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make a difference

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**Welcome
to our new
Responsive
Repairs Team**

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Welcome to the spring 2024 edition of Link magazine

Bringing our responsive repairs in house



Holly Dagnall
Director of Homes and Wellbeing

We're only in spring but it's already shaping up to be a big year for NCHA as we've very recently bought our responsive repairs service in house. We've employed a new team of skilled trades people, leased vans, and bought all the tools, uniform and equipment they could possibly need so work has already begun on your repairs.

This change has happened as a result of feedback from you, our customers, who told us that our repairs service wasn't good enough. We agreed with you and we're sorry that we've been failing in this area. Thanks to this change we're confident that our repairs service will improve enormously.

We're also looking forward to the autumn when our NCHA head office will move to Clifton. Our development there will also include homes for older people, supported living and retain the existing sports facilities. We're really excited to grow our community in this new location.



News round-up



New Head of Communities

We're pleased to announce that Steve Adams has been appointed our new Head of Communities. Steve has been with NCHA since 2021 as our Your Community Manager. This change in role means that he will now manage our Community Safety, Your Home and Your Money Matters teams as well. It's a big role and we wish him all the best!

Self-help support for customers

We're launching a set of self-help pages on our website with online tools to help customers find work, improve your digital skills, make your money go further, look after your home, and take care of your wellbeing. If this could be useful to you, search for 'self-help' on our website to find out more.



Our Ambitions

This spring we're launching our new Group Corporate Plan – 'Our Ambitions'. This document highlights the areas of our business that are most important to us, and describes what we're aiming to achieve over the next five years.

Take a look at what our plans for the future are by searching 'ambitions' on our website



Contact details

Link Magazine. Nottingham Community Housing Association, 12/14 Pelham Road, Sherwood Rise, Nottingham NG5 1AP.

Edited by Rebecca Miller tel: **07929 736016** email: **Rebecca.Miller@ncha.org.uk** web: **www.ncha.org.uk**

Please send all contributions or letters to the Editor.

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વિનંતી દ્વારા અમે કોઈ પણ દસ્તાવેજનાં શબ્દાંકનની નકલો અન્ય ભાષા કે રૂપમાં પૂરી પાડવા માટે વાજબી રીતે બનશે એટલું કરીશું. કૃપા કરી 0800 013 8555 ફોન કરશો અથવા info@ncha.org.uk પર ઇમેઇલ કરશો.

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سینڈل ما بوسعنا لتوفير نسخ تحتوي على نص أي مستند بلغة أخرى أو تنسيق آخر، وذلك حسب الطلب. الرجاء الاتصال على 0800 013 8555 أو إرسال بريد إلكتروني إلى info@ncha.org.uk

Welcome to our new **Responsive Repairs Team**



David Langhorne Director of Asset Management

Our new Director of Asset Management, David Langhorne has joined us with 20 years' experience in housing. David will be overseeing all of our Property Services department, including our new Responsive Repairs Team.



On 8 April our Property Services Team strengthened as we brought our responsive repairs in-house.

Over 30 new colleagues have joined us to take care of any unplanned jobs that need looking after in your home.

The new team spent their first week together in induction and training sessions which will equip them with the tools, technology and information they need to deliver a great service.

We know that some of our customers haven't been satisfied with the repairs service you've been getting over the past few months. We've listened to your concerns, and our new service has been designed with your feedback at the heart of it.

We're excited for this new chapter, and we're confident that our new in-house team will get us back on track – delivering the quality services you deserve.

How we manage **Responsive Repairs**



We group responsive repairs into three different types:

- Emergency
- Routine
- Non-routine.

Emergency repairs are carried out when your health and safety is at serious risk, or when major damage may be caused to your home. Examples including flooding or fire damage. We aim to attend to emergency repairs within 24 hours, and either complete the repair or make sure your home is safe.

Routine repairs are repairs which are not classed as an emergency and we will aim to attend these within 28 calendar days. Examples of these include minor repairs to floors or walls, and kitchens or bathrooms.

Non-routine repairs are usually more complex because they will take longer or may need more than one tradesperson to complete. We aim to attend to these within 60 calendar days of them being reported by a Technical Inspector. These are jobs that might involve scaffolding or large areas of plastering, for example.



There are some minor repairs we expect you to carry out, such as replacing lightbulbs and bleeding radiators.



Have a look at our website www.ncha.org.uk/repairs for more information.

Tell us **what extra help you need**

Make sure we know what assistance you need

We want to give you the help you need when you contact us. If you have a particular need - such as large print documents, or help with phone calls due to a hearing impairment - you can tell us about it on your My NCHA account.

Once we know what your needs are, we'll make sure we tailor our services to support you. How to tell us about what you need from us:

- Log in to your My NCHA account: <https://my.ncha.org.uk>
- Click on 'My Tenancy'
- Go to 'edit your tenancy' and click 'edit details', where you can tell us what you need.
- Click 'submit' to save your changes.



You can tell us about anything you think we should know - for example, if you are hard of hearing, have a visual impairment, or if English is not your first language.

And if your needs change, you can login at any time to update them.



Keeping your home free from damp and mould

There is always moisture in the air in your home, even if you can't see it. If the air becomes too cold, or you create more moisture (for example from cooking or bathing) condensation will appear.

Condensation is the main cause of damp and mould in homes.

Know the signs

Damp: Persistent, dark wet patch that may cause flaky plaster and a smell.



Mould: It can appear in different colours and is often dark and spotty.



Condensation: Visible water droplets gather on cold surfaces such as windows or walls. It can lead to mould if not treated.



Preventing condensation

Condensation tends to form in cold areas or areas with little air movement, such as around windows, corners of rooms or behind furniture that's pushed against the walls. There are lots of useful tips for preventing condensation and dealing with it when it does occur.



- When cooking food in saucepans, always cover them with a pan lid to prevent moisture escaping into the air.
- When you can, dry your clothes outside. In colder or wetter weather avoid drying clothes directly on radiators; instead use an airer in a room with an open window and/or a dehumidifier.
- Keep the bathroom door closed and open the window after you have a bath or shower.
- Open your window trickle vents when you can.
- If you have ventilation bricks or vents in your home, never cover these up.
- Try not to overfill cupboards or wardrobes so that air can move through your items.

If you get condensation

- After a bath or shower, wipe down any moisture in the room to prevent it from dispersing into the air.
- Use a dehumidifier, an electronic device that removes excess moisture from the air. (Ask a member of our team for advice if you need a dehumidifier).
- If you have an extractor fan in your kitchen or bathroom, remember to keep it switched on.
- If you are drying laundry indoors, make sure the room is ventilated using the trickle vents on your windows if you have them.



What to do if you see damp or mould

If you're concerned about damp and mould in your home, please let us know as soon as possible so we can help fix it.

Call our Customer Experience team on **0800 013 8555** to book an inspection.

Opportunities to **get involved at NCHA**

Calling all customers wanting to make a difference

It's important to us that customers are at the heart of everything we do. Customer feedback helps us to improve our services for the benefit of everyone.

At NCHA we have a customer involvement structure that offers a range of ways you can get involved depending on what your skills are and the time you have available.

If you're interested in finding out more about how NCHA operates and making contributions that can help lots of other customers, why not get involved? You'll learn new skills, meet new people and get paid too.



We're currently seeking new members for our Homes and Neighbourhood Panel, our Scrutiny Panel and our new consultation group.

Consultation group

We are establishing a new customer consultation group and we'd love you to join. This group won't meet in person, instead they will be contacted by email and asked to give their feedback on different issues. We don't expect this to be more than once a month.

Customers who participate will be rewarded through vouchers or prize draws.



Homes and Neighbourhood Panel

This panel looks at your experience of our services, providing a place for customers to be heard. They look at a number of topics every meeting.



The Homes and Neighbourhood Panel plays a pivotal role in improving the experiences of customers, both in their homes and communities. Panel members bring their own skills and particular areas of interest. We also have the benefit of closer connections with other NCHA customers.



Simon Leyden
Chair of the Panel

Scrutiny Panel

This panel acts as NCHA's critical friend, investigating what's happening with services and suggesting improvements. They focus on specific issues and dig deeper to find out more. Last year they looked into complaints at NCHA, and so far this year they've been investigating how NCHA deals with damp and mould cases.



Scrutiny Panel can really make a difference. Last year we recommended a centralised complaints team for NCHA and this year we've seen that created. We're looking for more customers who can join us to investigate issues and make recommendations for improvements.



Steven Malcherczyk
Chair of the Scrutiny Panel

Both of these panels meet in person between four and eight times a year. We offer financial recognition for attendance / engagement.*



Register your interest

If you'd like to find out more or register your interest, please contact us by emailing customerinvolvement@ncha.org.uk and we'll get back to you.

* If you are concerned about the impact on benefits, we can arrange you an appointment with a specialist at NCHA to discuss this in more detail.

Measuring tenant satisfaction

At NCHA, customer feedback is very important to us, that's why we've been running our 'STAR survey' of customers for years.

However from April 2023, the Regulator of Social Housing (the Government body that we report to) introduced a new way to measure how tenants feel about their landlords called Tenant Satisfaction Measures (TSMs).

Tenant Satisfaction Measures will give social housing tenants a way to compare their landlord's performance against others, and hold them to account.

What are the Tenant Satisfaction Measures?

There are 22 Tenant Satisfaction Measures (TSMs) in total and they are split into two parts:

- 10 performance measures – these are collected through key performance data up to 31 March 2024
- 12 customer perception survey measures – these were collected through telephone surveying around 1,000 customers directly in September and October 2023.

How can I read NCHA's TSM report?

We will be publishing our results on our website this June and highlighting what action we'll be taking to ensure that we're improving the services that we offer you.

You'll be able to compare landlords on the Regulator of Social Housing's website in the autumn:
www.gov.uk/rsh

Thank you to everyone who took the time to speak to us.

Hello to our new Customer Resolution team

This new team will be helping customers who have complaints to get them resolved quickly.

At NCHA we always want our customers to be happy with the services we provide, so we're always disappointed when we receive complaints.

Tracey is joined by Kerry Ann, Michelle, Ayomide, Joanne and Lance. Between them they have many years of experience of helping customers and resolving problems.

We know that if you need to make a complaint you may be feeling distressed or inconvenienced, so we want to ensure that we handle your complaint as quickly and efficiently as possible.

That's why we've created our new Customer Resolution team.

The new team is managed by Tracey Adams, who has worked for NCHA for many years and is passionate about providing the best service to our customers.

They promise to listen to you and treat you with respect, and they ask that you do the same to them. They will act impartially while looking into what's happened and sharing their findings with you.



Find out more by searching for 'complaints' on our website.

Preventing fires in your home



An important reminder for all customers

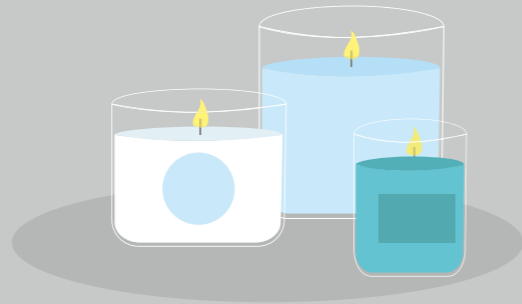
A fire in your home can have devastating consequences, both for your personal possessions and more importantly the safety of you and your family.

The key step you can take to keep yourself and your loved ones safe is to ensure your home has a working smoke alarm. A working smoke alarm can give you the vital time you need to get out, stay out and call 999.

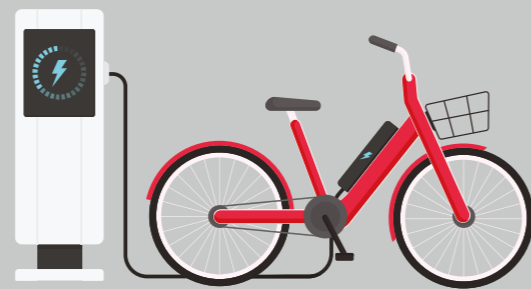
Test your alarm regularly, and make sure everyone in your home knows the escape routes if there is a fire.

Fire safety tips

If you light **candles** in your home, remember to place them on a stable surface, out of the reach of pets and children, and away from flammable objects like curtains and bedding. Never leave a lit candle unattended.



An increasing number of people have **e-bikes and e-scooters**, and most of them have lithium-ion batteries, which can be charged in the home. It's crucial that, when charging e-bikes and e-scooters, you do so safely to reduce the fire risk.



Our number one tip for e-bikes and e-scooters is to **always use the manufacturer's approved battery**. These will meet the specific safety measures that are legal requirement.



Insurance

At NCHA, we insure the structure of your home against the risk of damage from fire and flood, but we don't insure the contents of your home.

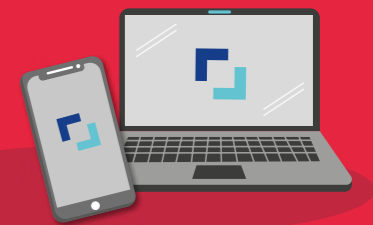
We highly recommend that you take out home contents insurance for your belongings to cover yourself. We know that the cost of contents insurance may make you think twice about it, but it is cheaper than replacing everything should the worst happen.

Homes with communal areas

If you live in a home which has a communal area, usually a hallway or staircase that other people who live in the same building also use, there will be specific fire safety advice for your building.

Look for the **'fire action notice'** in your communal area. This explains the instructions to follow in the event of a fire in your building.

Search for **'fire safety'** on our website for more information.



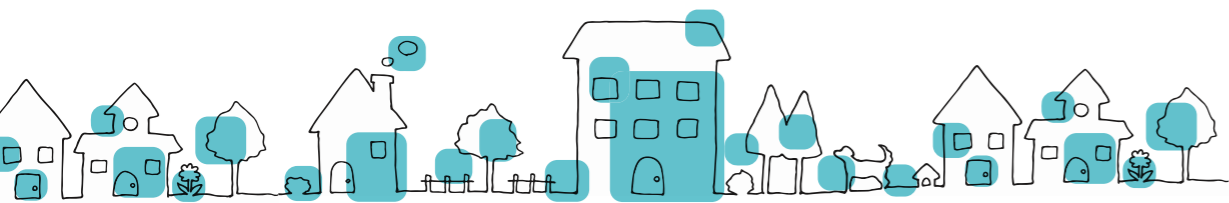
Introducing our Multi-site Services Officers

If you pay a service charge to NCHA, you may have seen or met one of our Scheme Managers. Their job is to look after the communal areas in and around your homes, by doing things like cleaning windows for flats, removing rubbish and litter, servicing equipment and monitoring CCTV.

From this June their roles are changing and they will become Multi-site Services Officers. This means that they will be providing a greater range of services to customers, including smaller repairs and maintenance jobs.

To free up some of their time to do this, we have appointed a new cleaning contractor, Clean Green. Clean Green will carry out the cleaning in communal areas in our homes across the region so look out for them in your area.

We're confident that this change will provide a better service to our customers by increasing the help we can provide.



If you pay a service charge look out for your Multi-site Services Officer in your area. They'll always be happy to say hello, have a chat about your needs and help where they can.

Championing sustainability at NCHA



We're making great progress delivering our Environmental Sustainability strategy. Our projects range from improving flood resilience to retrofitting homes.

Planting wildflower meadows

Wildflower meadows have lots of benefits for bees, birds and other wildlife (plus they give beautiful displays of colour!). After a successful pilot at May Hill, in Southwell, we've contacted some customers about planting wildflowers in communal green spaces.



Helen Dunne
Customer Committee member from May Hill

“The value of wildflower meadows for customer wellbeing and biodiversity is substantial. It's so important for ordinary people to come together to push towards a greener, more sustainable future.”



Would you like to see wildflowers in your area?
Email us: greenleaders@ncha.org.uk

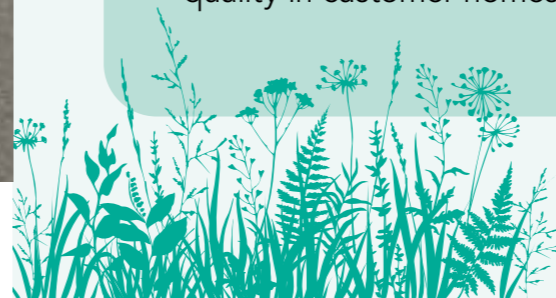
Our 'Green Leader' award winner

Congratulations to our Head of Sustainability, Chris Pryke-Hendy, for winning the Green Leader award at the East Midlands Business Desk Awards. Chris has transformed the culture of sustainability at NCHA by:

- Driving carbon-neutral builds and wildlife friendly features for **environment-minded new homes and offices**
- Spearheading a **fuel poverty register** to better support customers who need it most
- Establishing a **Green Leaders community**
- Trialling **environmental sensors** to help improve air quality in customer homes.



Search **'Environmental Sustainability'** on our website for more details!



Making homes warmer for less energy

Thanks in part to a grant from the **BEIS Social Housing Decarbonisation Fund (SHDF)**, we've improved insulation in **60 eligible customer homes across Nottinghamshire.**

The upgrades, known as 'retrofitting', keep homes warmer for longer, using less energy. We've upgraded everything from external wall to loft insulation, at no cost to customers, in homes with an energy efficiency rating of less than 'EPC band C'.

This aligns with our Environmental Sustainability strategy.

Our Retrofit team visited NCHA customer Mel in Ollerton to see the end result. They were joined by representatives from our contractor Westville, Chris Pryke-Hendy (our Head of Sustainability), and Jen Wilson (our volunteer Customer Retrofit Champion).

Mel, who has lived in her NCHA home for a decade, said: "The new insulation has almost halved my energy bills. I live in an old pit house which usually costs a fortune to heat, but since the insulation works I hardly need to put the heating on now, even in winter.



“**It looks lovely and it's so much warmer, which is making a massive difference**”



What's next

It's now full steam ahead with rolling out energy efficiency measures for a further 300 eligible homes across areas ranging from Doncaster and Derbyshire to Leicestershire and Northampton.

We've contacted all eligible customers to begin arranging upgrades at their homes and answer any questions. Works start with Westville this spring.

Sheila Evans, NCHA Customer Liaison Officer, said: "It's such a pleasure to see our customers enjoying the heating benefits of their new insulation – the finishing touches look great!

"We're finding that customers need to put their heating on a lot less, which is wonderful. Inside, it's a better living environment, and externally the homes tend to look like new builds again.

"We've now built up the momentum to develop our customer engagement and get local councils on board. This is instrumental to refining the process and providing an even better experience.

“**We want customers to be warm in their homes, and this is a great way of helping this to happen.**”

”
Sheila Evans, NCHA Customer Liaison Officer,

Learn more by searching '**retrofit**' on our website.

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Interested in hearing the latest news from NCHA?

Sign up for our **free** email alerts and have our updates delivered to your inbox.



You can choose the topics you're most interested in - everything from job vacancies and ways to get involved with NCHA, to new homes and advice on making your money go further.

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