



Broxtowe
Borough
COUNCIL

Broxtowe's

Housing For You

3rd Edition

2025 Garden Competition WINNERS



REGULATOR OF SOCIAL
HOUSING GRADING
page 4



IN THE COMMUNITY
page 11



IN THE GARDEN
page 12

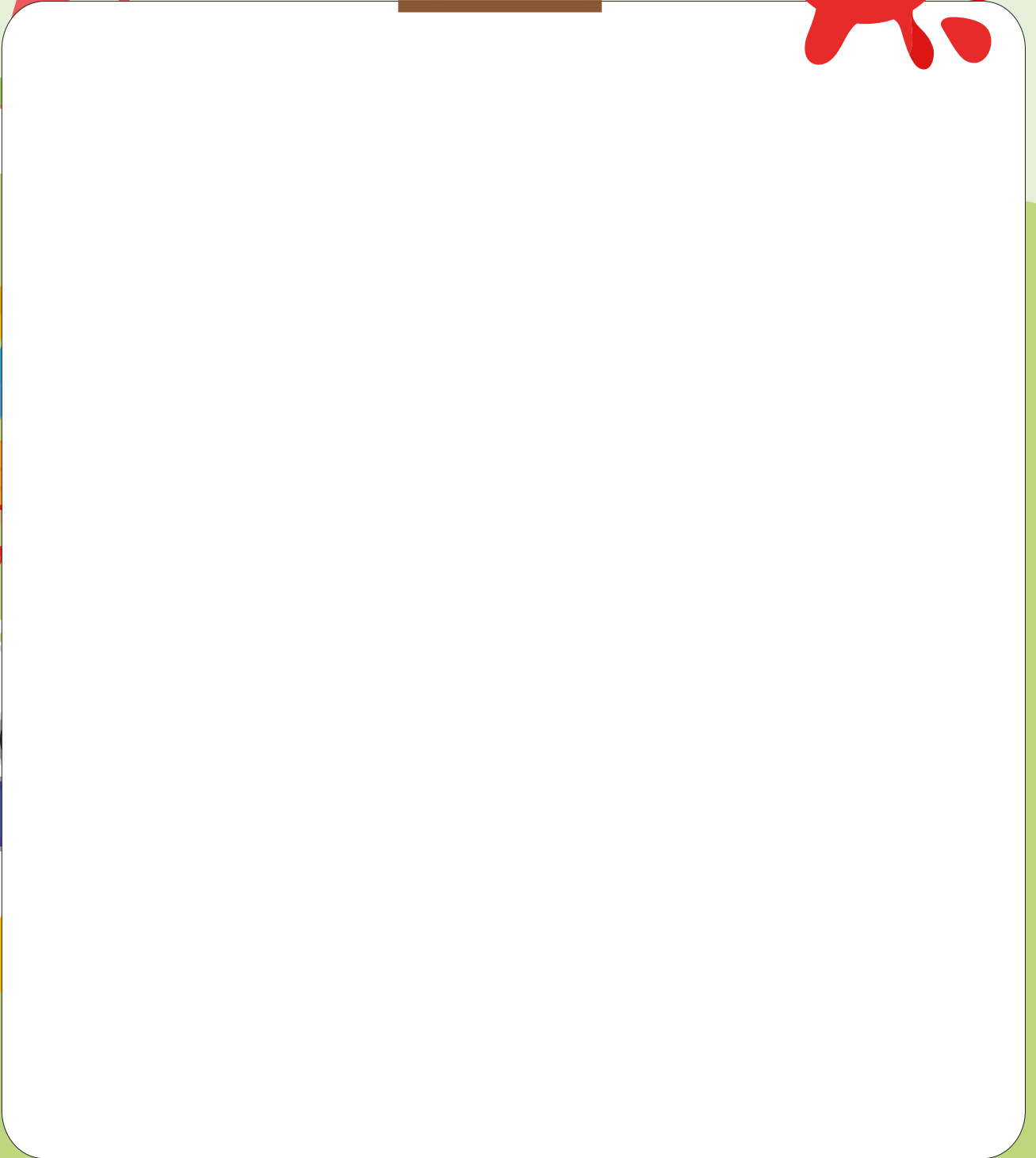


WHERE TO REPORT IT
page 19

COLOURING COMPETITION

Design your dream house and be in with a chance to **WIN A £20 VOUCHER** of your choice!

CATEGORIES ARE:
Children 0 – 12
Youth – 12 – 18
Adults 18 +



Send it to housingengagement@broxtowe.gov.uk, drop it off at the Council Offices or post it to us at Council Housing, Council Offices, Foster Avenue, Beeston, NG9 1AB.

Don't forget to share your name, age, contact detail and your address.

Competition closes Saturday 11 April 2026. Winners will be contacted. Winner drawings will also be printed in the Housing 4th edition Magazine later this year.



Hello from Councillor Vanessa Smith

I'm Councillor Vanessa Smith, your Housing Portfolio Holder, and I'm delighted to introduce this latest issue of our tenant magazine.



We are focusing on key priorities that matter most to you – improving services, supporting communities, and ensuring safe, warm homes for everyone. Your feedback continues to shape our plans, and we're excited to share some important updates.

In this edition, you'll find details on the Regulator of Social Housing Judgement, changes to the Transparency, Influence and Accountability Standard, the latest performance figures, learning from complaints and updates on our Tenant Satisfaction Measures action plan.

Don't miss our Tenant Takeover features, including an inspiring article from David Moore at the ARCH Conference and Tracey's highlights as Chair. Plus, we're sharing all about Awaab's Law.

We would like to invite you to 'Go Digital' - join our Facebook group, respond to our online customer satisfaction surveys and polls, or become part of our newly established Content Collective (formerly the Editorial Panel).

For those who love gardening, check out the winners of the 2025 Garden Competition, have a look at our tips and start planning ahead for 2026's competition!

Thank you for being part of our community. Your voice makes a difference, and we'd love to hear your ideas for future editions. Spring is the time for coming together, and we hope that the stories and information in these pages help you feel even more connected to the place you call home.





Contents

Page		Page	
4 – 6	Tenant Takeover	14– 16	Let's talk Money
7 - 9	All things Performance	16	Fire Safety in the Home
10	In the Home	17	Your Home
11	In the Community	18	Waste and Recycling
12 - 13	In the Garden	19	Where to report it?

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 \(broxtowe.gov.uk\)](http://HousingEngagement(broxtowe.gov.uk))

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Tenant Takeover



Regulator Highlights Areas for Improvement in Broxtowe's Housing Service

The Regulator for Social Housing inspected Broxtowe Borough Council in October 2025 to assess compliance with national consumer standards. These cover home safety and quality, accountability to tenants, neighbourhood management, and fair tenancy practices.

Broxtowe received a C3 rating, meaning it is not currently meeting required standards under the newer Social Housing (Regulation) Act 2023. The Regulator identified two major issues:

- Fire safety: unclear records on overdue actions and limited evidence of interim safety measures.
- Meeting diverse needs: the Council lacks comprehensive data on tenants' needs, limiting its ability to tailor services.
- Other weaknesses include poor data on home quality, limited performance reporting to tenants, inconsistent learning from complaints, and difficulties finding information on reporting anti-social behaviour and hate crime.

However, the review also recognised strengths. Broxtowe meets most legal safety duties, delivers an effective repairs service with rising tenant satisfaction, treats tenants with fairness, and works well with partners on anti-social behaviour. Tenancy management was also found to meet national standards.

The Council accepts the findings and has made improvement a priority. Two tenants have joined the monthly Housing Improvement Board to strengthen oversight. More updates will be shared in a future magazine.



Take a Seat with Stuart Tyler

Raoul de Sousa, Engagement Coordinator chatted with Stuart Tyler, one of our active involved tenants.

Tell us three things about you.

- I worked for Plessey for 24 years engineering telephone exchanges. We were one of the first to put programmable chips into printed circuit boards.
- I spent 15 years travelling the country on a Dutch barge.
- I am a bit of a petrol head and like nice cars.

How did you find out about getting involved?

I saw an article in the monthly Housing News email bulletin advertising the Complaints Panel. Having personally lodged complaints with the Council, I thought there was an opportunity to use the experience I have to help improve the complaints process and make it more effective.

What was your first meeting you attended? How did you feel?

I attended the Housing Complaints Panel and was encouraged to see managers present and willing to answer questions, but I did notice some issues around standards of documentation which I raised.

Do you attend any other engagement activities (meetings etc.)?

I have since joined the Housing Influence Panel and the Scrutiny group, which recently concluded a project reviewing the 'Voids' process which is when the Council prepares empty properties to have new tenants within them. This has been very interesting and we made recommendations around changing the minimum standards properties must meet to be let out to ensure properties are inspected for damp and mould during this period.

What keeps you motivated to stay involved?

The need to get things right. I care very much about how the Council spends its money. I like to see value for money, not waste. If I can do anything to make things more efficient, I am quite happy to get involved.

What changes or improvements would you like to see in housing services over the next few years?

We have made some changes already, such as around the documentation system, damp and mould policy and tenancy termination form, but my goals for the future would be to have:

- Tenants able to contribute to Cabinet meetings around Housing matters.
- Being even more involved with Cabinet and contribute to reports that are submitted to Cabinet.
- Tenants on interview panels for jobs in the Housing department.

How do you think tenant involvement can evolve to have an even greater impact in the future?

I would like to see tenant representation throughout all areas of the Council (not just Housing).

What advice would you give to other tenants who are considering getting involved in panels or scrutiny group?

Come as you are. Volunteer! Everybody has an opportunity to provide valuable information about the problems and solutions which contribute to improving how the Council operates.

Tracey Talks

In our last magazine we interviewed Tracey in her role as Chair on the Housing Influence Panel. We received fantastic feedback on this, so Tracey will be having a regular slot called 'Tracey Talks'! So, welcome to our first 'Tracey Talks'



Q: How do you see us evolving over the next year?

I see us having a lot more hands-on involvement with actual Council departments – the higher-ups. It has already started; we're getting involved with corporate discussions. I'm really excited that we've been asked to attend the Housing Improvement Board – that shows we're being taken seriously. The Council now sees us as an aid rather than a hindrance and wants to utilise us to help improve Council services for everyone. That's a big step forward.

Q: Looking back on your time as Chair, what has been the most rewarding part?

Honestly, the most rewarding thing is getting feedback about the system and seeing how our input has made a difference. When we did the scrutiny on voids, some of our recommendations have already been put in place – the work has been done! Everyone had their say, and seeing that passion is amazing. We're all here for the same goal: to make things better. And let's not forget the joys of a Council house – you have it for life if you want it. It's yours. Making sure standards are upheld is key, and now we can see it's starting to pay off.

Q: What about challenges?

Well, sometimes it's hard to move on to the next topic because the group is a passionate bunch! The joys of the gavel – we might have to use it one day because discussions can get lively. But that passion is what makes us strong.

Q: There's been a lot of talk about stock surveys lately. What would you say to tenants who are worried about them?

Don't worry! They're just checking your kitchen, bathroom, and making sure everything meets the right standards. You're not being judged. When they came to mine, the person was young, polite, took his shoes off, left no mess, and showed ID. They even took a picture of the fuse box for future reference. They're looking at insulation too – which could save you money, so that's a bonus! If you feel anxious, ask a friend to be with you. It's all about making sure homes are safe and up to standard.

Q: Any top tips for winter?

Yes! Test your boiler before the cold weather hits – even just for an hour. Check for leaks or blockages. Contact the Green Doctor, your local Citizens Advice Bureau, or the Council – they can give you energy-saving tips, light bulbs, and draught excluders. Also, speak to the Financial Inclusion Officers about the Household Support Fund. These little things can make a big difference.

Want to chat to Tracey about engagement?

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

Stop Social Housing stigma have created a survey on stigma in Council housing.

This survey is intended for tenants of social housing landlords – housing associations, Councils and arms length management organisations, and housing co-operatives. The survey assesses how tenants feel about living in social housing.

So far, over 1,300 tenants have responded.

Questions include:

- How much do you feel that you are stigmatised because you live in social housing?
- How much do you trust your landlord?
- What are your views about what the Government is doing to tackle social housing stigma.

HAVE YOUR SAY! STOP SOCIAL HOUSING STIGMA SURVEY

www.surveymonkey.com/r/SSHStenantsurvey





Go Digital



You might have limited time to pop into a physical meeting, or have anxiety or mental, physical health that is a barrier to you. But don't be a silent! We want to hear your voice however you choose – phone, email and text.

Below are a few ways that you can get involved:

Watch

Digital Drop ins

Over the past year, Digital Drop-In sessions have become a vital tool for connecting tenants with essential housing information and support. Council Housing Digital Drop-In - YouTube

We think they are great way to share information and we will continue to make these videos. But we will look to film them and post them straight onto YouTube. What housing topics do you want to know more about?

Message

Join our Facebook Group

Only have a few minutes? Join our facebook group. Stay up to date with information or pose a question, leave a comment and vote for a poll.

Create

Would you like to join our content collective?

We're looking for people who love words and ideas! If you enjoy shaping letters, crafting magazine content, and making communications sparkle across different media, this could be for you. Our team works on everything from print to digital, so you'll get the chance to bring creativity to newsletters, articles, and social posts. It's all about clear, engaging content that connects with people. If you're curious, collaborative, and ready to share your voice, we'd love to hear from you, so come and help us tell stories that matter!

The ARCH Conference

A group of tenants attended the ARCH – Association of retrained council Housing. Dave Moore shared his thoughts on the day's activities



Mary and I were taxied to the Council Offices and here we met up with Stuart who drove us to the conference venue at Lincoln. Raoul was waiting to sign us in and armed with a folder each, we got to our table and were offered pen and paper along with pastries to snack on.

The welcome was by Stella Parkin, ARCH Tenants Group Chair.

First speaker was Rhiannon Davies, a Council tenant and works at the Regulator of Social Housing. This was followed by a Question and Answer session with her.

The second speaker was unable to attend and this space was covered by our hosts, the Lincoln Tenants Group. They highlighted how they operate and the scrutiny subjects they had looked at: Anti-social behaviour and Gardens. They have a magazine called Tenant Talk, which highlights problems from the tenants' perspective and then responds with answers from the Council.

Next, Community Champions were honoured.

Lunch was served with a very fine buffet and seconds if you wanted them.

Johnathan Cox, Chief Data Officer of HouseMark, provided facts and figures aimed at improving social housing performance. He seemed to be saying that housing associations perform better than local authorities.

Next was Olivia Shillabeer from the Ministry of Housing, Communities and Local Government. My questions were:

- Why is Awaab's Law only enforced against social housing and not across the board with all landlords?
- Please explain the politicians' buzzword 'affordable housing'.

All speakers had Q&A sessions after their presentations.

At 15:25, we had the closing comments from the Chair and it was time to go home!



All Things Performance

Tenant Satisfaction Measures

During February 2026, Acuity carried out our annual Tenant Satisfaction Measures survey. The results will be shared in the next edition of the Housing Magazine.

Updates on our action plans as a result of your feedback from 2024/25 is as follows:


- Training is currently being organised for members of the Housing Influence Panel on procurement to enable them to be involved in the procurement of contracts.
- Implemented a new call system for Repairs. This has reduced your waiting time for your call to be answered to 3.41 minutes on average over the last 8 months.
- Conducted a full review of our processes for damp and mould, including the recruitment of a Damp and Mould Inspector to coordinate and oversee this work.
- Introduced a new system to monitor fire risk assessments and actions.
- All Housing staff completing annual training on complaints.
- Updating your data held within our systems to ensure it is accurate and up to date.





Repairs Satisfaction


Your feedback is very important to us. When a repair has been completed, we encourage you to complete our satisfaction survey Housing Repairs - Customer Satisfaction Survey. If you would like a paper copy, please ask when you report your repair and we can send one out to you.


Our results up to the end of October 2025 were as follows:

81% are satisfied with repairs in the last 12 months. 

 **94%** were satisfied with property being left neat and tidy.

98% were satisfied with being treated with respect. 

 **79%** said that their repair was completed right first time.

80% were satisfied that we're easy to deal with. 

Performance Figures

Performance Indicator	Q1 2025/26 Result	Q2 2025/26 Result	Q3 2025/26 Result	2025/26 Target
Gas Safety	99.87%	100%	100%	100%
Legionella compliancy	100%	100%	100%	100%
Asbestos compliancy	100%	100%	100%	100%
Blocks and schemes with a Fire Risk Assessment	100%	100%	100%	100%
Proportion of homes (with communal areas) for which all required fire risk assessments have been carried out	100%	100%	100%	100%
Electrical compliancy	96.20%	97.50%	97.98%	100%
Rent Collection: Rent collected as a proportion of the rent owed	86.45% - increases throughout the year.	92.10%	97.04	99.00%
Current tenant arrears	1.7%	2.2%		2%
Reactive Repairs appointments made and kept	98.7%	97.9%	98.3%	98.0%
Void Rent Loss	£98,875	£201,082	£226,114	£350,000 Annual £96,000 Quarterly
Average relet time – General Needs	45 days	55 days	43 days	20 days
Average relet time – Independent Living	71 days	81 days	105 days	40 days

We are working hard to reduce our average relet time by introducing a new tracker which gives us in-depth oversight of each stage within the relet process. This enables us to identify any delays and address them quickly.

We are also on track to exceed our target for rent collection by the end of year (March 2026).



LEARNING FROM COMPLAINTS

Complaints are a valuable source of information about our services. Here's how we have learnt from your complaints since April 2025:

1. Complaint – New tenant moved into property, and when the engineers came to recommission the boiler, it was broken, leaving the tenant without heating and hot water.

Learning – The procedure has now changed. Boilers are recommissioned before tenants move in, providing the opportunity to resolve any issues. We are seeing the benefits of this change of procedure, as issues are being identified early and can be fixed quickly.

2. Complaint – A tenants' gas was capped following numerous visits to complete the gas service. They were not aware that their gas could be capped.

Learning – Gas letters have been amended to make it clearer that their gas may be capped if access is not granted. Due to this change, no further complaints have been received.

3. Complaint – A contractor attended a property to take samples for asbestos testing, leaving holes in finished ceilings and walls. No process was in

place for any damage to be made good to tenants' properties.

Learning – The procedure has now changed to ensure that contractors make good areas where samples are taken inside of homes.

We have also reminded our teams and contractors to:

- Improve communication and make contact when they say they will
- Provide regular updates when residents are decanted (moved temporarily out of their property)
- Offer to wear overshoes when entering a property
- Always check the age of an individual before entering a property
- Always remain professional in emails, without the use of emojis
- Ensure that anything logged is factual and not based on opinion
- Ensure that queries are referred to the appropriate team in a timely manner, to take ownership of the query and not to pass between teams unnecessarily



Complaints

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

Email: complaints@broxtowe.gov.uk

Telephone: 0115 917 7777

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.

Regulatory Standards

From October 2026, the Transparency, Influence and Accountability Standard and its Code of Practice will be updated to include requirements relating to competence and conduct for those who work in social housing.

Following on from the Grenfell Tower tragedy in 2017, concerns were raised about the competence and conduct of staff working in social housing nationally. The Government committed to conducting a review of 'professional training and development' which included considering appropriate qualifications and standards for social housing staff in different roles, including senior managers.

As part of the revised Standard, senior housing staff will be required to hold, or be working towards, a relevant housing management qualification. Ensuring

compliance with this revised Standard will fall under the responsibility of the Regulator of Social Housing (RSH), and we will need to demonstrate that we meet the Standard by providing evidence to them.

We will also be required to:

- Ensure staff competence – all relevant staff must have the skills, knowledge, experience and behaviours needed to deliver good quality housing services
- Hold contractors to account
- Adopt a written policy setting out how we will support learning and

development and address poor performance across our workforce

- Embed a code of conduct – adopt or develop a code for relevant staff, ensure it is understood and applied across the workforce
- Enable tenant influence – give tenants meaningful opportunities to shape and scrutinise both the competence policy and the code of conduct, and make these accessible, up to date and fit for purpose
- Meet qualification requirements

The revised Standard will help ensure that housing professionals have the qualifications, skills and behaviours needed to deliver high-quality services to tenants and residents.

In the Home



Awaab's Law

Social landlords now have to address all emergency hazards that present a significant risk of harm to tenants within fixed timeframes (see below).

An emergency hazard is defined as an immediate life threatening danger to the health and safety of customers – eg, broken boiler, loss of water supply, gas leak.

We will:

- investigate any potential emergency hazards within 24 hours of becoming aware of them.
- investigate reports of damp or mould within 14 days.
- Produce a written summary of investigation findings and provide this to the named tenant within 3 working days of the conclusion of the investigation.
- If an emergency hazard is identified, begin, or take steps to begin required works within 5 working days of the investigation concluding. If steps cannot be taken to begin work in 5 working days this must be done as soon as possible, and work must be physically started within 12 weeks.

Time limits have also been introduced regarding 'significant hazards' which risk significant harm but are not considered an emergency.

Please contact Housing Repairs as soon as possible if you have any concerns about mould in your property either on **0115 917 7777** or email **damp&mould@broxtowe.gov.uk**

Further guidance can be found by scanning the QR code.



How to change your batteries for your thermostat programmer

Over the past few months, we have received lots of queries about how to change the batteries in your thermostat programmer.

Danfoss TP One Battery Change

Typically, batteries last between 1.5 to 2 years. It's a good idea to check they are working every year and replace them every 2 to 2.5 years to ensure your device continues running smoothly.



1. Push flat blade screwdriver in the notch just under in the grey bracket and the unit will lift away.
2. Push flat blade screwdriver in notch at the base of the unit to remove battery flap.
3. Ensure that you have AA batteries at the ready and put in the battery carrier.
4. Place the 2 lugs in the slot at the top of the grey bracket at an angle and push till it clicks in place.

How to replace the batteries on a Drayton Digistat +3

Remove the battery cover using a coin. Replace the spent batteries with 2 x AA 1.5V alkaline batteries ensuring correct orientation. Replace the battery cover pressing fully home.



In the Community

Where have Housing been in the community?

Housing have popped along to a range of events from bulky waste days, Broxtowe Play Days, the Green Festival and the Christmas Lights Switch On events.

Bulky Waste Days

Housing joined the Waste and Recycling team on their Bulky Waste Days, talking to residents about any issues or questions around their tenancy, whilst getting rid of items that have been stuck in the way at home.

Broxtowe Play Days

The Team attended the well-loved Play Days was able to speak to was able to speak to 51 residents about housing related queries.

Green Festival

On the 20 September Housing had a stall the very rainy Green Festival.

Christmas Lights Switch On Events

3,2,1 lights on! Housing attended with their stall to the Christmas Lights events throughout the Borough – sharing their services, chatting to residents on how they can make a difference and made Christmas decorations to take away.



CEDARs

Exciting News! We have confirmed a regular slot at the CEDARs, 47 Nottingham Road, Eastwood.

This Eastwood Community Hub brings vital services back to the heart of Eastwood, including NHS clinics, Job Centre Plus support, and access to community groups. This long-awaited facility is designed to improve health, wellbeing, and access to services for residents, following years of limited provision in the area.

- Booked appointments between 9am – 11am
- Drop In from 11am – 12.30pm
- Tenancy (every other week)
- Lettings
- Other Housing Services

To book your appointment contact

Lettings: housingallocations@broxtowe.gov.uk or 0115 917 3347

Tenancy: tenancy@broxtowe.gov.uk or 0115 917 3400

Repairs: housingrepairs@broxtowe.gov.uk

Or drop in from 11am – 12.30pm on Tuesdays at 47 Nottingham Road, Eastwood, NG16 3AN.

In The Garden



Housing Garden Competition 2025

Congratulations to the Winners and Runners Up of our first Housing Garden Competition in a long time!

We were very pleased to have our sponsors, Matthews and Tannert, join us to judge some of the gardens and present some of the prizes they had donated.

Tenants and leaseholders of the Council shared the fantastic work they do to make their green spaces amazing! From window pots to bee-friendly gardens there was something for everyone.



What to Plant Now for a Blooming Spring 2026

Dreaming of a garden bursting with colour next spring

Winter is the perfect time to get those bulbs and hardy plants in the ground so they're ready to shine when the warmer days arrive.

Top Picks for Spring Colour

- Daffodils & Tulips: Classic Spring favourites. Plant bulbs in well-drained soil before the frost really sets in.
- Crocuses: These little gems pop up early and add a splash of purple and white to your garden.
- Hyacinths: Not only beautiful, but they smell amazing too!
- Snowdrops: Perfect for shady spots and a lovely sign that winter is ending.

Why Plant Now?

Bulbs need the cold to kick-start their growth cycle. Planting in late autumn or early winter means they'll be ready to bloom as soon as spring arrives.

So, grab your gloves, get outside, and give your garden a head starts for 2026!



HOUSING'S GARDEN COMPETITION 2026!

Housing's Garden Competition is back for 2026.

To celebrate all the tenants and leaseholders that bring life and colour, we are running a garden competition.

Sponsored by Matthews and Tannert Ltd, there are £50 / £25 garden vouchers up for grabs or afternoon tea at Trowell Garden Centre.

Is your garden the envy of your street? Reckon you have some prize-winning plants? Let us be the judge. For more information or applications scan the QR code,



email housingengagement@broxtowe.gov.uk or call 0115 917 3935.

See photographs of 2025's winning entries on the previous page and read an article written by the winners of Best Independent Living Communal Garden at the Spinney, Nuthall.

Winter Gardens

Autumn is generally a strange time of year for gardens with plenty of colour still around from summer bedding plants and annuals, but these can disappear in a flash once the cold weather sets in.

Here at The Spinney, we've decided to plant some Cyclamen which have many colours from white, pale pink and many other shades through to deep red. Also, winter Pansies which have flowers in yellow, orange, white, blue and purple. These are in bloom now and will provide a lovely splash of colour until the spring bulbs come through.

Many outlets now have an excellent selection of spring bulbs at very reasonable prices, but we are hoping to get some good displays in the pots and tubs we planned last year.

If you want a really gorgeous winter flowering shrub, Mahonia's are a great choice. Very prickly but have massive fronds of yellow flowers from January onwards which turn into black fruits loved by garden birds.

Crocus and Snowdrops will often appear from early January followed by bright blue Scillas, Tulips, Daffodils, Hyacinths and lots more.

They will make you happy just looking at them during the winter months, so pot up and enjoy.



The Spinney Ladies, Winners of the Independent Living Communal Garden category.

Let's Talk Money



Hi Teresa, thanks so much for chatting with us today! Tell us a bit about your role.



That sounds like a big role! What does a typical day look like to you?

It's really varied, which I love. At the heart of it, we put our tenants first and support them in looking at different options which meet their needs. That could mean creating a budget plan, checking benefit entitlements, or sign posting to specialist support services.

Sometimes tenants are not entitled to any benefits or schemes, but we will support them by going through their finances. We call it financial resilience; making sure tenants are maximising their income, reducing their outgoings where possible, and prioritising essential bills like rent and council tax.

Just a note on email; it's a great first contact but to make sure we build up our knowledge and get to know you a telephone call or face to face visit is best. We promise we're not scary, we just want to help!

Our time helping people can vary, sometimes it is a one-off appointment and other times I might be working with someone for several months.

What current schemes or initiatives should tenants know about?

The big one right now is the Household Support Fund which is administered by Nottinghamshire County Council. It's a government initiative that's been running since 2021 to help with food and utility costs. There is criteria to meet and you can check this out at Nottinghamshire Household Support Fund (HSF) | Nottinghamshire County Council.

Hi! Thanks for having me. I'm one of the Financial Inclusion Officers here, there's two of us, myself, Teresa Seymour and Neil Brown. Our job is all about helping and supporting Council tenants with anything financial or benefit related.

As part of the Financial Inclusion Service, we offer free, and impartial advice to all our tenants, and provide a wide range of services with an aim to improve their financial resilience and well-being.

Some of the things we can do to support you:

- Benefit checks to ensure you are claiming all you are entitled to
- Help with benefit claim forms
- Assess eligibility for schemes such as 'Household Support Fund'
- Prepare financial statements and offer practical budgeting advice
- Help with 'back to work' calculations
- Advocacy
- Signposting to other services
- Home visits to give you support in your own home

Each person is different, so every approach is tailored to meet their needs. If a tenant is in rent arrears for their tenancy with us, we do focus on this as rent is always a priority, but we will help them with all financial concerns.

So, someone comes to you for help, what's the process?

We will make contact and set up an initial appointment to complete a holistic assessment of their financial situation.

We offer appointments to take place over the phone, in the office or in their home if this is preferred. If there's a language or communication barrier, we can arrange translators or converse by email.



We also refer to Green Doctor run by Groundworks; this service is for energy efficiency and advice regarding utilities and utility debt. People can self-refer using their website (google Green Doctor Service).

The Big Difference Scheme with Severn Trent Water is excellent for people in receipt of Universal Credit or on low incomes. This scheme can reduce your water bill by up to 70%. Use this link to have a look Big Difference Scheme www.bigdiff.co.uk. We also work closely with Citizens Advice Bureau (CAB) so that our tenants can access specialist debt advice – they are brilliant because they offer face-to-face appointments.

And of course, we link in with other Council teams for things like council tax, benefits, and rent. It's all about working together to reduce stress and bureaucracy for tenants.

Have you got a success story you can share?

Absolutely! One that stands out for me is a recent case whereby it transpired a tenant was paying full rent and Council Tax when their only income was State Pension. I completed a benefit check and found they were entitled to Housing Benefit and Council Tax

Support. I assisted them with making an application, which was successful, and it was also backdated by three months – that was £1,500 worth of support straight away – and now they're better off by about £6,000 a year. Full rent and Council Tax covered. That's life-changing!

Some quotes from tenants:

“A lovely lady called Teresa came round personally to help my dad. Honestly, the service was amazing. Thank you again for helping.”

“Mr Neil Brown is a very helpful person; he is very professional and motivated”

“Nice to know that this service is available & that you are given the chance to get back up on your feet, with advice & support.”

That's amazing. What are your top tips for tenants struggling with budgeting or debt?

Great question! My top three would be:

- Reach out early, don't wait until things get worse. There's nothing to lose and potentially a lot to gain.
- Review your outgoings regularly – check bank statements and direct debits. You might be paying for things you don't need.



- Use online calculators like Entitled To or Pension Credit Checker. So many people miss out on benefits they're entitled to.

And remember – finances don't have to be scary! We understand that the Welfare system is complicated, but we are here to help you understand what you may be entitled to and the reasons why.



What's the most rewarding part of your role?

Honestly, I love helping people and it's so rewarding to empower them to regain control of their finances, sometimes enabling them to find long term financial security.

We don't have a magic wand, but if we can make someone better off and improve their quality of life, that is a job well done.

Kerry Devenport, our Income Manager shares 'Financial Inclusion plays a huge role within the income team and supports tenancy sustainment. The ongoing support and advice they provide can be life-changing for some of our residents and enables independence and confidence with their finance and that they can always reach out for support in the future'

How can people contact you?

There are a few easy ways! You can find lots of info on our website or speak to the Income Team on 0115 917 3658 – they'll make a referral to us.

You can also self-refer by emailing **financial.inclusion@broxtowe.gov.uk** with a brief description of what you need help with, and we'll get back to you for a chat.

Just to set expectations: sometimes people's income is already maximized or it be that you don't meet the criteria for a particular benefit or scheme, but we will always help you understand why and signpost you to other services for help we are unable to offer.

And finally, what do you like to do when you're not at work?

Oh, I love to travel whenever I can! Italy

is my absolute favourite destination – the food, the wine, the culture... I adore it. And, my guilty pleasure when not working is having an afternoon nap - I think I was a cat in a former life! There's nothing nicer than an afternoon nap on a Sunday afternoon, following a Sunday dinner!

My favourite things about Italy:

- Food – too many but if I must pick it has got to be pizza because the ingredients are so fresh and taste amazing!
- Wine –in Italy you have to have Proccesco.
- Culture – I love to sit, and people watch, soaking in the vibrancy of the local surroundings. Or pop into a local music event.

Fire Safety

Simple Steps to Stay Safe at Home

Fire can start quickly and spread fast, but with a few precautions, you can protect your home and loved ones. Here are essential tips every tenant should follow:

1. Test Your Smoke Alarms

- Install smoke alarms at every level of your home.
- Test alarms once a month and replace batteries regularly.



- If your alarm is faulty, report it immediately for repair or replacement.

2. Keep Escape Routes Clear



- Make sure hallways and doors are free from clutter.
- Plan and practice an escape route with everyone in your household.
- Keep keys for doors and windows in an easy-to-reach place.

3. Be Careful in the Kitchen



- Never leave cooking unattended.
- Keep flammable items (tea towels, paper) away from the hob.
- Turn off appliances when not in use.

4. Electrical Safety



- Don't overload sockets—use one plug per socket.
- Check cables for damage and replace them if they are frayed.
- Switch off and unplug appliances when not needed.

5. Heating and Candles

- Keep heaters away from curtains and furniture.
- Never dry clothes on heaters.



- If using candles, place them in sturdy holders and away from anything that can catch fire.

6. If a Fire Starts

- Get out, stay out, and call 999.
- Never go back inside for belongings.



- Close doors behind you to slow the spread of fire.

Extra Tip
If you have concerns about fire safety in your property—such as faulty alarms or blocked exits—contact Broxtowe Borough Council Housing Team on 0115 917 3504.



Your Home

Right to Manage and Right to Transfer

JOIN THE NEW MODERNISATIONS WORKING GROUP

We're excited to announce the launch of a Modernisation Group dedicated to shaping the future of Council housing, and we're looking for people like you to join! This initiative brings together customers, staff, and partners to ensure that improvements reflect the needs and priorities of those who live in our homes.

The group will focus on upgrading key areas of our housing stock, including:

- Kitchens and Bathrooms; Reviewing designs, materials, and layouts to create modern, functional spaces.
- Procurement: Exploring how we source products and services to ensure quality, value for money, and sustainability.
- Site Visits: Visiting properties and works in progress to see improvements firsthand and provide feedback.

BY JOINING YOU WILL:

- Influence decisions on design and quality.
- Help us choose products that meet customer needs.
- Ensure work is conducted to the highest standards.

What Next?

We'll hold regular meetings and site visits, giving members the chance to share ideas and monitor progress. Training and support will be provided so everyone feels confident contributing.

If you're passionate about improving homes and want to make a difference, register your interest today by contacting capitalworks@broxtowe.gov.uk

The 'Right to Manage' (www.gov.uk/government/collections/tenant-management-organisations-guidance) gives tenants and leaseholders the right to take over certain housing management responsibilities from their landlord by forming a 'Tenant Management Organisation' (TMO).



This may happen when a local tenant or leasehold group believes that they could provide a better or more cost-effective service if they were in control of the money the Council spends on that service. For example, arranging repairs or estate cleaning, and collecting rent.

Residents within the TMO elect a tenant-led management committee to run the organisation, and they create an independent legal body which enters into a legal contract with the Council. They receive an annual management and maintenance budget from the Council, and any services they choose not to provide would continue to be provided by the Council. The TMO does not affect tenancy rights.

The law ensures that a tenant group can only take on housing management functions if they have the support of other tenants and if they have the relevant knowledge and skills. Council tenants and leaseholders also have the right to voluntarily transfer ownership of all or some Council homes to another private registered provider in return for a payment for the value of that stock to the council. This is called the 'Right to Transfer' (www.gov.uk/government/publications/the-housing-right-to-transfer-from-a-local-authority-landlord-england-regulations-2013) and cannot go ahead unless a majority of secure and introductory tenants of the homes in question vote in favour in a ballot organised by the Council. The Secretary of State must grant consent.

Waste and Recycling



Bulky Waste Collection: How It Works and Why It Matters

Got an old sofa, broken fridge, or worn-out mattress taking up space? Broxtowe Borough Council offers a bulky waste collection service to help residents dispose of large household items responsibly and avoid fly-tipping.

How Much Does It Cost?

The service is chargeable:

- £13 non-refundable service fee per order
- £10 per item
- Example: Two items = £13 + £20 = £33 total

What Can Be Collected?

- Furniture (sofas, chairs, tables)
- Beds and mattresses
- Carpets
- Electrical goods (fridges & freezers – clean and empty)
- Doors and radiators

NOT ACCEPTED

- Asbestos
- Gas bottles
- Building rubble, bricks, soil, turf

How to Book

Online: Use the booking form

Phone: Call 0115 917 7777

Email for queries: environment@broxtowe.gov.uk



Do you know what can be recycled in your green-lidded recycling bin and glass bag or red-lidded bin?

Ensuring the permitted items are only disposed of, will ensure that waste collected can go be recycled.



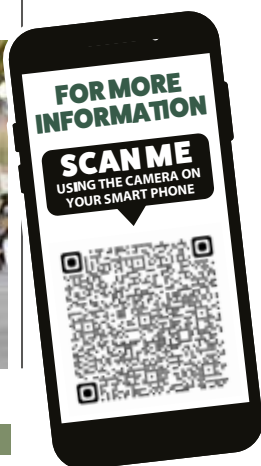
Wrong items can mean that a whole lorry load is un-recyclable. The most common items that make a load un-recyclable are:

- Glass
- Tetra paks (or cardboard cartons)
- Incorrect plastics (anything other than bottles, yoghurt pots or butter/margarine tubs)
- Pizza boxes
- Bagged waste - keep your recycling loose, clean and dry



If you live in an area where you have communal bins, please ensure you are using the correct bin for the waste being disposed of and the areas are kept clean and tidy.

For more information and to find out what can go in your Green-lidded Recycling Bin visit www.broxtowe.gov.uk/greenliddedbin or scan the QR code opposite.





Who to report it to?

Understanding what your local council does and what falls under the police can save time and ensure problems are resolved quickly. Here are some of the most frequently asked questions and common misconceptions:

Report to Broxtowe Borough Council



- **Council Tax:** Billing, discounts, and payment issues.
- **Housing Repairs:** Problems in Council-owned properties (e.g., leaks, damp, boiler faults).
- **Waste & Recycling:** Missed collections, bulky waste bookings, and recycling queries.
- **Pets & Animal Issues:** Stray dogs, dog fouling, and licensing.
- **Anti-Social Behaviour (ASB):** Noise complaints, neighbour disputes, and vandalism (if not criminal).
- **CCTV Requests:** For community safety or evidence in Council-managed areas.
- **Neighbourhood Inspections** will last for around two hours.



What Should I Report to Nottinghamshire County Council?



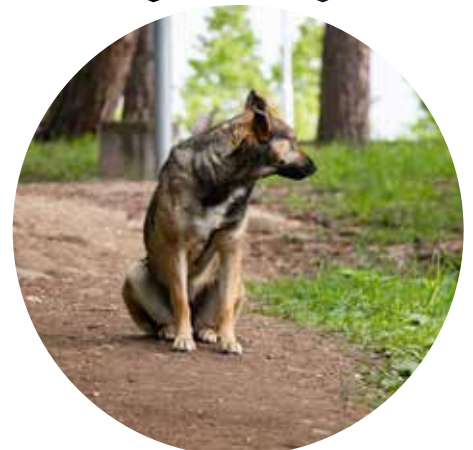
- **Roads & Highways:** Potholes, street lighting faults, and road closures.
- **Safeguarding.**



What Should Be Reported to the Police?



- **Criminal Activity:** Theft, burglary, assault, drug-related offences.
- **Serious ASB:** Harassment, threats, or violence.
- **Dangerous Driving:** Speeding, drink-driving, or accidents.
- **Illegal Dumping (Fly-Tipping):** If linked to criminal behaviour.



Common Misunderstandings

- **Council Tax Enforcement:** Managed by the Council, not the Police.
- **Parking Fines:** Issued by the Council, not a criminal matter.
- **Neighbour Disputes:** Noise and nuisance go to the Council unless there's a crime.
- **Lost Pets:** Report to the Council's Neighbourhood Wardens, not the Police.

Contact the Council

Main Contact:

Telephone: 0115 917 7777

Email: customerservices@broxtowe.gov.uk

Opening Hours:

Mon–Thurs: 8:30am – 5:00pm

Fri: 8:30am – 4:30pm

Address: Broxtowe Borough Council, Foster Avenue, Beeston, Nottingham, NG9 1AB

Emergency Contact: Outside office hours – 0115 917 7777

www.broxtowe.gov.uk



Roads and Pavements:

Did you know many roads and pavements are looked after by Nottinghamshire County Council. You can report any issues at www.nottinghamshire.gov.uk/transport/roads/report-a-road-or-pavement-problem or by scanning the QR code.



Find Travel Updates here:

<https://nationalhighways.co.uk/travel-updates>

ہمیں اس لیفلٹ کی دیگر زبانوں میں کاپیاں بھیجیں تاکہ آپ اسے دیکھ سکیں۔ (0115 917 7777 پر کال کر کے)

如果你需要此傳單用其他的形式或文字寫成，請撥電話 0115 917 7777 與我們聯絡。

اگر آپ چاہتے ہیں کہ یہ لیفلٹ آپ کو اردو زبان میں بھیجا گیا ہے تو براہ مہربانی فون نمبر: 0115 917 7777 پر رابطہ کریں۔

If you need this leaflet in other formats or languages contact us on 0115 917 7777

TYPETALK - TEXT DIRECT

Typetalk's purpose is to bring the benefits of the telephone network to deaf, deafblind, deafened, hard of hearing and speech-impaired people.

Managed from a state-of-the-art centre, Typetalk's highly trained operators understand the special requirements of its customers and provide a warm, friendly service in complete confidentiality.

For Broxtowe Borough Council telephone 18001 0115 917 7777.



Follow Broxtowe with social media

Keep up-to-date with the latest Council news, jobs and activities in your area by following Broxtowe Borough Council on your favourite social networking sites or sign up to the email alerts.

www.broxtowe.gov.uk/socialmedia



www.broxtowe.gov.uk