



Broxtowe
Borough
COUNCIL

Broxtowe's

Housing For You

SUMMER 2025



**Congratulations to the Winner of the
photo competition from the Winter
Edition of the Housing Magazine!**



Tenant Satisfaction



Lifeline



Summer Tips



Home Ownership

Broxtowe Housing Jargon Wordsearch

Affordable Housing

Low-cost housing provided on a rented or shared ownership basis for those unable to afford a home in the private sector. For rents to be deemed affordable it should cost no more than 80% of the average local market rent.

Anti-social Behaviour (ASB)

Acting in a way that causes or is likely to cause harassment, alarm or distress in a persistent manner.

Engagement

Ways in which residents may influence decisions made by their landlord and how their homes are managed.

Homechoice

The Council's online choice based lettings platform. Expressing interest in our available properties is done through this portal.

Intro Tenancies

The Housing Act 1996 allows councils to offer introductory tenancies to new tenants. After one year they change to a secure tenancy if the tenant has not broken the terms of the agreement.

Right to Repair

Local authorities are obliged to carry out certain small, urgent repairs which are likely to affect a tenants' health, safety or security, within a prescribed time limit.

Social Housing

Housing provided for social, not commercial, purposes more cheaply than what is generally available in the local housing market. Primarily by local councils and housing associations.

Stock

Property owned by a particular landlord is often referred to as their 'housing stock'.

Tenant Satisfaction Measures (TSM)

Performance indicators that social housing providers have to report on annually. They assess how well landlords

are providing good quality homes and services, focusing on areas like repairs, safety, and tenant engagement.

Find all the hidden words in the grid.
Words may go in any direction
Circle each one as you find it!

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Rent Arrears

If you fall behind with your rent payments (whether paid by Housing Benefit or yourself), you are said to be in rent arrears. This means that you owe your landlord money.





Hello from Councillor Vanessa Smith

Hello and welcome to the Summer Edition of Housing For You.



I'm Councillor Vanessa Smith, your Housing Portfolio Holder, and I'm delighted to introduce this latest issue of our tenant magazine. As always, our aim is to keep you informed, involved, and inspired by the work we're doing together across Broxtowe.

Over the past few months, we've continued to listen to your feedback and focus on what matters most to you. From improving our services to strengthening community connections, your voice is helping shape the future of housing in our borough.

In this edition, you'll find updates on our Tenant Satisfaction Measures, a spotlight on the dedicated Housing Repairs Customer Services team, and a look at how our Lifeline service is supporting residents to live independently and safely.

I'm especially excited about our Tenant Takeover feature—your chance to share your stories, ideas, and experiences. We want this magazine to reflect your voice, so please do let us know what you'd like to see in future editions.

Thank you for being part of our community. I hope you enjoy reading this issue and have a wonderful summer.

Cllr Vanessa Smith

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www.broxtowe.gov.uk/housing


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COME AND GET INVOLVED



Talk to us, email us, call us, go online or come and chat face to face

 Housingengagement@broxtowe.gov.uk

 0115 917 3595

 Search for Broxtowe Borough Council Housing Community on Facebook

 [Housing Engagement \(broxtowe.gov.uk\)](mailto:HousingEngagement@broxtowe.gov.uk)

Tenant Satisfaction Measures



A huge thank you to everyone who took the time to respond to our Tenant Satisfaction Measures (TSM) Survey, carried out by Acuity on our behalf. We received 927 responses (22% of our tenants).

All social housing landlords with over 1,000 properties must conduct this survey annually, and we must report the results to the Regulator of Social Housing.

We publish these results, along with the management information measures

and our action plans on our dedicated webpage Tenant Satisfaction Measures (TSMs) www.broxtowe.gov.uk/tsms.

The table opposite shows our 2024/2025 results against those from 2023/2024.



| Tenant Perception Measure | 2024/25 Result | 2023/24 Result | Trend |
|---|----------------|----------------|-------|
| Overall satisfaction with services provided | 71% | 66% | ↑ |
| Satisfaction with repairs that we've done in the last 12 months | 74% | 71% | ↑ |
| Satisfaction with the time taken to complete your most recent repair | 72% | 63% | ↑ |
| Satisfaction that your home is well-maintained | 68% | 66% | ↑ |
| Satisfaction that your home is safe | 72% | 69% | ↑ |
| Satisfaction that we listen to your views and act on what you say | 52% | 48% | ↑ |
| Satisfaction that we keep you informed about things that matter to you | 61% | 57% | ↑ |
| Satisfaction that we treat you fairly and with respect | 68% | 65% | ↑ |
| Satisfaction with the way we handle complaints | 28% | 25% | ↑ |
| Satisfaction that we keep communal areas clean and well-maintained | 63% | 62% | ↑ |
| Satisfaction that we make a positive contribution to your neighbourhood | 57% | 56% | ↑ |
| Satisfaction with the way we deal with anti-social behaviour | 49% | 49% | ↔ |

BUILDING SAFETY

2024/25 Result

| | |
|---|-------|
| Proportion of homes for which all required gas safety checks have been carried out. | 99.8% |
| Proportion of homes for which all required fire risk assessments have been carried out. | 100% |
| Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out. | 100% |
| Proportion of homes for which all required legionella risk assessments have been carried out. | 100% |
| Proportion of homes for which all required communal passenger lift safety checks have been carried out. | 95.4% |



Anti-Social Behaviour

2024/25
Result

| | |
|--|------|
| No. anti-social behaviour cases, opened per 1,000 homes | 29.9 |
| No. anti-social behaviour cases that involve hate incidents opened per 1,000 homes | 0.0 |

Decent Homes Standard & Repairs

2024/25
Result

| | |
|--|------|
| Proportion of homes that do not meet the Decent Homes Standard | 0.3 |
| Proportion of non-emergency responsive repairs completed within target timescale | 81.5 |
| Proportion of emergency responsive repairs completed within target timescale | 93.6 |

Complaints

2024/25
Result

| | |
|---|-------|
| No. Stage 1 complaints received per 1,000 homes | 68.3 |
| No. Stage 2 complaints received per 1,000 homes | 13.9 |
| Proportion of Stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales | 61.2% |
| Proportion of Stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales | 100% |

Complaints

You have told us that we need to improve our complaints handling. We have recently recruited a new Housing Complaints Officer, Jay Price. Jay will be investigating and responding to all Stage 1 complaints relating to Housing.

We spoke to Jay and he says "Housing isn't just about bricks and mortar - It's about creating communities where people feel safe, supported and proud to live. Every conversation with a tenant is an opportunity to learn, improve and make a real difference. I'm passionate about turning feedback into action because the best housing services are built on listening and working together."

Please continue to report complaints via:



Our online form www.broxtowe.gov.uk/commentsandcomplaints



Email: complaints@broxtowe.gov.uk



Telephone: 0115 9177777



In person: Council Offices, Foster Avenue, Beeston, Nottingham, NG9 1AB

We will continue to evolve our Complaints Panel in conjunction with tenants and leaseholders to ensure that we are gaining meaningful feedback that will benefit our complaints handling process.

We will report back to you on any trends we have identified, and keep you updated on what we have learnt from complaints.

Tenancy and Neighbourhood Management

We have seen a slight increase in satisfaction in this area. However, there are some actions we would like to work on during 2024/25 to improve, including:

- Conducting a survey of those who received the Council's garden maintenance service to highlight any improvements that could be made.



- Relaunching the neighbourhood walkabouts, including the development of a grading system and providing tenants feedback on what action has been taken.



- Considering what further action can be taken on fly-tipping hot spots on our estates.





Repairs

We were really pleased to see an increase in your satisfaction with our Repairs Service. The team have been working hard to implement improvements, such as the installation of a new telephone system. This allows for more robust reporting and the ability to identify when calls are being received, enabling resources to be added as required.

We have increased our workforce, and our focus remains on completing repairs on the first visit wherever possible.

Housing Strategy

The Housing Strategy 2025-2028 was approved by Cabinet in February 2025. It brings together priorities outlined in the Corporate Plan with other strategies covering Housing services, and looks at the national and local context against a backdrop of fundamental change both nationally and locally.

As set out in the Corporate Plan, the aim for Housing in Broxtowe is:

‘A good quality home for everyone’

For this to be achieved, the Corporate Plan has three priorities for housing:

- Build more houses, more quickly on under used or derelict land
- Invest to ensure our homes are safe and more energy efficient
- Regulate housing effectively and respond to housing needs

To develop this strategy, public consultation was undertaken with residents, our partners, councillors and our employees.

It is accompanied by an Action Plan which sets out how key priorities will be delivered. Progress on this will be regularly reported to Cabinet and residents.



Tenant Satisfaction Winner for 2024/25

Every year, if you answer our survey as part of the Regulator of Social Housing’s Tenant Satisfaction Measures, you are automatically entered into a prize draw with the chance to win a £50 shopping voucher.

We spoke to Gilly about her experiences of the quality of Housing services provided by Broxtowe Borough Council:

“I’ve had very positive experiences with different staff at the Council, particularly the Independent Living Coordinator who supported the move in and installing the Tunstall unit.

There were a number of works that needed to be completed on the bungalow when we moved in two years ago. So, working with the Modernisations Team, we were able to choose the layout and colours of our new bathroom and kitchen.

The team were very professional, and the work was excellent.

Thank you for the voucher. I hope to spend it on some nice food from Marks and Spencer’s or Homesense.”

Housing Team



RECHARGES

We'd like to remind all tenants of their responsibilities when it comes to certain repairs in their homes. Take a look at our Housing Repairs Handbook for the full list.

If you lose your key and require a new one, you will be charged.

In Office hours

- Front door - £94.33
- Front and rear door - £148.23

Out of Office hours

- Front door - £108.48
- Front and rear door - £170.46

If you cannot pay in full, we will require an initial minimum payment of £5. The Income team will be in contact to collect the final amount at a later date. The rates for recharges are set by National Housing Federation.



THE REPAIRS CUSTOMER SERVICE TEAM

We sat down with Rachael, one of the Repairs Customers Service Officers, to share more about her role and how the team support customers to get their repair sorted.

Thank you, Rachael, for chatting to us. Please tell us about your role.

I am a Housing Repairs Customer Services Officer. We take a high volume of incoming calls, emails and online forms from tenants, leaseholders and colleagues within the Council on repairs-related enquiries. This could be a tenant ringing in about a new repair or another chasing up works. It's a fast-paced job with a lot of variety and complexity.

How many are in the team?

There are six of us - five full-time, one part-time plus our Team Leader. We work well as a team and support each other in getting repairs booked in. There are also the Planners that focus on planned project work, booking in gas servicing and electrical inspections.

What if there's an emergency repair needed?

If it's during office hours, ring us straightaway. This is why we ask people, if possible, to email or use the online form to request non-urgent repairs as it allows those who have an emergency or no access to the internet to get through to us.

If it's out of hours, ring the same number 0117 917 7777 and you'll be put through to the Out of Hours team. This team will only stop the emergency from happening – for



example turning off the water if there's a large leak. From there, the Repairs team will receive a report on the next working day to book in repairs to fix the issue completely.

Rachael's Top 5 Tips:

1. Please don't save jobs, it builds up the workload. We can't guarantee the work will be completed at the same time as the other jobs on your list as a different operative could be required. If you spot a repair, get in contact straightaway.
2. Familiarise yourself with the Repairs Handbook as it's a fantastic information tool. You can find it on the website or we can send you out a copy.
3. Learn how to 'repressurise your boiler'. Take a look at the Handbook, but if you're really struggling, we can guide you through it over the phone.
4. Are your 'permission to discuss with us' contact details up to date? Have you had a change of circumstance and would like someone to speak to us on your behalf? If so, tell us.
5. Are your contact details up to date? Changed your number or email? Let us know!



Top Tips from the Repairs Customer Services Team!

Michael says, 'Leave extractor fans in the kitchen turned on and the windows open when cooking, same for the bathroom when bathing, and avoid drying clothes inside the property.'



Donna asks you to check if the meter needs resetting if you have no gas going into your property, and to check by turning the gas hob on first. Also, when completing the online form, please complete as much information as you can, as this helps us to get the repair right first time.

Chris suggests checking your smoke detectors are free from dust. You could do this by vacuuming it as the dust can set it off. Also, familiarise yourself on where the stop taps and isolation valve are at the property.



Eleanor says when using a storage heater:

1. Make sure both switches are on, (one will be lit up indicating the 24hr supply to the control panel and fan is present and the other

will light up at 12am to 7am indicating the Economy 7 supply is charging the storage heater up)

2. Press the round dial to show what is on the display. (Please see image as this is a common display).

If the storage heater is set, for example, at 21°, then the heater won't release any heat UNLESS the temperature goes below 21°. Therefore, if you want some heat, you need to turn the dial up past 21°.

3. If that doesn't work, try a factory reset. If you go to 'YouTube' and type in 'Dimplex Quantum storage heater factory reset', follow the instructions to factory reset the storage heater.

Madeleine shares 'if you can keep your property well-ventilated, it will help reduce damp and mould. Keeping your property clean will avoid getting vermin'.

Richard says 'When you call us, we need to ask you at least two security questions to make sure we are talking to right person. This could be your postcode, date of birth or even how much you pay weekly on your rent.'



What's the best way to contact the team?

You can do this via phone on 0117 917 7777 – Monday to Thursday 8.30am-5pm, Friday 8.30am-4.30pm. *Did you know that Monday, Tuesday and Friday mornings are our busiest times?*

We can also do face to face pre-booked appointments for diagnoses.

Why not use our online form. If you have a non - urgent repair it's a great way to contact us. You can add images which will help diagnose your repair faster. Scan the QR Code.



If you are considering a disrepair claim, please contact us first!

Finally, Rachael what do you like doing when you're not at work?

I do enjoy baking. I love trying out new recipes and sharing with friends and family. Check out this one and give it a go:

Vegan Chocolate Pie- Recipe from Noracooks.com

For the crust

- 188g all purpose flour spooned and levelled
- 1 teaspoon sugar
- 1/4 teaspoon salt
- 57g vegan butter, cold and cut into cubes
- 57g vegetable shortening, cold and into a few pieces
- 3-4 tablespoons ice water

Instructions

- Make sure your vegan butter and shortening are very cold before starting. Refrigerate along with the shortening for at least 30 minutes.
- Add flour, sugar and salt to food processor with the "S" blade. Pulse a few times to combine.
- Add cold vegan butter and shortening. Process for about 10 seconds, until it looks like a coarse meal.
- Now while the food processor is running, drizzle in 3 tablespoons of ice cold water. When it begins to clump together, stop. You may need to add 1 more tablespoon ice water for it to come together.
- Dump the dough onto a lightly floured surface and shape it into a ball. Don't use your hands too much or it will warm the dough, which will make your pie crust less flaky and light.
- Roll the dough with a rolling pin to about a 12 inch circle, and transfer to a pie plate. I usually wrap it gently around my rolling pin and then carefully transfer it. Don't panic if it's not perfect, you can fix it in the pie plate!
- Gently push the pie crust all around the dish, trimming off any excess and replacing any spots that need repair.
- It's now ready to use immediately, or refrigerate until you are ready to use.



For the chocolate pie filling:

- 340g soft or firm Silken Tofu
- 270g dairy free chocolate chips
- 2 tablespoons almond milk
- 100g granulated sugar
- 3-4 tablespoons ice water

Instructions

- Prepare the pie crust: If using recipe for Easy Vegan Pie Crust, prepare as instructed, transfer to a pie pan, line with foil and pie weights or dried beans/rice, and bake for 15-20 minutes at 350 degrees F. Remove and let cool while you make the filling. Or use a store bought crust.
- Make the chocolate filling: Melt the chocolate chips in a microwave in 30 second intervals, stirring in between, until melted. It took me 1 1/2 minutes. Let it cool for a few minutes. Then add the melted chocolate chips to a blender along with the silken tofu, almond milk and sugar. Blend until very smooth.
- Pour the filling on top of the crust. Place in the refrigerator to chill for at least 2 hours. The pie will firm up as it cools.
- Once the pie has chilled, top with vegan whipped cream and chocolate shavings, if desired. You can also serve each slice with a dollop of whipped cream. Serve and enjoy!

Giving you a Lifeline

Providing a Lifeline

Need a bit of support whilst still living in your own home in Broxtowe? Why not try our Lifeline service?

The Lifeline unit is linked to an accredited Control Centre who you can contact 24 hours a day, 7 days a week if you need assistance by simply pushing the button on the unit or your pendant.



We spoke to Fred who shared his experience of recently using the service:

“In the middle of the night, I had an asthma attack. I pressed the button on the pendant which alerted the Control Centre. I was in bed but could be heard from the unit if I shouted. They arranged an ambulance for me. My daughter was also notified, and she drove to me and helped me get dressed and ready before the ambulance arrived. The service was effective, and I was grateful to have it.”

Our Lifeline service is for any resident living in Broxtowe, you do not need to be a tenant.

Lifeline

£4.13 per week for the standard Lifeline, (£214.76 per annum)

This weekly fee includes:

- Lifeline unit and pendant or wristband
- 24-hour UK-based monitoring
- Installation by our dedicated Lifeline Co-ordinator

£6.20 for the Lifeline Plus (includes a fall detector) is £322.40 per annum.

This lightweight and discreet falls detector is worn on a cord around your neck or wrist and will automatically trigger an alert to our monitoring centre if you've fallen over.

The one-off cost to supply and fit the Supra C500, or Supra P500 Pro key safe is £120.00 (inclusive of VAT).



Would you, or someone you know benefit from a Lifeline?

 www.broxtowe.gov.uk/lifeline  0115 917 3358  lifeline@broxtowe.gov.uk



VE Day at Independent Living Schemes

On 8 May 1945, millions across Britain and the world took to the streets to celebrate Victory in Europe (VE) Day to make the end of World War 2. VE Day reminds us of the courage, sacrifice and resilience of so many.

The Activities Coordinators and Independent Living tenants got together to celebrate this day by running afternoon teas, music and games.



Get the most out of Summer



Sustainable gardening

It can be difficult to know how to be sustainable while keeping your garden weed/pest free.

Did you know that even organic pesticides can be harmful to the environment? Sprays are indiscriminate and target the predators of common pests, such as hoverflies, ladybirds and parasitic wasps.

Luckily, there are many alternatives to chemical pesticides. Biological pest control includes encouraging natural predators. For example, nematodes are a group of microorganisms that naturally occur in almost every habitat. However, some nematode species are deadly for slugs. Significantly, because this is a targeted intervention it does not have destabilizing consequences on the wider ecosystem.

Tackling large aphid colonies is most effectively done the old-fashioned way. Taking matters into your own hands, quite literally- by squashing them with your fingers, though wearing gloves is advisable. Jets of water can work equally well in disrupting pest populations while preserving the biodiversity of the garden.

With the nights getting lighter and the mornings being brighter, it is hard to ignore that Summer is here! How can you make the most out of your garden while having time to enjoy it?

TOP TIPS

- Hoeing weeds before they set seed saves time and bending down. Seedlings can simply be left to shrivel and die on the soil surface to be collected the following day.
- Be careful which plants you let into your garden. Choose varieties that are less susceptible to disease and don't need regular pruning.
- Try perennial veg. Most vegetables are annuals, so after harvesting the plant will die. Whereas, perennial vegetables keep coming back, which is good for your pocket and the planet. Think asparagus, rhubarb, artichokes. My personal pick of the bunch would have to be erbette, which is true to its nickname 'perpetual spinach'. It is delicious steamed, fried or blanched. Picking leaves regularly actually encourages more to grow, though cut of any seedheads to keep it under control.



Look out for the winners of our 2025 Garden Competition in the Winter edition!

Top Tips for Housing Tenants this Summer

As the days get longer and the temperatures rise, it's the perfect time for tenants to prepare their homes for a comfortable, safe, and enjoyable summer.



1. Keep It Cool with Curtains and Blinds

- Close curtains or blinds during the hottest parts of the day to block out direct sunlight.
- Consider using blackout curtains or reflective blinds to reduce indoor heat.

2. Declutter and Deep Clean

- Summer is a great time for a fresh start. Declutter your space to improve airflow and reduce dust.
- Clean behind appliances and under furniture—especially where dust can gather and affect air quality.



3. Check Smoke Alarms and Safety Devices

- Summer often means more cooking, BBQs, and open windows—so it's a good time to test smoke alarms and carbon monoxide detectors.
- Replace batteries if needed and report any issues to Housing.

4. Manage Moisture and Ventilation

- Use a dehumidifier or open windows during cooler parts of the day to prevent damp and mold.
- Avoid drying clothes indoors if possible, or use a well-ventilated area.



5. Review Your Tenancy Agreement

- Check if there are any summer-specific responsibilities, like garden maintenance or window cleaning.
- Make sure you know who to contact for repairs or emergencies during the summer months.
- If you are having any parties, BBQs or gatherings, please be mindful of your neighbours!

6. Get Ready for Summer Fun

- Stock up on essentials like sunscreen, reusable water bottles, and fans.
- Plan some local outings at community events to enjoy the season!



Tenant Tip: Report Anti-Social Behaviour in Broxtowe



Are you experiencing persistent noise, vandalism, or other disruptive behaviour in your neighbourhood? Don't suffer in silence!

Broxtowe Borough Council wants to hear from you!

You can report anti-social behaviour quickly and securely online:

 www.broxtowe.gov.uk/asb

 Or via telephone **0115 917 3400**

 tenancy@broxtowe.gov.uk

Make sure to include:

- Your full name and contact details (anonymous reports can't be accepted)
- Clear details of the ongoing issue
- Dates/times of incidents if possible

Let's work together to keep our communities safe and respectful.

Your Home and Neighbourhood



Planning on making some improvements or alterations to your home? Speak to us first!

We are happy for you to make your home your own, but if you're planning on making any major improvements such as structural work (e.g. new doors, new kitchens and bathrooms, installing laminate flooring, new fire surrounds, knocking down walls, installing anything with gas or electric etc.), please contact the Tenancy (General Needs) team or the Independent Living team to discuss if these are suitable for your home and neighbours.

📞 Independent Living - 0115 917 3125
✉️ housingindependentliving@broxtowe.gov.uk
📞 Tenancy Team - 0115 917 3400
✉️ tenancy@broxtowe.gov.uk

Guidance on Doorbell Cameras & CCTV

Permission Required:

Tenants and leaseholders must get approval before installing CCTV or doorbell cameras.

Privacy Laws:

You are responsible for complying with GDPR if your camera captures areas beyond your property (e.g., pavements, roads).

Conditions If Approved:

- Install and maintain equipment at your own cost.
- Use a certified electrician for wired devices.
- The Council may request removal at any time.
- Sharing Footage: Avoid posting footage online, especially if it includes other people—it may breach privacy laws.
- Neighbour Concerns: If a neighbour's camera affects your privacy, speak to them first. If unresolved, contact the Council for support.
- Anti-Social Behaviour: Contact your ASB Advisor or Housing Officer if your footage captures incidents.

Contact Info:

General Needs Tenants

📞 0115 917 3400
✉️ tenancy@broxtowe.gov.uk

Independent Living:

📞 0115 917 3125
✉️ housingindependentliving@broxtowe.gov.uk

More Info

Visit the Information Commissioner's Office at www.ico.org.uk

Tidy



We all want cleaner, greener neighbourhoods and correctly disposing of waste is an important part of this.

For any waste that isn't able to go in your household waste bins, there are 2 Household Waste and Recycling Centres (tips) located in Broxtowe Borough.

- Beeston Recycling Centre, Lilac Grove, Beeston, NG9 1PF.
- Giltbrook Recycling Centre, Giltthill, Giltbrook, NG16 2HR.

Currently, the recycling centres are open every day from 8am until 8pm, weekends can be particularly busy so to avoid queues try visiting on a weekday evening or earlier in the morning. Make sure to register your vehicle online.

Since May 2024, the Council has organised eight Bulky Waste Action Days in sixteen locations to help



residents who have limited access to recycling centres dispose of larger items. These events will continue in the autumn of 2025 so keep an eye out on social media channels and in the Environmental bulletin for further details.

You don't have to wait until then to dispose of your bulky items though.

You can book a bulky waste collection via the Broxtowe Borough Council website or by calling 0115 917 7777.

There is an initial non-refundable service charge of £13 per order, plus £10 per item. For example, if the Council collected two items from your property it would cost £13, plus £10 for each item so £33 in total.

Some items cannot be collected as bulky waste so please check the website for details and terms and conditions. There are other ways you could dispose of your bulky waste such as donating items like furniture to a local charity.

If you remove the waste yourself, you have a legal responsibility to take reasonable steps to check that those removing waste from your premises are authorised to do so. Ensure you receive the full address and telephone number of the waste carrier, their carrier licence issued by the Environment Agency. If in doubt, contact the Environment Agency directly on 03708 506 506 and ask for a free instant Waste Carrier Validation Check.

Everyone should have a feeling of pride about their local community and having a tidy and well maintained estate is the first step towards this. Neighbourhood Inspections enable you to have your say on what matters most to you and ensuring that general areas of the borough are kept tidy, fly tipping is removed and repairs reported.

Neighbourhood Inspections are arranged throughout the year and we aim to visit all areas of the Borough where there are council owned properties. For the list of upcoming inspections please see our website. We want tenants to go on these inspections, after all it is your estate and nobody knows it better than you.

Another way to get involved in keeping your neighbourhood tidy is organising a litter pick. A local community group recently organised a litter pick in Eastwood. Whether you have half an hour to spare or a whole morning, you can get involved with litter picking too. Send an email to environment@broxtowe.gov.uk to get more information. When you go out litter picking, take note of how much of the litter could have been recycled, you may be surprised.

We heard your concerns around declining street cleanliness and understand its importance, so the Environment team will be working with third party environmental enforcement partner, WISE to tackle fly tipping, littering and dog fouling. Let's clean up our streets together!

The fly-tipping of waste is a serious criminal offence which carries a fine of up to £50,000 (unlimited if indicted to the Crown Court) or an offender can even be imprisoned for a maximum of 5 years.



Tenant Takeover



Hello from our Chair of the Housing Influence Panel - Tracey Slack

We chatted to our new Chair of the Housing Influence Panel.

How did you find out about getting involved?

I found out through the Housing Engagement Team. They were attending the benefit day event that Citizens Advice had arranged. I got chatting to Raoul, the Engagement Coordinator and shared that I was a Council tenant. So, they suggested I should pop along to one of the Housing Influence Panel meetings to see what it's like. I've been a Council tenant for 19 years, so I have some experience.

Why did you attend the Housing Influence Panel?

I went along to be nosey and wanted to see what went off within Housing. I found it an eye opening and very interesting experience. I could see that this group of people could and hopefully have influence on Housing services and the properties tenants live in.

I found out a lot more about rights as tenants, as sometimes you just presume or hear rumours on certain things, and that's not always the case.

There was a great deal of knowledge in the meetings and information we can pass along to our neighbours and friends. They are a good group – they are here to help create change for other Council tenants, leaseholders and shared owners to make sure customers

voices are being heard and that Council lives matters.

I've been part of the Panel for a year now and when there was an opportunity to become Chair, the group suggested me! I'm very excited and a little nervous, I want to do well and help make a difference.

Are you involved in anything else?

Yes, I'm also part of the Scrutiny Panel, which basically means service review. The panel choose a service area and look at it in depth to make sure it's performing and hopefully make some recommendations.

This year we've looked at the empty property (void) repairs process. This is from when a property is given to the Repairs team at the end of tenancy

up to getting it ready for relet. It has been very interesting and eye opening on what they have to do to get a home ready to be let. Here are a few things we've done so far:

- Looked at the performance information – including relet time and rent loss.
- Visited 3 properties in different state of the voids process.
- Understand cleaning.
- The criteria for determining if a property needs decorating vouchers issuing to the new tenant.
- Suggested recommendations including some tenants' workshops.
- Looked at why carpets and blinds

Tell us something about you!

I love football! I love watching football, especially Nottingham Forest – 'Our City Ground, Come On You Reds!'

I love spending time with my family, my dad and son. I'm very lucky where I live as there are lots of open parks and nature.



are removed from properties. Did you know that some have had flea infestations? Unfortunately, one time the team has come into the offices after visiting this property, which meant the whole floor had to be fumigated.

- How cost effective the service is.

I'm also part of the Complaint Panel. This group looks at how well a housing complaint is handled at Stage 1 and Stage 2.

It was useful to have the new Housing Ombudsman Complaint Handling Code explained to us, which I hadn't realised came into force on April 2024. It does things like provide a universal definition of a complaint so that there aren't inconsistencies between different councils.

After attending the Panel, we had a better understanding of the spread of complaints across departments and general trends. One common theme was vulnerability and whether the Council had accurate information on if complainants were vulnerable and how this should affect the Council's response.

Sometimes complaint responses seemed a bit harsh in tone, so we suggested a softer approach and language to show compassion. It was helpful to be able to speak directly to those who have responded to specific complaints so we could get more context and share our perspective with those who will be responding to such complaints.

Now we are a bit more experienced we know what extra information to request in advance of meetings. For example, we read a complaint about Council threats of court action to get access to a property for a gas check.

So, we asked for an example gas service appointment letter and it was discovered there was outdated contact information in the letter. It's only when tenants get involved that these kinds of mistakes are discovered.

Housing have employed a Complaint Officer just for Housing, as before all complaints first went through the manager of the department the complaint was made about.

What do you want to see from the Housing Influence Panel?

My vision is for the suggestions within the panel to be taken seriously by Senior Management and Councillors and, if possible, be implemented

effectively. We understand that some things cannot be implemented due to costings and resources but if so, we need feedback on why this is the case, so we can share it widely with our peers.

Making sure our voice are being listening to, not just doing this to be a tick box exercise, is important. The things we say make a difference, even if it's just the little things that make life a little easier.

I would like the Panel to continue working together as a team to investigate, challenge and voice their ideas and feedback to the Housing team.



What would you say to someone who would like to get involved?

Do it! I went to be nosey to start with as we're all human and curious about things. So, be brave and take the first step! They are a great bunch of people and are good at what they do. They are also supportive, so don't worry if you're unsure as we are all there to help!

It's great understanding the in's and out's and why things are done in certain ways. The Housing team are great, there's no judgment they are there to support us.

If you're just coming for your own issues, it's not the right place for you but if that issue maybe includes an idea of how that service area can be improved, come along.

Be the change and make it happen!

If you can't make the meetings why not become a Neighbourhood Champion?



BE PART OF THE EDITORIAL PANEL

Got a good eye for design? Or would like to write an article or two? Want to learn some new skills?

Become part of our new Editorial Panel. This panel works around you! This group will be an online community using email and Teams to ping over their articles.

What you could work on:

- Housing Magazine
- Social Media Messages
- Language and Tone

Interested? Email housingengagement@broxtowe.gov.uk or call on 0115 917 3935



Hello from your Engagement Coordinator

Hi, I am Raoul de Sousa, the Engagement Coordinator at Broxtowe Borough Council. My role is, put simply, to involve Council tenants and leaseholders in decisions about how their

homes are managed and to ensure they have an influence in how the Housing department operates.

There are lots of different ways we try to engage. We have meetings in the Council Offices in the daytime which are more in depth. We may provide a policy that is due for review or form that has been updated and ask for comment, or maybe invite the Portfolio Holder for Housing down to talk and answer any questions. Events in the community are also good ways to share information about Housing services like our Independent Living properties or grants for local projects like Housing's Community Fund. Recently, we have been trying to expand our digital methods of engagement. We have a monthly Housing News email bulletin and Facebook group but want to connect more with those who may not be able to commit to daytime meetings. We have started Digital Drop-In sessions to share information and answer questions online but in real time, with plans to broaden our digital engagement opportunities.

If you would like to get involved, even if not regularly or in person, we would love to hear from you. There are loads of ways to add your voice in whatever method suits you best. So, give us a message, email or call and let's help each other make Council housing a thriving community!

Where are Housing this summer?

We're hitting the road and heading to a range of community events around the borough including Play Days and Green Festival. Got an event and want us to come along?

✉ housingengagement@broxtowe.gov.uk ☎ 0115 917 3935.



Home Ownership and Development



The Council have recently built a number of new build properties on garage sites and the former Inham Nook pub site in Chilwell.

These new homes have been built to a high standard, with energy efficiency measures installed such as air source heat pumps and photovoltaic (solar) panels.

An event was held around the Inham Nook site on 30 May 2025 to celebrate the energy efficiency of the new homes, along with giving local people the opportunity to look around the properties.



Broxtowe Borough Council Secures New Homes with Peter James Homes to Meet Local Housing Needs

The Council has signed a new contract for a housing scheme on Coventry Lane, Bramcote that will be developed by Peter James Homes, on a site assembled on land previously owned by McCann and by Bramcote Crematorium.

We are buying 51 homes from Peter James Homes under a Section 106 planning agreement. 34 of the homes will be for social rent and 17 for shared ownership made up of:

- 14 x 1 Bed Houses
- 9 x 2 Bed Houses
- 10 x 3 Bed Houses
- 1 x 4 Bed Houses
- 9 x 2 Bed Shared Ownership Houses
- 8 x 3 Bed Shared Ownership Houses

The new homes will be delivered in phases between 2025 and 2028, with all properties benefitting from air source heating, and photovoltaic panels to generate electricity.

Vanessa Smith, Portfolio Holder for Housing said, 'We're delighted to be able to sign this contract with Peter James Homes to allow us to continue to push forward with our Housing Delivery Programme, offering more good quality homes to meet the Borough's local housing need. It's great that in the future our tenants will be able to move in to brand new homes powered by green energy.'

We are very pleased to work with Peter James Homes, a company based



in the Borough and a developer of high-quality new housing across the region. This development is part of the Council's strong housing delivery pipeline, and the Development team were shortlisted for an award for house-building in the Local Government Chronicle. (PHOTO?)

Simon Gardiner MD of Peter James Homes says "We are delighted to work again with Broxtowe Borough Council. This will be a high quality scheme providing a total of 169 homes, we have taken a lot of care in working on the layout, the street scenes and pallet of materials that will see some great houses released to the community.



Housing For You Newsletter Questionnaire
Freepost Plus RTHU-CJEX-YJKK
Broxtowe Borough Council
Foster Avenue
Beeston
Nottingham
NG9 1AB

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What would you like to see in your next 'Housing for You' Magazine?

Fill out the survey below, cut off this survey, fold it in half (making sure the postage/address is on the outside of the fold), tape/glue the edges and post back to us. Alternatively, email us your thoughts at housingengagement@broxtowe.gov.uk

1. What type of content would you like to see more of?

(Select all that apply)

- ☐ Community stories and local events
- ☐ Tenant interviews and success stories
- ☐ Frequently Asked Questions (FAQs)
- ☐ Practical tips for tenants (e.g. maintenance, energy saving)
- ☐ Updates on housing policies and services
- ☐ More Visual content (photos, infographics, illustrations)
- ☐ Opportunities to get involved or have your say
- ☐ Other (please specify):

2. Would you be interested in contributing to the magazine?

- ☐ Yes – I'd like to share my story or ideas
- ☐ Maybe – I'd like more information
- ☐ No, thank you

3. Any other suggestions or feedback?

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Contact information

Name:

Address

..... Postcode:

Contact number

Email

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