

A photograph of a man with a beard and a cap carrying a young boy on his shoulders. They are outdoors in a green, sunlit area. The man is looking up and smiling, while the boy is looking down at him. There are large, stylized blue and teal geometric shapes in the upper right corner.

Uncha

Making a social impact

Our annual report to customers
2023-2024

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This report is available on our website by visiting: www.ncha.org.uk.



Our year in review

A note from the Chief Executive



Welcome to our Annual Report to Customers 2023/2024.

Throughout this report you'll hear from customers and colleagues describing some of the work we've been doing to help reach our vision of delivering more homes, great services and better lives. You'll also see facts and figures that should give you a clear picture of how we've been performing.

For the first time this year we've used Tenant Satisfaction Measures (TSMs) to report on our performance. This is a new system which all social housing landlords in England are using to assess how satisfied our customers are with the services we deliver. They're really helpful measures for us, as it shows us where we're getting things right, but more importantly, it shows us where we need to improve.

The speed and quality of our repairs services are, and continue to be a focus for us. Throughout this report you'll see that customer satisfaction in this area has not been where we expect it to be, so we've made some big changes to make things better. Read more about this on pages 14 and 15.

As always, we're really keen to hear from you so we can get a clear picture of what it's like to be an NCHA customer. If you'd like to have your say, take a look at the opportunities we have to get involved on page 5. Your feedback will remain at the heart of our work. Together, we can create communities where everyone feels safe, valued and heard.



Paul Moat
Chief Executive



Using your feedback to influence change

Tenant Satisfaction Measures (TSM)

In September 2023 we carried out our first Tenant Satisfaction Measure survey. We're really thankful to people who took part in these telephone interviews. The information we gathered has been really helpful in developing our plans for the future. You'll see them referenced throughout this report (marked with an *), particularly in areas where we've recognised we need to improve.

Our Tenant Satisfaction Measures told us:

85%

of customers agree that we treat them with fairness and respect

83%

of customers are satisfied that their home is safe

76%**

of customers are satisfied that their home is well maintained

73%

of customers are satisfied that we keep them informed about things that matter to them

67%

of customers are satisfied that we listen to, and act on their views

68%

of customers are satisfied that we make a positive contribution to the neighbourhood

67%

of customers are satisfied with our overall services

67%**

of customers who have received a repair are satisfied with the overall repairs service

62%

of customers are satisfied with our approach to handling anti-social behaviour

55%

of customers are satisfied that their communal areas are clean and well maintained

47%**

of customers who have received a repair are satisfied with the time taken to complete it

30%

of customers are satisfied with our approach to handling complaints

These results are the blended results from our rented homes and our shared ownership homes. Our full TSM performance with the breakdown of results between customer groups is available on our website

Our customers

Listening to our customers

It's important that your views, experiences and ideas are at the centre of what we do.

We've developed a customer involvement structure to ensure we're listening and responding to our customers in all areas of our work.

Customer Committee

Our Customer Committee provides an important link between our Board and our customers. They have oversight on policies, strategic work, and areas of performance that matter most to customers.

The committee is supported by our customer panels:

Homes and Neighbourhood Panel

This panel has up to ten members, and looks at your experience of our services, providing a place for customers to be heard.

Scrutiny Panel

This panel acts as NCHA's critical friend, investigating what's happening with specific areas of our services and suggesting improvements.

Care and Support Customer Voice

Customer Voice helps us to listen to the voice of our care and support customers. We use it to ensure their opinions are heard, and they're involved in decision making.



Homes and Neighbourhood Panel, May 2024

If you'd like to find out more or register your interest, please email us at customerinvolvement@ncha.org.uk

More than just a home

Finding peace at Ben Mayo Court

Nalan and her husband, Soner, fled persecution from their home country of Turkey in 2020.

After three years of temporary housing, they were offered a flat at an Independent Living for Older People (ILOP) scheme, Ben Mayo Court in Radford, Nottingham.

Nalan said: "Until 2020 we lived happy and successful lives with our four children in Turkey. I was a tailor and clothes maker, and my husband Soner was a teacher.

Politically, things became impossible for us to stay there. Like many other residents, we had our assets confiscated, and we were left with no choice but to flee the country. Our family of six are now spread across Europe, with only one of our children left in Turkey.

For three years my husband and I were placed in temporary housing, often having to move every few days. We were so thankful for any support we were given, but at the same time, we became desperate for a place to rest and call our own.

Finally, we were offered a flat here at Ben Mayo Court.

We've settled in really well. Lindsey, our Scheme Manager, is always available to offer support and advice, which we're so grateful for her help. We go to English lessons in the city centre, and we've made lots of friends in and around where we live.

Our culture is important to us, and during Eid al-Adha, food is distributed to neighbours and relatives. We wanted to keep this tradition alive, so we make roast meat, rice, salad and dessert and share it with our new friends.

Nottingham is much colder than where we're used to, but we feel happy here. The team at Ben Mayo Court are so kind and friendly, and we're very thankful. We're safe, warm and settled, and we can finally start to rebuild our lives and look forward to the future."

Ben Mayo Court in Radford, Nottingham provides 30 self-contained flats for people over the age of 55.

This friendly scheme has communal areas, laundry facilities, onsite staff during working hours, and access to 24/7 telephone support.



We're safe, warm and settled, and we can finally start to rebuild our lives and look forward to the future.



NCHA owns and manages 15 Independent Living for Older People schemes across the East Midlands.

Have a look at www.ncha.org.uk for our current vacancies.



Building communities

At NCHA, we're more than just a landlord. We know the value it brings to someone's wellbeing when they have a safe and secure place to call home, which is why our Communities teams provide additional support to you and your neighbourhoods when it's needed.

We're always looking out for ways to improve our neighbourhoods.



We carried out inspections at
94%
of our estates

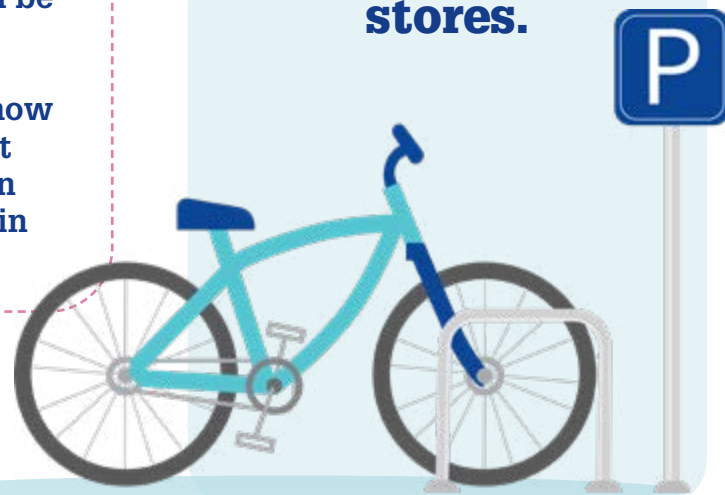
We're committed to being a sustainable organisation, so when our customers told us that they wanted us to provide better security for their bikes we were pleased to be able to support this. Better storage means more customers can cycle as an alternative to other means of transport, plus it encourages people not to leave their bikes in communal areas, which can be hazardous.

Let your Community Coordinator know if your neighbourhood would benefit from having a bike store, and we can take a look at the available options in your area.

Steve Adams –
Head of Communities

This year, we spent over
£86,000

on eight different community improvement projects, including landscaping, bin stores and parking barriers, but the biggest proportion (more than £60,000) **was spent on installing bike stores.**



Community Support team

The Community Support team worked on
214
referrals

84%
of cases
were closed
successfully



Supported
156
customers to claim grants totalling
£46,236

Supported
1 customer
to reduce
their debt of
£5,000



Spent
£13,037
on household items for customers from our Customer Welfare Fund

Supported customers to claim
£15,409
in energy vouchers



Supported
35
customers to claim benefits totalling
£14,554



Delivering care and support services

Kacper 'branches out' at Earls Court

Kacper has lived in care since he was 15. Now aged 19, he has his own flat with our young persons' service, Branching Out, and he's got big ambitions for the future.

"I was put into care when I was 15, and it was the worst thing I've ever experienced. I was considered too old for foster care, so I was placed in independent support accommodation with my own kitchen and bathroom. Because I didn't have the support I needed when I was growing up I had no idea how to cook, clean or look after myself. I didn't even know how to hold a fork. I was craving a parent figure in my life, it just felt like nobody cared.

Luckily, I was matched to a Support Worker who was so kind to me, and took me on days out to the beach and to theme parks. It was the first time that I realised there are adults around who aren't out to hurt me.

Around this time I also found a great outlet for my emotions, which was mixed martial arts (MMA) and it's now my greatest passion. It gives me the discipline I need, and I'm hoping to turn professional later this year.

Since moving to Branching Out, I'm choosing to embrace my past and create a future for myself. This place has been great for me. The team are amazing, they're the most helpful people. They sort me out, they support me, and they brighten up my day. My key worker Wisdom has been helping me learn essential skills like looking after me and my home, including how to build flat-packed furniture!"



There are so many kids out there who are suffering. Under 18s' deserve the world, so I'm glad places like Branching Out are around to help us move on with our lives.



Branching Out is based in Earls Court, a supported housing scheme in Nottingham, designed and developed by NCHA.

It opened in July 2023 and provides

10 homes
for young people, and
13 homes
for people with mental health needs.



In 2023/2024 we delivered around **900,000 hours** of care and support services

We were awarded **6 new contracts** to deliver care and support services

To the value of **£312,205** per annum



Building safe and secure communities

Helping you to feeling safe and secure in your home and community is really important to us. Our dedicated Community Safety Team investigate and follow up on complaints of anti-social behaviour, offering support and practical solutions when people need it.

66% of customers are satisfied with our approach to handling anti-social behaviour*



34 cases related to a hate crime

97% of cases relating to hate crimes were responded to within our service standard

43 cases related to domestic abuse

88% of our cases relating to domestic abuse were responded to within our service standard

Domestic abuse support for customers

Domestic abuse can happen to anyone – regardless of age, gender or sexuality. It's not limited to any one 'type' of person or relationship.

At NCHA we take domestic abuse very seriously. As a landlord and care provider we have a responsibility to our customers, and as an employer we have a duty of support for those who work for us.

We have a range of help, support and training available to colleagues to support our customers and each other, and a dedicated Domestic Abuse Support Coordinator to offer more tailored support when people need it.



I'm there to support any of our customers who are suffering from or at risk of domestic abuse. Practically, I can help signpost to external agencies, arrange for locks to be changed, organise better lighting or help install safety devices.

However, domestic abuse is really complicated, and often it's not just about the practical side of things. People often just need someone to talk to who can listen and help plan their next steps, and that's where I come in.

We want to help customers know that it's okay to reach out for support if they're affected by domestic abuse.



Domestic Abuse Support Coordinator

Experiencing domestic abuse?

If you're experiencing domestic abuse, call us on **0800 013 8555** for advice.

Call 999 if you or someone else is in immediate danger. You can also contact the 24-hour National Domestic Abuse Helpline on **0808 200 0247**.



We're listening when things go wrong



Total complaints
1120

Total stage one complaints

893

Total stage two complaints

128

complaints responded to within Complaint Handling Code timescales:



Stage one

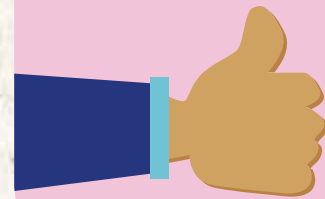
68%

Stage two

74%

30%

of customers are satisfied with our approach to handling your complaints



Compensation in 2023/24

198

compensation payments awarded



218

payments for missed appointments



£61,254

total amount of compensation awarded to customers



Improving the way we do things

You told us that our responsive repairs service wasn't good enough.

We've expanded our Property Services team so that we can carry out our own repairs – giving us better control and oversight of how we're performing

You told us that we weren't dealing with your complaints effectively

We've created a new Customer Resolution team who will specialise in dealing with complaints

Customer Resolution team

We know how important it is to listen to your concerns and issues. Because of this, we've built a new team of specialists specifically to look at resolving your complaints. Our Customer Resolution team will deal with all stage one complaints, so you'll have a single point of contact should you ever need one.



We're confident that having a specialist complaints team will make it easier for your concerns to be heard and resolved. Recognising and understanding where and why things have gone wrong is so important, as it means we can put actions in place to improve our services.



Tracey Adams,
Customer Resolution Service Manager

Every year we carry out a self-assessment to make sure the way we manage our complaints complies with the Housing Ombudsman's Complaint Handling Code. The current self-assessment is available to read on our website www.ncha.org.uk/about-ncha/our-performance/

Our places

We recognise how important it is to you that your home is well maintained and any repairs are looked after promptly and to a high standard. We know that recently, we haven't been meeting your expectations. To give extra focus to this, we've brought in a new Director of Asset Management, David Langhorne.

David said: "I'm really pleased to have joined NCHA at such an important time for our Property Services directorate. Based on what our customers were telling us, we made the decision to carry out our own responsive repairs rather than rely on a contractor, and we're already starting to see the benefits of this decision with positive feedback from our customers.

Our other priority has been tackling damp, mould and condensation in our homes. We've worked with our customers and colleagues to design a new policy and procedure for dealing with any reported cases, and we're confident that this new approach will help reduce issues for our customers in this area.

Despite those challenges, we've continued to keep your homes safe by carrying out your gas, electrical and other safety checks, and our performance in this area has remained strong.

We've also continued with our programme of planned works, such as fitting new windows, kitchens and bathrooms.

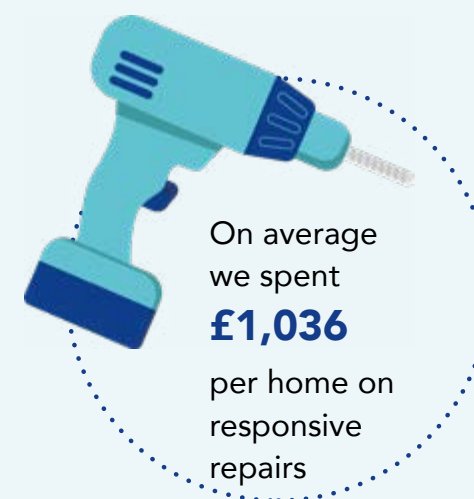
I'm looking forward to customers seeing the benefits of the big changes we've made in this year."



Keeping your home in order in 2023-2024...

100%*
of our homes are
compliant with the
Decent Homes Standard

On average
we spent
£2,073
per home
on planned or
major works



**We're
100%*
compliant**
with fire, asbestos,
legionella, lift safety and
electrical health and
safety requirements

58%
of customers are
satisfied that their
communal areas
are clean and well
maintained

88%
of our homes are
Energy Performance
Certificate **C or above**



We're
99.8%*
compliant with
gas safety
requirements

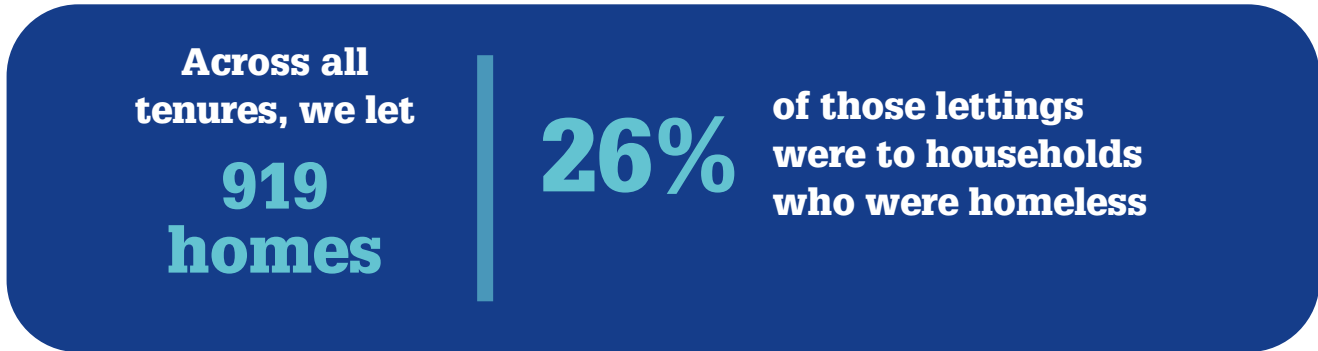


To improve in this area, we've just started work on a new exciting Communal Services Improvement Plan. This includes creating new Multi-Site Services Officers (MSOs) to check and improve both our inside and outside shared areas.

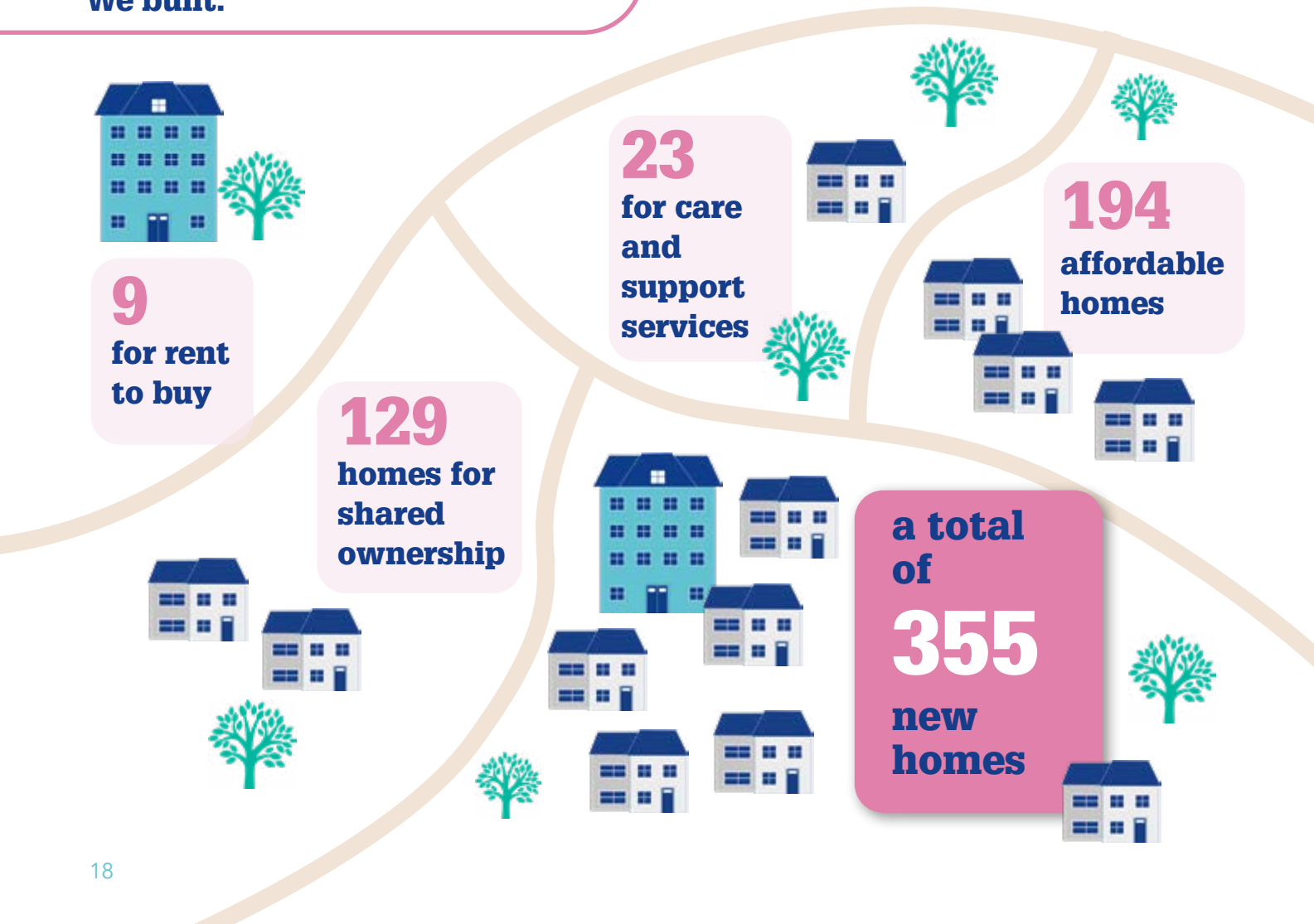
We're really keen to work with customers to join us in inspecting our areas, to check the work of our contractors and to help us make sure that we are including your views to help shape our improvements. Look out for opportunities to get involved in your area.

New homes for people who need them

Our core purpose is to provide homes for people who need them. Our Your Homes team have had a busy year moving people in and out of our existing homes, and our Development and Sales teams have been building and delivering new homes to a range of customer groups.



Building for the future We built:



A fresh start for Paul and Alden

Single dad, Paul and his four-year-old son, Alden, had been on the council's waiting list for over three years.

In January 2024, they were allocated a two-bedroom house on a brand new energy-efficient development in Clay Cross.

Paul said: "Before moving into this house we'd been living in a one bedroom rented flat which was surrounded by anti-social behaviour, and we were desperate to move. I was raising my boy on my own, and I wanted him to have a better life. He needed a role model, and I was struggling with anxiety and depression due to our living situation.

The circumstances got so bad, that at one point I was badly beaten in front of my son and neighbours.

I was bidding every week on properties through Choice Moves. They weren't always great homes, but I was desperate. But the wait was worth it when I got offered this brand new home. When I compare it to some of the properties I was looking at I can't believe our luck! The quality and finish of it is fantastic, we couldn't be happier.

I see this as a fresh start for me and Alden. We're in Clay Cross, and within walking distance to everything we need. Alden has started nursery and we're making friends with the neighbours. Life couldn't be better."

Our new homes in Clay Cross were completed in early 2024 and have provided 11 new homes for local people. Funding from North East Derbyshire District Council ensured that these new affordable homes were fitted with solar panels, under-floor heating, air-source heat pumps and high-end insulation. These EPC A homes will deliver both a low carbon footprint and help to reduce energy costs for new residents.

Our people

We employ around 1,200 people to deliver our broad range of services.

Greg, our Operational Manager for Projects, is based in our Property Services team.

Greg joined our Retrofit team in March 2023 to help deliver the first wave of our retrofit programme.

'Retrofitting' is where we improve the insulation and energy efficiency of our customer homes.

Having achieved his 'Level 5 Retrofit Coordinator' qualification, Greg quickly became our in-house retrofit expert and has recently been promoted to Operational Manager for Projects.

Greg Watson

"I oversee the delivery of our planned programme of works to improve energy efficiency in our customers' homes. We've now completed the first wave of upgrades, and wave two is officially underway across all our regions.

We're very much an 'out and about' team. My day-to-day tasks include everything from managing the team and clearing inboxes to ensuring customers are getting an engaged service from us. I regularly meet our contractors and surveyors to make sure the logistics run smoothly, and provide reporting updates. It's important customers know how to make the most out of their new insulation.

NCHA has done everything to support me through my job transition into this more senior role, giving me the chance to learn and grow.

The best part of the job is getting feedback from our customers. Some people have told us that their energy bills are being cut in half in some instances. Some people have lived in NCHA homes for most of their lives, so to be able to improve their quality of life by making their living environment warmer for cheaper is just amazing.

By investing in the quality of our homes' fabric and structure, we're also making them sustainable and durable for much longer. We've had so many reports of people feeling the benefits in their pockets and physically, giving them more pride in their home. I'm so proud to work at NCHA."

We've achieved 'Great Places to Work' accreditation due to our high levels of colleague satisfaction

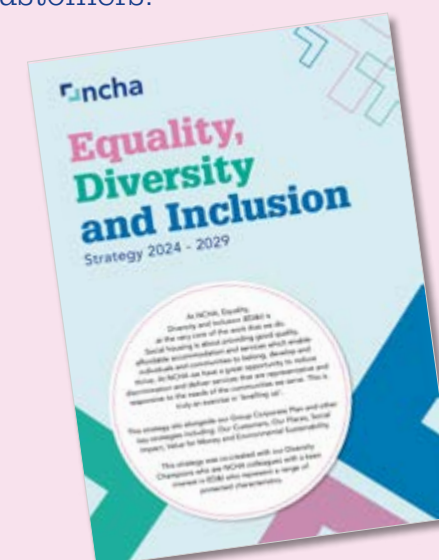


In 2023/24

359 people volunteered in our communities to improve homes and communal spaces



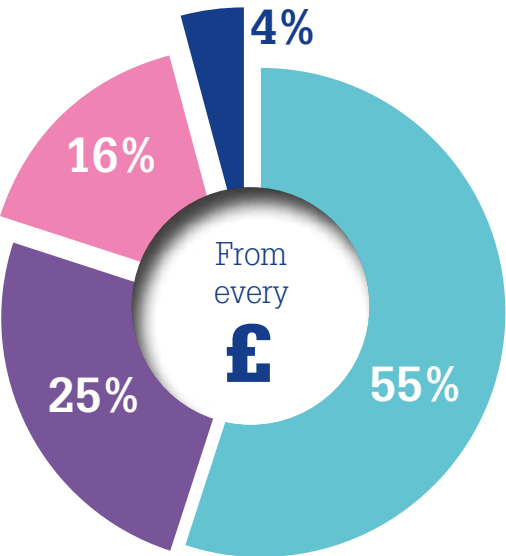
Our Equality, Diversity and Inclusion (EDI) work has been recognised as good practice by the Housing Diversity Network and helps us make sure we're an inclusive workplace, and that our services meet the needs of our customers.



Our business

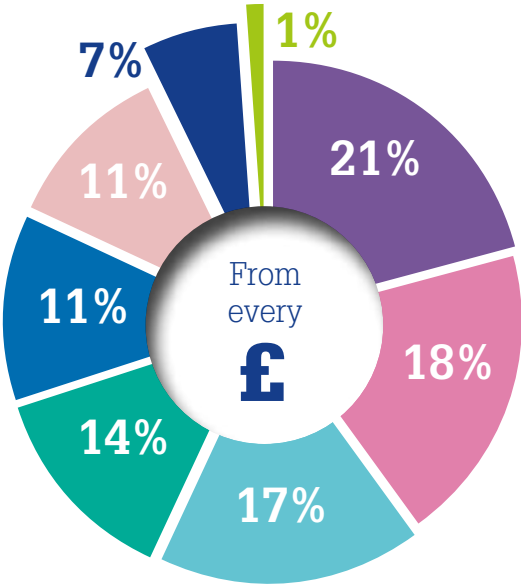
Where does our money come from?

Source	Amount
Rents	£ 58,112,489
Support	£26,020,326
Property sales	£17,149,923
Grants	£4,865,944
Total	£106,148,682



Where do we spend our money?

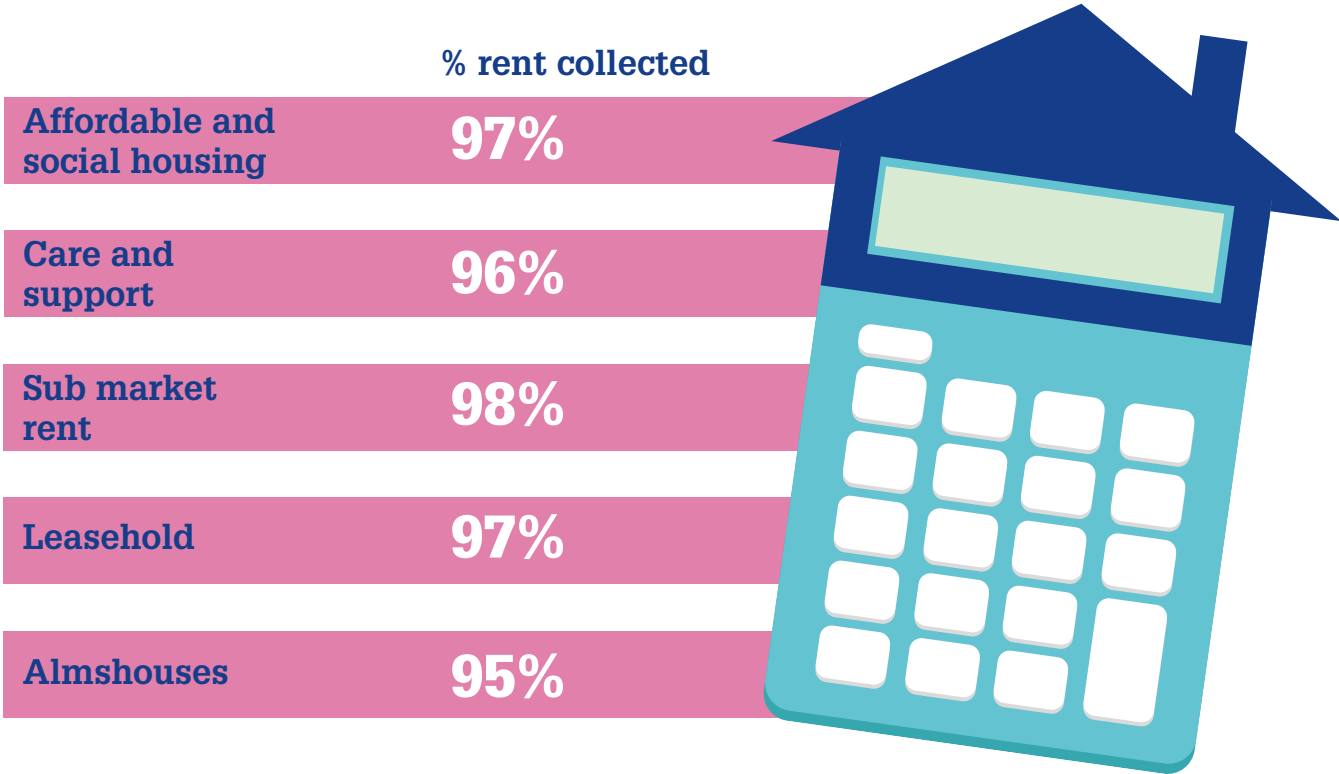
Source	Amount
Maintenance	£20,894,439
Support	£17,603,102
Management	£16,956,145
Mortgage interest	£13,355,011
Depreciation	£10,752,982
Costs associated with property sales	£10,199,661
Services	£6,214,934
Other	£504,126
Total	£97,317,412



We publish our annual accounts on our website every year including details on Board and Executive salaries and pension. You can find out more by searching for 'Annual Accounts' on our website www.ncha.org.uk

Your rent

Our Your Money Matters team work hard to support you to pay your rent so your rent arrears are as low as possible. The less rent that's owed to us, the more money we can spend on our homes and services.



We routinely complete an affordability check for average rents. Our analysis shows that all NCHA rents across all types of property are below the average market rent for a home built after 1990.

Thank you for taking the time to read our Annual Report.



If you're interested in knowing more about our plans for the future, take a look at 'Our Ambitions' – our recently published **Group Corporate Plan**.

 www.ncha.org.uk

 **0800 013 8555**

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

Published August 2024

