of your garden.

Alternatively we can support you by coming to you and photograph your garden if you are not able to use our online entry system.

You can enter in as many categories as you'd like – except if you're a community garden, where you **must** enter the Best Community Garden category.

Unfortunately we can't accept postal entries, but if you'd like support to make an entry please email involved@nottinghamcity.gov.uk or call us on **0115 746 9100** and ask to speak to a member of the Involvement Team.

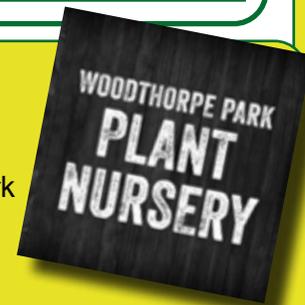
Great prizes!

We're delighted to once again be supported by Woodthorpe Park Plant Nursery who are generously offering **£30 gardening vouchers** to category winners to spend at the Nursery, with £20 vouchers for category runners-up.

Find out more about Woodthorpe Park Plant Nursery on their website at www.woodthorpeparkplantnursery.co.uk. And this year, thanks to feedback we've had from residents, we'll be returning to an awards ceremony to announce this year's winners!

Entries close Sunday 31 August.

Best of luck to everybody entering – we can't wait to see your gardens!



You make the difference!

Listening to you, acting on what you tell us, keeping you informed about the impact you're having and putting you at the heart of everything we do is key to providing you with the services you deserve.

We say that a lot. Talk can be cheap, so that's why we want to give you just a few recent examples that really show how your influence is making a real difference:

Housing Assurance Board

The role of the Housing Assurance Board (HAB) is to scrutinise our services, make recommendations to help us to improve, and hold us to account on what we say.

They've recently had input into our Vulnerable Persons Policy that sets out how we protect those who may be at risk of harm or exploitation. The recommendations they made have been incorporated into the policy with an agreement to review again in 12 months time.

Their input will undoubtedly help us to protect some of our most vulnerable residents in the future and, at the request of the HAB, we will always show evidence that the tenant voice has been considered on all future policies that impact tenants going forward.

Find out more about the HAB and read the meeting minutes at www.ncchousing.org.uk/hab.

Garden waste scheme

On the back page, you can read about changes to the Council's Garden Waste Scheme and what this means if you're a Garden Assistance Scheme resident.

We asked for the views of Garden Assistance Scheme residents and from what you told us, it is no longer compulsory to sign up to the garden waste scheme if you receive garden assistance – with a new option of offering a cut and drop service to members who do not want to sign up to garden waste collections.

Window refurbishment at Victoria Centre

We're currently at our Victoria Centre flats refurbishing and improving the flat windows – a project that will complete next year.



Resident Neighbourhood Representatives who live in the flats suggested that it would be useful to provide tenants with an after-care leaflet once their windows had been refurbished to help residents look after their windows and operate them correctly to keep them in good order, for longer.

Thanks to their suggestion, this was produced and is left with all tenants once work on their windows has been completed.

We'll include more examples of the difference you're making in future editions...

Menu of Involvement

We'd love you to get involved and make a difference.

We've included with this edition of the newsletter our Menu of Involvement that shows you the wide variety of ways you can.

Please take the time to look through it, keep it somewhere safe and get in touch if you're interested in any of the opportunities by emailing involved@nottinghamcity.gov.uk, calling **0115 746 9100**, or contact us online at www.ncchousing.org.uk/menu-of-involvement.



Your voice matters – tenant and leaseholder event

To help us improve our services to you, we're going to be holding a special event for tenants and leaseholders at **The Council House in Nottingham on Thursday 17 July from 5.30pm to 8pm.**



It'll be a chance for you to tell us what you think about what we do, so we can act on what you say and make things better. Because your voice matters.

You'll get an overview of the social housing landscape in Nottingham and across the UK, and you'll meet other tenants and leaseholders to discuss what's important to you about your home and neighbourhood.

It's a great opportunity for you to meet like-minded people and make a real difference to housing in Nottingham. Refreshments will be available.

Spaces are limited, so if you're interested in coming along, please email involved@nottinghamcity.gov.uk with your name, address and a contact number before **Friday 20 June**, or call us on **0115 746 9100** and ask to speak to a member of the Involvement Team.

We look forward to meeting you!

#liveandlearn at the Tenant Academy

One of the great things about being a Nottingham City Council tenant or leaseholder is that you can access **FREE** training, skills and qualifications through our Tenant Academy.

Whether you're looking to develop skills that might help you to get a job, or you'd like to get involved in something to help build your confidence and self-esteem or maybe you're just looking for something that the whole family can get involved in, there really is something for everyone at the Tenant Academy.



Here are just a few examples of what's available now. For the full list of courses, we publish a quarterly training programme that's available to download from our website at www.ncchousing.org.uk/tenant-academy.

Or you can email involved@nottinghamcity.gov.uk, tell us what you're interested in and we'll do our best to help.

Mindfulness

The Nottingham Mindfulness Group is offering Nottingham City Council tenants the opportunity to experience the benefits of mindfulness – for **FREE**!

These drop-in sessions take place on the first Tuesday of the month in the communal lounge area of our Winwood Heights independent living community in Sherwood from 2pm to 4pm.

These welcoming and informal sessions are designed to help you explore simple techniques for reducing stress, improving focus, and enhancing emotional wellbeing. No experience needed, and all are welcome.

For more information or to sign up please email involved@nottinghamcity.gov.uk.



Tackling knife crime through education

Knife crime ruins lives. Sneinton Community CIC are determined to do all they can to educate and have open conversations about the impact knife crime can have on individuals, families and communities.



Their Knife Crime Education programme is designed to educate and empower the local community through the use of cutting-edge media to show the real-life consequences of knife crime as well as teaching vital first aid skills that could save a life should the worst ever happen.

Sessions are interactive and open to everyone — from concerned parents and young people (aged 10 upwards) to teachers and community leaders.

If you'd like to get involved and book your place on an upcoming session, please email involved@nottinghamcity.gov.uk and become part of movement towards a safer Nottingham.

Work clubs

Need help looking for work?

Come and speak to a member of our Employability team at the following libraries for advice on your next steps, help with writing your CV and making an application – and lots more:

- **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



Reduce your risk of having a fire at home

Making sure that you're safe in your home is our number one priority. It only takes one accident to start a fire. There are around 35,000 house fires and more than 300 fire related deaths in Great Britain each year.

There are things you can do to really reduce this risk:

Faulty electrics cause around 4,000 fires a year

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

Try and keep to one plug per socket. If you do use an extension lead or adaptor, be careful not to overload them.

Certain appliances like washing machines should only ever have a single plug to themselves. Check for any signs of damage to your appliances. Unplugging appliances helps to reduce the risk and unplug when items you're charging are fully charged.

Take extra care if using portable heaters or electric blankets.

Take care when cooking

Around half of home fires are caused by cooking accidents.

Take extra care if you need to leave the kitchen while cooking – take pans off the heat or turn them down to lower the risk.

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

Keep matches and sauce pan handles out of reach to keep them safe.

Keep tea towels and cloths away from the cooker and hob.

And take care if you wear loose clothing.

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

Candles and cigarettes

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

Always make sure candles are secured in a proper holder, away from anything that could catch fire.

Keep children and pets away from lit candles and put them out when you leave the room or go to bed. If you smoke, stub them out properly and dispose of them carefully.

Never smoke in bed and use a proper ashtray. If you use e-cigarettes, unplug when fully charged. And always keep matches and lighters away from children.

Test your smoke alarms

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

Test your alarms at least once a month by pressing the test button.

If they're not working, call us on 0115 915 2222 to report.



Complete an online home fire safety check

This free online check helps you to spot potential fire risks in your home and offers tips and advice on the steps you can take to reduce those risks.

Once you've completed your check, you'll get a personalised fire safety action plan to help keep you and your household safe from fire.

It takes about 15 minutes to complete and you can do it online at www.safelincs.co.uk/hfsc.



Please look after your smoke and carbon monoxide detectors

The best way of protecting you, your family and your home from fire or carbon monoxide poisoning is to have working detectors.



All of our homes are fitted with smoke detectors and all of our homes that have open ignition appliances – like gas hobs and gas boilers – have carbon monoxide alarms.

If either are faulty or not working, please report this to us by calling **0115 915 2222**.

Unfortunately we've had cases recently of residents disconnecting their alarms or intentionally damaging them so they no longer work. Not only does this put your household's life in danger, it's also a breach of your Tenancy Agreement to tamper with or damage these detectors.

We'll take the strongest possible action against anybody found to be doing this and recharge you with the cost of repair.

Please look after them – they could save your life!

Garden tool loan scheme

Have you got a few small garden jobs that you'd like to get done, but don't have the equipment to do it? Well, help is at hand with our garden equipment loan scheme.

It's designed to help residents who need, but might not have, certain low-level garden maintenance tools to help complete jobs in the garden.

The service is **FREE** and, once approved, loan periods are for between two and four days. Terms and conditions do apply – call us on **0115 746 9555** to find out more.

Please also bear in mind that there may be delays in accessing the equipment, subject to demand.



Get all the latest involvement news – straight in your inbox!

Would you like to be one of the first to hear about the latest involvement opportunities? Then why not join our Your Voice, Your Choice involvement e-newsletter mailing list?

We send out six a year, packed full of really useful information about getting involved with us, information on training and development opportunities through our Tenant Academy, events happening in the local area and lots more!

Just email involved@nottinghamcity.gov.uk with 'Your Voice, Your Choice e-newsletter subscription' in the subject line and we'll add you to the list!

Planning on making improvements to your home? **Talk to us first!**

We're happy for you to put your own mark on your home.

You can, of course, decorate it as you like it, but if you're planning on major works to your home – things that involve structural work like changing the doors, knocking down walls, putting in a new fire surround for example, please remember to talk to us first!

We don't want to stop you, but we do need to check that the works are suitable for your home and your neighbours, and that they're going to be done properly.

You can email us at asset.enquiries@nottinghamcity.gov.uk or you can write to us at Decent Homes, Nottingham City Council Housing Services, Harvey Road, Bilborough, Nottingham NG8 3BB. Thank you!



Garden Assistance Scheme – 2025 garden waste collections

If you're on the Garden Assistance Scheme, we wrote to you in April about the garden waste collection scheme and what it means to you as a Garden Assistance Scheme subscriber and the options you have.



The cost for this year's garden waste collection service is £36.50 for fortnightly collections through until October. If you receive Council Tax benefit, this cost reduces by half, to £18.25. In a change to last year, there will also be two extra additional collections this year – one in November and one in December.

If you don't already have a garden waste bin, you'll need to buy one, with a one-off charge for the bin of £25. This can be paid for at the same time as subscribing for the service. When subscribing, you will need to make sure you have the correct number of bins to suit the size of your garden. This is for grass cuttings only, if you have hedges that we maintain, these cuttings will be taken away for you.

Sign up and payment for garden waste collections can be done online at www.nottinghamcity.gov.uk/gardenwaste or you can scan this QR code using your smart phone or device.



Garden Assistance remains a free service...

These costs relate to garden waste collections only and not the Garden Assistance Scheme, which remains a free service to those who qualify.

We are, however, strongly encouraging all Garden Assistance Scheme residents to subscribe to the waste collection service. If you choose not to, you will still be eligible for Garden Assistance, but our teams will operate a 'cut and drop' service. This means that they will leave grass cuttings on your lawn for you to dispose of, rather than collecting and putting them in your garden waste bin.