

**Celebrating our 50  
year history**

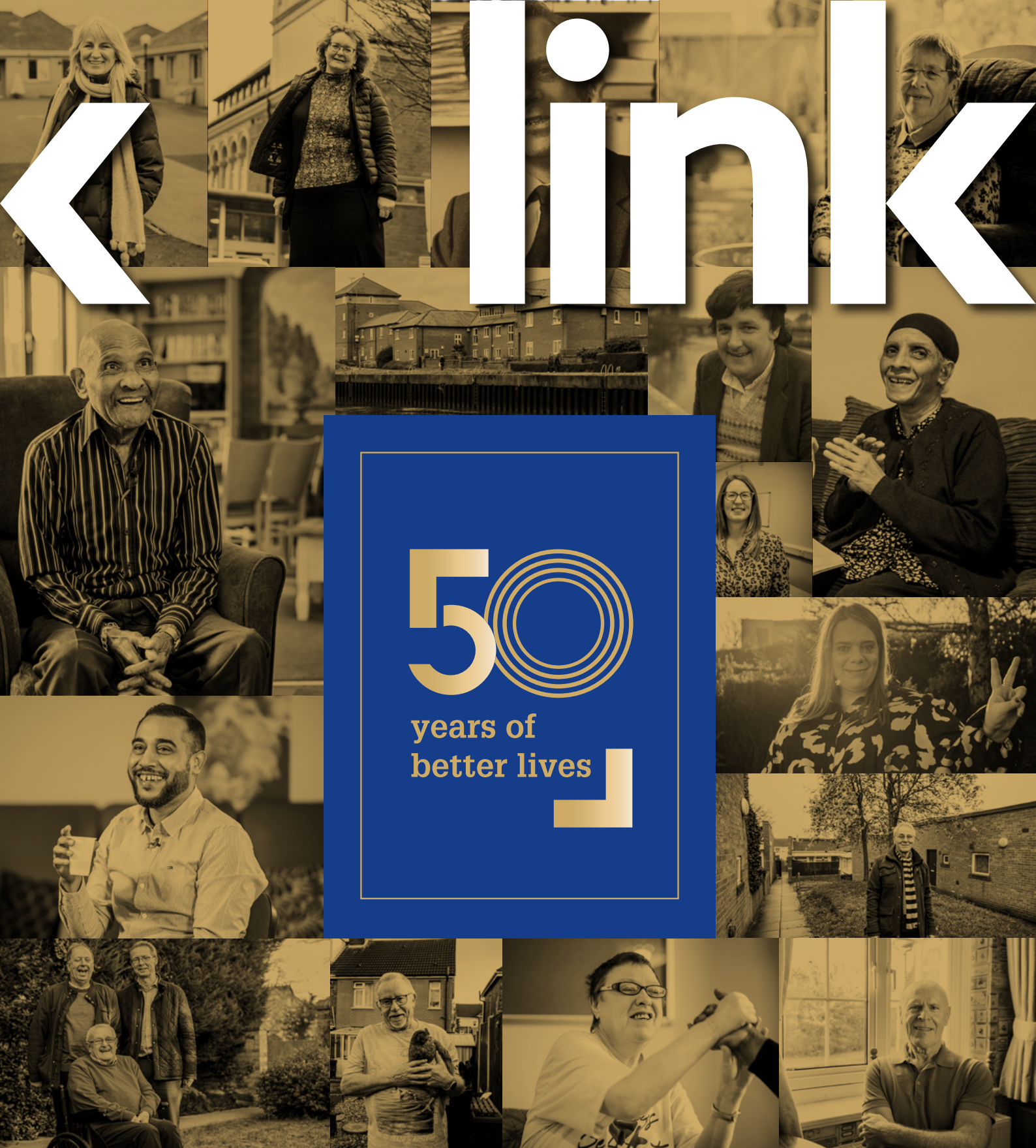
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# Welcome to the spring 2023 edition of Link magazine

This year we're marking 50 years of NCHA



**Holly Dagnall**  
Director of Homes  
and Wellbeing

 @hollydagnall

We're proud that from our humble beginnings in 1973 with a loan from Shelter and Nottingham City Council, we now house more than 20,000 people across the East Midlands.

We manage 10,000 homes and employ around 1,200 people. But it's not just houses: we also provide care and support services to people with a range of different needs across the region. As we plan for the future, our vision of 'more home, great services, better lives' remains at our heart.

To mark our 50th anniversary we're excited to announce the launch of our new logo. NCHA has grown and evolved over our half century journey, and our refreshed logo reflects a more modern and memorable look to take us into our next chapter.

Whilst we're proud of reaching our 50th anniversary, we also know that many of you are disappointed with our repairs service at the moment and we're sorry about that. We're taking measures to improve the situation and you can find the latest update on our website: [www.ncha.org.uk/repairs](http://www.ncha.org.uk/repairs).

## Contact details

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Please send all contributions or letters to the Editor.

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By request we will do what is reasonable to provide copies of the wording of any document in another language or format. Please telephone 0800 013 8555 / 0115 844 3150 or email [info@ncha.org.uk](mailto:info@ncha.org.uk)

# News round-up



## New Customer Experience team

Our two Customer Contact teams (one for housing and one for Property Services) have joined forces to become our Customer Experience team. When you call us from now on, our team will be able to deal with all of your housing or property services queries on the same call.

## Improving My NCHA

We're making improvements to My NCHA, our customer portal. A group of customers have been helping us to test the new system, and we'd like to thank them for their help! As well as making payments and viewing your rent statement, there are more features to come later this year.

## Letting the grass grow

As part of our environmental sustainability strategy, we've identified some communal green spaces where we're letting the grass grow to attract wildlife. If you see one of our signs you'll know that's our plan in your area.

## Tenant satisfaction measures

This autumn we'll be conducting a satisfaction survey for tenants and leaseholders in line with the Government's new tenant satisfaction measure requirements. A sample of customers will be contacted by telephone and invited to take part.

## New grant to improve energy efficiency

Residents living in 300 of our older homes will benefit from energy efficiency improvements, thanks to a £4.2m grant. The works will bring the homes up to an Energy Performance Certificate (EPC) rating 'C'.



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 / 0115 844 3150 પર ફોન કરશો અથવા

[info@ncha.org.uk](mailto:info@ncha.org.uk) પર ઇમેલ કરશો.

Na państwa prośbę, zrobimy co w naszej mocy, aby dostarczyć kopie sformułowań z którychkolwiek dokumentów w innym języku lub formacie.

Prosimy dzwonić na numer 0800 013 8555 / 0115 844 3150 lub wysłać e-mail na [info@ncha.org.uk](mailto:info@ncha.org.uk)

سنبدل ما بوسعنا لتوفير نسخ تحتوي على نص أي مستند بلغة أخرى أو تنسيق آخر، وذلك حسب الطلب. الرجاء الاتصال على 0800 013 8555 / 0115 844 3150 أو إرسال بريد إلكتروني إلى [info@ncha.org.uk](mailto:info@ncha.org.uk)

# Celebrating our 50th anniversary

Nottingham Community Housing Association, known to many as NCHA, has been around since 1973. Have a read through a shorten version of our 50 year history.

## 1973

### The beginning

On 1 April 1973, **Andrew Malone**, armed with loans from Shelter and Nottingham City Council, set up Nottingham Community Housing Association. Fifty years and 10,000 homes later, the organisation supports not only those who need somewhere to live, but thousands of people who need care and support to live a better life.



## 1975

### Supporting women fleeing abuse

NCHA's first involvement in supporting people with additional needs came in the form of providing homes for women fleeing domestic abuse. Thanks to the backing of NCHA, East Midlands Women's Aid has been able to support over 6,500 women in their refuge.

### The foundations for building new homes

By the early 1980s NCHA was well-established in refurbishing empty and tenanted homes, but had firm ambitions to design and build their own. The right opportunity came with a design solution for a problematic piece of land. John Carrol Court kick-started what is still to this day a hugely successful design and build programme of works, delivering thousands of new homes for people who need them.

## 1981



## Pioneering shared ownership

Recognising a housing need for people who had ambitions to own their own homes in areas that were otherwise unaffordable, NCHA built its first homes to be sold for shared ownership in Collingham, Nottinghamshire, in 1987. The association has gone on to deliver thousands more homes of this type and tenure, generating profits to reinvest back into social housing.

# 1987



# 1988



## Rescuing British Coal Board homes

In 1988 NCHA rescued 895 ex-British Coal Board homes in the north of Nottinghamshire from the threat of sale to private developers or less established housing providers. They refurbished the homes with new kitchens, bathrooms and heating systems, proving security and comfort for generations of people to come.

# 1993

## Delivering Care and Support services

Although NCHA had supported the delivery of additional services to people from as early as 1975, it was 1993 when they set up a specific Care and Support department. This focus allowed the association to run their own services, as well as continuing to support partner agencies. We now employ around 800 people to deliver over one million hours of care and support a year.



1994

## Bringing repairs in house

Following in the footsteps of Andrew Malone, Mike Andrews became NCHA's second Chief Executive in 2007 after spending 19 years as Director of Housing. Mike was instrumental in the decision to bring property repairs in-house, starting with three men and two electric vans. NCHA's Property Services team now employs over 100 operatives in a broad range of trades, including heating, electrical, joinery and decorating.



## The journey to environmental sustainability

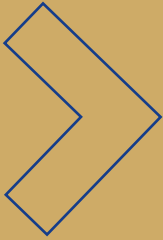
Long before it was as topical and urgent as it is now, NCHA had a keen interest in environmental issues, recognising the impact that the performance of their homes and buildings has on the planet. In 2002 we were the first housing association in the region to install photovoltaic cells onto the roofs of a development of new homes. This was just the beginning of a 20 year journey to becoming a more sustainable organisation.

2008

## Protecting the legacy of almshouses

Often described as the oldest form of social housing, almshouses are a charitable form of independent, low cost homes which are kept in trust by an associated charity. In 2008, NCHA amalgamated some almshouse charities already in their trust to form Nottingham Community Almshouse Charity.





## 2014 Helping people be the best they can be

Looking for ways to support their customers into work or training, in 2014 NCHA teamed up with two other housing associations and became co-owners of Access Training. With a like-minded approach to social investment the organisations work closely together to support people to be the best they can be.

## Preventing homelessness

True to its roots, NCHA maintains a strong commitment to supporting people at risk of or experiencing homelessness. One of seven services that we own and manage, William Lyon Court in Loughborough, opened in 2016 offering temporary accommodation to young people aged 18 and over, helping them to find a permanent place to call home.



# 2016



## The best is yet to come

"As Chair of NCHA's Board, I'm really proud to be taking the association forward into its next half century. The impact we have on the people and communities we serve is more important than ever, and thanks to a dedicated, talented and inspirational team of colleagues it will be exciting to see the outcomes we'll deliver over the next 50 years..."

Callum Gillespie, Chair of NCHA Board

# New fire safety regulations



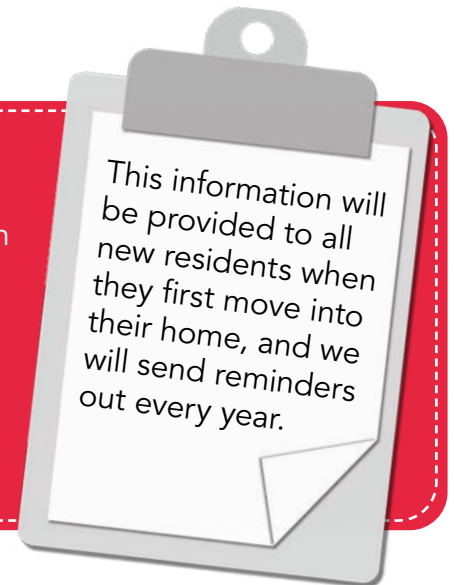
## The safety of our customers remains our utmost priority.

From 23 January this year new Fire Safety Regulations for multi-occupied residential buildings in England came into force, covering the information given to residents and the inspection of fire doors. The new regulations will affect over 3,000 of our homes.

### Information sharing with customers

We've sent fire safety information directly to customers who live in a property with communal areas (usually flats). This information includes details on:

- Where to find the fire action notice for your building
- Considerations for establishing a personal escape plan
- The new requirements for inspections of fire doors.



### Additional inspections of fire doors

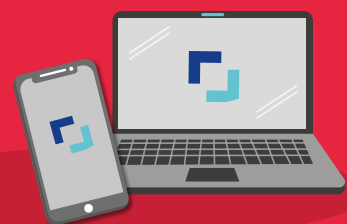
We will be inspecting all communal fire doors **every three months**. Communal doors are those in corridors and entrances.

### Fire doors fitted as front doors to flats

will be inspected **every 12 months**. We'll need to access each flat once a year to check both sides of the front door, as this is a legal requirement. We'll contact customers directly when it's time to book an appointment.

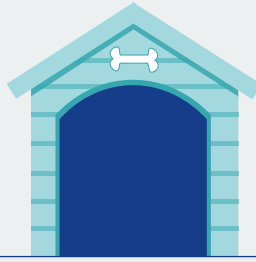


For more details, including a copy of the information sent to customers, visit our website [www.ncha.org.uk/firesafety](http://www.ncha.org.uk/firesafety).





# Welcoming pets



**We recognise the benefits that sharing your home with a pet can bring for your mental and physical wellbeing. However we also need to consider the impact that a pet could have on your neighbours. That's why we ask you to get written permission before sharing your home with an animal.**

If you would like a pet, email [info@ncha.org.uk](mailto:info@ncha.org.uk) and request a pet application form to get started.

If we give you permission to keep a pet, we'll ask you to sign a pet ownership contract. You must look after it and keep it under control at all times, ensuring it's not a nuisance to your neighbours. We'll investigate and act as appropriate if these conditions are broken.

Permission to keep a pet can be removed if this negatively affects your neighbours. We will also withdraw our permission if you fail to control or look after your pet. There's more information about this in our pet policy – you can find this on our website.



## What you can expect from us

We will consider all applications and we aim to be reasonable, consistent and fair in deciding whether to give you permission.

We will review your application and let you know if we need further details before making a decision. Once we've made a decision, we will write to you to let you know.



# Have your say

Customer feedback is vital for us to continue to improve our services. We know many people have busy lives so we offer a range of ways you can tell us what's going on and get involved in helping make things better for the future:

- **Tell us your views on the service you've had from us,** good or bad, by calling us, emailing us or filling in our online contact form.
- **Take part in focus groups or surveys.** From time to time we invite customers to be part of a focus group, or to take part in a survey.
- **Become a Community Voice.** These customers serve as a local link to NCHA for their area and a representative for their neighbours (find out more on the opposite page).
- **Join a Tenants and Residents Association (TRA) where you live -** and if there isn't one, consider setting one up. Contact us to find out if there's a group in your area.

## Customer panels

On these panels you join together with other customers in four to eight meetings a year to discuss key topics that relate to our work. You'll then work together to submit plans for improvements and keep an eye on agreed changes.

We currently have:

- **Scrutiny Panel** – This panel acts as NCHA's critical friend, investigating what's happening with services and suggesting improvements.
- **Homes and Neighbourhood Panel** – This panel looks at your experience of our services, providing a place for customers to be heard.

## Community Voice

If you become a Community Voice, you can choose how involved you'd like to be. You could:

- Monitor communal services like gardening, landscaping and cleaning
- Complete communal services surveys
- Pass information to other tenants and residents
- Regularly meet with the Your Community Co-ordinator for you neighbourhood  
Help organise community events on your estate.

We can help you adapt the role to suit how much time you've got available, as well as to help fit it to your own personal goals and the needs of your neighbourhood.

**We'll provide you with support and training to do any of these roles - contact us to see how we can help.**



# 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. It 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 too.

## Preventing condensation



- 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.
- Keep the bathroom door closed and open the window after you 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.



## When you do 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.
- If you have an extractor fan in your kitchen or bathroom, remember to keep it switched on.



## Dealing with mould

If your home already has mould caused by condensation, it's a good idea to treat the mould first. After that focus on reducing condensation in your home. This should stop mould from reappearing.

- To kill and remove mould on walls and window frames, wipe them down with a mould cleaner. We recommend HG Mould Remover.
- Wash and dry any mouldy clothes or fabrics and shampoo carpets.
- Do not brush away mould, instead use a vacuum cleaner.
- After treating, use anti-mould paint on the area and don't put ordinary paint or wallpaper on top.

### Contact us



If you're concerned about damp and mould in your home, **call our Property Services team on 0800 317 861** to book an inspection.



# Money advice

## Saving money on your energy bills

In March the Government announced the extension of the Energy Price Guarantee (EPG). The EPG protects customers from increases in energy costs by limiting the amount suppliers can charge per unit of energy used.

The EPG was extended for an additional three months at the same level from April to the end of June. The aim of this was to bring a typical household energy bill for dual-fuel gas and electricity down to around £2,500 per year in Great Britain.

However the best way to reduce your energy bills is to reduce the amount of energy you use.

Consider these ways to help save energy at home:

1. Switch off items on standby
2. Draught-proof windows and doors
3. Turn off lights when you're not in the room
4. Keep shower time to five minutes
5. Only fill the kettle with the amount of water you need
6. Only run your dishwasher when it is full
7. Avoid using tumble dryers
8. Improve home insulation.

Unfortunately the Government's Energy Bills support Scheme has now ended.

# Coping with the cost of living crisis



Five tips to help you cope with the current cost of living crisis:

1

## Maximise your income

Check that you're receiving all benefits and government support that you're entitled to. Visit [www.gov.uk/benefits-calculators](https://www.gov.uk/benefits-calculators) for links to free and independent benefits calculators.

2

## Reduce unnecessary expenditure

Check you're not paying more than you need to for the likes of insurances, tv subscriptions and mobile phones. **Remember it pays to shop around.**

3

## Set a realistic budget

Write down all your money coming in and going out so you know where you stand.

4

## Sell unwanted items

**There are lots of websites that can help you sell your unwanted items,** from Ebay and Facebook Marketplace, to more specialist sites like Vinted for clothes or Music Magpie for technology.

5

## Chop your food spend

Grocery shopping can be one of the biggest spends you need to budget for. **Drawing up a weekly meal plan can help reduce costs,** along with online shopping and swapping meat for veg.



The logo graphic for NCHA, featuring a stylized 'N' composed of light blue and dark blue geometric shapes, with a dotted pattern in the top left corner.

# ncha

The text 'Hiring now' is enclosed in a large, light blue L-shaped graphic that frames the text from the top-left and bottom-right corners.

# Hiring now

**More homes, great services, better lives**

Join us for great employment opportunities and benefits.



[www.ncha.org.uk](http://www.ncha.org.uk)  
0345 650 1205

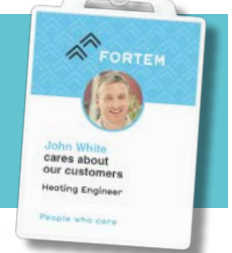


# Dealing with repairs

In October 2022 we entered into a partnership with Fortem to deliver repairs services to our homes and customers. Fortem have worked with over 40 social housing clients since 2022, and have an experience, multi-skilled workforce.



When someone from Fortem visits you to complete a repair, they'll always bring photo ID. You'll also be able to recognise them by the logo on their vans and workwear.



## Reporting repairs

There are several ways you can report repairs to us:

- Use My NCHA, our customer portal, where you can also check your account balance
- Complete our online form at **[www.ncha.org.uk/repairs](http://www.ncha.org.uk/repairs)**
- Send us an email to **[repairs@ncha.org.uk](mailto:repairs@ncha.org.uk)**.

For anything urgent,  
please call us on  
**0800 013 8555.**

There are also certain elements of home maintenance which are your responsibility. To find out more visit: **[www.ncha.org.uk/service-standards](http://www.ncha.org.uk/service-standards)**



# Sign up for our email newsletters

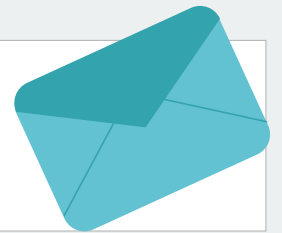


## Interested in hearing the latest news from NCHA?

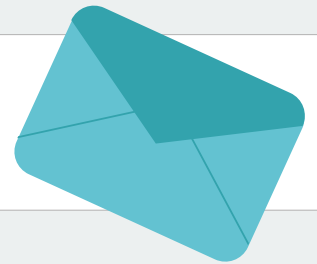
Sign up for our **free** email alerts and have our updates delivered to your inbox.



**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.



**You can alter your subscription or unsubscribe at any time** - simply follow the link at the foot of any of our newsletters.



**Your email address will not be shared with anyone else** - read our privacy policy on our website if you'd like to know more about NCHA's commitment to your data.





# NCHA Better Lives Awards 2023

This year, to mark our 50th anniversary, we'd like to recognise some of our colleagues and customers who have achieved great things, so we're proud to launch our Better Lives Awards!

It's a great opportunity to celebrate the colleagues and customers who've helped us reach this milestone. The award categories are...

## Our customers

### Customer journey award

This award is for a customer who has overcome significant barriers, issues or situations to achieve incredible outcomes.

### Community hero award

This award is for a customer who has made a significant impact on their community, neighbours or co-residents, either with an ongoing initiative, or a one off event.

### Community group award

This award is aimed at a community or resident group who have worked together to achieve a great outcome that benefits others.

## Our places

### Impact on our homes and buildings award

This award is for a colleague who's made a significant impact on one or more of our buildings for the benefit of our customer/s or the environment.

## Our people

### Customer champion award

This award is for a colleague who has supported a customer and achieved a great outcome. Nominations are welcome from customers or from colleagues.

### Outstanding team award

This award is for an NCHA team who have come together to address a situation, which could either be a single event or an ongoing issue. They will have shown resilience, great team work, and positivity when faced with adversity.

## Big winner

### Better lives person of the year award

This award is for an individual who has delivered outstanding contributions to our organisations and our customers. They will consistently display our values, help their colleagues, work towards our organisational goals and make an outstanding impact on our customers and services.

**Read on to find out how to nominate your NCHA champion...**





# NCHA Better Lives Awards 2023

## How to nominate someone for an award

Go to [www.smartsurvey.co.uk/s/NCHAAwards2023](http://www.smartsurvey.co.uk/s/NCHAAwards2023) and complete the online form. If you have any difficulties call us on **0800 013 8555** and we'll be happy to help.



You can also email us your nomination to [events@ncha.org.uk](mailto:events@ncha.org.uk)

### Date for the diary

We're planning to hold our awards ceremony on Wednesday 4 October 2023 and if you want to watch you'll be able to tune in online. We'll provide details on how to do that closer to the time on our website and social media channels. We'll also email you if you've submitted a nomination.

The deadline for nominations is

**4pm on  
Friday 30 June  
2023.**

## Thank you!

Thank you to everyone who takes the time to nominate someone for an award. We can't wait to recognise some of our fantastic colleagues and customers later this year. Look out for the shortlisted nominees in the autumn!