

Nottingham Council Housing News

www.ncchousing.org.uk

 [NottmCCHousing](https://www.facebook.com/NottmCCHousing)

Inside this issue:



**Ending of the
two-child limit!**

[See page 11](#)



**Clean champions
at The Woodlands**

[See page 20](#)

More improvements to our repairs service...

[see page four](#)

A word from the Director



Over the last year, housing services here in Nottingham have been on a journey of improvement. Our focus has been simple – it’s been, and continues to be, all about making homes safer, warmer and better-maintained, and listening and responding to you, our tenants.

I wanted to share here how far we’ve come – and I also wanted to tell you more about the work we still have to do.

Understanding your home better



A major step forward has been delivering stock condition surveys to homes across the city.

These surveys help us assess the condition of things like roofs, kitchens, bathrooms, doors and windows, so we can plan future maintenance programmes, make sure homes are safe, meet government standards, and allocate budgets effectively.

By inspecting homes in detail, we now have a clearer picture of where investment is most needed.

Tackling damp, mould and disrepair



We know damp and mould is a serious concern for many households. Over the past year we’ve strengthened our approach – improving how we investigate cases, speeding up response times, and making sure root causes are addressed rather than just treating the symptoms.

Alongside this, we’ve made progress in reducing long-standing disrepair cases and improving communication while work is ongoing. We know there’s more to do, but we’re heading in the right direction.

Listening to what you tell us!

Tenant Satisfaction Measures (TSMs) have given us valuable, honest feedback about how you experience our services.

The results show improvements in some key areas, including safety and the condition of homes, while also highlighting where you want us to do better – particularly around repairs and keeping you informed.

This feedback is shaping our priorities and helping us track whether changes are really making a difference. We’ll be publishing the 2025/26 results in the next edition of this newsletter. Find out more about TSMs at www.ncchousing.org.uk/tsm.



Looking ahead...

The coming year is going to be about building on the foundations we’ve already put in place.

We’ll keep our focus on safer, warmer, better housing, and on talking to you and listening to what you tell us. We’ll also keep investing in homes, using the information from stock surveys to make sure we’re targeting investment in the right places, and strengthening our approach to damp, mould and repairs. We’re also going to make it easier for you to raise concerns, understand decisions, and see how feedback leads to change.

All of this links directly to Nottingham’s Landlord Strategy: being a responsible, accountable landlord that provides safe, decent homes and works in partnership with you, our tenants.

Progress takes time, but I’m confident we’re moving in the right direction – and I want to thank you for your patience, feedback and involvement along the way.

Charlotte McGraw
Strategic Director of Housing



More improvement to our repairs service...

We're working hard to make repairs easier and better for you. Here are some of the new things you'll be able to do soon:

- use video calls to show us the problem, so we can send the right person with the right tools
- change your repair appointments online, without calling us
- use our new Tenant Portal (an interactive webpage) to:
 - report repairs and book your own appointments
 - track your repairs in real time and see when someone is coming
 - see the repair history for your home.

We've tested these new features with a small group of tenants to make sure they work well. We'll make them available to everyone soon.

Updating your contact details

To make sure you get all these benefits, we need your correct contact details.

You may already have had an email, text message, or letter from us. When you do, please read it carefully follow the instructions to check your contact details. If your details are correct, confirm this. If your details have changed, update them as soon as possible.



Asbestos

– What you need to know...

If you have asbestos in your home, it doesn't automatically mean that it's a risk to your health.

Asbestos is only harmful when it's disturbed, damaged, or worked on in a way that releases fibres into the air. When asbestos-containing materials are in good condition and left undisturbed, they don't pose any danger.

Some older textured coatings on walls and ceilings (and in corridors and lobbies of blocks of flats) of homes and blocks built before 1999 may contain small amounts of asbestos, but they're safe as long as they're intact, sealed, and not cracked or flaking.

Having a room in your home that has a textured ceiling doesn't mean that you and your family are being exposed to asbestos fibres – because normal daily activities such as walking around your home, heating rooms, or sleeping doesn't disturb the material and therefore doesn't create a risk.

Specialist team

We have a specialist asbestos team who routinely inspect homes and monitor any asbestos-containing materials to make sure they remain in good condition.

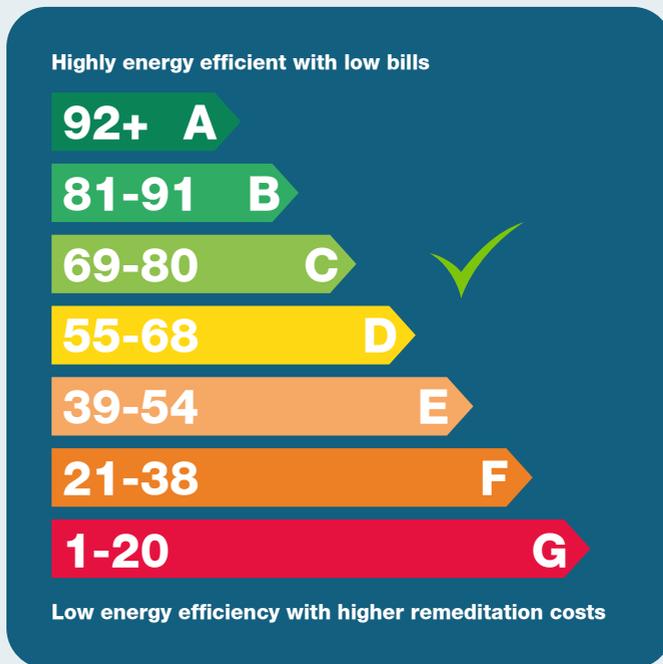
If you think you have asbestos in your home that's damaged or has been disturbed, please email asbestos@nottinghamcity.gov.uk.

Achieving **EPC C** ratings across all council homes by 2030

An Energy Performance Certificate (EPC) rating shows how energy efficient a home is, using a scale from **A (most efficient)** to **G (least efficient)**.

The higher the EPC rating, the cheaper the home is to heat – plus, a lower rating means it's producing fewer carbon emissions.

At the moment, council homes don't have to meet minimum energy efficiency standards by law – but here in Nottingham we've committed to achieving EPC C ratings across all the city's council homes by 2030.



So how will we make it happen?

We already have a pot of more than **£36 million** for energy efficiency improvements between now and March 2028. This will enable us to pilot and roll out innovative solutions to make homes greener and more energy efficient and adopt modern, energy-saving technologies.

By acting now, we're preparing for the future – bringing down bills, cutting carbon emissions and supporting the green economy.

Watch this space!



Updating your Universal Credit journal for April's rent increase

If you're on Universal Credit 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 your rent increase notification letter. 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, **Wednesday 1 April** called 'Confirm your housing cost'. **Please do not complete this until Monday 6 April.**

If you're an 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. Key things to remember are:

- Wait until you are sent a to-do in April called 'Confirm your housing costs'.
- Use the information in your rent increase letter to complete the to-do before the due date to avoid problems with your payments.
- You must only use the 'Confirm your housing costs' to-do to report these changes. Do not contact Universal Credit to report them any other way.

These are the steps you need to follow if you're reporting online:

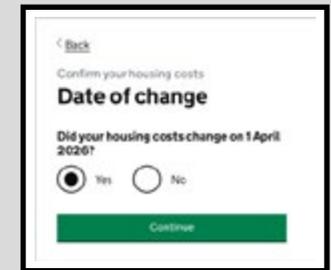
Step 1:

If you're a Nottingham City Council tenant you are charged rent weekly and your rent will increase on 6 April, select 'Yes'.

Or, if you're an NCH RP tenant and your rent is charged monthly, your rent will increase on 1 April, select 'Yes'.



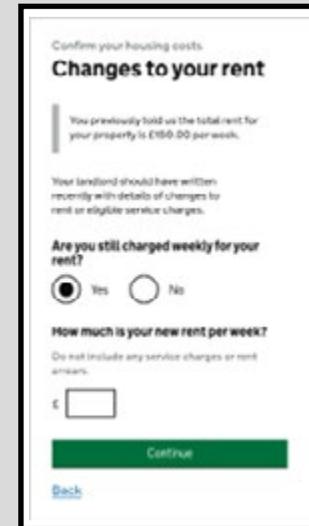
Confirm your housing costs
Date of change
Did your housing costs change on 6 April 2026?
 Yes No
Continue



Confirm your housing costs
Date of change
Did your housing costs change on 1 April 2026?
 Yes No
Continue

Step 2:

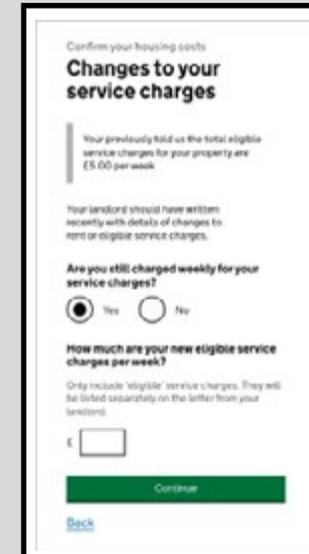
Select 'Yes' and enter the amount in your letter.



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 3:

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?
Only include 'eligible' service charges. They will be listed separately in the letter from your landlord.
£
Continue
Back

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.

Do you have a telephone claim?

Please call Universal Credit to report your rent increase on or after **Monday 6 April.**

The end of the two-child limit!

In last autumn's budget, the Government announced that the two-child limit will be removed from April. This change could mean extra financial support for some families who claim Universal Credit (UC).

What's changing

From April, if you have children, UC will include a child element for all your children, not just the first two.

And if you pay for childcare for three or more children, you'll be able to get more help with childcare costs too.



What you need to do

If you already receive UC, you don't need to do anything. Your UC will be changed to reflect the new rules automatically.

If you have three or more children, you might qualify for Universal Credit for the first time from April – but you'll need to make a claim.

To find out if you might qualify, enter your details on a benefit checker like www.entitledto.co.uk/benefits-calculator or www.benefits-calculator.tum2us.org.uk and when asked whether you qualify for an exemption to the two child limit, answer 'yes'.

If the checker shows you're entitled, you may qualify for UC from April.

The Benefit Cap

The Benefit Cap limits the total amount of benefits some households can receive. It's currently £1,835 per month for couples and lone parents.

If you're already subject to the cap, you'll not receive any increase in your UC when the two-child limit ends.

And if you're not currently affected by it, you could be once the rules change and your UC increases.

Who's exempt?

You're not affected by the Benefit Cap if you meet one of the following conditions:

- You receive UC because a health condition prevents you from working
- You receive UC because you care for someone with a disability
- You receive UC and you and your partner earn £846.56 or more per month combined, after tax and National Insurance (this will rise to £881.23 from April).

You may also be exempt if you, your partner, or a child under 18 living with you receives a number of other benefits.

More details of these and about a grace period of nine months if you're affected can be found on the Government's website at www.gov.uk/benefit-cap/when-youre-not-affected.

And to find out more about UC for families with more than two children, go to www.gov.uk/guidance/claiming-benefits-for-2-or-more-children.

Here to help...

If you're having money problems, please talk to us – we're here to help.

We have a dedicated team that is here to help you manage your money and who can make sure you're getting everything you're entitled to in terms of benefits and support.

Get in touch if:

- you'd like us to check your benefit entitlement
- you need help with claiming benefits
- you have debt issues
- you'd like advice on ways to better manage your money
- you'd like to know more about furniture and charitable grants that might be available for you.



Call us on **0115 915 4920**, email moneymatters@nottinghamcity.gov.uk, or text the word **RENT**, followed by your name, address and message to **07860 041 676** and we'll call you back (please don't call this mobile number as it's only set for receiving text messages).

Update from the Housing Assurance Board...

For more than a year your Housing Assurance Board (HAB), made up of tenants and leaseholders has been scrutinising our services, making recommendations to help us improve and holding us to account.



Tanaiya Daniel is the Chair of the HAB and has given a short update on what the Housing Assurance Board is focussing on now and in the coming months, as well as an update on the recruitment of new Board Members that we've recently been advertising for.

"It's been a busy time for the Housing Assurance Board over the last few months. We've completed the shortlisting process for new Housing Assurance Board members.

"A big thank you to everybody who has applied to join. We've had some excellent applications, and I'm confident that we'll have some brilliant new members who will join us and offer their own insight and experience to help improve services for all our tenants and leaseholders. The interviews will be taking place soon and we look forward to welcoming new voices to the Board in the coming months.

"Alongside this, the Board is keen to strengthen relationships with our housing colleagues. We'll be encouraging more opportunities for informal networking with senior officers and directors outside of formal Board meetings, allowing us to share insight, enhance collaboration and build a stronger shared understanding.

"We've also recently commissioned a deep-dive scrutiny review into complaints and will continue to look closely at service performance data and tenant feedback to help identify future areas for in-depth review, making sure our focus remains on the issues that matter most to you.

"And at the February meeting of the Board we gave our comments and feedback on the new Resident Influence Strategy. This will be a really important document that will set the tone for the way that Housing Services listens, acts and communicates with you to enable you to have a real influence.

"I'd urge you to take the time to have a read of it once it's published and the Board look forward to supporting the effective delivery of the strategy to make sure the tenant voice is heard and that together we're creating a more open, responsive and resident-led housing service for all."



To find out more about the Housing Assurance Board and to read the minutes of previous meetings, go to www.ncchousing.org.uk/HAB.

Tenant Academy spring training programme – out now!



The Tenant Academy offers **FREE** training and development for Nottingham City Council tenants, leaseholders and members of community groups that support our neighbourhoods.

Whether it's online or face-to-face, we can support you to find a job, get accredited training from approved professional bodies, learn a new skill or take part in activities suitable for you and your family. We update our training programme four times a year, with the spring training programme out now and available to download at www.ncchousing.org.uk/tenant-academy.

Here's just a handful of some of the new courses, available to book onto now!

DIY repairs sessions

Starting in March, hands-on DIY repair sessions at our Harvey Road office in Bilborough. Designed to give you the skills and confidence to tackle everyday household repairs that are your responsibility as a tenant safely and effectively.



Whether you're new to DIY or just want to refresh your skills, these are a great chance to learn practical techniques in a supportive environment. All materials, tools and PPE provided.

To find out more and to book your spot on a session, email involved@nottinghamcity.gov.uk.

Woodwork skills at Bulwell Forest

Six-week course starting Wednesday 25 March, 1pm to 4pm.

Learn new skills, find out how to use different tools and build your confidence in an inclusive green space.

You'll build simple garden projects, including a bird box to take home. This is a **FREE** course if you're over 19 years old, have lived in the UK for two years, in receipt of benefits or have an income under £25,570.

Email barbara@bulwellforestgarden.co.uk to find out more and to book your place.



Meet the Tenant Academy

We hold monthly drop-in sessions at venues across the city where you can meet our Tenant Academy team, find out about courses we have on offer and to talk to us about how we can support you and your learning journey.



Come and talk to us on Wednesdays, 10am to 1pm at the following locations:

- Strelley Library (first Wednesday of the month)
- The Chase Advice Centre, St Ann's (second Wednesday of the month)
- Bulwell Riverside (third Wednesday of the month)
- The Dales Centre, Sneinton (fourth Wednesday of the month)

Or drop us an email at involved@nottinghamcity.gov.uk, tell us what you're interested in and we'll do our best to find something that's suitable for you.

Models wanted!

Would you like to feature in this magazine? On our website? On our Facebook page or other publicity that we produce?



Well, now's your chance as we're looking to update our photo library to feature a range of new photographs that are representative of all our tenants and leaseholders.

A picture tells a thousand words and having new photography of real tenants and leaseholders will really help bring our stories to life.

We're looking to take the photographs week beginning **Monday 11 May**. So, for now, if you'd be interested in taking part, please email HousingCommunications@nottinghamcity.gov.uk with your address and best contact details by the end of March and we'll be in touch.

And, as a thank you to those residents we take photos of, we'll give you a **£20 shopping voucher** for giving us your time.

On the look out for Legionnaires'

Your safety is our number one priority. If water systems are not used or maintained properly, harmful bacteria like Legionella can grow.

Although the risk of this happening in your home is low, it's important that we all play our part in keeping our water systems safe.

What is Legionella?

It's a bacteria that's naturally found in water sources like lakes and ponds. It can enter through your mains water supply. Drinking it is highly unlikely to cause infection and you can't pass it from person to person.

The main risk is when it grows to high-levels and becomes airborne in tiny water droplets. It grows best in water temperatures of between 20°C and 45°C.

What is Legionnaires' Disease?

It's a type of pneumonia that's caused by inhaling the water droplets. Anyone can catch it, but the risk is higher for older adults, young infants, people with weakened immune systems, lung conditions and smokers.

Symptoms may appear within two to 10 days and may include coughing, fever / chills, muscle aches and shortness of breath.

If you feel unwell and think you may have Legionnaires', contact your GP immediately and let us know if it's confirmed by calling **0115 915 2222**.

Keeping you safe...

We're committed to maintaining safe water systems in your home and there's lots of things we do, to do that, including:

- Keeping an eye out for potential risks, monitoring water systems – and acting if needed
- Carrying out regular servicing and checks on communal water supplies
- Giving you clear information and guidance.



How you can help...

The risk of Legionella in your home is low – but there's a few simple steps you can do to reduce the risk further:

Use your taps, showers and toilets regularly



- Run them at least once a week for two to three minutes
- If you've been away for more than a week, run them longer and to prevent breathing in water droplets, put a plastic bag with a corner cut off over your tap or shower and run the water through that.

Clean your taps and showerheads

- Clean and descale them every three months
- Soaking your showerhead in vinegar or using a limescale remover is a great way to do that.

Don't adjust your hot water tank temperature

- If you have a hot water tank in your airing cupboard, the tank temperature needs to be at 60°C – please do not lower this setting
- Switch your hot water on for at least an hour a day.



Keep any appointments we make with you

If you get a letter from us asking to enter for any repairs, maintenance or inspections, it's really important that you let us in or contact us to rearrange to a more convenient time.



Remember...

Report any problems to us

Reporting any issues with your water to us early, will help to keep you and your neighbours safe.

Call us on **0115 915 2222** if you notice you have very hot or very cold water, leaks or unused / disconnected taps or you notice strange smells or discoloured water.

BUILDING A BETTER NOTTINGHAM

Spades are in the ground at Oakdene!

One of the most recent projects to get underway under the Building a Better Nottingham programme is a development of **24 new homes** at the site of the former Oakdene care home at the corner of Woodborough Road and St Ann's Way.



The foundations are in for the homes, which include **15 houses** and **nine flats**. The development is being built using an innovative timber frame construction method that's not only kinder to the environment but also means quicker build times.



On top of that, all the homes on the site have been designed to be **energy efficient**, to help keep residents' bills down and protect the environment.



The remainder of the build is expected to take around eight months, with new tenants moving in from late summer 2026.



Transforming an 'unattractive dumping ground' to a 'vibrant community garden'!

Our Decent Neighbourhoods programme is all about investing in our estates to make them more pleasant places for you.

A recent example of this work has been the transformation of an area on **Berridge Road**, in Hyson Green, that had been a magnet for anti-social behaviour, vandalism and fly-tipping into a community garden that is helping to bring the community together.

Working with Nottz Garden Project, local residents and schools, Make a Difference funding was secured to transform the area from a neglected piece of land to an area with raised beds, planting, murals, and art-work from the local school and nursery to create a place that residents can both enjoy, feel proud of and take ownership of to look after.

"Children value visiting the community garden because it gives them a sense of pride in helping to care for a place they pass every day on their way to school".

Ms Gregg-Herrett, Berridge Road Primary

"We're really pleased to see the positive change in the area... the space is used by the nursery children as a nature area, and we plan to use it more often."

S Hashmi, Director Zaytuna Day Nursery



Before



During...



After



After

Take a look at the before, during and after pics to see the transformation!

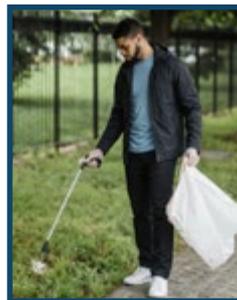


Working together for a cleaner Woodlands

We launched a new resident led Woodlands Block Resolution Group in the autumn of last year for tenants and leaseholders who live in our Woodlands high-rise blocks in Radford.

This is a chance for residents to raise any unresolved housing concerns they may have and to share ideas and suggestions for improving how issues are addressed and how we can work with them to benefit everybody who lives in the flats.

As part of that we've been working with residents and the Nottingham Clean Champions Team to improve the outdoor spaces around the flats to reduce issues with litter, fly-tipping and dog-fouling that residents had told us was an issue.



Since then, we've carried out two community litter-picks around the site – collecting **24 bags of rubbish** around the flats – thank you to everybody who has taken part. Through the Nottingham Clean Champions initiative, we're encouraging more residents to play an active role in looking after their local area to build a sense of pride in where they live and to help improve the area for all.

We'll be continuing with the litter picks throughout this year with the aim of growing a strong team of resident volunteers who are committed to caring for and improving The Woodlands.

If you'd like to get involved in the Clean Champions initiative and make a positive difference in your neighbourhood, scan the QR code to find out more and to sign-up!



Hints and tips from our Customer Service Centre... ...changing a light bulb

There are several different types of light bulbs that could be fitted in your homes. Knowing the type you have, and how to change it, can save time and keep you safe. We've listed some of the most common ones here but if you're unable to change a bulb safely or changing a bulb doesn't fix the issue, call us on **0115 915 2222** and we'll be happy to help.

Safety first

Before changing any light bulb, you'll need to go to your consumer unit (fuse box) and turn off the light circuit you'll be working on. It should be clearly labelled. Make sure your light is off at the switch and the bulb you're replacing is cool.

Pendant (ceiling) lights

One of the most common fittings and usually take either a bayonet or screw bulb.



To replace a bayonet fitting bulb, gently push the bulb in, rotate the bulb to release and remove. To refit, push in and rotate until it locks into place.

For a screw fitting just unscrew the old bulb and screw in the new bulb – but don't overtighten.

Bathroom lights

They often have a protective cover. To change the bulb, rotate the cover until it comes loose and can be removed. Unscrew the old bulb and replace it and then refit the cover and turn until it feels secure.

Fluorescent lights

Fluorescent lights are commonly found in kitchens and bathrooms. To change the fluorescent tube, remove the cover, pull the bulb gently from the socket and push the new bulb firmly into place.



Some fluorescent bulbs are butterfly shaped. Black marks around the edges usually show that the bulb has blown but, if not, the bulb might be fine and you may need to replace the starter. You'll need a 3-65w or a 4-65w starter and they're replaced using a twist and pull action.

We recommend changing the starter when you change a bulb.

LEDs

Some homes have LED lights that look a bit like a UFO. To change an LED light, remove the cover, pull the LED out and replace it.

Unsure what bulb to buy?

Take the old bulb with you when you go to buy a replacement so that staff can help.

Watch our 'how-to' film

We also have a short changing lightbulbs film on our website that can help you.

Go to www.ncchousing.org.uk/how-to-guides.

Understanding homelessness in Nottingham

Homelessness is something many people think about most during the winter months, when colder weather makes the risks more visible.

However, homelessness is a year-round issue and a growing national challenge, affecting towns and cities across the country.

There are many reasons why somebody might become homeless, but they're often linked to poverty, a shortage of affordable housing, and rising rental costs.

How we're supporting people at risk

We have a legal duty to help households who are homeless or threatened with homelessness. Each year, millions of pounds are spent meeting these responsibilities and supporting residents to find safe, suitable accommodation.

The vast majority of households we help never have to sleep rough. Most are accommodated directly by us or supported to move into housing they can afford to rent.

Significant work has also been done to secure enough accommodation so that families are not placed in hotels for long periods. And we've been successful in meeting our targets in this area.



Rough sleeping

People who sleep rough often do so for short periods, sometimes after leaving places like prison or hospital. Those who remain on the streets for longer periods often have complex needs, including substance dependency or mental health challenges, and may refuse offers of help.

To address this, we've received **£5 million** in targeted government funding to support rough sleepers. This funding helps provide outreach services, healthcare support, and pathways into accommodation.

During the coldest weather, we also operate a network of warm spaces to make sure people have somewhere safe to go.

Begging and how you can help

It's important to be aware that not everyone who begs is homeless. In some cases, individuals may have accommodation but present as homeless to obtain money.

If you want to help people experiencing homelessness, the best way is to donate to established homelessness charities, like Framework.

Giving money directly to people who are begging can sometimes unintentionally support ongoing substance dependency and may discourage them from engaging with services that can help them achieve long-term stability.

Working together

Homelessness is a complex issue, but through targeted funding, partnership working, and community support, we're working hard to protect vulnerable residents and reduce rough sleeping across the city.

You can find out more about homelessness prevention and advice on our website by scanning this QR code.

To find out more about the work of Framework, go to www.frameworkha.org.



Residential RPEEPS – coming soon...

Over the coming months we'll be introducing Residential Personal Emergency Evacuation Plans (RPEEPS) in our high-rise blocks. This is a legal requirement but most importantly it's a strengthening of our commitment to keeping all our high-rise residents safe.

What is an RPEEP?

It's a personalised emergency evacuation plan for residents who might not be able to evacuate safely in the event of an emergency without help.

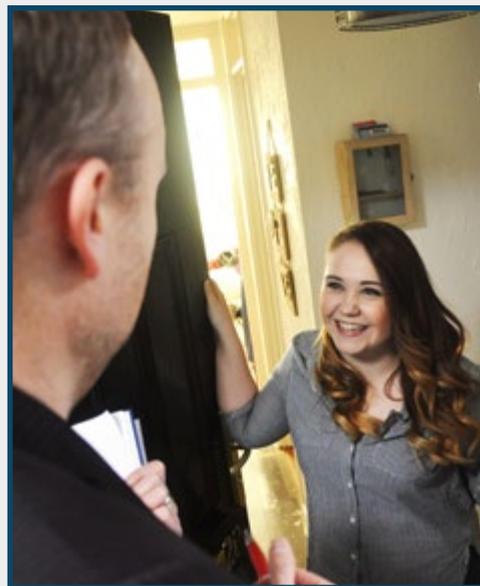
They consider their individual needs as well as the features of the high-rise they live in and are aimed at residents who might have mobility difficulties, physical disabilities, sensory impairments, cognitive impairments or a temporary condition, like a broken leg, that might limit the ability to evacuate for a certain amount of time.

By having these in place at our high-rise blocks, we can help to reduce the risk to residents in an emergency, make sure residents who are vulnerable are identified and supported, improve our planning and communication around evacuations and provide reassurance to high-rise residents that we're complying with our legal duties.

What it means if you live in a high-rise

If you live in one of our high-rise blocks and you think you may need one, we'll talk to you about it and develop one with you (or carer / other family member if appropriate). It'll explain what you should do in an emergency, the support we'll provide and how we'll review it and keep it up to date should your circumstances change.

It's completely your decision if you want one or not. Any personal information used to create one will be handled confidentially and in line with data protection laws and only shared with those who need it to help keep you safe.



What we're doing

We're currently going through the process of looking at residents who we feel may benefit from having an RPEEP in place and will be in touch to offer you a chance to have one.

We'll also be looking to organise information drop-ins about RPEEPS in all our high-rise blocks over the coming weeks.

If you think you might need an RPEEP, you can also get in touch with us by emailing building.safety@nottinghamcity.gov.uk or by speaking to your Building Safety Officer.

You can find their details on the Building Safety Noticeboards and lift screens in your block.

Please remember...

Having an RPEEP does not mean that there's anything wrong with your home or your block and it does not affect your tenancy.

It's purely about safety, support and making sure that all high-rise residents have the best possible chance of staying safe in an emergency.





How clean is it where you live?

We'd like to hear your views on how clean the streets and public spaces are in your area.

Are there particular problems on your street, do you feel you need more information about managing your waste correctly, or have you noticed the positive impact of resident volunteers, like Clean Champions?

We'd particularly like to hear from residents living in the Bilborough and St Ann's Wards.

Just scan the QR code to give us your views and help us to make Nottingham a cleaner place for everyone.



Garden tool loan scheme

As we finally move into spring, you might be thinking of getting out in the garden to give it a tidy up in readiness for better weather.

If you need some garden tools to help you, you can borrow some from us – for **FREE!**

We have a range of equipment and associated accessories available including lawnmowers, strimmers, hedge cutters, shears, spades forks and rakes.



Terms and conditions do apply but if you're interested call us on **0115 746 9555** or email estateservices@nottinghamcity.gov.uk.

New way of making complaints online

If you're not happy with something we've done, we want to hear about it straight away so we can put it right and make sure it doesn't happen again.

Wherever possible, we'd like to do that by talking to you first. Please get in touch to see if we can resolve your issue quickly, without the need to make a formal complaint with details available at www.ncchousing.org.uk/contact-us.

But if we can't, you can make a complaint online – and we've recently launched a new online form on our website to help you do that.

What's changed

We've worked closely with Nottingham City Council's Have Your Say team to create a system that makes managing complaints easier for everyone by cutting out unnecessary manual steps and helping our complaint investigators manage and respond faster and more effectively to your complaint in line with our complaints policy.

The timeframes for handling complaints and the process and the policy remains the same.

To find out more about our comments, compliments and complaints process and to use the form if needed, go to www.ncchousing.org.uk/complaints.

Reg Reddish – a life well lived

We had some sad news just before Christmas when we heard of the passing of Reginald 'Reg' Reddish on Tuesday 23 December at the age of 102.

Reg lived independently at our Camforth Court independent living community in Bestwood Park. We had the pleasure of celebrating his 100th birthday with him along with Reg's family, friends, neighbours and members of The Mercian Regiment (Sherwood Foresters) who he fought with in World War Two at the scheme in 2023 (pictured).

Reg had an amazing life – that even included an audience with the Pope following Rome's liberation in the war.



Reunited with his beloved wife Dina, everybody at Nottingham City Council Housing Services sends their love and best wishes to all of Reg's family and friends.

Nottingham on Call – more than just care alarms

Nottingham on Call is helping people across Nottingham and beyond to live independent lives thanks to their range of care alarms and other technology.

But what makes them different to other providers is the importance they place on customer care.

Based in the heart of Nottingham, everyone who works for Nottingham on Call is local. And this focus on customer care and a local service was demonstrated in how they helped Clifton independent living resident Bill, in his hour of need.



Bill, who was caring for his wife who had dementia had a fall at home and pressed his wrist pendant alarm to get help from Nottingham on Call.

Bill said: "Nottingham on Call called an ambulance for me... Knowing that I had my wife with me who needed support and my dog, the call centre staff kept checking in on me to see how I was.

"And, as an example of how caring they were, one of the staff members, who was coming off shift, said she'd come over to see me on her way home... They went above and beyond for us and I can't recommend them enough for anybody who might just need that help when you least expect it."



Read Bill's full story at www.nottinghamoncall.com/bills-story and find out how Nottingham on Call could help you or a loved one.