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Customer Handbook 1

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# You and your tenancy

Everything you need to know about us and your home



**Handbook 1**  
**You and your tenancy**

1. Moving in
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**For more information, please refer to:**  
Handbook 2: Looking after your home

**My Estate Officer**

**My Income Officer**

**My Regional Office**

**My NCHA**

My NCHA is your personalised area on the NCHA website. With your My NCHA account you can:

- Access your account details
- Report and track a repair
- Check your rent statements and pay your rent

To set up your account, visit NCHA's website:  
**www.ncha.org.uk**

For more information, or assistance please call  
**0800 013 8555** or **0115 844 3150**. Alternatively  
email us on **myncha@ncha.org.uk**

This is your handbook. It gives you information about your rights and responsibilities as a Nottingham Community Housing Association (NCHA) customer. It sets out the standards of service you can expect from us, how you can get involved and some important things about your tenancy.

The handbook sets out how we will look after your home and help you. We have tried to keep the handbook easy to understand. If anything changes in the future we will advertise the fact; revised copies of the handbook can be made available on request.

We are committed to involving you in the running of our organisation so we can ensure we provide an excellent service.

If you have any queries or comments about the services we provide please contact your Estate or Income Officer.

I hope you enjoy living in your home and continue to do so for many years.

Best wishes,

**Holly Dagnall**

*Director of Homes and Wellbeing*

 @nottscommha

 /nottinghamcommunityhousingassociation

**This section:**

1. Moving in



Contact your Estate Officer  
**0800 013 8555**  
**0115 844 3150**

**1. Moving in**

**Insurance**

We insure the structure of your home (buildings insurance) but you are responsible for insuring the contents of your home. We have more information that may help you to find cost-effective contents insurance - please ask your Estate Officer for more details.

Remember that contents insurance will help you to replace essential items in the event of a burglary, fire or flood, but it is your responsibility to arrange this insurance cover.

**Keys**

Unless you are doing a mutual exchange, we always change the locks when a new tenancy starts. When you have signed your tenancy agreement, we will give you at least two sets of keys to your new home. We do not keep a spare set, so you must look after them. A lock change is very expensive and you may be charged for it, so it's a good idea to give a set to a trusted friend or relative in case you lose one.

Spare keys/fobs to communal areas may be purchased from your regional office.

**Lettable Standard**

When you accept your tenancy, we will make sure that the property is at an agreed lettable standard. The list below details what we will have done at your property to make sure it meets our standards:

- the property will have been cleaned throughout
- all rubbish and furniture will have been removed and the garden cleared (once you have started your tenancy)
- the loft insulation will be checked and upgraded if necessary
- the soundness of the plasterwork will have been checked as far as possible without stripping existing wall coverings
- the location of the gas, electric and water meters will have been noted
- a gas and heating safety check will have been undertaken and any upgrade will be reported
- an electrical safety check will have been undertaken
- all doors/drawers (external, internal and cupboards) will open and close correctly
- locks will be changed on all external doors, and door seals and draught excluders checked

- two sets of keys for all external doors, communal doors and window keys will be provided if possible
- floors, stair treads and hand rails will have been checked to ensure that they are safe
- kitchen and bathroom vinyl floors will have been checked to ensure that they are waterproof
- the bath, hand basin and toilet will have been checked for cracks and stains and the condition of tiles, sealant around the bath and hand basin will have been checked
- the smoke alarm will be checked and a new battery installed
- television aerials are your responsibility, unless you live in a flat with a communal area where a service charge applies (we are not responsible for previous installations of telephone, satellite and TV media packages)

**Decoration**

When viewing your property you will normally be informed of any decorating vouchers available. The amount offered is intended to be a contribution towards the cost of redecorating – it will not cover the whole cost of decorating your property. You will receive your voucher after you've signed your tenancy agreement and it must be spent on decorating materials and tools.

**Property improvements**

If you wish to make alterations or improvements to your property, you should put the request in writing to the Head of Maintenance and Asset Management, including plans and quotes for the work where appropriate. Permission for improvements will normally be agreed, although conditions may be imposed to ensure that work is of a satisfactory standard.

Your request should be put in writing to:  
**Head of Maintenance and Asset Management**  
**NCHA Property Services Department**  
**Unit B, Camberley Court**  
**Bulwell, Nottingham**  
**NG6 8GE**

**Gifted items**

You may have some items within your property that will not be maintained by NCHA. These may have been left by a previous customer or have been installed when the property was first built.

They will be listed on a form that you will be asked to sign and you will then become responsible for their maintenance and subsequent removal, if and when they become defective.

## This section:

1. Moving in (continued)
2. Paying your rent



Items may include: carpeting and laminate flooring, fitted appliances, sheds, non-standard light fittings and non-standard fire places.

If these items are left at termination without agreement their removal will be recharged to the outgoing customer.

### Furniture

All our affordable and social housing properties are let unfurnished. There are a number of furniture projects run by local charities and voluntary organisations offering second-hand furniture at a low cost.

Please ask your Estate Officer for more information about these schemes, or for information about assistance available from local authority funds.

For details of both of these, please visit: [www.direct.gov.uk](http://www.direct.gov.uk) or visit your local Jobcentre Plus.

### Utility bills


You are responsible for setting up utility accounts in your name for your new home.

### Gas / Electricity

Take meter readings as soon as you move in, to ensure you will not be billed for energy you haven't used.

Gas (meter reading)
Gas supplier
Tel. number
Electric Rate 1 (meter reading)
Electric Rate 2 (meter reading)
Electric supplier
Tel. number

If you don't know the name of your energy providers, the following numbers will be able to advise you:

 **Gas Helpline: 0870 608 1524**  
**Electric Helpline: 0845 603 0618**  
[www.westernpower.co.uk](http://www.westernpower.co.uk)

Your new energy might be supplied on a billed account or prepayment meters.

#### Quarterly / Billed Meters

- Call the suppliers and have the accounts put into your name
- Give the suppliers the meter readings from when you moved into the property


#### Prepayment meters

- Call the suppliers and have the accounts put into your name
- You will receive a key for the electric meter and a card for the gas meter
- You will need to put a credit of at least £5 on both the electric key and gas card

If you have fixed gas heating appliances (gas central heating, gas fires, water heaters) call our Gas Servicing Team to recommission the gas on **0800 317 861 / 0115 844 2931**.

### Water

Contact your Water Authority and have the account transferred into your name.

 **Severn Trent Water: 0845 750 0500**  
**Anglian Water: 0845 791 9155**

You must turn the stop tap / sure stop on before you turn on the heating.

## 2. Paying your rent

There are several ways to make payments to us:

### Direct debit

Payments can be made directly from your bank on a weekly, fortnightly or monthly basis. Please contact NCHA and we will be able to set up a direct debit immediately.

### On the internet

Log on to [www.allpayments.net](http://www.allpayments.net) and follow the on-screen instructions.

### Direct payments from your bank account

Faster payments can be made via an online banking facility. Set NCHA up as a payee using the following details:


**Payee Name: NCHA Ltd Rents**  
**Sort Code: 300002**  
**Account Number: 04113719**

You will need to enter the amount to pay and a Payee Reference so we know who the money has come from.


There will be a limited number of available characters for the Payee Reference Number, please enter your Tenancy Reference followed by as much of your surname as you can.

### Paying by phone

You can pay by phone using two methods:

 **Callpay 0800 013 8555 (office hours only)**

Phone your local regional office during office hours and make payments over the phone using your debit or credit card.

 **Allpay 0844 557 8321 (24 hours)**

You can pay over the phone 24 hours a day with a credit or debit card. Simply enter your swipe card number and credit / debit card details and follow the instructions.

### Swipe card

You can use swipe cards to make payments at the Post Office, as well as via e-pay and Paypoint outlets. Swipe cards can also be used at the Nottingham and Ollerton regional offices.

### Text payments

You can pay your rent via text message at any time of the day. Just log on to [www.allpayments.net/textpay](http://www.allpayments.net/textpay) to register.

### Benefit payments direct

If your rent is paid by Housing Benefit Direct, you can ask your local council to pay your rent to us directly.

### Smart phone rent payment app

Download the free "Allpay app" and register by following the instructions given.

### Credit Union Rent or Budget Payment Account

Your Income Officer can help you to apply for this account. Benefit payments will go to your account and the Credit Union will ensure that your rent and other bills are paid.

### My NCHA

You can pay your rent through your My NCHA account at [www.ncha.org.uk](http://www.ncha.org.uk)

For more information or assistance please call **0800 013 8555** or **0115 844 3150**. Alternatively email us on [myncha@ncha.org.uk](mailto:myncha@ncha.org.uk)

### This section:

3. Your rent responsibilities
4. Your tenancy agreement
5. How we calculate your rent
6. Service charges



## 3. Your rent responsibilities

Your rent account should never be in arrears. Paying rent in advance is your responsibility.

If you are eligible for Housing Benefit you must move into your home as soon as your tenancy starts.

If you receive Universal Credit your payment may include assistance toward your rent. It is your responsibility to pay your rent to NCHA. Our preferred payment method is by direct debit.

We will send you a rent statement every three months, detailing your rent account and all the transactions you have made. Alternatively you can sign up to MyNCHA to access your account at any time. Visit [www.ncha.org.uk](http://www.ncha.org.uk) to find out more.

If you get behind with your rent (we call this 'getting into arrears'), we will deal with the matter quickly, efficiently and in a confidential and sympathetic way. We will contact you at every stage of the process to advise and help you with your rent arrears. We will always try to come to an arrangement with you to start making repayments against your arrears. As long as you keep to this arrangement and your arrears decrease, we will not take any further action against your tenancy.

### How we can help

If you are struggling to pay your rent, it is important that you get in touch with our Income Team straight away. They can give you advice about applying for benefits that you might be eligible for. They can also give you basic advice on organising your debts and refer you to the different agencies that can help you to resolve your debt problems.

You can speak to our Income Team by calling:



**0800 013 8555**  
**0115 844 3150**

NCHA has a Debt and Benefit Advice Officer who can help you manage any debts you may have and Tenancy Support Officers who can help you maintain a successful tenancy. Please call NCHA if you need help and advice.

### Rent arrears

If your account falls into more than three weeks rent arrears, we will issue a Notice of Seeking Possession. This is the first legal step to take possession of your home. If your rent arrears still continue to increase, we may then apply to the County Court for a Possession Order. If your case comes to court, you could face being evicted from your home.

In some circumstances, NCHA may issue you with a Ground 8 or a Section 21 Notice, which means that your tenancy will end due to rent arrears. The courts have to give NCHA a Possession Order and you have to leave your home.

If you leave your home and still have rent arrears, we can come to an arrangement about paying this debt. If you do not clear this debt, we will refer your case to an external collection agency.

Contact your Income Officer for more information about our Rent Arrears Policy.

## 4. Your tenancy agreement

Your tenancy agreement is a legal contract between you and NCHA - your landlord. The terms and conditions of your tenancy agreement will be explained to you when you accept the tenancy and sign the agreement.

The type of tenancy you will be offered may vary depending on your circumstances, e.g. if you have been a customer before or according to the type of property you are moving to. There are differences in the types of tenancy we use and this will be explained to you.

By regularly reviewing our tenancy agreements, we make sure that they are legal, written in plain English and do not contain any unfair or difficult conditions.

The tenancy agreement outlines both your rights and responsibilities and those of NCHA. By signing the agreement you accept these rights and agree to abide by your responsibilities.

### We will:

- give you four weeks written notice to change your rent or service charge
- consult over any proposed change to your tenancy agreement
- complete necessary repairs to the structure of your home

### You need to:

- pay your rent in advance
- notify us of any repairs that are needed
- occupy your property as your principle home
- give four weeks written notice if you are moving out
- maintain the internal decoration and not cause any damage to the property
- avoid causing nuisance to your neighbours through your behaviour or that of your visitors or pets

### Pets

You will need written permission from us before you are allowed to keep a pet. Please refer to your tenancy agreement for more information.

NCHA will, where appropriate, give written permission to customers who intend to keep a pet. If a property is not deemed suitable (eg. a block of flats) we will state this and not grant permission.

Permission will not be withheld in respect to customers or prospective customers with disabilities who depend on pets, regardless of their property type, ie. Guide Dogs.

## 5. How we calculate your rent

There are two types of Assured Tenancy – Social Rent and Affordable Rent.

Social Rent based on a formula which takes into account the value of your home, the number of bedrooms and the average earnings in your area to create a formula rent.

Affordable rents are based on 80% of the market rent for a similar type and size of property in the same area. This valuation is made by an independent chartered surveyor.

Your rent is used to pay for the costs of managing your home and staff who carry out the following:

- allocating and letting properties
- collecting rent and arrears
- dealing with tenancy matters including anti-social behaviour
- enabling customer involvement
- ensuring all your repairs and maintenance are carried out including minor repairs and major works, such as new kitchens and bathrooms

NCHA also have to cover the interest of loans, paying back money borrowed to build new and renovate existing homes, and ensure that we have some money in reserve. NCHA are a not for profit organisation, but we do have to ensure that the organisation is well managed and that we don't lose money.

### Changes to your rent

Customers are always given four full weeks notice in writing of any changes in their rent. This normally occurs on the first Monday in April.

NCHA determines rent changes in accordance with Government regulation for all tenancies covered by the Homes England rent standard.

## 6. Service charges

If you have a Social Rent Tenancy, your service charge is shown on your rent statement as a separate amount.

If you have an Affordable Rent Tenancy, your service charge will be shown as part of the total rent you pay and not as a separate amount.

Many customers pay a service charge for communal services which may include:

- communal grounds maintenance
- caretaking and cleaning of communal areas
- window cleaning
- maintenance and servicing of fire alarm systems, door entry systems, lifts and communal TV systems

NCHA can only charge the amount that it costs to provide the service plus a small administration fee.

We will provide a statement showing itemised service charge costs and clearly indicate which costs are eligible for Housing Benefit / Universal Credit. A copy of this will be provided with the annual rent increase letter for all Social Rent Tenancies.

Under and over spends will also be recovered / refunded in future service charges and shown in the annual service charge statement.

We will also work to ensure that services are of a good standard, value for money and meet the needs and demands of our customers.

## This section:

- 7. Your Estate Officer
- 8. Transfers
- 9. Mutual exchanges
- 10. Ending your tenancy
- 11. Dealing with anti-social behaviour

## 7. Your Estate Officer

All of our customers are allocated an Estate Officer who they can call to discuss any issues they have with their tenancy or their home. Our Estate Officers also work closely with local communities to promote customer involvement and to combat anti-social behaviour.

When you first start your tenancy our Estate Officers will contact you within the first four weeks of moving into your new home. They will check that we have:

- helped you settle in
- carried out any repairs and maintenance work within the timescales we have published

Your tenancy will be reviewed in the ninth month to decide if it will convert to assured status on the one year anniversary. If your tenancy is not converted the probationary period may be extended or terminated. (You will have the opportunity to request a review of this decision).

Your Estate Officer is there to give advice on health and safety, dealing with any neighbourhood issues or anti-social behaviour, estate management and to answer any questions you have about us.

## 8. Transfers

We understand that customers sometimes need to move house as their circumstances change. As it is not possible to transfer all of our customers who would like to move, we will help you by explaining the full range of housing options available to you, in the areas in which you live or want to move to. We'll also explain how you can improve the chances of finding a suitable property.

We use our own LETS choice based lettings scheme and date ordered system in certain areas. We prioritise transfers on the basis of need; including people suffering from domestic abuse, racial, disability and homophobic harassment, people who are over-crowded, or under occupying and people who are unable to cope in their own home, as a result of a disability or poor health.

We also use a number of choice based lettings and local housing register schemes operated by the different local councils. If you would like more information about which transfer scheme is applicable to your area please contact your nearest regional office or visit the housing section on our website: [www.ncha.org.uk/housing](http://www.ncha.org.uk/housing)

## 9. Mutual exchanges

Mutual exchanges are a good way of finding a new home if you do not have a high level of transfer priority, or if you want to move to a different area. NCHA are members of the HomeSwapper website, a free internet based mutual exchange scheme:

[www.homeswapper.co.uk](http://www.homeswapper.co.uk)

HomeSwapper helps social housing customers to find mutual exchange matches with thousands of other customers from across the country. The website provides search and matching facilities in an estate agency format that helps customers to find their perfect match.

To get started, simply register online and then we'll approve your application - we can even help you if you don't have access to a computer or find using them difficult.

Once customers have found an exchange, a decision will be reached by both landlords within six weeks.

If the exchange is approved you will have to accept the property in the condition it is in, subject to any health and safety checks.

If customers have rent arrears or other breaches of tenancy the exchange could be refused.

## 10. Ending your tenancy

If you wish to end your tenancy, you must give us four weeks notice. If you have a Fixed Term Tenancy you have no right to terminate the agreement before the end of the term but NCHA will accept surrender of the tenancy. This must be a written notice, sent to the Regional Housing Manager at your local regional office and the notice takes effect from the Monday after it is received.

If you have any outstanding rent arrears or debt that you owe us, we will make an arrangement with you for repayment of this debt. If no arrangement is agreed upon, we may send the outstanding debt to a debt collection agency.

You may be entitled to a payment from the Tenant Incentive Scheme if you leave your home in good repair and free of all goods and rubbish.

If you have caused damage to the property or left goods and rubbish there, you may be charged for the costs incurred.

If you do not give notice but move out of your home we may consider that you have abandoned the tenancy and will start action that may result in taking possession of your home. It is important that you contact us if you are going to be away from home for some time, for example going into hospital or on an extended holiday.



## 11. Dealing with anti-social behaviour

We are committed to providing a quality service to customers who experience anti-social behaviour (ASB). We will investigate all reports of ASB and will give advice or take action where necessary.

Wherever possible, a conciliatory, rather than a confrontational approach will be taken. In cases of harassment or victimisation however, action will be taken quickly to help protect the safety and security of the victim. We will not tolerate ASB amongst our customers.

### Types of anti-social behaviour

Complaints of ASB can take a variety of forms and can include any of the following:

- noise
- prostitution
- running a business from home
- nuisance pets
- damage to property
- drugs
- untidy gardens, rubbish and scrap
- crack houses
- miscellaneous nuisance
- alcohol abuse

So we can deal with any ASB problems as quickly as possible, we divide reports of ASB into three categories:

**Category A** – instances involving drug cultivation and dealing, hate crimes (including harassment due to race, homophobia, transphobia or due to a person's religious belief, gender, identity or disability), violence (including domestic abuse), children at risk or any other significant criminal behaviour.

**Category B** – instances of persistent noise nuisance, neighbour disputes, intimidating behaviour and children creating a nuisance.

**Category C** – untidy gardens, dumping of rubbish, complaints about dogs / noisy animals, abandoned vehicles, graffiti and minor / occasional noise disturbances. Maximum initial response times for dealing with cases are:

- Category A - three working days
- Category B - seven working days
- Category C - ten working days

Our Estate Officers will normally deal with Category B and Category C cases. Our ASB Officers will deal with Category A cases.

## This section:

- 11. Dealing with anti-social behaviour (continued)
- 12. Support for customers

### Advice for customers experiencing anti-social behaviour

In the first instance, can the issue be resolved between yourselves, by talking the problem through and trying to resolve the issue in a neighbourly manner?

If not we will do all we can to help. There are also ways you can help yourself:

- Keep an accurate record of times and dates when instances of ASB occur and you or members of your household are directly affected. This record should include the identities or descriptions of the persons responsible and should also describe their behaviour and how it made you feel. We will provide you with a diary for this purpose.
- Ensure you report it to your Estate Officer without delay and if necessary report it to other appropriate agencies (e.g. Environmental Health if the problem is about noise nuisance). If you contact the police make sure you note the time and date of your call and insist on knowing the identity of the individual you report the incident to. Ask for an incident or crime number.
- If the incident is so serious that you feel that you or anyone else is in immediate danger of harm then dial 999 or use the local police station telephone number.
- Make a written note of anyone who witnesses an incident(s), including contact details, as they might be able to assist in any legal proceedings.
- If possible (but without putting yourself or others at risk), take photographs or video footage to provide evidence or, in the case of noise nuisance, a recording of what is happening.
- At all times conduct yourself with restraint and avoid confrontation. Remember that the perpetrators may video or record any bad behaviour by you or your family to counter any allegations made by you.
- Note all new incidents in your diary. Where necessary update your Estate Officer or the ASB Officer who may be dealing with your case. This can be done either by phone or by email.
- Do not make yourself or any of your property a target. Keep any valuable belongings in a safe place.

Always take any advice from the police or your ASB Officer seriously. If you are being harassed by a neighbour and you feel that you may come into contact with the perpetrators when you leave your home, try to have someone with you who can assist or provide evidence if anything happens.

### Action against anti-social behaviour

If you are a victim of ASB, we will normally visit you unless you do not want us to or if you have already given us all of the relevant information about your case. We will:

- visit any witnesses to get a broader view of the background to your case
- normally visit the person who has behaved in an anti-social manner, unless doing this is likely to put our staff's health and safety at risk (if this is the case, we will either ask the person to come into our office, or ask the police to come with us when we visit that person's home)
- consider cases for mediation if we think this would be the most effective way to deal with the anti-social behaviour
- take into account the The Equality Act 2010 when we assess whether it is reasonable to take action against someone who has behaved in an anti-social manner
- use enforcement letters in less serious cases
- use acceptable behaviour contracts and parenting contracts as voluntary agreements to change behaviour
- use community remedies: where appropriate, in conjunction with the police and local authority
- use community protection notices: where that power is assigned to us by a local authority, implement injunctions (ASB Crime and Policing Act 2014): Part 1
- consider using demotion and repossession orders if all other possible methods have either not been successful or are not appropriate

Where legal remedies are required, it will normally be necessary for victims and witnesses to give statements to us and to attend court, in order for some progress to be made with the case. We recognise that in sensitive cases, victims and witnesses can be intimidated and pressurised into withdrawing their statements. In such cases, we will offer assistance by giving advice on the various support options available to help bring the matter to a conclusion.

### Customers with support needs

Customers with support needs who experience, witness or perpetrate ASB will be assisted in accordance with the terms of our Supported Customers' Policy.

### Monitoring and closing cases

Where insufficient evidence exists to proceed with a case, we have the option to monitor the case for three months.

When we close a case we will send you a closure letter and a customer satisfaction survey form for you to fill in and return.

### Reporting anti-social behaviour

During office hours you can report incidents of anti-social behaviour, racial harassment and domestic abuse to your Estate Officer or ASB Officer or to your nearest regional office.



**0800 013 8555 / 0115 844 3150 (office hours)**

We offer an out of office hours anti-social behaviour reporting service. Callers will be asked for certain key pieces of information which are then emailed to the relevant regional office for attention the next working day.



**0800 013 2653 (out of office hours)**

This is a reporting facility only. Use of this number will not result in an officer attending the incident. The report will be dealt with the next working day.

Other agencies you may need to report ASB to include:

**Police** – if the ASB is a persistent nuisance, violence or threat of violence or a hate motivated incident, speak to the police on 101, or if the incident is in progress 999. Always ask for an incident number.

**Environmental Health** – speak to your local authority's Environmental Health Department about noise nuisance, fly tipping or build up of domestic rubbish in a neighbour's garden.



## 12. Support for customers

We recognise that whilst the majority of our customers are capable of sustaining their tenancies, others may require more support from us. The nature of this need for assistance will vary and may be caused by problems with housing, social / family circumstances, language, education or finances. Our aim is to support customers and their families to achieve and sustain the best possible level of independent living.

We define customers who are in need of support as people who are:

- physically disabled or suffering from a serious illness
- suffering with mental health issues
- 16/17 year olds
- care leavers
- refugees and others for whom English is not their first language or who have difficulty with reading and writing
- known to have issues with substance misuse
- frail and elderly
- using an advocate in their dealings with us
- displaying general learning difficulties
- leaving move-on accommodation
- experiencing domestic abuse

Not everyone within an identified group will need support. Similarly some people who are not included in these groups will need support. Each customer's needs will be considered on an individual basis.

### Identifying customers with support needs

To identify our customers with support needs we will:

- identify those supported by a statutory or voluntary agency
- use the information collected through our customer census
- ask people to indicate whether they consider themselves in need of support
- ask members of staff and our contractors to identify customers in need of support using their own knowledge

Where possible, staff will try to identify those in need of support before they become our customers, so that the necessary support is in place as early as possible. In working with customers who fall into a supported category, our staff will normally ask them how they would prefer to communicate with us. We will generally telephone people to discuss day-to-day business and also meet with them to discuss bigger issues, rather than simply writing to them. Letters, where necessary, will be in plain English with translations, Braille or taped versions provided on request.

## This section:

- 12. Support for customers (continued)
- 13. Property adaptations
- 14. NCHA Care and Support



## Advocates

An advocate may be appointed by a supported customer to act on their behalf in all dealings with us. When a customer is supported by a statutory or voluntary agency, our staff will work closely with the support worker at all times.

## Disabled customers

If a customer or a member of a customer's household has a disability, we may be able to adapt their property so that it can better meet their needs. Alternatively, they may be considered for a transfer to a more suitable property.

## 13. Property adaptations

We endeavour to adapt properties so they meet the changing requirements of the people who live there. Adaptations may be necessary because of a physical disability or your faith.

Adaptations may be funded by a Disabled Facilities Grant from the relevant local authority or from a specific budget set aside by us.

Should you require an adaptation to your property, you should contact your Occupational Therapist. We will need confirmation from your Occupational Therapist of how the adaptation will benefit you. We will also need comprehensive details of the work required.

We operate a priority-based waiting list for all our adaptation work, and our Property Services Department will be able to give you an approximate waiting time.

Depending on the cost and complexity of the work, it may be undertaken by your Occupational Therapy Team, the local authority's Adaptations Agency or our own Property Services Department.

Where a lift or hoist is fitted in an NCHA property we will undertake any necessary repairs. It is however, the responsibility of the customer to ensure that they have an Individual Emergency Evacuation Plan in place. We are unable to assist in paying for any additional physical support staff or moving a person to different accommodation during a period of disrepair for example. For advice and assistance on how to complete a plan please contact the relevant support agencies.

## 14. NCHA Care and Support

### Range of Services Provided

NCHA Care and Support provide a range of solutions to meet people's support and accommodation needs. All solutions are designed to allow people to live as independently as possible, either in their own homes or in specially design supported living schemes.

### Home Care

Whether you need short term help to bridge a gap, urgent care in an emergency or on-going long term support, we have a range of services available to help you live independently at home.

Our home care services include practical assistance with daily personal care through to help with shopping, weekly meal planning, medication reminders and getting out and about in the community.

It's not just about 15 minute blocks of care for us. We take our time to get to know the people we care for and personalise care and support by spending time with people to help understand their ambitions and individual goals.

### My Day, My Way

Sometimes care needs make it complicated for people to join in the activities that they enjoy, we don't let that put us off.

From archery to art galleries, football to flower arranging, our staff can make sure individuals spend their time doing the things they want to do. Whether it's spending an evening at the football, an afternoon at the theatre, or a morning at a cookery class, we can make it happen.

We can support people to do a range of activities, and our staff have the skills and experience to meet a wide variety of needs – whether they be learning and physical disabilities, mental health issues, or any number of other health concerns. We're available round the clock, seven days a week.

## Mental Health

We provide a range of services for people with mental ill health depending upon their level of need. Care can be provided in a residential care home for those needing support 24 hours a day, supported housing for those with accommodation requirements or floating support within people's own homes.

### Wellness In Mind

We offer a confidential and anonymous out of hours helpline service to people living in Nottingham City. [www.wellnessinmind.org](http://www.wellnessinmind.org)

Our friendly, understanding and experienced staff work with individuals to give support and initial counselling when it is most needed. Call **0800 561 0073** to access this service.

### Learning Disabilities

A flexible, person-centred approach to supporting and caring for people with a learning disability is central to the success of our learning disability services.

We know that only by working in effective partnerships can we truly meet the needs of individuals with a wide range of support needs. This may mean that we support people in one of our homes or that we offer an individualised supported living package in their own home.

### Independent Living for Older People

We offer a variety of safe, secure and independent accommodation for older people in our sheltered housing schemes, including flats or bungalows, suitable for single people or couples. Many of these homes have been built with access for wheelchair users in mind and have facilities and adaptations to meet the needs of people with health and mobility difficulties.

### Domestic Abuse

We offer a supportive and safe environment for those suffering from issues surrounding domestic abuse. Safety and security is the primary focus of our services which are all community based. When individuals are able to move on to more permanent accommodation, we provide a floating support service to help them resettlement successfully in their new community.

## Quality

Driving up quality is at the heart of everything we do and we are committed to providing excellent quality services.

All our registered care homes and personalised support teams are regulated and inspected by the Care Quality Commission (CQC). Their inspection reports are published on the CQC website, and on our own website.

### Contact details:

For further details on any of the Care and Support services we offer visit our website: [careandsupport.ncha.org.uk](http://careandsupport.ncha.org.uk) or contact us at:

**NCHA Care and Support**  
Unit 1, Clumber Court,  
Pelham Avenue,  
Nottingham NG5 1AJ  
Email: [careandsupport@ncha.org.uk](mailto:careandsupport@ncha.org.uk)



**0845 650 1202 / 0345 650 1202**

## This section:

15. Support through technology

16. Contact details

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## 15. Support through technology

Our award winning SMaRT (Support, Management and Response Team) offer support 24 hours a day, seven days a week.

SMaRT can be contacted via a community care alarm, in an emergency or when help is needed. They also provide peace of mind and reassurance to family members that their loved ones are in safe hands.

Safety sensors can increase personal safety and improve home security. SMaRT offer personal pendants, fall monitoring, smoke detectors and flood alerts.

Other equipment can be arranged for specific needs including CCTV and medication dispensers, as well as pillow alerts for the hard of hearing, which can be used in conjunction with a smoke alarm, telephone, baby alarm or as an alarm clock.

Our aim is to make assistive technology accessible to all who need it and make the referral process as simple as possible. The alarms can be installed in any property with a landline telephone connection.

There is a vast range of assistive technology aids available through our partners, Tunstall. To see the full range of aids visit the Tunstall website: [www.tunstall.co.uk](http://www.tunstall.co.uk)

Our support packages can include a mobile response service if needed, for added peace of mind and security. Our service is 24 hours a day, 365 days a year. For a price list and referral form please contact:

**SMaRT Service**  
**1-21 Sneinton Road**  
**Sneinton**  
**Nottingham**  
**NG2 4NT**  
**Telephone: 0345 650 5599**  
**Email: [smartusers@ncha.org.uk](mailto:smartusers@ncha.org.uk)**

Someone will be in touch within 48 hours to carry out a free assessment, either by visiting, emailing or speaking to you on the phone, to make sure we have all the relevant information and that the equipment is suitable for your needs. We will then arrange installation if needed.

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## 16. Contact details

**Registered Office**  
12/14 Pelham Road  
Sherwood Rise  
Nottingham  
NG5 1AP

Tel. 0800 013 8555 / 0115 844 3150  
[info@ncha.org.uk](mailto:info@ncha.org.uk)  
[www.ncha.org.uk](http://www.ncha.org.uk)

**Nottingham Housing Services Team**  
12/14 Pelham Road  
Sherwood Rise  
Nottingham  
NG5 1AP

Tel. 0800 013 8555 / 0115 844 3150  
[nottingham@ncha.org.uk](mailto:nottingham@ncha.org.uk)  
9.00am – 5.00pm, Monday – Friday

**Ollerton Housing Services Team**  
3 Forest Court  
New Ollerton  
Newark  
Notts  
NG22 9PL

Tel. 0800 013 8555 / 0115 844 3150  
[ollerton@ncha.org.uk](mailto:ollerton@ncha.org.uk)  
8.30am - 4.30pm, Monday - Friday

**Leicester Housing Services Team**  
The Point  
Unit B  
Granite Way  
Mountsorrel  
Leicestershire  
LE12 7TZ

Tel. 0800 013 8555 / 0115 844 3150  
[leicesteroffice@ncha.org.uk](mailto:leicesteroffice@ncha.org.uk)  
9.00am – 5.00pm, Monday – Friday  
(This office is not open to the public)

**Northampton Housing Services Team**  
37A The Pinnacle  
Woolmonger Street  
Northampton  
NN1 1PU

Tel. 0800 013 8555 / 0115 844 3150  
[northampton@ncha.org.uk](mailto:northampton@ncha.org.uk)  
9.00am – 12.00pm and 1.00pm – 4.30pm,  
Monday – Friday (This office is not open to the public)

### Reporting repairs

**Property Services Department**  
Unit B  
Camberley Court  
Bulwell  
Nottingham  
NG6 8GE

Tel. 0800 317 861 / 0115 844 2931  
[repairs@ncha.org.uk](mailto:repairs@ncha.org.uk)






Nottingham Community Housing Association  
12/14 Pelham Road  
Sherwood Rise  
Nottingham  
NG5 1AP

T: 0800 013 8555 or 0115 844 3150

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

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

 [@nottscommha](https://twitter.com/nottscommha)

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

We will make every effort to provide copies of this handbook in another language or format, please call 0800 013 8555 / 0115 844 3150 to make a request. An electronic version of this handbook can be found on our website, [www.ncha.org.uk](http://www.ncha.org.uk)

Nottingham Community Housing Association Limited is a charitable community benefit society, registered with the Financial Conduct Authority under number 7104. National Housing Federation member.

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