

Nottingham Council Housing News

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Inside this issue:



Get winter ready...

See page six



Domestic Abuse
Housing Alliance

See page 20



Bulwell Arts Festival

"We had a brilliant time..."

See page 26

4	Repairs Service Standards
6	Get ready for winter...
8	Universal Credit migration
10	Creating warmer homes in Bulwell, Mapperley and Bakersfield
12	Housing Assurance Board update
	Go undercover and help to improve our services!
	Menu of involvement
	Will tenants please come to the Diary Room...
14	#liveandlearn at the Tenant Academy
16	Help to find a job
	Work Clubs
22	Building a Better Nottingham
20	Domestic Abuse Housing Alliance
22	Anti-social behaviour
24	Building safety
26	News in brief
28	Protect your belongings from just 62p a week

Stock condition surveys

We care about the quality of your home and about your safety and wellbeing. Which is why we've appointed a firm of surveyors, Savills, to check the condition of all the homes that Nottingham City Council owns. Savills will write to you when it's time to survey your home.



For more information, please scan this QR code on your smartphone or device to watch a video that explains the survey. Or go to www.savills.co.uk/vod/savills-stock-survey to watch the video.



Here are the answers to some of the questions you may have about the surveys:

Why are we doing this survey?

So that we can better understand the condition of your home and plan how best to maintain and improve your home in future.

How long will the survey take?

Every home is different, but surveys usually take less than an hour.

What will the surveyor be looking at in my home?

The surveyor will look at the inside and outside of your home, including in your loft if you have one. They'll also take photographs.

What if I don't want my home to be included in the survey?

This survey is vital because it's important that we hold up-to-date information about every home.

How will I know it's Savills?

The surveyor will be wearing Savills uniform and will have Savills and Nottingham City Council ID badges and a letter from the council about the survey.

Please call us on **0115 915 2222** if you have any concerns.

What if I'm not in when the surveyor calls?
The surveyor will leave a card so you can call and arrange a mutually convenient appointment.

Can the surveyor get into my home if I'm not there?
No. However, the surveyor will need access to your home at another time.

Can I report repairs to the surveyor?
No – if you need to report a repair, please call us on **0115 915 2222**.

I'm still waiting to hear about a recently reported repair...
If you've reported a repair and haven't heard anything please call **0115 915 2222**.

These surveys will help us to better understand your home so that we can make sure we're providing advice and support specific to the type of home you live in.

savills

Repairs Service Standards

Our Repairs Service Standards outline what you can expect from us in terms of repairs, and what we expect from you in return.

We categorise repairs as follows:

Priority one

Emergency repairs that could cause an immediate risk or serious injury or death if they're not carried out. If you report an emergency repair, we'll attend within 24 hours. We'll make the repair safe and, if needed, we'll arrange a follow-up appointment if further work is needed.

To find out more about emergency repairs and what we class as an emergency by going to www.ncchousing.org.uk/emergency-repairs.



Priority two

Non-emergency repairs that don't cause serious discomfort, inconvenience or nuisance to you and won't cause long-term damage to your home. We'll aim to attend within 30 working days of you reporting a repair like this to us.



Priority three

These are repairs that we'll carry out at a number of homes in the area at the same time, such as repairs to guttering, skirting boards or external painting. Our aim is to complete these types of repair within 90 working days of reporting.



Repairs that are your responsibility

Under the terms of your tenancy agreement, there are some minor repairs that you're responsible for. These range from broken windows to blocked pipes.



If you have a repair that needs doing, please make sure it's not something that is your responsibility before you call us. You can find the full list of repairs that you're responsible for at www.ncchousing.org.uk/repairs.

Reporting a repair

Our repairs service runs from 8am to 5.45pm, with an out-of-hours service delivering emergency repairs from 5.45pm to 8am.

To report a priority one (emergency) repair you can call us 24 hours a day on **0115 915 2222** – but please check if your repair is classed as an emergency by looking at the emergency repairs pages of our website first.

To report non-emergency repairs go to www.ncchousing.org.uk/report-a-repair to report online, or you can call us on **0115 915 2222** between 8.30am to 5pm, Monday to Friday.



Get ready for winter...

We might not want to admit it, but the nights are starting to get longer and with the kids going back to school, summer will soon be a distant memory.

Hopefully it's still a way off, but when it is time to put on the heating again, you'll want to know that everything's working as it should. So, now's the perfect time to turn your heating on for a short time to check that it works. Or, if there is an issue, we can get it sorted for you before the colder weather arrives.

If you think there might be an issue when you turn it on – please try a few things before you get in touch:

1. Check your thermostat temperature – if your house is warm, you'll probably need to turn your thermostat up a bit, to allow your heating to work.
2. Is a radiator cold at the top, but hot at the bottom? It might need bleeding, which you can do. There's a video on our website to show you how: www.ncchousing.org.uk/how-to-guides.
3. Check your credit – if you have a credit meter, you'll need to have credit on it so that your heating will work.
4. E119 error code? If you have a Baxi boiler, this is a common error code that means the pressure of your boiler needs to be topped up. Again, it's a pretty easy fix that you can do – and there's a video you can watch to show you how on our website – at the address above.
5. And if you're not sure how to use your heating controls – there's a video on our website for that too!



Still not working?

If you've tried all these things, call us on **0115 915 2222**. But remember that we don't class problems with central heating as an emergency until after October – so we might not be able to come out straight away, but we will make sure you get the next available appointment.

Damp, mould and condensation season is on the way...

We're committed to making sure your home is warm, safe and dry. During the winter months your home can be at greater risk of damp and mould.

The most common cause of this is condensation, as we close the windows more often and temperatures outside start to fall. Condensation happens when warm air meets a cold surface and turns into water droplets. If not dealt with, it can cause mould to grow and spread.

It's often caused by a lack of ventilation in places where a lot of moisture is regularly produced, like bathrooms and kitchens, or when carrying out normal daily activities, such as drying clothes, cooking or bathing.

Damp and mould can happen for other reasons as well – for example, leaking pipes or when rainwater enters your home.

There are three types of damp – rising damp and penetrating damp, as well as condensation. Rising damp comes up through the floor or wall, penetrating damp is caused by water getting into your home. Signs of damp can include patches on walls and ceilings, bubbling wallpaper, flaking paintwork, a fusty smell or small black spot-like mould growths on walls and ceilings.

Mould is a natural micro-organism that's found in the air. Look out for mould spores (little black dots or marks) in corners of rooms, window frames, on walls behind furniture – especially in kitchens and bathrooms.

If left to grow, it can cause allergic reactions and irritations and may lead to more serious complications for those who may be more vulnerable like young children, the elderly or people with certain pre-existing conditions.

More information about the potential hazards associated with mould growth can be found on the Government's website, www.gov.uk and searching 'damp and mould'.

There are lots of useful tips and advice on ways you can reduce condensation and damp and mould build-up in your home and ways you can treat mould yourself on our website at www.ncchousing.org.uk/damp-and-mould.

Still got problems?

If you're experiencing damp, mould or condensation in your home and you've tried the tips and advice on our website and it's not improving, or if you have any concerns at all, please get in touch.

We have a specialist team who can help. Call us on **0115 915 2222** or report it online at www.ncchousing.org.uk/report-a-repair.

Universal Credit migration

We've been telling you in the last few editions of this magazine about the managed migration to Universal Credit.

For the last year, the Department for Work and Pensions (DWP) has been writing to people whose tax credits or benefits are ending and being replaced by Universal Credit.

If you're on any of the below benefits and tax credits, you'll receive a Migration Notice letter, if you haven't already, from the following dates:

- **Income Support** – From 1 April 2024
- **Tax credits and Housing Benefit** – From 1 April 2024
- **Housing Benefit only** – From 1 June 2024
- **Employment Support Allowance with Child Tax Credit** – From 1 July 2024
- **Pension Aged Tax Credit, including mixed aged couples** – From 1 August 2024
- **Jobseekers Allowance** – From 1 September 2024
- **Employment and Support Allowance** – From 2025

The letter will tell you the deadline date by which you have to claim Universal Credit. If you don't apply by the deadline date, the DWP will be able to stop your existing benefit claim.

More information about your move to Universal Credit can be found on the Government's website, www.ucmove.campaign.gov.uk.

Help to Claim at Citizens Advice

If you get a Migration Notice letter, we advise that you call the Help to Claim team at Citizens Advice. Call as soon as you can for help to make the claim, and to find out when would be the best date to claim. It's really important that you don't miss the deadline in your letter.

You can call an advisor for FREE by calling **0800 144 8 444** between 8am to 6pm, Monday to Friday.

If you have already claimed Universal Credit following a migration notice, we will contact you to offer full advice and support through to your first correct Universal Credit payment.

Get in touch

For any questions about your rent, Universal Credit, help with your benefits or if you're struggling financially please get in touch and we'll do our best to help.

Call us on **0115 915 4920**, email moneymatters@nottinghamcity.gov.uk or text the word **DOSH**, followed by your address and message for **FREE** to **80800** and we'll call you back (this might come up as an unknown number when we ring).

Or there's lots of useful information on our website at www.ncchousing.org.uk/your-rent.

UC Universal
Credit

Creating warmer homes in Bulwell, Mapperley and Bakersfield

We've recently finished Wave 1 of an exciting project to make homes across the city warmer and more energy efficient.

The Social Housing Decarbonisation Fund (SHDF) is funded by the Department of Energy Security and Net Zero and Nottingham City Council through the Midlands Net Zero Hub.

The first wave of this programme gave energy efficiency upgrades to 180 homes located in Bulwell, Mapperley and Bakersfield.

Improvements included External Wall Insulation and ventilation upgrades. The result is an improved EPC band – the Energy Performance Certificate which measures the energy efficiency of a home.

On average the homes involved now rate as a Band C (the average energy efficiency rating for a home in England is Band D).

The work will improve the comfort, health and wellbeing of our residents. It also supports our ambitious aim to be the first carbon neutral city on the UK by 2028 – find out more at www.cn28.co.uk.

Bulwell resident Paul said: *“They have done a brilliant job, I'm very pleased with the work. People passing by tell me how nice it looks and my gas and electric bills have gone down too. I would recommend having it done, I'm really happy.”*

The next SHDF phase is now well underway.

We've already begun making improvements to 60 homes in Bulwell, and future plans include a further 90 flats in Colwick.



Housing Assurance Board update

A big thank you to everybody who applied to join our new Housing Assurance Board.



We had more than **250 applications** – a fantastic number that really shows how many of you are passionate about helping us to improve and provide you with the best possible housing services.



As a reminder, our Housing Assurance Board of management will be made up of tenants and leaseholders to scrutinise our services, make recommendations to help us to improve and hold us to account on what we say we'll do to improve.



Since applications closed last month, we've been busy shortlisting applications and going through the interview process, with the view of having our Board in place for later this autumn. We've also been in touch with everybody who applied and asked those who we've not interviewed to get involved with us in other ways. Thank you once again!

In the next edition of this newsletter, we'll have the Board in place and will let you know all about it, who our members are and what they'll be doing.



GO UNDERCOVER AND HELP TO IMPROVE OUR SERVICES!

Ever fancied working as an undercover detective?

Well, now's your chance by becoming a mystery shopper, and testing what we do and how we do it, without us knowing about it...

It's all about our drive to improve and help us to get a true picture of the services we provide you.

As a mystery shopper, you'll use your own details to either report a made-up issue or question (that we'll give you) or you might even use a real one that's affecting you now.

You might phone our call centre, visit us at one of our offices or make contact through our website or on social media. We might ask you to do certain things and record your experience on a results sheet you'll be given.

What you tell us will be presented to our Senior Management Team and if improvements are needed we'll work with you and our staff to do this. Or if we're doing a great job, we'll look at how we can do things in a similar way in other areas – and let our staff know and thank them.

INTERESTED?

To be a mystery shopper you'll need to be confident talking to people over the phone or in person. You'll need to be professional and discreet (we don't want people to know you're a mystery shopper!). Full training will be given and we expect each mystery shop to be no more than 20 minutes and we wouldn't expect you to do more than four a year.

FIND OUT MORE...

Email nicola.perkins@nottinghamcity.gov.uk or text Nicola on **07581 063 184**.

THIS MESSAGE WILL SELF-DESTRUCT IN FIVE SECONDS...

Menu of involvement

We want you to help us review and develop our services to meet your needs.

Our menu of involvement is all about showing you the many different ways you can do this – with opportunities to fit in with your day-to-day life.

Why not see what might be right for you by going to www.ncchousing.org.uk/menu-of-involvement.

Will tenants please come to the Diary Room...

We're trialling a new way of recording your feedback about our services, in a 'Big Brother' style diary room environment, where you can come and share your experiences on video for us to learn and shape our services.

If you have a story to tell, good or bad and would be willing to take part, please come along to one of our sessions:

- Monday 30 September, 1pm to 3.30pm at Birkin Avenue, Hyson Green, NG7 5GE
- Monday 4 November, 10am to midday at Todd Close, Clifton, NG11 8QR

Email nicola.perkins@nottinghamcity.gov.uk or you can call or text Nicola on **07864 941 982** to let us know if you are coming so we can make sure to have the chair ready for you!

#liveandlearn at the Tenant Academy

Our Tenant Academy provides **FREE** training for our tenants and leaseholders with a wide range of qualifications, courses and activities available for you to take part in.

We publish a quarterly training programme on our website with the latest available offer.

You can download that at www.ncchousing.org.uk/tenant-academy. Or why not email us at involved@nottinghamcity.gov.uk and tell us about any training or development needs you might have and we'll do our best to help you.

You can also meet us in person at any of the following locations:

- **The Mary Potter Centre**, Hyson Green – the first Tuesday of every month
- **The Chase Neighbourhood Centre**, St Ann's – the second Tuesday of every month
- **Bulwell Riverside**, Bulwell – the third Tuesday of every month
- **Bestwood Estate Community Centre**, Bestwood – the fourth Tuesday of every month
- **Queen's Walk Community Centre**, The Meadows – on request, email us at involved@nottinghamcity.gov.uk.

Victor's Tenant Academy story

Nottingham City Council tenant Victor Haven has recently taken part in a range of courses through our Tenant Academy.



Here's Victor's story, in his own words:

"Learning is always useful and, thanks to the Tenant Academy, I have qualifications in first aid and food hygiene. These courses are useful in many ways – in a work environment or in life in general. Currently, I am doing a course in mindfulness, which is possibly the most useful course I have ever done. It's so beneficial in many ways, and excellent for my mental health and well-being."

"I have found the instructors on the courses to be knowledgeable and professional – they know their stuff! I was a bit concerned about whether I would be able to keep up with the pace of learning but I found that on each course the instructors were aware of how different people learn at different speeds, and they made allowances to keep everyone on board."

"On accredited courses there is an assessment, but it's easy enough once you've done the course, and you walk away with a qualification that can help you to get a job! I have benefited not only from the learning itself but also from interacting with other people – we were all there for the same reason, so everyone was friendly and there was a relaxed atmosphere."

"If you're thinking about doing a course with the Tenant Academy then I would say just do it! It's free, it's good and it'll get you out and about and enhance your CV!"

Enjoy a free hot meal and come and talk to us

Twice a month you can find us at the Shifting Your Mindset kitchen at Hyson Green Youth Centre, NG7 6ER on Mondays between 6pm to 8pm. We're also at the Muslim Hands Open Kitchen on Mansfield Road, NG1 3FS fortnightly on Tuesdays between midday and 2pm.

At both locations you can enjoy a FREE hot meal and talk to us on a wide range of issues – including money management, cost of living advice, job support and training, ways to get involved and answering tenancy questions.

Other local partners will be there and, of course, our hosts will have lots of information on all the ways they can support you.

To find out more about Shifting Your Mindset go to www.shiftingyourmindset.co.uk. And to find out more about the Muslim Hands Open Kitchen, go to www.muslimhands.org.uk/appeals/the-open-kitchen.



Help to find a job

If you're 18 or over and you feel you would benefit from employment or training support, or if you know somebody who would – **we can help!**

We have an experienced, friendly and knowledgeable team that will work with you to help you get into work. You just need to live in a Nottingham City postcode, be currently unemployed and not in any training.

We can offer you:

- 1-to-1 support at a time and a place that works best for you
- CV writing skills to help you stand out from the crowd
- Interview skills and tips that will help make a great first impression
- Access to a range of employment and training opportunities.

The best way to find out more about all the ways we can support you is to complete the short registration form on our website and we'll be in touch – www.ncchousing.org.uk/employability-services.

You can also email us at housingemployability@nottinghamcity.gov.uk or call Abi on **07904 583 937** or Andrew on **07547 709 090**.



Work Clubs

Need help looking for work? Drop-in to speak to one of our team at our Work Clubs in libraries across the city.

Get advice, help with your CV, support with applications and much more!

Here's where we'll be:

Bilborough Library, Tuesdays 1pm to 3pm

Clifton Library, Tuesdays 10am to midday

Dales Centre, Wednesdays 10am to midday

Hyson Green Library, Thursday 10am to midday

The Meadows Library, Wednesdays 1pm to 3pm

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



BUILDING A BETTER NOTTINGHAM

We're continuing to build new homes for local people in housing need in Bestwood, and we'll soon be starting work on a new site in St Ann's.

The first 53 homes to be built on the site of the former Eastglade School in are now all let, and we've started work to build **a further 53 homes** that are a mix of flats and houses. New tenants should be moving in from October, and the final houses will be completed and let by next May.

Down the road at Beckhampton, **68 homes** have been handed over for Nottingham families on the waiting list to move into and call home. More homes at the site will be released for let in Autumn, including bungalows.

And we'll soon be starting to build **24 new homes** (15 houses and nine flats) on the site of the former Oakdene care home at the junction of Woodborough Road and St Ann's Way – building is estimated to take around 12 months, and all homes will be energy efficient to keep residents' bills down and protect the environment.



High-rise Living

We're giving lobbies and corridors Willow View in Radford a facelift with new flooring, lighting and décor as part of our High-rise Living programme.

Residents will also benefit from new and improved signage and wayfinding at the block.

Similar works have already completed at other high-rises, including Oak View and Manvers Court (pictured).



Colwick Woods Court

Works have started to upgrade Colwick Woods Court in Sneinton.

The tower block is having an external facelift, including 'winter garden' balconies and new windows, as well as improvements to heating and lighting systems, a refresh of corridors and lobbies, and landscaping and parking improvements outside.

Residents are looking forward to their new-look block being completed, with one saying, *"We've waited a long time for this and it will make such a difference – I can't wait."*



Domestic Abuse Housing Alliance

We're proud to be members of the Domestic Abuse Housing Alliance (DAHA) – the leading specialist domestic abuse organisation supporting housing providers to improve their response to domestic abuse.

As a member of DAHA we are able to access a range of resources and expertise from both the housing and domestic abuse sector as well as support from the wider membership of more than 160 organisations.

This is all helping us to support individuals and families living with domestic abuse.

You can find out more about DAHA on their website www.dahalliance.org.uk.

Accreditation

Our aim is to become an accredited member of DAHA and over the next 12 to 18 months, we're going to be working hard to achieve this.

Being awarded accredited status means that as a council we are recognised as one of the very best in the way we support survivors of domestic abuse or those at risk of experiencing domestic abuse across everything we do. It means that we show consistency in the way we deal with domestic abuse cases and that victims can be confident that the support we provide is the very best, with their needs always as our number one priority.

It will also show how we are meeting our regulatory requirements as a council to provide support for victims of domestic abuse through the provision of safe housing.

To be awarded accreditation we have to go through a rigorous assessment process that demonstrates how our approach to domestic abuse is embedded across the council in eight different areas. We're committed to achieving this as we want all individuals and families living with domestic abuse to be able to live safely and peacefully in their homes.

We'll keep this page updated with any news as we go through the process.

In need of help now?

If you are 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), and 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.



ANTI-SOCIAL BEHAVIOUR

Feeling safe where you live is so important. Anti-social behaviour (ASB) can have a real impact on your quality of life and that's why we're committed to tackling it quickly and firmly when it happens and provide support to victims.

If you're suffering as a result of any kind of ASB, please let us know and we'll do our best to help you and take action.

There are lots of ways you can do that:

- Download the ASB reporting app – www.ncchousing.org.uk/ReMOTE
- Email: reportasb@nottinghamcity.gov.uk
- Text: REPORTASB followed by your message for FREE to **80800**
- Call us on **0115 746 9555**
- Affected by noise nuisance? Download the Noise App – www.ncchousing.org.uk/noise.

We also encourage you to report criminal behaviour to the police:

- Non-emergency, dial **101**
- Emergency (you or your property are at immediate risk), dial **999**
- Report crime anonymously through Crimestoppers on **0800 555 111**.

HOW WE CAN HELP

When you report ASB to us we will treat what you tell us in confidence, give advice and arrange support.

We'll interview you within three days of you making a report, agree an action plan with you outlining what we'll be doing – which we'll keep under regular review and advise on how you can keep a record of any further ASB you experience that we can use as evidence.

If we need to, we can give advice on security improvements if your personal safety is at risk – and that might mean finding you safe temporary accommodation if you need it and referring you to specialist support services. Any abusive, obscene or threatening graffiti will be removed within one working day.

We'll always look to take the strongest possible action against those who are responsible – with a wide range of civil and legal actions at our disposal.



WHAT IS AND ISN'T ASB

There are some things that we wouldn't normally call as ASB.

Things like everyday household noise, children playing, one-off parties at reasonable times etc, but we'd always encourage you to be a good neighbour and let your neighbours know if you are going to be doing something that might cause a small disruption for a short time.

And please be particularly mindful of older or more vulnerable neighbours. There's lots more information on our website at www.ncchousing.org.uk/asb.



ACTIONS SPEAK LOUDER THAN WORDS

We've supported a number of residents recently with fly-tipping issues they've reported to us:

Snape Wood

A resident contacted us by email to report a case of fly-tipping. We got back to her the next day to let her know that we'd passed this to the relevant team. On that same day, a Community Protection Officer visited the site to take photos, and the fly-tipping was cleared within a week of being reported.

The resident who reported it said: *"The speed of the response was impressive! I must give credit to the teams that got the issue resolved"*

Bakersfield

Working together with our caretakers, the local Housing Patch Manager and Nottingham City Council's green and clean team we cleared a fly-tipping hot-spot that was reported to us by a resident and cleaned the area as it had started to attract vermin. The resident who reported it was really grateful that it had been cleared.

Building safety



Nottingham City Council is responsible for managing and maintaining 13 high-rise (over 18 metres tall) and 11 medium-rise (over 11 metres tall) blocks of flats in the city – providing homes for over 1,700 households.

Resident safety is and has always been our number one priority.

After the Grenfell tragedy back in June 2017, the Government wanted to make sure that high-rise residents could be assured that the buildings they live in are safe. They went on to pass the Building Safety Act of 2022 which introduced the biggest changes to building safety in 40 years.

People who live in high and medium-rises in Nottingham and across the country now have more say in the management of their building than ever before, and are empowered and encouraged to raise building safety concerns directly to landlords such as ourselves. In turn, we have a duty to listen. If residents feel that their concerns are being ignored, they can raise them with the Building Safety Regulator.

We want to work with our high and medium-rise residents to keep buildings safe, and we want people to get involved in keeping their block safe. As well as a dedicated Building Safety Team, with named Building Safety Officers for each high-rise, we have a strategic Building Safety Group that manages safety in all high-rises, a Building Safety Resident Forum, and strong relationships with Nottinghamshire Fire and Rescue Service (NFRS) to help enhance fire safety measures in all high-rises.

To find out more, or get involved in building safety in your block, please email involved@nottinghamcity.gov.uk with ‘building safety’ in the subject line.



Tenant Satisfaction Measures



In the last issue of this magazine, we published the combined results of the four Tenant Satisfaction Measures telephone surveys that we ran in 2023/24 with your views on how we're performing.

We also sent these to the Regulator of Social Housing at the end of June. They will use this information to see how we compare to other landlords and give them valuable information on how we're performing that will help them to decide which landlords to inspect first in new inspections that will start later this year.

The learning that we get from these surveys doesn't stop as we continue with more surveys this year. We have just completed the second set of surveys and we'll let you know the results of these in the next edition of the newsletter.

The next surveys to be carried out on the following dates:

- 18 November to 14 December
- 17 February to 8 March

As always, a huge thank you to everybody who has taken the time to give us your views. What you tell us is helping us to improve and get better.

Bulwell Arts Festival

We had a brilliant time at Bulwell Arts Festival, held in July.

Residents at our Hazelhurst, Rona, Snapenook and Sketchley Court independent living communities had their fabulous artwork displayed at Bulwell Tesco.

The theme of the project was recycling and, with the support of a local artist to help them bring their ideas to life, they created 'Birds from the Bogs' as a tribute to Bulwell's famous Bulwell Bogs green space made entirely from recycled material!

And we also supported the boat-building workshop for local families to make boats out of recycled materials for taking part in the festival's boat race.

We can't wait for next year!



Keeping our staff safe

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

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



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

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

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

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

Thank you for your cooperation.

Protect your belongings from just 62p a week*

The building you live in is insured by Nottingham City Council, but your contents and belongings are not.

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

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

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

Unlike most insurance policies, it doesn't have an excess – so you don't have to pay the first part of a claim – and you can have accidental damage cover for a small extra cost. Find out more by calling **0115 915 4920** or email rents@nottinghamcity.gov.uk. If you use our scheme and need to make a claim, please call **0161 875 8988**.

And if you already have contents insurance and make any changes to your tenancy, please check that your contents insurance policy is still valid.

*Price includes Insurance Premium Tax (IPT) charged at the appropriate rate. Acceptance restrictions may apply for conviction and claims experience.

The policy is underwritten by Aviva Insurance Limited and arranged by Aon UK Ltd, both of which are authorised and regulated by the Financial Conduct Authority. Aviva Insurance Limited, Registered in Scotland Number 2116. Registered Office: Pitheavlis, Perth PH2 0NH. Authorised by the Prudential Regulation Authority. FP.TCI.2024.149.SD

