

Uncha

Keeping you connected Autumn 2025

# At home

Featuring our annual report to customers 2024-2025.

“

**This feels like  
life giving me  
something back.**

”

Read more about Andre's  
new start on **pages 4-5**

**Phil's lucky  
catch**

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# Welcome to **At Home** magazine

Welcome to At Home magazine autumn 2025



**Raj Kumar**  
Chair of NCHA's  
Customer Committee

Earlier this year we launched our new At Home magazine filled with inspiring stories from our customers who describe how a safe place to call home can make a huge difference to their lives.

In this autumn edition, we're sharing a new mix of inspiring stories from our customers. We've also set aside the centre four pages to spotlight our annual report, which is packed with key stats that show how we're doing and where we're making progress.

On page 15, you'll find the results from our Tenant Satisfaction Measures (TSMs). Many of you kindly took part in our telephone survey earlier in the year, so thank you if you were one of them!

Over the following five pages we've picked out some key areas of our performance to share with you. You might also spot some of those stats and graphics popping up again throughout the magazine. Where we can, we've included them alongside the stories they relate to, so you can see the bigger picture.

Thank you to everyone who's agreed to be featured in this edition. We hope you enjoying reading it!



## Interested in hearing more news from NCHA?

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

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

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# Andre's fresh start at Prospect Place

After facing a series of life challenges, Andre has found a new beginning in a place he now calls home. Andre moved into his brand new two-bedroom affordable house at NCHA's award-winning Prospect Place development in Lenton, Nottingham, in May.

Andre's journey hasn't been easy. "I went through a really tough period," he shares. "I was in an abusive relationship, and after that ended, I had a serious motorbike accident where I broke both legs. I felt completely down on my luck."

During this difficult time, Andre was living with his mum and had been on the Nottingham City Council housing register for five years.

“**When I got the call about the house in Lenton, I knew exactly where it was. We'd driven past the development before, and I honestly think I manifested it! I feel very blessed. I've worked hard to support others, and this feels like life giving something back.**”

Andre volunteers with Shifting Your Mindset, a community organisation that empowers men who've experienced trauma, homelessness or abuse to rebuild their lives. Andre says; "I've been through it myself, so now I help others who are facing similar challenges. It's important work and it gives me purpose."

Moving into his new home has been life changing. "This house means a fresh start for me and my boy. We're settling in well and starting to make new friends. It's really becoming a community."

Now with a new partner and a renewed sense of hope, Andre is embracing a happy life and an exciting future. "The area is brilliant for families. We're right next to the community centre and the swimming pool, and there are shops and parks all within walking distance. Dunkirk Primary is just five minutes away, it's the perfect location."

For Andre, Prospect Place is more than just a house – it's a second chance. "This home has given me the space and security I needed to move forward. I'm so grateful to NCHA. It really does feel like the start of a whole new chapter."





## About Prospect Place, Lenton, Nottingham

- Prospect Place brings much-needed permanent family housing back into the heart of Lenton.
- There were 36 homes built, 26 for affordable rent and 10 for shared ownership, directly addressing local housing needs identified by the council.
- The new homes include a mix of two-, three-, and four-bedroom houses and have been prioritised for families on Nottingham City Council's housing waiting list.
- The scheme was one of three recognised when we won the Social Housing Award at the Insider Midlands Residential Housing Awards 2025.

## Building for the future

In 2024/2025 we built:

**245** affordable and social homes

**106** homes for shared ownerships

**70** homes for care and support services

# Phil's lucky catch

**Phil lives in a quiet cul-de-sac close to the centre of Newark. He has his own flat and enjoys going out to the nearby shops. He has a passion for fishing and finds peace sitting by the river watching the world go by and waiting for a fish to bite.**

**But life hasn't always been this peaceful for Phil. He lost his mum aged 20 and found his mental health spiralling out of control. He battled with addiction to drink and drugs, spent time in prison and was repeatedly hospitalised with his mental health problems.**

Everything changed for Phil at the beginning of 2023 when he was ready to be discharged from hospital and was offered a place to live at NCHA's Lombard Street project in Newark. The service provides supported living for people with enduring mental health conditions. Alison, the Project Manager, went to visit him in hospital and Phil had a chance to visit Lombard Street before deciding to call it home.

He says: "I knew straight away that I wanted to move in. It felt different to anywhere I'd ever lived before. The staff treat you like a human being. You can tell that they really care, and they make everyone feel comfortable being themselves."

During his time at Lombard Street, Phil benefited from the experience of the team to help him manage his mental health. There was always someone available to talk if ever he needed it.

The team also helped Phil to learn the life skills he'd struggled with, such as cooking, cleaning, budgeting, accessing support etc. It was the fresh start he needed to find his feet in life again.

As time passed, Phil found himself helping other residents who moved into Lombard Street. He'd welcome them with a cuppa and an offer to chat, or even just sit in companionable silence watching TV and letting them know he was there if they needed him.

When the time came for Phil to move on, he was lucky enough to be offered a flat in a nearby supported living home where he has his own space. Staff are still on hand during the day if he needs them. He's come a long way, but he's finally found the peace he needs.

“

It felt different to anywhere I'd ever lived before. The staff treat you like a human being. You can tell that they really care, and they make everyone feel comfortable being themselves.

”





In 2024/25  
we delivered  
**829,628**  
**hours**  
of care and  
support  
services

The final word goes to  
Phil, who says:

“

**I'm very lucky  
to live here,  
I love it. I've  
got everything  
I need and  
I hope I can  
stay forever.**

”



# ncha news round-up

## We're a Great Place To Work®

We're delighted to have been officially certified as a Great Place To Work® for the third year in a row.

A survey of all our colleagues demonstrated that 77% of our colleagues agree with that statement. That's a fantastic result compared to the UK average figure of 54%.

We're always looking for new colleagues to join us. Visit [www.ncha.org.uk/jobs](http://www.ncha.org.uk/jobs) to find out more!



## Welcome to our new apprentices



In July, we welcomed Jordan and Taylor to our Assets and Property Services team as our new Multi Trades Apprentices. Over the next year they will learn about plumbing, painting, joinery and plastering by working with our different teams and studying for a Property Maintenance Operative Apprenticeship at the same time.

This gives them some great experience before they choose which trade they'd like to specialise in. Please do say hello if they come to visit your home!



## We're an Insider Residential Property Awards Winner

We proudly took home the Social Housing Award, celebrating our commitment to creating high-quality, affordable homes that make a real difference to people's lives.

Our winning entry showcased three standout developments that reflect the breadth and impact of our work across the East Midlands: Farnborough Road in Clifton, Prospect Place in Lenton, and Mansfield Road in Alfreton.



Find out more about Prospect Place on pages 4 and 5.

## Do you see me?

In aid of Mencap's Learning Disability Week, we put together a short film to celebrate the work that we do, the people that we support and the fulfilling lives that excellent, dedicated support can deliver.

Watch the film on our website now



## Welcoming our new Chair, **Leanne Monger**

**We're really pleased that Leanne Monger has been appointed as the new Chair of our Board.**

Leanne has been part of our Board for the past four years, and more recently took on the role of Chair of our Care Committee. She brings with her over two decades of public sector experience, working across social housing, homelessness, community development, health, wellbeing and leisure services in both local government and the NHS.

Leanne's deep understanding of NCHA, our values and our strategic priorities makes her a fantastic choice to lead us into the next chapter of our journey.

We'd also like to say a heartfelt thank you to Callum Gillespie, who has stepped down as Chair. Callum's leadership has helped guide NCHA through some major milestones.



# Saving money with retrofit

**'Improving insulation slashed my energy bills by £54 per month'**

NCHA customer Tash has been renting his semi-detached home in Old Basford, Nottingham, with his family for 14 years. He explains: "Before I moved into my NCHA home, I was the target of racist anti-social behaviour. My next-door neighbour burned our house down, and so we stayed with relatives for nine months while we looked for other housing."

"When NCHA got in touch, me and my wife just fell in love with this house. We moved our kids in, and NCHA have been absolutely amazing top dogs for me ever since."

"I applied for permission to put up gates and CCTV cameras to help keep us safe, and NCHA let us sort it straight away. They made it easy for us. The team has been amazing for so many years."

"The community I've got now is very quiet and it's a beautiful area. There's a park at the back where the kids like to play."

## **Warmer home and cheaper bills**

Tash recently qualified for free upgrades as part of our energy efficiency improvement works for NCHA homes with an Energy Performance Certificate (EPC) rating less than 'band C'.

Tash said: "The contractors put in a totally new guttering system, pipes, fascia, and lovely external wall insulation. They went for a beautiful yellow clean finish, so my property stands out on the street now as it looks like a brand-new house!"

"Internally, we got new loft insulation, and they installed extractor fans and ventilation that do an incredible job of keeping air moving to stop damp and mould."

"NCHA were absolutely amazing. One thing I loved is they were like the A-team! They were so on the ball and efficient – they got things done and sorted snags without one blink."

"There was damp near the chimney that needed sorting first. The team smashed it out of the park. They replaced and injected bricks with anti-damp material, so the problem didn't come back, and gave me a step-by-step understanding."

"To be honest with you, I'm well impressed. It's the best housing association with the best team."

"I'm pleased to say I've seen a big difference – the biggest win is my windows don't cloud up with condensation anymore. They stay dry and fresh. It'll help prevent damp and mould."

"The upgrades have already taken a massive chunk out of my energy bills, too. My recent monthly bill for gas and electric was £94 – it's gone down by £54. I can only imagine the money I'll save when winter hits."

"Now, I only put the heating on for one hour and 10 mins. I've never been able to open my bedroom windows as it was too cold, but now I throw them open as the rooms are so well insulated. A phenomenal service. NCHA chose the best contractors for the job. Forget about feeling just happy – this face is very, very happy! I'm so grateful."



“

The upgrades have already taken a massive chunk out of my energy bills, too. My recent monthly bill for gas and electric was £94 – it's gone down by £54.

”

**90%**

of our homes are Energy Performance Certificate **C or above**

A

B

C

D

E

Thankfully Tash's experiences with anti-social behaviour are in the past, but he has requested not to be photographed for this article. However, the words are all his own, and the photos show Barney and Alex from our Retrofit team outside his home.

# With a keen eye and a caring heart

## How inspector Phil supports our customers

**Technical Inspector, Phil Haywood, has worked for NCHA for over 12 years. Before he joined us he was a building surveyor for a local council for over 20 years so he definitely knows his stuff.**

He has two big passions in his working life, social housing and education. He explains: "I spent 18 years as a school governor at three different schools. I started at the one I went to as a child as my daughter went there too. When the headteacher moved schools, I moved too to help to the new school get out of 'special measures' imposed by an inspection. Education is so important; I wanted to help make a difference."

He's passionate about the value of social housing too.

“

**I love what we do at NCHA. Having a stable home is fundamental to a person's wellbeing so I'm glad that I can play a part in helping so many people achieve that.**

”

In his role as a Technical Inspector, Phil regularly visits up to 60 of our customers' homes per week.

He reviews where more complex repair work is required like damp, mould and condensation work, legal disrepairs, and inspections related to complaints.

He also supports customers if they need to move out of their home for a short time while repairs take place (often in the instance of major floods or water leaks).

He says: "I can honestly say I've seen everything in my time, including some people's quirkier personal interests shall we say! Nothing surprises me anymore, but at the end of the day I'm there to do my job. I meet people from all walks of life, and I like to think I'm good with people. I just want to help them live in a safe and comfortable home."





## Phil's praised by colleagues

Phil was recently recognised by a colleague from our Communities team for the help he'd given to one particular customer, as he explains:

"This lady has a physical disability, she's a wheelchair user, and when I found she had a serious leak in her property I knew I had to go round and help. I mopped her entire home dry as she was at risk of injury if I didn't and I couldn't let that happen. She's so independent and determined, she's an inspiration, so of course I will help her in whatever way I can."

**Thank you Phil, your enthusiasm and care really does shine through in the help you give to our customers.**

“

**I meet people from all walks of life, and I like to think I'm good with people. I just want to help them live in a safe and comfortable home.**

”



# Making shared ownership **work better for you**

In our TSM results (see page 15), 59% of home ownership customers reported that they are satisfied with the overall service from NCHA, but we want this figure to be much higher.

We're working closely with teams across NCHA to understand the new Shared Ownership Code which we have an ambition to achieve. It's all about improving the service we give to you, our homeowners.

We've teamed up with members of our Customer Committee to make the homeowner handbook, website, and other publications easier to understand. Shared ownership can be complicated, so we're simplifying the language and making sure you get the information you need without the jargon.

We've started chatting with homeowners about how we can improve our service specifications and take a closer look at the costs you're paying for things like cleaning and grounds maintenance. Looking ahead, we'll be tendering new contracts in 2027, and we want your input to help shape them.

We're working on giving you better information about the condition of your home and neighbourhood. That way, we can clearly show how money from sinking funds or long-term maintenance funds will be spent in the future.

**We're working closely with teams across NCHA to understand the new Shared Ownership Code which we have an ambition to achieve. It's all about improving the service we give to you, our homeowners.**





# Our year in review

The following pages are an overview of how we've performed in key service areas in the past twelve months. You'll see these referenced in other places throughout this report, particularly in areas where we've seen significant changes from previous years.

## Our Tenant Satisfaction Measures (TSM)

In September 2024 and March 2025 we carried out our second set of Tenant Satisfaction Measure (TSM) surveys. Thanks to everyone who took part in one of these telephone interviews. We've compared the results with our TSM measures from last year, and we're pleased to see that customer satisfaction has improved in all areas apart from one, where we've stayed the same. However, we know that we've got more work to do with our home ownership customers in particular.

	<b>Customers in rented homes</b> (low-cost rental accommodation) %	<b>Home ownership customers</b> (low-cost home ownership) %	<b>Combined %</b>
Customers satisfied with our overall service	78.2%	59%	71.8% (67% in 23/24)
Customers satisfied with our overall repairs service	80.1%		80.1% <b>(67% in 23/24)</b>
Customers satisfied with the time taken to complete repairs	73.2%		73.2% <b>(47% in 23/24)</b>
Customers satisfied that their home is well maintained	80.7%		80.7% <b>(76% in 23/24)</b>
Customers satisfied that their home is safe	86.2%	84.6%	85.7% <b>(83% in 23/24)</b>
Customers satisfied that we listen to and act on their views	74.5%	57.3%	69.2% <b>(67% in 23/24)</b>
Customers satisfied that we keep them informed about things that matter to them	83.3%	80.9%	82.5% <b>(73% in 23/24)</b>
Customers agree that we treat them with fairness and respect	86%	79.9%	84.1% (84% in 23/24)
Customers who are satisfied with our approach to handling complaints	46.1%	30.3%	41.3% <b>(30% in 23/24)</b>
Customers satisfied that our communal areas are clean and well maintained	74.8%	47.7%	65.4% <b>(55% in 23/24)</b>
Customers satisfied that we make a positive contribution to the neighbourhood	75.4%	65.8%	72.5% <b>(67% in 23/24)</b>
Customers satisfied with our approach to handling anti-social behaviour	77.1%	57.9%	71.5% <b>(62% in 23/24)</b>

## Read our full TSM results,

including the management information, on our website:

[www.ncha.org.uk/about-us/our-performance/customer-satisfaction/](http://www.ncha.org.uk/about-us/our-performance/customer-satisfaction/)



# Caring for and supporting our customers

We delivered

**829,628 hours**

of care and support services



We were awarded **four new contracts** to deliver care and support services, totalling

**£3,274,288**



Our Community Support team dealt with

**229**

cases during the year



Of our Care and Support customers,

**97.39%**

are happy with the support they receive





# Building safe and secure neighbourhoods

Our Community Safety team work hard to help you feel safe and secure in your home.

We dealt with **630 cases** of anti-social behaviour.

**68 cases** related to domestic abuse - **60%** of them were responded to within our service standard.

**18 cases** involved hate - **89%** of them were responded to within our service standard.

We implemented **13** community improvement works including:



New bin stores



Improved security



Bike stores.

## When things go wrong:

### Complaints

**We received 742 stage one complaints**  
(151 less than 2023/2024)

**37 stage two complaints**  
(91 less than 2023/2024)

### Outcome of complaints:

Upheld	<b>396</b>
Partially upheld	<b>291</b>
Not upheld	<b>230</b>
Withdrawn	<b>22</b>

**99%** of complaints were responded to within the Housing Ombudsman's Complaints Handling Code timescales  
(an increase of 31% from 2023/2024).

**Our performance in this area has significantly improved since 2023/2024.**

This is due to the formation of our new Customer Resolution team – who are a single point of contact for customers who report a complaint to us. We realise there's still more to do in this area, which you can read more about on page 21.

## Our year in review continued

In 2024/2025, we let a total of **1,320 homes** in the following tenures:



**29%** of those lettings were to homeless households.

## Building for the future

In 2024/2025 we built:

**245** affordable and social homes

**106** homes for shared ownerships

**70** homes for care and support services





# Assets and Property Services - update to customers

We're really pleased to see improvements in customer satisfaction with our repairs service. We know this is an area that really matters to our customers, so it's great to see the changes we've made starting to make a difference. But we're not stopping there - we're committed to continuing to improve.

You'll see in this issue of 'At home' some areas we're already working on, such as our 'call ahead' system for operatives – a simple change but one we know will make a big difference.

We're also making changes to keep you safer in your home, in line with new regulations under Awaab's Law. From October 2025, we'll be responding to emergency repairs within 24 hours and investigating damp and mould

hazards within 10 working days. This is just the first phase. Over the next three years, we'll continue to adapt our services to meet new legal standards and ensure your home is safe, healthy, and well maintained.

Thank you for continuing to share your views with us. Your feedback helps shape the services we provide, and we're excited to keep building on this progress together.



**David Langhorne**

Director of Assets  
and Property Services

## We're 100% compliant with

- ✓ fire
- ✓ asbestos
- ✓ legionella
- ✓ lift safety
- ✓ electrical
- ✓ gas health and safety requirements



## 90%

of our homes  
are Energy  
Performance  
Certificate  
**C or above**



of our homes  
are compliant  
with Decent  
Homes  
Standard



On average we spent **£2,180** per home on planned or major works.

On average we spent **£1,232** per home on responsive repairs.

## Our business

### Where does our money come from?

Rents  
Support  
Property Sales  
Grants

£64,530,749

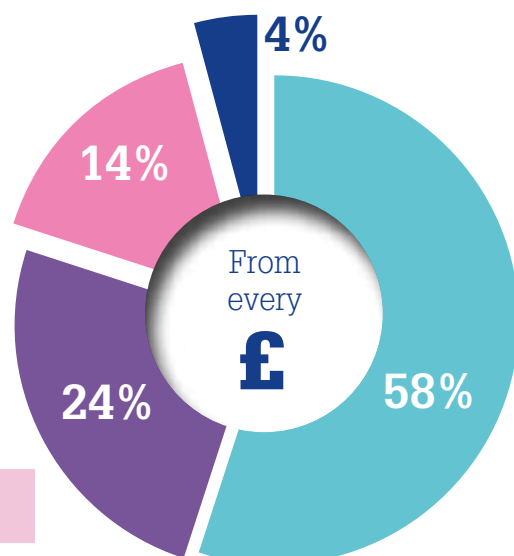
£26,505,322

£15,372,279

£4,197,232

**Total**

**£110,605,582**



### Where do we spend our money?

Care and support services  
Cost associated with property sales  
Mortgage interest  
Maintenance  
Depreciation  
Management  
Services  
Other

£17,914,123

£10,014,154

£15,021,942

£23,605,081

£11,336,962

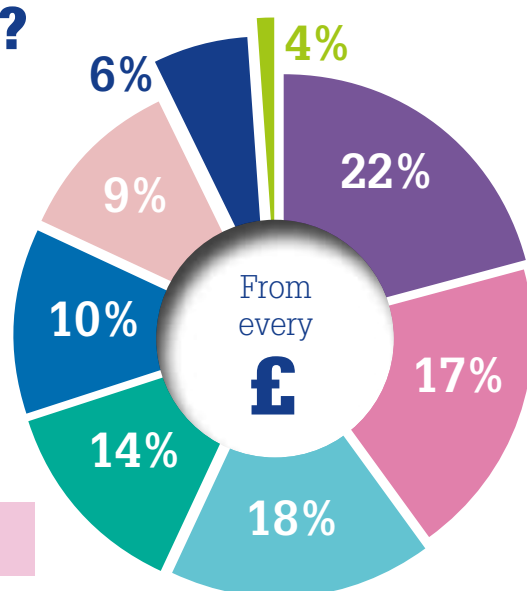
£19,002,453

£6,579,054

£421,627

**Total**

**£103,895,396**



## Your rent

We collected:

**98%** of affordable and social rents

**97%** of care and support rents

**98%** of sub market rents

**98%** of leasehold rents

**97%** of almshouse rents





# Our Customer Resolution team



Helping you when things go wrong

In our TSM results (see page 15), **46%** of customers who made a complaint in the last 12 months said they were satisfied with the way we handled it.

We've made steady progress in improving how we manage complaints, but we know there's more to do.

We've taken a close look at our processes and introduced new steps to make sure we're responding more quickly and more clearly, particularly to stage two complaints. We've also raised the standard of our responses.

We're ensuring we learn from complaints, making sure we reflect properly, share what we've learned, and take action to avoid repeating mistakes. This includes developing better customer data to look at the root cause of complaints and improve our services.

Our Customer Resolution team is also working more closely with other teams across NCHA to share their learning and help implement improvements.



## Customer first approach

Adrian is our Head of Customer Experience and says:



I have just completed my first year at NCHA and the Customer Resolution team has completed its first year in April. We have much tighter processes now to ensure we respond to customers on time.

We understand that making a complaint is a stressful time, and we always try and work closely with customers so that they know what's happening and to reassure them that we care about finding a resolution. I am excited for our second year and pushing on with our plans and goals.



# From Scrutiny Panel to national recognition:

## Celebrating our Board Member of the Year

**When Natalie first joined the Scrutiny Panel at NCHA, she never imagined the journey would lead to national acclaim. But this year, her dedication, insight, and commitment to social housing earned her the prestigious title of Board Member of the Year at the Women in Housing Awards.**

As a shared owner in one of our homes, Natalie was keen to get involved when she saw we were recruiting for a customer to chair the new Scrutiny Panel. "I saw it as a fantastic opportunity to learn some new skills, scrutinise the services NCHA deliver and support my fellow customers and their needs."

For Natalie, her input is based on lived experience: "I come from a low social, economic background. I'm the first generation to go to university. I know what it's like to run out of money on the electric meter, to feel hunger, to live with a single mum working three jobs. I remember how that feels. The volunteering work that I do comes from a deep and driven place."

Natalie brings a deep understanding of tenant need to every conversation. In 2023 her transition from Scrutiny Panel member to Customer Committee and Board member was a natural next step.

"Being part of the Scrutiny Panel gave me a voice," Natalie reflects. "But joining the Board meant I could help shape the future of our housing services."

Colleagues describe Natalie as a passionate advocate for transparency, inclusion, and tenant empowerment. Her leadership has helped steer key initiatives, most notably our approach to dealing with complaints.

Paul Moat, Chief Executive of NCHA, said: "We're incredibly proud of Natalie. Her journey is a testament to the power of lived experience in governance. She's helped us stay grounded in what matters most—our customers."

Winning Board Member of the Year is not just a personal achievement; it's a celebration of what happens when customers are given the opportunity to lead.

As Natalie continues to shape the future of housing, her journey stands as an inspiration to others—proof that with passion and purpose, anything is possible.



“

I know what it's like to run out of money on the electric meter, to feel hunger, to live with a single mum working three jobs. I remember how that feels. The volunteering work that I do comes from a deep and driven place.

”

### Get involved

If you're a customer interested in getting involved, we're currently looking for more people to join us to share their views and get paid to make a difference. Find out more about getting involved on our website:

[Get Involved - NCHA | NCHA](#)



# Postcards from a happy friendship



**At one of NCHA's services, not too far from the centre of Nottingham, live Ellen and William.**

They both have learning disabilities and need support throughout the day, but they don't let that hold them back. Together they have many hobbies and take many day trips out, making the most of opportunities to do the things they enjoy and having new adventures.

Ellen and William first met many years ago at another of NCHA's services, Claremont Road. It was there that they first found they enjoyed doing many of the same things and their bond was formed. When that service unfortunately had to close, they were initially worried about where they would end up living and losing contact with each other, so they were delighted when a new home was found for them where they could both live.

Since moving into their home in 2023, they've benefitted from greater independence, but their bond is still going strong. They both enjoy music and games nights. Ellen is an expert at the game 'Frustration', but William prefers bingo.



# A trip to Blackpool

**Over the years, Ellen and William have enjoyed many day trips out together, some local in the Nottingham area, and some much further afield. Most recently they had a day trip to Blackpool.**

It was a grey day in the early morning when they left Nottingham, but thankfully by the time Ellen, William and their support workers arrived in Blackpool the sun was out. They enjoyed a walk along the prom, a visit to the Sea Life centre and made time for souvenir shopping. Ellen treated herself to a couple of new fridge magnets and a striking golden snow globe complete with golden Blackpool Tower inside. With lots of walking, they were ready for a big lunch and both enjoyed sausage and chips in a local cafe. There was also time for a cake and coffee break before heading home.

Ellen and William are both big fans of the UK seaside, and have previously enjoyed day trips to Maplethorpe, Skegness and Whitby too. William describes how they choose their trips: "Ellie decides where we go, I'm happy to go along". Ellie is his affectionate nickname for Ellen.



The location of their next adventure is not decided on yet, but wherever they go, it will be all the better for going together!



## Top tips from Dave

**Most people are aware that cannabis is classified as a Class B drug in the UK and it's illegal to possess, use, store, keep, or produce drugs, including cultivation of cannabis. We echo these rules in our tenancy agreements.**

Possessing cannabis is illegal, whatever you're using it for. That includes medical use cannabis products, unless these have been prescribed for you by a specialist doctor. If a tenant falls into this category it is possible they are possibly suffering with epilepsy, MS, sickness from chemo therapy etc. In this case you would need to provide a copy of your prescription and a covering letter from your doctor, including contact details to demonstrate you are not breaching your tenancy with NCHA.



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

## Domestic abuse can happen to anyone. We have a team of people trained to help.

If you're concerned you may be experiencing domestic abuse or you're worried about someone else, please call us on **0800 013 8555**.

**If you believe that you, or someone else is in immediate danger please dial 999 and tell the police.**

### Other support charities include:

- National Domestic Abuse Helpline: **0808 2000 247**
- Respect (advice for men): **0808 801 0327**





# Everybody needs good neighbours

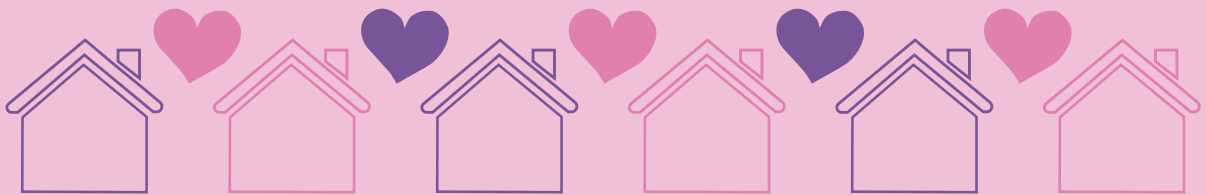
**We can all play a role in helping our community and look out for those who live near to us.**

Could you put the bin out for a family who have a busy life? Could you keep your garden tidy so it doesn't grow over into your neighbours living next door? If it's been a while since you've seen your older neighbour, could you knock and ask them if they are ok?

It's easy to forget how a small gesture of kindness can make a big difference to someone else.

If you need more support, please do let us know by calling **0800 013 8555** or email **info@ncha.org.uk** and let us know if you have any specific needs.

And don't forget if you are worried that someone is being harmed or neglected then please contact your **Local Authority safeguarding team**.

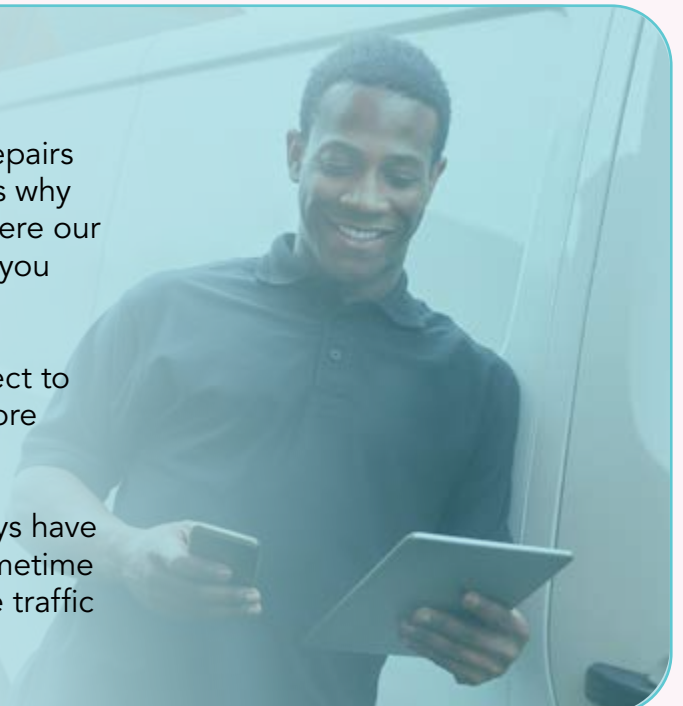


## Ring ring!

We understand that waiting in for one of our repairs operatives to arrive can be inconvenient. That's why we've introduced a new 'call ahead' system where our operatives will call you ahead of all visits to let you know that they'll be arriving soon.

If you have a repair appointment booked, expect to receive a call from one of the team shortly before they're due to arrive

Please note that, although our operatives always have the best of intentions, their arrival time can sometime be affected by hold ups at previous jobs or the traffic they encounter on the way to your home.



# Celebrating a century at **Cahn Memorial Homes**

Residents at Cahn Memorial Homes in Hucknall came together to celebrate 100 years of their unique homes in June.

The collection of six, Grade II listed bungalows date back to 1925. Built by local philanthropist Sir Julien Cahn, 1st Baronet of Stanford in honour of his parents, they were built as an early form of affordable, social housing.

The homes are an early example of the many charitable works of Cahn throughout his life, including the purchase of Newstead Abbey, which he donated to Nottingham City Council in 1931.

Cahn Memorial Homes, designed by Sir Reginald Blomfield, were originally designed to offer affordable accommodation to local retired coal miners, but as times have changed, they now house people over 50 who have worked within industry.

Nottingham Community Almshouse Charity (NCAC), part of NCHA, took on the trusteeship of the homes in 2019 and are now responsible for the buildings' ongoing upkeep.

Over a lunch of sandwiches and cakes, residents were able to meet with representatives from NCHA, Michelle Welsh MP's office and Councillors from Ashfield District Council.

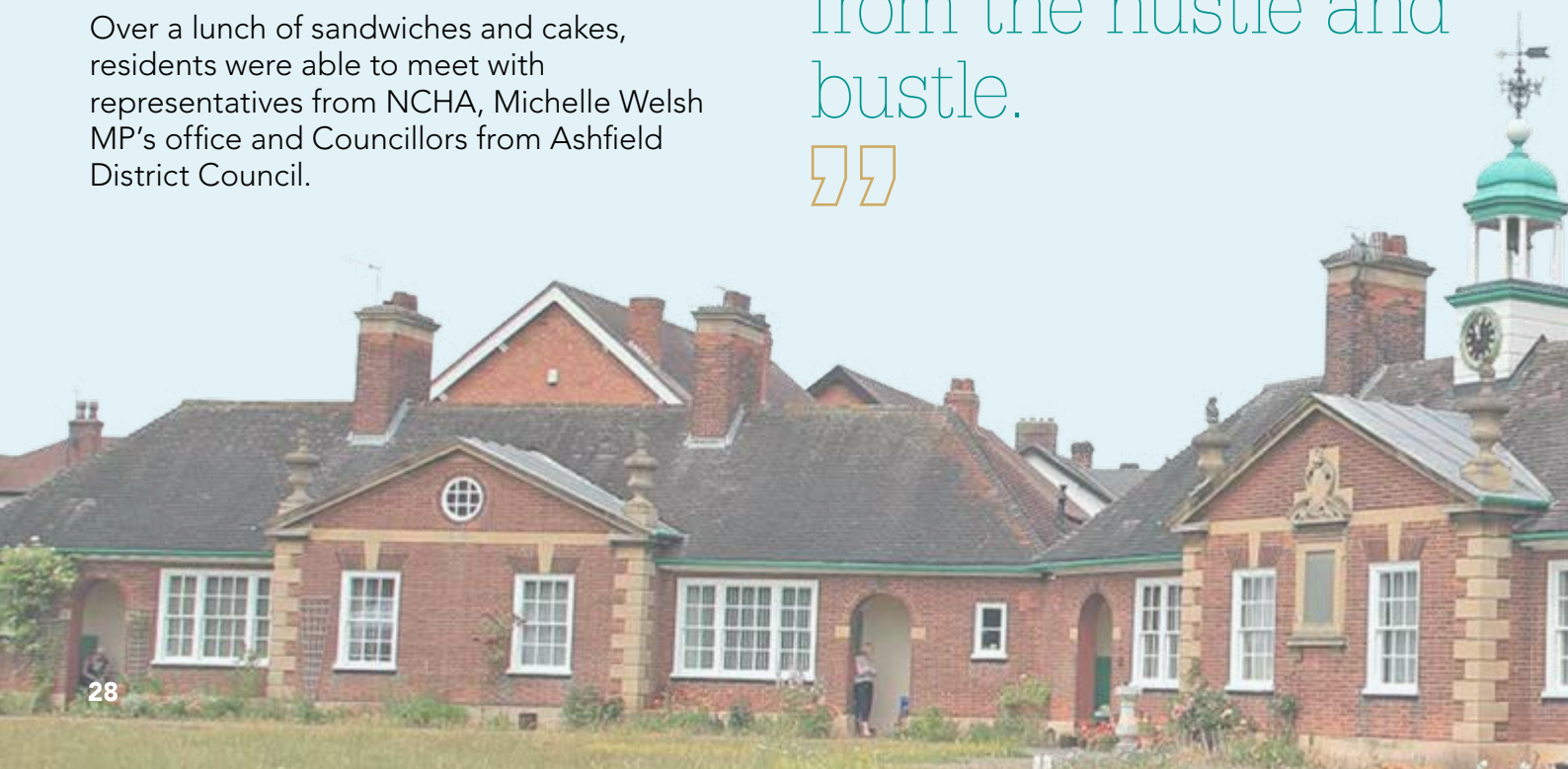
Holly Dagnall, Director of Homes and Wellbeing for NCHA, said: "Almshouses are typically historic homes, and they're often beautifully designed by renowned architects of the time, which is the case here. It's just a lovely place."

Resident Sheila has lived at Cahn Memorial Homes for over twenty years: "It's the peace and quiet I love here," she comments. "I've been so happy here for all these years, it's been lovely to celebrate today and learn more about our home."

Neighbour Elaine adds:



It's like your own little world, away from the hustle and bustle.







To celebrate the centenary milestone, the building's original clock in the tower had its chime repaired, and a bird table was donated for the communal garden. In a nod to the building's namesake, each resident was gifted a copy of 'The Eccentric Entrepreneur' a biography of Sir Julien Cahn, signed by the book's author and granddaughter to Cahn, Miranda Rijks.

“

It's the peace and quiet I love here. I've been so happy here for all these years.

”





# Our garden competition winners



This summer lots of our customers have been busy tending to their gardens, and we have had some great entries into the annual garden competition.

Our judges included Cara, NCHA's Sustainability Officer and Helen Dunne, an NCHA customer' and committee member who describes herself as 'a relaxed gardener with a keen interest in wildflowers, native plants and the defence of the humble 'weed'.

Both have looked at all entries considering the different categories, to decide this year's winners.

The top prize went to Ava who has won a £100 voucher.



**Bilborough**



**Our joint second places** went to Sheila and Caroline, who each won £75.



**Hucknall**



**Nether Heage**

With such great entries the winners should be very proud of their efforts.



**Bakewell**

**The best vegetable garden** has been awarded to Sally and Alan.



**Wirksworth**

**The best small space** went to Nick.

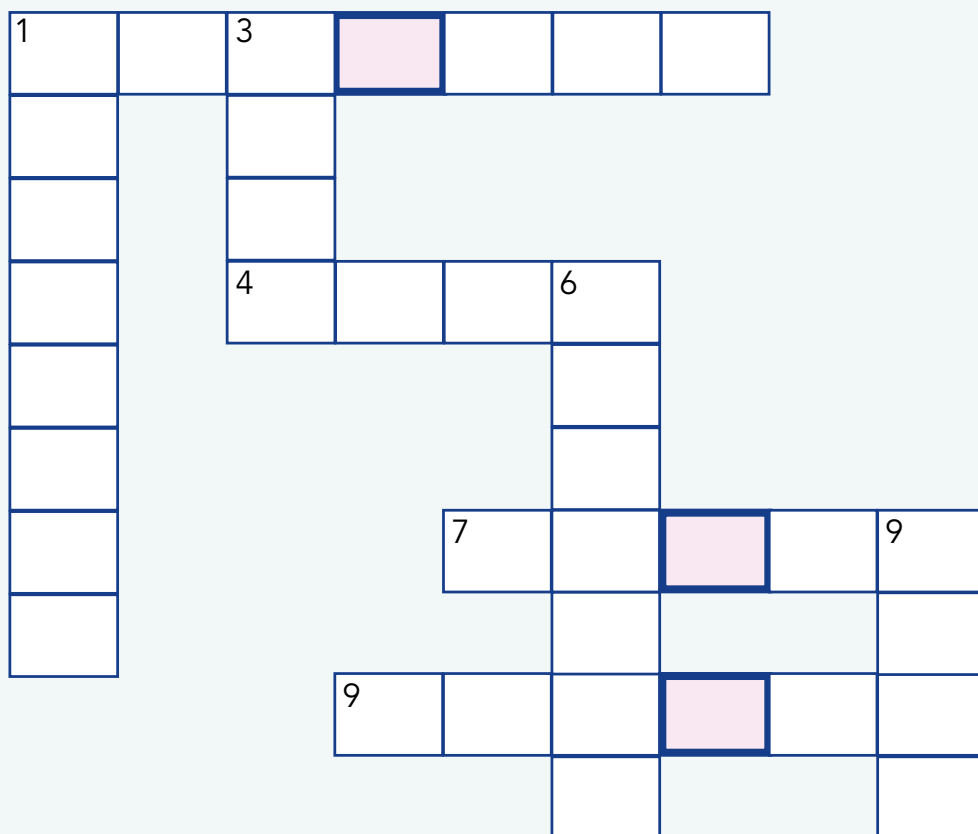


**Clifton**

**Our best community or communal garden** was awarded to Farnborough Court. This space shows what a vibrant and colourful space can be created when communities work together and now everyone's enjoying their efforts.

# Solve the 'At Home' crossword and win a **£100 Asda gift card!**

Solve the clues to **find the word** you need to enter in the grid.



## Clues

### Across:

- ① A room to sleep in
- ④ At the top of your home
- ⑦ A famous saying, 'home ----- home'
- ⑨ Your outside patch of land

### Down:

- ① A room to wash in
- ③ Open this to enter a room
- ⑥ Grows in 9 across
- ⑨ Canvas holiday resting place.

To enter, find the colour spelt by the letters in the pink boxes and send it to us via email to **athome@ncha.org.uk**.

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 Asda gift card**.

**Name:** .....

**Address:** .....

**Missing word:** .....

**The deadline for competition entries is Sunday 30 November 2025 – 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.