

# Nottingham City Homes Tenants' Charter



“Home is a place where I can feel comfortable and safe – somewhere I can relax, feel free and be myself.”

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## We want you:

- To be safe in your home
- To have a good quality home and neighbourhood to live in
- To have a home you can afford
- To have your voice heard and to be treated with respect
- To know how we are performing
- To have your complaints dealt with promptly and fairly

## We're living in unprecedented times...

We know that the services we provide have never been more important to you.

Our new Tenants' Charter explains how we want to improve our housing services to you, our existing tenants and leaseholders – keeping you safe in your home, keeping a roof over your head, and supporting the community spirit so evident across our city.

We want to make sure that you have a voice, and we want to listen and making sure your views are acted upon so that we're providing the best possible services.

We've developed the Charter by asking you what's most important to you. Alongside each commitment we have detailed just some of the actions we plan to take over the next three years. Full details of our Corporate Plan are available on our website.

# We want you...

## To be safe in your home

### Safety is our top priority. We will:

- Make sure that if you've got gas, the supply is checked every year – that electrical checks are carried out every five years, and that all blocks of flats have a publicly available and current Fire Risk Assessment in place
- Fully comply with all building safety and fire safety legislation
- Prepare for and keep you informed about new building safety and fire safety legislation that's designed to keep you safe
- Prioritise any customer contact or complaints that may have a building safety implication
- Let you know how to report any safety concerns so they can be dealt with quickly.



## To have a good quality home and neighbourhood to live in

**We know that you place a high priority on your home and neighbourhood being well-maintained. We will:**

- Deliver £111million of improvements to existing homes over the next three years, including installing new kitchens and bathrooms, secure by design doors and windows, new energy efficient heating systems and new roofs (we'll contact you before any works planned for your home)
- Invest in warm, energy efficient homes, reducing carbon and tackling fuel poverty
- Tackle condensation and damp by fitting better extractor fans and tumble dryer vents
- Improve our repairs and maintenance services, aiming to complete repairs at the first visit, and to keep you informed about the progress of works to your home
- Continue to manage our neighbourhoods well, and work with the Police and the Council to take the toughest possible stance against drug offences and serious and violent crime
- Work with Nottingham City Council to maintain streets, footpaths and grounds maintenance around your home
- Invest in creating decent neighbourhoods to make sure estates meet our challenging five-star standards
- Complete our programme of Grander Designs across independent living communities, and continue to support our older residents to live independently in their own homes.



## To have a home you can afford

**We want you to be able to pay your rent and keep a roof over your head. We will:**

- Make sure your rent remains affordable and provides you with good value for money
- Focus on tenancy sustainment to help prevent homelessness
- Provide advice and support from the first signs that people may be struggling to pay their rent
- Support people to find ways to pay any rent arrears, including using formal processes if tenants choose not to engage with us
- Offer training and employability support to residents who want it
- Review service charges to make sure there is transparency, fairness and accuracy in all recharges
- Advise and support existing residents who are seeking to move into more suitable accommodation
- Prepare empty properties quickly to agreed high standard so they can be re-let as soon as possible
- Offer pre-tenancy and post-sign up support to all new tenants
- Deliver new affordable homes for people on the waiting list.

## To have your voice heard and be treated with respect

**We're committed to putting you at the heart of everything we do. We will:**

- Support our team through customer care training
- Make it easy for you to contact us and keep you informed about progress of your enquiries
- Support resident involvement, making it easier for you to get involved
- Develop a new Young Community Champions programme
- Provide funding for community led activities through our Make a Difference funding
- Challenge discrimination and stigma about social housing wherever we encounter it, and shout about the great work led by tenants across our communities
- Identify and supporting tenants who may need additional help, and give them the support they need.

## To know how we are performing

**We regularly publish performance information so you can see how we're performing against the targets we set for ourselves. We will:**

- Provide regularly updated performance information for you
- Publish an Annual Report which details progress against the delivery of our commitments to you and how we're spending your rent
- Publish the relevant information in a clear and easy to access way.

## To have your complaints dealt with promptly and fairly

**We want you to be satisfied with the services we provide. If something is wrong, we want to hear about it so that we can put it right and make sure it doesn't happen again. We will:**

- Make it easier for you to report complaints and quicker for us to respond
- Empower staff to resolve complaints at the point of contact as far as possible.



## Leaseholders

**We manage over 1,300 leasehold properties. We will:**

- Review our leasehold service, with a view to providing a better offer to leaseholders
- Improve the charging mechanism to reflect the actual costs of the service, with a management fee that offers transparency over the true costs of services provided to leaseholders
- Provide an improved digital offer to all leaseholders
- Develop a housing management offer for private landlords who own leasehold properties in the buildings we manage.

## Creating homes and places where people want to live since 2005

### Working in partnership with the City Council since 2005, we've...

- Brought all Council homes up to the Decent Homes standard
- Introduced the £100 Responsible Tenant Reward
- Increased tenant satisfaction from 61% to 90%
- Kept rents low and affordable
- Built 695 new affordable homes and let over thousand homes a year to local households
- Insulated thousands of homes, added solar panels and made homes more energy efficient
- Supported former rough sleepers and homeless families into better homes
- Introduced the annual Tenant and Leaseholder Awards and made sure the historic Garden Awards continue to inspire across our estates
- Invested in hundreds of community projects supporting the work of volunteers in our neighbourhoods
- Introduced Street and Block Champions
- Delivered Grander Designs improvements in our independent living communities to transform for the homes of our senior residents
- Installed sprinklers in all our tower blocks, making Nottingham a lead city nationally in prioritising fire safety for high rise residents
- Delivered Decent Neighbourhoods projects improving our estates in partnership with councillors and communities
- Established employability initiatives for tenants, and employing local people (we are in the Top 100 National Apprentice employers in the country)
- Set up an ALMO Board made up of tenants, so your voice is heard right at the heart of our decision-making processes
- Been recognised as UK Landlord of the Year at the prestigious UK Housing Awards.

*"In 2005, Nottingham City Homes took over as our landlord, and things started to change. We got new doors, windows, more central heating, a new kitchen and bathroom, and new electrics.*

*"Later, we got external wall insulation, so not only are we saving on fuel bills, we're warmer too, and our rent is still affordable."*

# How to contact us

## Housing Online

With Housing Online, you can check your rent account and bid for properties that you're eligible for. Housing Online is growing and soon, it'll be the one stop shop for all your housing services. It's completely secure and private – and it means that you can contact us at your own convenience. Sign up from [www.nottinghamcityhomes.org.uk](http://www.nottinghamcityhomes.org.uk).

## Report a repair

You can report a repair between 8.30am and 5pm, Monday to Friday, and an emergency repair 24 hours a day, every day, by calling **0115 915 2222**.

## Pay your rent

Use our automated payment line 24 hours a day, every day on **0800 052 0173**. You'll need your Rent Reference Number when you call. To talk to us about your rent, or for help managing your money, call **0115 915 4920** between 8.30am and 5pm, Monday to Friday.

## Your tenancy

To tell us your circumstances have changed or speak to your Housing Patch Manager, call **0115 746 9555** between 8.30am and 5pm, Monday to Friday.

## Get involved

To find out more about how you can get involved at NCH, support your community, meet new people and develop new skills, call **0115 746 9100** between 8.30am and 5pm, Monday to Friday or email [involved@nottinghamcityhomes.org.uk](mailto:involved@nottinghamcityhomes.org.uk).

## Comments, compliments and complaints

To make a comment, leave a compliment or make a complaint, call us on **0115 915 7333**, email [feedback@nottinghamcityhomes.org.uk](mailto:feedback@nottinghamcityhomes.org.uk), or text FEEDBACK to **80800** for free, followed by your message, and we'll call you back. For a complaint, you can also complete the complaints form at [www.nottinghamcityhomes.org.uk](http://www.nottinghamcityhomes.org.uk).



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[www.nottinghamcityhomes.org.uk](http://www.nottinghamcityhomes.org.uk)

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