

Nottingham City Homes – Press Release

NCH thanks tenants for Landlord of the Year accolade

August 2018

Yesterday Nottingham City Homes held an event to thank its tenants for their commitment to the city, after the UK Housing Awards named it Landlord of the Year for 2018.

Among the many reasons for this outstanding national achievement is the organisation's commitment to tenant involvement, and putting customers at the heart of everything they do.

Tenant representatives play a key role on the NCH Board and tenants have established a network of 'street and block champions', who are helping to build engagement within local communities.

The ALMO (arms length management organisation) also places a strong emphasis on its relationship with local tenants and residents associations (TRAs), regularly attending community meetings to address any local concerns and consulting on a range of community issues. NCH has supported tenant groups who want to carry out their own projects to improve their neighbourhood, and NCH staff have even helped volunteer in their own time.



Over a hundred tenants and representatives from NCH and Nottingham City Council gathered at the Council House for afternoon tea (Tuesday 14th August), to celebrate the organisation's successes.

To show their gratitude for tenants' unending support, Nottingham City Homes' Chief Executive, Nick Murphy and Chair of the Board, Malcolm Sharp, both donned an apron and served the afternoon tea to their guests.

NCH tenant of 20 years, Angel Dieckvoss, said: "I don't expect there's many landlords like ours. NCH has given me a huge amount of support, giving me a voice as a tenant, as well as supporting me to better myself. Those of us who are involved are here to give our honest opinions on services, to make sure we work together with NCH to make improvements and create an even better experience for our fellow tenants. This isn't a 'them and us' relationship, it's like being part of the wider NCH family."

Nick Murphy said: “Today is an opportunity to thank all our involved tenants for everything they do to support Nottingham City Homes, our vision and values.

“We are here to create homes and places where people want to live, and support our customers as best we can. This event has been organised to show our gratitude to our involved tenants for the contribution they have made to us achieving the title of Landlord of the Year.”

One tenant in particular will be having a very different day. Lucinda Browne from St Ann’s will be representing all tenants, as NCH unfurls two banners featuring Lucinda herself on the front of the Council House in the Market Square.

Lucinda joined NCH’s *Fit in the Community Project* (<https://goo.gl/BdfpHJ>) but she never dreamed she’d become a poster girl for the UK Housing Awards’ Landlord of the Year.

A young single parent, Lucinda had ambitions for a career in fitness. Through NCH she got her qualifications and started to volunteer at her local school, running classes to help parents and others in the surrounding area get more physically active.

Since then, Lucinda’s gone on, with the support of the programme, to set up her own Zumba classes. She said: “It’s going to be very strange to see my face on the front of the Council House, but I’m really proud to be representing Nottingham City Homes, which has made such a difference to my life.”



For more information on Nottingham City Homes and the part it is playing in the transformation of the city, visit the website: www.nottinghamcityhomes.org.uk

Ends

- A video is available featuring the banners being unfurled on the Council House.