

ncha

Keeping you connected Spring 2026

At home

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**Customer Helen
is letting nature
lead the way**

”

Read more about Helen's 'chaos
gardening' on pages 18 -19

**Jessica's
rebuilding
her life**

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Door Knock**

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volunteering**

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Welcome to

At home magazine

Spring 2026



I am delighted to introduce this edition of At Home at what feels like a very exciting moment for customer engagement across NCHA. Over the past few months, we have been working hard to create new opportunities for customers to share their voices, shape services and influence the decisions that matter most.

Simon Leyden

Chair of Customer Oversight Group

One of the highlights was our recent event at Nottingham Central Library, where customers, colleagues and community partners came together to talk openly about their experiences and their hopes for the future. The conversations were honest, thoughtful and inspiring, and they reminded us why listening to customers must always be at the heart of what we do.

Following that event, we are proud to be launching the new Customer Oversight Group. This group will play a key role in scrutinising our services, challenging NCHA to do better and ensuring customers have a strong and meaningful presence in NCHA's decision making.

There are still plenty of ways to get involved, whether you want to join one of our customer groups, take part in consultations or simply share your ideas from time to time. Every voice is valuable, and you can find out more on pages 8 – 9.

In this issue you will also find a range of customer stories that reflect the diversity and strength of our communities. Looking ahead, NCHA's Big Door Knock will take place in May, giving NCHA teams chance to connect directly with customers across our neighbourhoods.

I hope you enjoy the read.



If you have any questions, please call us on 0800 013 8555 or email info@ncha.org.uk

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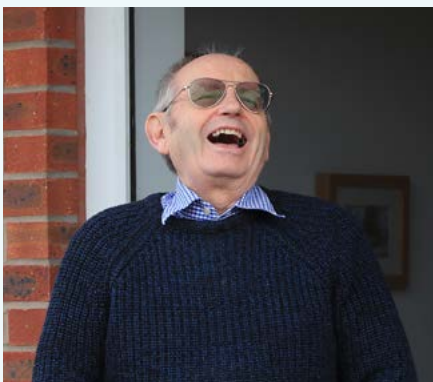
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Nature's leading the way in
her wildlife haven

NCHA tenant Jessica has transformed her life

with the support of her Community Coordinator, Claire.

Jessica moved into her NCHA home in 2021. For a while, life felt calm and settled. But after starting a new relationship, things slowly began to unravel.

Jessica recalls:

“

My ex-partner had many demons. He was an alcoholic and a drug addict. He could be funny and charming; but often he'd verbally and emotionally abuse me, and he was so dirty and disrespectful to my home. It got into a terrible state, and I isolated myself from friends and family because I didn't want anyone to see how bad things were.

”

Claire first noticed something was wrong during a visit to Jessica's street to check on storm-damaged gardens. A brief conversation on the doorstep set off her instincts.

Claire says: "Jessica is such a lovely, chatty person, but when I asked about coming inside or about her partner, she quickly shut down. Something just didn't feel right. I made sure to keep safely checking in with her and letting her know what support NCHA could offer if she ever needed it."

Everything came to a crisis point at Christmas 2025. Jessica explains:

"Christmas Eve and Christmas Day were awful. I used to call them his 'episodes'. I spent the whole time scared and crying. On Boxing Day, I attempted to take my own life. Looking back, I can see it was really a cry for help. I ended up in hospital, and that's when I knew something had to change."

Jessica reached out to Claire, who helped her take the first steps towards rebuilding her life. The locks on her home were changed so her ex-partner could no longer enter. Before leaving, he caused further damage, leaving the house unliveable until urgent repairs could be made.

After a short stay in hospital and a brief period in a hotel, Jessica was eager to return home. Claire and her colleagues from the Communities team stepped in to help her settle back in.



Claire says:



We helped Jessica tidy up the house, but also to have a proper clear-out and de clutter. We also enabled her to secure some essential household items she desperately needed. We wanted her to have the safe, comfortable home she deserves after everything she had been through.



Jessica is now feeling far more hopeful about the future:



I feel so much better now. I'm rebuilding my relationships with my mum, grandma and sisters. I feel in such a good headspace. I couldn't have done this without Claire's help. If anyone else is in the position I was in, I know opening up is the hardest step - but there is help out there, and it's so worth accepting it.



If you're concerned you may be experiencing domestic abuse or you are witnessing domestic abuse, please get in touch on **0800 013 8555**.

If you, or someone else is in immediate danger from domestic abuse, dial 999 and tell the police.

You can also contact the National Domestic Abuse Helpline for advice and support: ring them on **0808 2000 247** at any time. A charity called Respect runs an advice line for men, which is **0808 801 0327**.

ncha news round-up

New Corporate Plan and strategies

If you're interested in finding out more about our plans for the next five years, then have a read of our new corporate plan.

Our Ambitions describes the areas of our work that are most important to us, and explains how we're going to achieve them. It's supported by six strategies which go into more detail about our goals and plans in specific areas.



Have a look at our website for more information:



Celebrating our apprentices



As part of National Apprenticeship Week, we held a celebration event to recognise the achievements of our apprentices, and other learners, who completed their qualifications in the last year. It was a fantastic opportunity for colleagues to come together and have their achievements recognised.

A total of 13 NCHA colleagues completed a qualification in 2025, in a range of subjects including adult care work, housing and property management, coaching and property maintenance operative.

Find out more about apprenticeships with NCHA:



We're keeping your data safe



Keeping your personal information safe has never been more important. We take that responsibility seriously, and we're always working to protect your data from online threats.

Our Technology Services teams have recently completed a major piece of work behind the scenes – and their efforts have been officially recognised with Cyber Essentials Plus. This is a nationally recognised, government-backed standard that shows we have strong measures in place to defend against the most common cyber-attacks.

As part of the accreditation, an independent assessment of our key IT systems and devices was carried out. These checks confirmed that the essential protections we've put in place are working exactly as they should.

Bulwell community comes together

We welcomed local residents, councillors and partners to a community drop in event in Bulwell in February, held to share information and answer questions about our new £23 million social housing development in the area.

Developing communities and strengthening connections is an important part of our work. Events like this help ensure local people feel informed, involved and heard as the project progresses.

Attendees had the chance to meet colleagues from NCHA, representatives from Nottingham City Council and our construction partners, Owl Partnerships, who are delivering the build.

Residents were able to ask questions, learn more about the new homes and find out how the development will support the local area.



The next chapter for customer engagement

In March we held a customer engagement information event at the Nottingham Central Library, where customers could come along and find out more about ways to get involved. The event was a great success; we welcomed many customers throughout the day, had valuable conversations, and heard what's important to them.

What happened at the event

Customers had the chance to meet Simon, Chair of the Customer Oversight Group, as well as other actively involved customers, speak with NCHA senior leaders, and chat with our friendly Customer Engagement team. We delivered welcome talks throughout the day, offered lunch and refreshments, and provided goodie bags for everyone who joined us.

Feedback from the day

Attendees told us they appreciated the chance to speak directly with our teams. Several customers said they welcomed the new approach to involvement, noting how important it felt to have their voices genuinely included in shaping improvements.

**Simon Leyden, Chair of
Customer Oversight Group,**
said:



It was a really impressive event, there was a great buzz. We had customers attending from all over the region and it was great hearing people talking about their experiences and sharing their stories. As Chair of the group, I love to hear from as many customers as possible about their different experiences.

**Watch our
short film to
find out more:**



If you missed the event

If you weren't able to attend but would like to find out more, we would love to hear from you. You can get in touch with any questions or to express your interest.

Call us on
0800 013 8555 or email
**CustomerEngagement@
ncha.org.uk.**

Community of Customers

When you join our Community of Customers, you become part of a group of customers who help shape the services we provide. It gives you the chance to get involved in a way that suits your lifestyle, interests and availability. There's no pressure and no long-term commitment - you choose the activities that work for you.

As a member, you can take part in a wide range of opportunities, such as:

- Joining us on a neighbourhood walk-about
- Helping us recruit new colleagues
- Taking part in a one-off consultation group
- Sharing your views on policies
- Completing online or telephone surveys.

We'll always work with you to understand what you're most passionate about and how you'd prefer to be involved. Whether you want to take part regularly or just occasionally, we'll make sure the opportunities fit comfortably around your schedule.

Why get involved?

Your views are really valuable to us. To thank you for your time, we'll reward you for your contributions. Typical payments are:

- Attending a scheduled/regular meeting: **£50**
- Attending a one-off or additional meeting: **£30**
- Giving feedback on a policy: **£15.**

The impact of our work

Our Community of Customers have helped shape:

- Improved signage on new schemes, after customers identified it was hard for emergency services to find them
- Working with NCHA colleagues to create community events
- Giving feedback to shape improvements to people's communal areas.



Call us on 0800 013 8555

Need to make a change?

If you're struggling with your current home for whatever reason, we can help you make the changes you need.

Changes to make your current home better for you are called adaptations.

What are adaptations?

An adaptation can be anything from a simple grab rail to installing a stair lift. These are not just for older people, but for anyone who needs them. Adaptations fall into one of two categories: minor adaptations and major adaptations.

Minor adaptations

These are small changes to your home which can help you to remain independent, for example adding grab or hand-rails, ramps, raised toilet seats or a wall mounted shower chair. We will cover the cost of minor adaptations, so please contact us about these.

Major adaptations

More significant work, like installing stair lifts or fitting a wet room or level access shower, is called a major adaptation.

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Adding grab rails around my home has made a huge difference to my daughter, she's now able to move around safely and independently.

”

NCHA resident

For all major adaptations, you should first contact your local council's care and support services and request an **Occupational Therapist (OT) assessment.**

The benefits of a smaller home

Comfortable, safe and independent living for people aged 55 and over

Is your current NCHA home starting to feel bigger than you need?

Independent Living accommodation with NCHA could be your perfect next step.

We offer modern, secure and welcoming homes designed to help you stay independent while enjoying a supportive, like-minded community.



Why consider independent living?

➤ Stay independent

Your own private, self-contained home where you can live life your way, with full control over your daily routine.

➤ A friendly community

Shared lounges, gardens, activities and social events give you the chance to meet new people and feel part of a community.

➤ Support when you need it

Our dedicated team is on hand to offer guidance, information and links to local services, helping you stay independent for longer.

➤ Peace of mind

Secure buildings, onsite staff, and emergency safety features help you feel confident and protected.

➤ Lower maintenance, lower stress

A smaller home means fewer repairs, lower utility bills, and more time for the things you enjoy.



Take a look at the options:

Search our available homes:

www.ncha.org.uk/search-our-homes

Call us  0800 013 8555 Email  info@ncha.org.uk

We're here
to support
you every
step of the
way.

Geoffrey's fresh start in Melton Mowbray



After more than 20 years living in a shared ownership home with his ex wife, life changed for Geoffrey and he found himself needing to make a new start.

He chose the East Midlands as the place to rebuild his life, and the new development on Lake Terrace in Melton Mowbray caught his eye. He was interested but unsure whether buying a shared ownership home alone would be financially possible.

To find out, Geoffrey contacted the NCHA Sales team. He completed the application process and a finance check with Key Mortgages. Shortly afterwards, he received the call he'd been hoping for: he was eligible.

Geoffrey moved into his brand new two bedroom semi detached home in summer 2025. The property was valued at £210,000, and he purchased a 30% share, £63,000, paid in cash. He now pays £376 per month in rent and service charge on the remaining share. Having lived in shared ownership before, he felt reassured throughout the process: "I knew all about shared ownership, so I knew I was in safe hands."

Settling into Melton Mowbray has been a positive step in his life. He explains: "I'm moving on with life in a positive way. I'm making the house my own, it's an exciting new venture. A new start."

The home's location has been ideal for him. "It's close to the town centre, I can walk there in 15 to 20 minutes, so I get some exercise,"

he said. Now enjoying an active routine, he has joined the local bowls club and volunteers with the Scouts. Living on a pension, affordability and security were essential factors.

He describes his new home with pride: "I've got the security of a safe house. It's got a nice big kitchen diner and a huge garden. I like the layout. It's fully insulated and I can't hear anything through the windows."

For Geoffrey, shared ownership has once again proven to be the right choice. "I would recommend shared ownership, you get satisfaction that it partly belongs to you. If you can afford it, do it! It's not the big expense of the whole house. It suits me and I will never look back. I will look after it."

Today, Geoffrey is enjoying a home that gives him stability, independence and a renewed sense of optimism, an important step forward in the next chapter of his life.



I'm moving on with life in a positive way. I'm making the house my own, it's an exciting new venture. A new start.



About shared ownership

Shared ownership is an affordable way to buy a home of your own; you buy a percentage to suit your budget and then pay rent on the rest. Find out more on our website:



About Lake Terrace, Melton Mowbray

This new housing development provided 90 much-needed homes for the local community.

Designed by Pelham Architects, they include a mix of one-, two- and three bed properties. Of the 90 homes, 42 are available for shared ownership, while the remaining 48 are let at an affordable rent to applicants on Melton Borough Council's housing waiting list.

All properties have been built by MyPad to a high energy efficiency standard and make the most of the surrounding space.

We're coming to your neighbourhood **this May!**

Get ready for

NCHA's **Big Door Knock**

This May, teams from NCHA will be out and about across our neighbourhoods for our first NCHA Big Door Knock – and we're really looking forward to meeting you.

We'll be knocking on thousands of customers' doors between **Tuesday 12 and Thursday 14 May**, taking time to say hello, check-in, and hear directly from you about what it's like to live in your NCHA home. Your experiences, and ideas help us shape the services we deliver, so this is a brilliant chance for us to listen and learn.

Why are we doing the Big Door Knock?

Because your voice matters. By visiting communities in person, we hope to:

- Build stronger relationships with our customers
- Understand what's working well in your home and neighbourhood
- Listen to anything you think could be improved.

Hundreds of colleagues from across NCHA will be joining in – including some who don't usually get the chance to meet customers face to face. They'll be supported by our specialist housing teams, so you might even see a familiar face.

Your privacy

We'll only collect information you choose to share with us. This might include your feedback, views about your home or neighbourhood, or details you want us to know so we can better support you.

Any information you choose to share will be kept safe and used only to help us understand what's working well and to improve our services. We won't sell your data or use it for marketing.

To find out more about how we use and protect your information, read the full privacy notice [here](#):



ncha
BIG
Door
Knock

Looking forward to seeing you!

Launching the **YouNG** Network

We've secured nearly £100,000 to launch the YouNG Network - a new project designed to make sure young people's voices are heard.

Working with Nottingham City Council and Places for People, this funding (from the Government's Social Housing Innovation Fund) will help us create new ways for young people living in social housing to influence the services that affect their lives.

What is the YouNG Network?

The YouNG Network will be all about listening to young people under 26 who live in social housing across Nottingham - whether living with family or independently.

Those who join the network will be involved in bringing young people together through events and activities, in relaxed, safe spaces to share experiences, ideas and challenges.

Volunteers will get:

- Training and ongoing support
- Opportunities to build confidence, skills and experience
- Personal development and clear pathways into work.

Most importantly, the network will give young people a genuine platform to tell us what it's really like to live in social housing - what's

Want to know more?

If you're a young person living in social housing - or you know someone who might want to be part of the YouNG Network - we'd love to hear from you.

Email us at info@ncha.org.uk to find out more or register your interest.

We're recruiting

To help make this project a success, we're appointing a new Community Engagement Coordinator to join us. This role will work closely with young people, build strong partnerships and coordinate activity across Nottingham.



Volunteer Andy finds purpose and community at charity shop

After facing challenges in the past, Lombard Street resident Andy has found a new sense of purpose through volunteering at the National Children's Air Ambulance charity shop in Newark.



Andy moved into our Lombard Street supported living scheme as part of his recovery from alcohol-related issues.

Shortly after settling in, he spotted a local advert seeking volunteers able to support with electrical testing. He applied and said he hasn't looked back since.

Now a key part of the shop's team, Andy often volunteers more than 35 hours a week. His responsibilities range from organising donations and collections to assisting van drivers, serving customers, and helping create social media content.

"It's a very diverse role and really fulfilling," he said. "It's always interesting to see what comes in. When you take an item, test it, prepare it, and then see it sell for a good amount, it feels like an achievement. And it's great for the environment too - re using items and giving them a new lease of life."

A real community-based shop

Andy says the team spirit is one of the biggest highlights of the job.

"It's a fun place to be. We have a laugh, we've got a great team, and lots of regular customers. It's a real community-based shop, right in the centre of town."

He also believes volunteering can be a lifeline for people looking to rebuild their confidence or reconnect with others.

"I'd encourage people to volunteer. The hours can be really flexible. For me, it keeps me busy and active, and it's close to where I live. It gets you out of the house, helps you meet new people, and can reduce the social isolation people often feel after tough times. It's also great for building skills, confidence, and your CV.

"I feel like I'm contributing to society. Giving my time feels rewarding. It's about personal development too - working in a team, learning new things, and re-learning skills I had before. I'm hoping it will give me the confidence to find paid work in the future."

A safe and supportive place

Reflecting on his home at Lombard Street, Andy said: "It's been great for me. The staff are brilliant, the atmosphere is nice, and the building has real history. It's a safe and supportive place where I can have independence with help when I need it."

Andy continues to look ahead with optimism and hopes his story encourages others to consider volunteering.

"Take a look at the opportunities out there," he said. "Volunteering really can change your life."

Watch Andy's short video here:

Volunteer Andy finds purpose and community at charity shop



“

**Volunteering
really can
change your
life.**

”

Customer Voice

Our Care and Support Customer Voice group is dedicated to listening to and acting upon the views of all of our Care and Support customers, their family and friends.

We're looking for new members for group, so get in touch if you're interested in getting involved. You'll be rewarded for your time in the best way to suit you.

We also welcome any feedback. We'd love to hear positive news and stories, but equally, we want to hear about when things haven't gone so well or suggestions for improvements.

Contact us by emailing
CustomerVoice@ncha.org.uk

The power of chaos gardening

Helen Dunne is letting nature lead the way

For **Customer Committee member Helen Dunne**, gardening isn't about straight lines and perfect borders. It's about chaos – the good kind! A retired teacher and green champion, Helen grew up on a farm, where her connection to nature first took root.

Since moving into her NCHA shared ownership home at May Hill (Southwell) in 2017, she has embraced a simple mission: to let nature thrive.

"I've always spoken up on issues about the environment and sustainability," Helen says. "This passion led me to play a key role in developing our thriving wildflower meadow at May Hill."

A garden that grows itself

When Helen moved in, her south facing garden was described as 'a delight' – with mature shrubs and well stocked borders. What the estate agent didn't mention was the heavy clay soil and areas in permanent shade.

"When I arrived it was managed and controlled and I've basically let it go – and I'm fine with that!" Helen laughs. "My approach, which could be described loosely as 'organised chaos gardening', means the space grows mostly untamed, guided by wildlife rather than gardening books. Sometimes, squirrels dig up spring bulbs and earwigs feast on nasturtiums, but I can rely on ladybirds to handle the greenfly. Pesticides are strictly off the table!"

"In early spring, my garden is a tapestry of greens broken up by snowdrops and daffodils. Other than pruning my towering buddleia and grafted willow, I do very little. So many insects are still sheltering. Tidying too early disrupts them."

Helen's favourite spring ritual is simple: sitting with a morning coffee, watching the birds. "Birds come because there's food, water and shelter. That's my real garden plan."





Helen's top tips for beginner gardeners

You don't need a big area – even a balcony or windowsill can make a difference.

- 1 Start observing:** See what plants are already there. If you don't recognise something, let it grow before declaring it a weed. Many 'weeds' are simply wildflowers that support biodiversity.
- 2 Begin small:** If all you have is a patch of grass or paving, try pots of herbs or favourite flowers. Repurpose old boots, teapots, cans or pallets to create quirky planters.
- 3 Reuse and replant:** Buy potted bulbs like daffodils or hyacinths in spring – you can enjoy them indoors, then plant them outside to return year-after-year.
- 4 Try 'chaos planting':** Mix native wildflower seeds in a jar and scatter them over soil or pots. Choose varieties that flower at different times but like similar conditions to provide colour and vital food for pollinators throughout the season.
- 5 Work with nature, not against it:** Limit tidying, avoid chemicals, and allow wildlife to help manage pests.

Biodiversity fact file



Gardens are estimated to support **50% of the nation's butterflies, amphibians and reptiles**, and **40% of bird and mammal species**.

The UK has **over 25 million gardens**, covering **4.6%** of the country – a huge opportunity to support biodiversity.

Leaving leaf litter, delaying mowing and resisting over tidying provides shelter and food for insects, birds and small mammals.

Whatever space you have, you can create your own wildlife haven and enjoy the beauty it brings.

Start small, embrace chaos, and let nature do the heavy lifting!

Bridging generations:

Crafting, conversation and connection

There's something special happening at Sherwood House in the village of Linby. Since 2019, children from the neighbouring Linby cum Papplewick C of E Aided School have been popping over to spend time with residents - and what started with a few craft sessions has now grown into a much loved intergenerational project.

It's easy to see why. For residents, the visits bring laughter, company, confidence and a lovely break from the everyday routine. For the children, it's a chance to build empathy, learn new social skills, and gain a deeper understanding of ageing - all while having a genuinely good time.

Their recent spring visit was no exception. As everyone settled around the craft table, conversations naturally drifted towards favourite things. Before long, wonderful stories began to unfold: a resident who once ran the London Marathon, another with a lifelong passion for photography, and plenty of shared memories of holidays, family and friends.

These moments of connection really brighten days on both sides of the table.

“
It's a bit of therapy for everyone
”

Jenni, Activities
Co ordinator

“It's always great to have the children visit Sherwood House as part of the intergenerational project,” says Jenni.

“It's a bit of therapy for the children and the residents, to do some arts and craft work together.

“Everyone really enjoys the time being spent together. They look forward to the visits - it's a lovely change from the norm and it gives residents the chance to reminisce and share stories.”

Sherwood House is a beautiful care home for older people, set in the peaceful village of Linby in Nottinghamshire.



Find out more at
www.sherwoodhouse.org

Watch our
short film to
find out more:



Meet our new starters

At NCHA we're officially a Great Place To Work™ and we pride ourselves on our inclusive, friendly culture.

We've recently welcomed some new colleagues to join us and here's a quick introduction to two of them.

Rafique Duncan

Facilities Manager

If you ever visit our main workplace in Clifton, you might bump into Rafique Duncan, our new Facilities Manager.

Called Duncs by many, he joined us in February after spending 22 years as a Sergeant in the British Army Royal Engineers. He's an electrician by trade, and has been posted in Afghanistan, Iraq, Ireland and Ukraine during his military career.

Duncs is based at Clifton Place but manages all four main NCHA offices. He also looks after our reception team, caretakers and cleaners.



Jack Kayes

Customer Accounts Team Leader

Jack joined NCHA in January, having previously worked for another big housing association with an office in Nottingham! He manages a team of eight of our Customer Accounts Coordinators. They're the team who help our affordable rent customers keep their accounts up to date. He says:

“

I'd always heard good things about working for NCHA, so as soon as I saw the vacancy advertised I knew I had to apply – it was perfect for me. I've already bumped into a few familiar faces, but everyone I've met here so far has been great.

”

Outside of work, Jack is an avid Liverpool football fan being a born and bred Liverpoolian, but he moved away from the area as a child.





Top tips from Dave



Dave Corry

Anti-Social Behaviour
(ASB) Investigator
in our Community
Safety team

Neighbour disputes: We're here to help

Most neighbour rows start with small misunderstandings, then spiral once people stop talking. Common issues include noise or disagreements over shared spaces, but often they can be resolved with early support and the right approach.

In the first instance we encourage calm conversations, if you feel that your neighbour is approachable and you can attempt to sort the issue between yourselves.

If you feel that this is not the case, then contacting our Community Safety team will ensure they assess the incident (or issues) and decide whether the matter needs to be investigated, or alternatively the best way that you can be supported.

Using restorative justice

We're introducing restorative justice at NCHA to help neighbours resolve issues through open conversation, understanding, and shared solutions. With 12 trained facilitators ready to support residents, this approach offers a calmer, more positive alternative to tackling disputes and ASB.

Those tenants involved in a conflict sit down together in a neutral space to find a solution or way forward. The restorative facilitator helps the process, speaking to all sides in a dispute to understand the issues and bringing those involved together in a formal and structured way to guide the meeting and find a way forward.

We appreciate that it may not be for everyone, but there has been successes in the case's NCHA have facilitated to date.



Keeping your water safe

The risk of Legionnaires' disease in the home is very low, but a few simple steps can help keep your water safe against the bacteria that causes this pneumonia-like illness.

Have a look at our website for the tips you should follow if you've been away from home for more than a week.

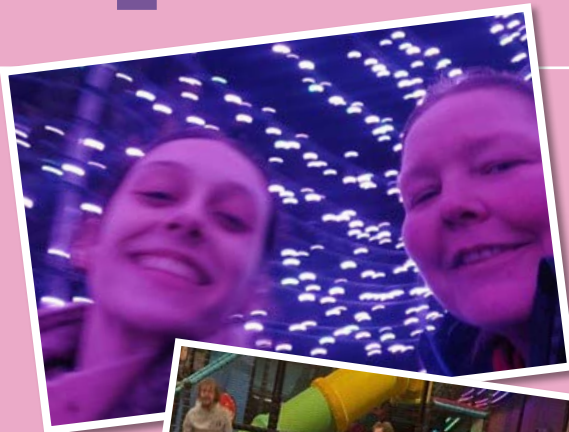


Donations helping young people

Thanks to two generous donations from local councillors, Daniel Sabin and Malachi Carroll, the young people at our Branching Out Retford service were able to take part in activities other young people would usually do with their families.

In December they enjoyed an evening out to Yorkshire Wildlife Park's 'Winter illuminations' event, seeing the animals and the lights display. Then in March they went to Go Bounce for an energetic two-hour activity session to have fun and socialise with others. This was followed by a takeaway treat and board games in the communal lounge.

Without these donations the tenants would not have been able to take part in these activities, so they really made a difference.



One of the residents said:

"I used to do things like this with my family but haven't for years so it felt good to be able to go out and do something".

Listening, learning and improving

Customer feedback is essential to helping us improve our services. By sharing your experiences of what's going well and what's not going well, you can help us see where we can make improvements and help make things better for everyone.

In the last six months we've introduced a number of changes at NCHA and here's some of the highlights.

Improving repairs diagnosis and scheduling

You told us that scheduling and fixing your repairs needs to be easier and quicker. In response to this feedback, we're looking at a few things:

- **New system:** We're working on rolling out a new system which will enable you to send us photos when you're reporting a repair. This will help us diagnose issues correctly the first time. We have identified a supplier for this technology and hope to have this in place within the next few months.
- **Vans:** We're improving how we manage our vans and the supplies stored on them, making sure our operatives have what they need on their vehicle in order to carry out any repairs, rather than having to arrange a repeat visit.
- **Damp and mould:** All of our operatives are now trained and able to carry-out mould washes, and if they need to they can escalate issues straight to our dedicated DMC (Damp, Mould and Condensation) team when further work is needed.

This means we can act faster, reduce repeat visits and delays, and provide a more consistent service.



Clarity on service charges



Most of our customers have variable service charge. This means, when we set service charges for a year, they're based on an estimate of what we expect to spend but actual spend can vary due to unexpected or unpredictable costs throughout the year.

Some customers have fed back regarding an unexpected increase in service charges or because they were not aware that the original amount quoted was an estimate.

We're improving our information to customers to make sure it is as clear as possible about what customers can expect to be charged and when.

Supporting greater independence through discreet colleague ID



Some Care and Support customers told us that the bright blue NCHA lanyards worn by colleagues could sometimes draw unwanted attention in public, affecting their confidence and independence. In response, our Customer Voice group helped secure the introduction of discreet black lanyards as an alternative.

Feedback from residents has been overwhelmingly positive:

“

It has been a positive change, and I hope it's offered to other services.

”

“

I feel listened to.

”

“

It draws less attention to the fact that I am being supported by staff.

”

This simple change shows how customer feedback can make a real difference to dignity and independence.

Improving comfort in shared spaces

Customers shared concerns about sofas in some of our Care and Support projects being too low and uncomfortable. Working with our supplier **a new sample sofa was provided for customers to try out.**

Their feedback will help inform future furniture choices, ensuring homes are comfortable, practical and shaped by the people who live in them.



If you have any feedback or suggestions about our Care and Support services, you can contact **CustomerVoice@ncha.org.uk**

A heritage farewell for Gary



His retirement journey began with a trip down memory lane

After years of dedicated service as a valet for Nottingham City Transport, Farnborough Court resident Gary celebrated his retirement in December with a truly special send-off. He was collected from his workplace at Nottingham City Transport and brought home to on the very same bus he used to travel to work on his first day back in 1974. This iconic double-decker, now part of the heritage fleet at the Ruddington Heritage Centre, made the occasion even more memorable.

Gary and his wife, who is also now retired, are embracing this exciting new chapter. They have big plans to travel more and they have trips to Italy and Canada booked already. They can't wait to explore even more of the world together.

The couple moved into Farnborough Court in April 2025, our brand-new independent living scheme located right next door to our new workplace. They've settled in wonderfully and are loving life in their new home.



As they look forward to a well-deserved and adventure-filled retirement, we wish Gary and his wife all the best for the future!



Breaking barriers

Certificate level employability award success



At Branching Out Retford, one young tenant is making waves - and a bit of history. Mason has become the very first NCHA customer to complete the City & Guilds Live & Learn programme at Certificate level, a huge achievement for him and a proud moment for the whole team supporting him.

While many participants work towards the Award qualification (worth six credits), Mason pushed himself further, taking on the full certificate, which totals 15 credits and involves a much bigger commitment.

Chris, NCHA's in house training expert, supported him through the academic parts of the course:

“
He absolutely flew through the booklet units. The odd McDonald's also helped offer a bit of encouragement! It's great to see that he's inspired some of his mates to sign up too.
”



For Mason, the course has been more than a qualification - it's been a confidence boost and a chance to learn skills he'll use for the rest of his life. The programme includes cooking, budgeting, drug and alcohol awareness, and employability skills.

Photo provided by image library

“
Chris worked me hard! But I'm glad he did. I didn't get on with school or college, so doing this at home and in my own time suited me. I'm really proud that I achieved it. I get to put the certificate on my CV - it shows people what I can do.
”

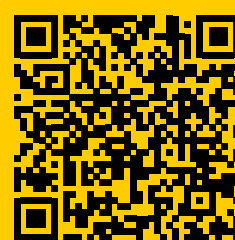
Mason is now preparing to step into his first independent home this spring. With a refreshed CV and his newly earned qualification, he's already looking for a job that's right for him.

Everyone at Branching Out is cheering him on.

Branching Out

Branching Out is a brilliant service that supports young people - from 16 year old - across Nottinghamshire with accommodation, life skills and the guidance they need to move on to happy, independent futures.

Find out more about the Live & Learn programme on our website:



Top tips

for preventing damp, mould and condensation



By Nis Iqbal, Asset Operations Manager

It's my team's job to carry out inspections and surveys to keep your home safe from damp and mould. There's also lots you can do to help spot issues early and reduce the chances of it developing.

How to identify issues



Damp

Signs: Dark, wet patches, flaky plaster, or a strong musty smell

Causes: Water may enter a home due to damaged gutters, broken roof tiles, rising damp through floors, or internal leaks.

Mould

Signs: Often dark and spotty, appearing in patches on walls or ceilings

Causes: Mould is a fungus that grows in damp, poorly ventilated areas (such as bathrooms, loft spaces, and room corners).

Condensation

Signs: Water droplets forming on cold surfaces like windows and walls

Causes: Everyday activities such as cooking, bathing, and drying clothes release moisture into the air. When humid air meets a colder surface, it turns into droplets which can lead to mould if left untreated.

Ways to prevent damp and mould



If we install equipment such as dehumidifiers or ventilation units, please use them as instructed so they work properly. Although the following tips won't fix structural issues, they can help manage moisture levels and support the steps we take to fix problems:

- **Ventilate regularly:** Open windows when the weather allows, use extractor fans, and keep trickle vents open.
- **Reduce moisture in the air:** Dry clothes outside when possible, use an extra spin cycle on laundry, and keep lids on pans when cooking.
- **Keep heating consistent:** Aim to maintain your home at around 18°C where affordable.
- **Use radiator valves smartly:** Set TRVs to 2-3 in unused rooms for background heat and 4-5 in rooms you use most.
- **Avoid blocking heat sources:** Keep furniture away from radiators and tuck curtains behind them.

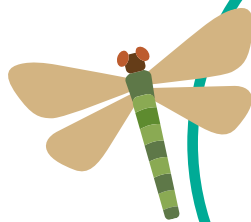
Report any issues

We're always here to help keep your home safe. If you spot any signs of damp or mould, contact our Customer Experience team straight away so we can act quickly:

Email: info@ncha.org.uk | **Call:** 0800 013 8555



ncha Garden Competition



Closing date
**31 August
2026**



Get involved in our competition for a chance **to win £100** as well as prizes for our category winners.

We're back with our annual Garden Competition for all our green fingered customers.

Be sure to take part and show off your hard work, with some great prizes listed below!

We'll recognise the top gardens with 1st, 2nd and 3rd place prizes of £100, £75 and £50 in vouchers.

Want to get involved?

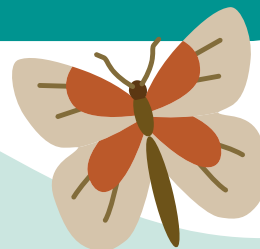
Send us your photos, the category you're entering and your name and address, by 31 August 2026.

@ customerengagement@ncha.org.uk
☎ 07811 917259 (text or Whatsapp us)

Email or call the Customer Engagement team on **0800 013 8555** if you need someone to come to take photos for you.

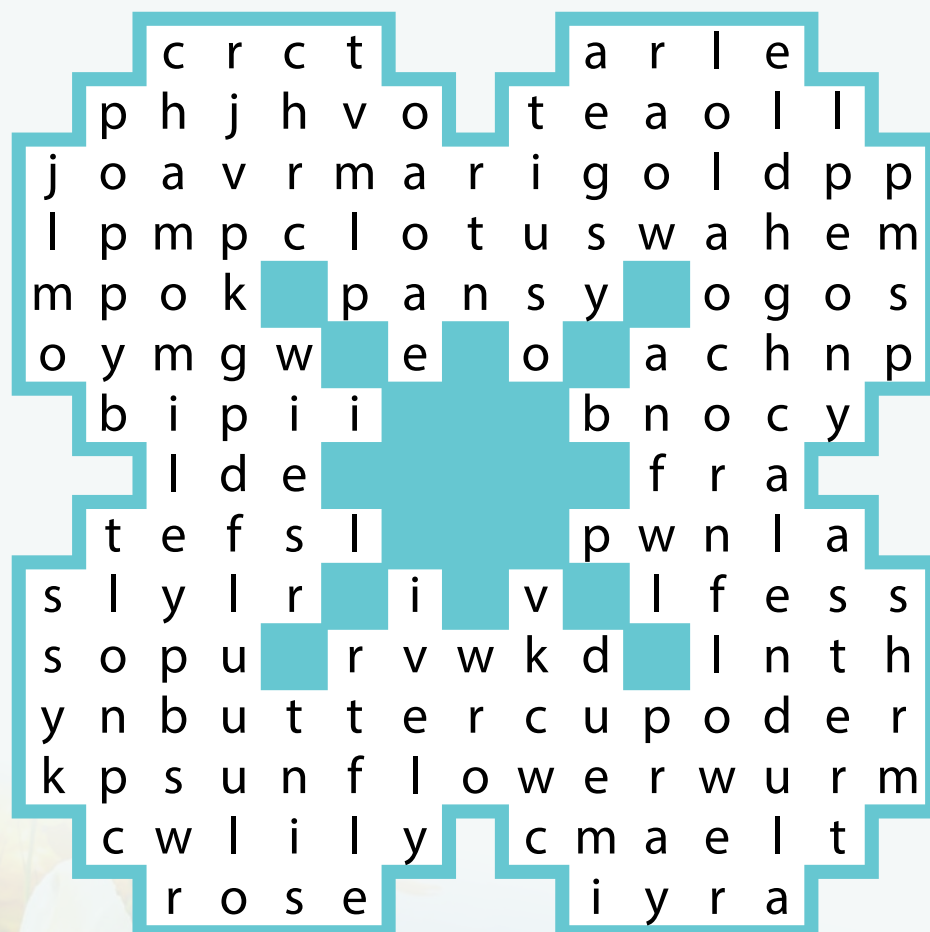
We've also got £25 vouchers for winners of these categories:

- Best vegetable garden
- Best community / communal garden
- Best small space / hanging baskets, planters or window box.



Complete the wordsearch for the chance to **win a prize!**

One of the flowers is missing from our wordsearch grid. Complete the puzzle to find the missing word, then send it in to us to be entered into our prize draw..



Words

- Lily
- Aster
- Chamomile
- Peony
- Tulip
- Pansy
- Calendula
- Rose
- Lotus
- Sunflower
- Poppy
- Marigold
- Buttercup
- Cornflower

Congratulations
to **April from
Bottesford** who
was the winner of
the competition in
our autumn 2025
edition of
At Home!

To enter, find the missing flower and send it to us via email to **athome@ncha.org.uk**. You can also send this completed page to **NCHA At Home, Clifton Place, Fairham Brook Drive, Clifton, Nottingham, NG11 8PY**.

Don't forget to include your name and address and we will enter you into a prize draw where one lucky winner will receive a **£100 'one for all' gift card!**

Name:

Address:

Missing word:

The deadline for competition entries is Tuesday 30 June 2026 – good luck!

Privacy notice: Contact details will be safely stored for the purposes of the competition only, and will be destroyed once the winner of the competition has been notified.