

NEWARK AND SHERWOOD DISTRICT COUNCIL

ANNUAL TENANT REPORT - 2024/25



NEWARK &
SHERWOOD
DISTRICT COUNCIL



FOLLOW US ON FACEBOOK!

Exciting news for Newark and Sherwood District Council tenants! We've just launched our brand new NSDC Housing Services Facebook page to keep you up-to-date with tenancy updates, ways to get involved, and news about upcoming events in your area.

Give us a follow to stay connected and be the first to know about all the latest tenant opportunities!

Search NSDC Housing Services on Facebook or scan here to follow us:



WELCOME



Hello and welcome to our Tenant Annual Report! We truly appreciate you taking the time to read it. This year has been incredibly busy for us, filled with both challenges and achievements. One of our proudest accomplishments has been our increased focus on engaging with you, our tenants.

This report is special because it includes your voices. We actively sought your opinions on what matters most to you and the areas you wanted us to address.

From detailing how we've spent your rent and staying on top of repairs, to giving you a platform to voice your opinions and listening to your feedback, this report provides a comprehensive overview of the past year and our performance.

We don't just want to present you with figures; we aim to explain the reasoning behind them. If there are areas where we're not performing as well as we should, we'll let you know what steps we're taking to improve.

We hope you find this report both informative and a true reflection of our shared commitment to enhancing the lives of our tenants.

Warm regards,

Lee



COUNCILLOR LEE BRAZIER,
PORTFOLIO HOLDER FOR HOUSING AT
NEWARK AND SHERWOOD DISTRICT COUNCIL





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This report is also available on our website:

www.newark-sherwooddc.gov.uk/tenantannualreport



10 TIPS FOR BEING A GREAT NEIGHBOUR

We know that being on good terms with your neighbours can have a big impact on how much you enjoy your home and community. Here are 10 tips on how to be a great neighbour.

- 1 INTRODUCE YOURSELF - BE A FRIENDLY NEIGHBOUR**
We want neighbours to get along. Being a good neighbour goes beyond following your tenancy—it's about building communities people are proud to call home.
- 2 BE CONSIDERATE OF SHARED WALLS IN YOUR HOME**
If possible, keep noisy appliances away from shared walls, and avoid loud, repetitive sounds if you live above someone.
- 3 BE RESPECTFUL OF COMMUNAL AREAS**
Avoid shouting or having loud conversations in shared areas. Make sure to clean up after yourself and your pets, and don't leave rubbish or litter.
- 4 KEEP YOUR GARDEN TIDY**
Keep your garden tidy—clear weeds and rubbish, mow regularly, and use our service for bulky waste like old furniture.
- 5 RESPECT YOUR NEIGHBOUR'S PERSONAL SPACE**
Be considerate, respect differences, understand that everyone needs their own personal space.
- 6 SHOW CONSIDERATION WHEN PARKING**
Don't block entrances or garages, leave space for wheelchairs and prams, and ask guests to park considerately.
- 7 AVOID LOUD NOISE LATE AT NIGHT OR EARLY IN THE MORNING**
Nobody likes to be kept up by a barking dog or woken up early by a lawnmower. Avoid playing loud music or using tools until the middle of the day.
- 8 BE THOUGHTFUL WHEN PLANNING A PARTY**
Planning a party? Let neighbours know in advance, especially if noise might affect children or pets. Share your phone number in case they need to reach you.
- 9 THINK ABOUT WHERE YOU POSITION ITEMS IN YOUR GARDEN**
Position BBQs, fire pits and outdoor lights considerately to avoid disturbing neighbours with smoke or glare.
- 10 BE KIND**
Consider taking in your neighbour's bin whilst bringing in your own or offering to mow their lawn when you do yours. Respecting differences helps build stronger communities.

GIVING TENANTS A VOICE



We believe that every tenant's voice matters. In 2024, we embarked on an exciting journey to re-work and re-design our tenant engagement framework, ensuring that your experiences and insights shape the services we provide. With the support of TPAS, England's leading tenant engagement experts, and our combined tenant and staff design team, we are developing a new robust framework that puts you at the heart of our decision-making processes.

Why Tenant Influence Matters

Your voice drives positive change. Through surveys, groups, and daily interactions, your feedback helps us improve. Our new framework will ensure your voice is heard, respected, and acted upon.

The new framework is not just about the present; it's about building a future where tenant engagement is integral to our operations. You'll start to see lots more opportunities for you to get involved over the next year and we'll be looking at more ways to engage with you. We will continue to work together, ensuring that your feedback leads to tangible improvements in our services. Your involvement is crucial, and we are dedicated to making it meaningful.

WAYS TO ENGAGE

REPORT ISSUES:

Use our MyHome portal for repairs or community concerns.



SUBMIT FEEDBACK:

Share your thoughts to help us improve.



JOIN OUR SOUNDING BOARDS:

Influence council decisions with your insights.



RESPOND TO CONSULTATIONS:

Share your thoughts on policies and strategies.



ACCESS COMMUNITY FUNDING:

Explore grants for community projects.



BECOME AN INSPECTOR:

Help us improve through various inspecting roles.



JOIN OUR NSDC HOUSING SERVICES FACEBOOK PAGE:

Stay updated with the latest information.



SIGN UP TO:

Tenant Times and Resident newsletters.



HEARD LOUD AND CLEAR!

You told us what wasn't working, and this is what we did...



"PROPERTIES THAT ARE TO LET ARE A POOR STANDARD!"

Tenants flagged poor property standards - we hit refresh on inspections.

"REPAIRS WERE A PAIN."

So tenants helped co-create the new Responsive Repairs Policy. Now it's built with you, not just for you.

"ENGAGEMENT FELT... DISENGAGED."

You spoke, we restructured - now tenant collaboration is front and centre.

"TENANT TIMES? MORE LIKE CORPORATE TIMES."

You asked for less jargon, more real talk - and we delivered.

"COMPLAINTS VANISHED INTO THIN AIR."

We hired dedicated staff to make sure your voice gets heard, fast.

"HOW DO I EVEN COMPLAIN?"

We made it easier: new templates, clearer website, more ways to speak up.

"BUGGY, BIKE, AND BIN CHAOS!"

You raised it - we redesigned storage in flats to make life smoother.

"GETTING INVOLVED FELT LIKE A MYSTERY."

We rebranded our outreach - now it's bold, clear, and everywhere.

"LINS DIDN'T LINK US TO ANYTHING."

We swapped them for Community Link Groups - better turnout, better vibes, run by your housing teams.



KEEPING ON TOP OF REPAIRS: A YEAR IN REVIEW



The Repairs and Homes Standard, which is a set of regulations and guidelines instructing landlords to maintain properties to a safe, healthy, and good standard of repair, remains a top priority for our tenants. We've seen a significant increase in the number of properties requiring repairs over the past year. This rise in repair activity has had a ripple effect on other measures as we work diligently to meet the growing demand.

Here's a snapshot of how our repairs service has evolved compared to the previous year:

MEASURE	23/24	24/25	CHANGE
Total number of repairs logged	16,453	20,974	↑
Satisfaction with overall repairs service *	72.3%	75.3%	↑
Percentage of Repairs completed at first visit	91.1% 18,347 - in time 1,407 - out of time	88.37% 19,310 - in time 1,664 - out of time	↓
Non-emergency repairs completed within target timescale	91.6% 13,051 - in time 1,240 - out of time	90.5% 13,139 - in time 1,415 -out of time	↓
Emergency repairs completed within target timescale	97.0% 5,296 - in time 166 - out of time	96.1% 6,169 - in time 251 - out of time	↓
Proportion of homes that do not meet the Decent Homes Standard	5.83%	0.20%	↑

*Figure taken from Tenant Satisfaction Measures. More details can be found at: www.newark-sherwooddc.gov.uk/housingperformance

DID YOU KNOW? THE AVERAGE NUMBER OF REPAIRS PER HOUSEHOLD PER YEAR IS 3.7!



Understanding the Data

This year has been exceptionally busy for our repairs and maintenance service, responding to the substantial increase in repair requests. This surge could be attributed to our increased 'Getting to Know You' visits, greater tenant engagement, and more tenants being aware of how to raise complaints through the housing ombudsman's efforts. As we proactively create investment programmes for large replacements like kitchens, bathrooms, roofs, doors, and windows, we may see a decrease in repair requests.

The increase in repairs has posed a challenge for our teams to keep up, and we've had to adapt to ensure our service remains efficient. While some measures have been negatively impacted, we're pleased to see an increase in tenant satisfaction with our repairs service. Additionally, we've seen significant improvement in the proportion of homes meeting the Decent Homes Standard. It was determined that it did not meet expectations last year, so efforts were made to improve it.

The Decent Homes Standard is measured through our stock condition surveys and repairs reported. We have completed 77% of stock condition surveys with close to 100% for the 25/26 financial year so far considering some access issues. Pennington's are our stock condition surveyors' team who conduct this so please assist them if they do contact you.



AWAAB'S LAW



Awaab's Law is a significant piece of legislation named after a two-year-old boy, Awaab Ishak, who tragically died due to prolonged exposure to damp and mould in his home. The law aims to prevent such tragedies by holding landlords accountable for maintaining safe living conditions. **From October 2025 all social landlords will be required investigate potential significant hazards (including damp and mould) within 10 working days. For emergency hazards, they must act as soon as reasonably practicable and within 24 hours.**

How We're Tackling Damp and Mould

There has been a significant increase in properties reported as affected by damp and mould. To tackle this head-on and ensure tenant safety, we're creating a new team dedicated to these issues. With this additional support, we hope tenants will experience improved service and reduced repair times. We're also training our staff to better identify and address damp and mould issues early, making removal easier and reducing health risks for tenants.

If you have any questions or need further information, please reach out to your Tenancy Officer.



Opening of Boughton Community Hub

In 2024, we proudly opened the Boughton Community Hub - an accessible, welcoming space for skills development, social connection, and local support. With over 1,500 visits in its first year and strong engagement from partner organisations, the Hub is already making a real impact. A resident survey highlighted the need for inclusive activities and support services, and the Hub has delivered - helping to reduce antisocial behaviour and crime, boost community pride, and strengthen local connections through a variety of activities. These early outcomes show a clear rise in social value and improved wellbeing across the estate.



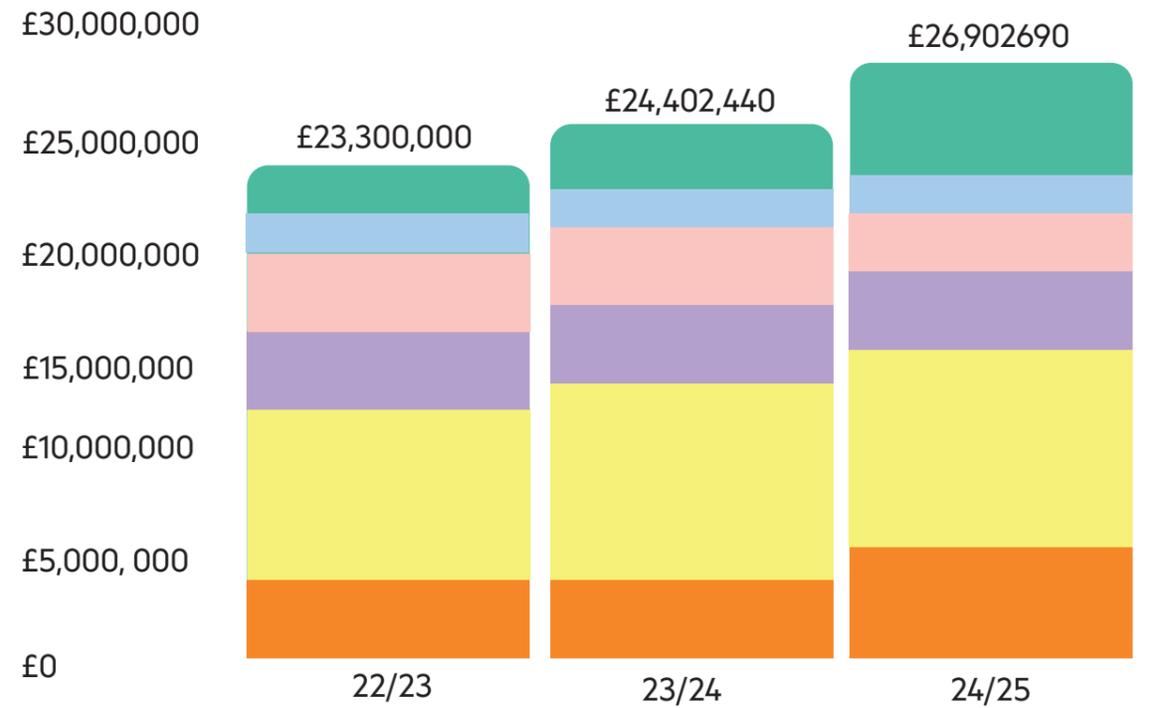
YOUR RENT AND HOW IT'S SPENT



We understand that your rent is a significant part of your budget, and we are committed to ensuring that every penny goes towards providing great housing services. The rent we collect from you is crucial not only for the daily upkeep and maintenance of your homes but also for maintaining the high quality of housing services we provide.

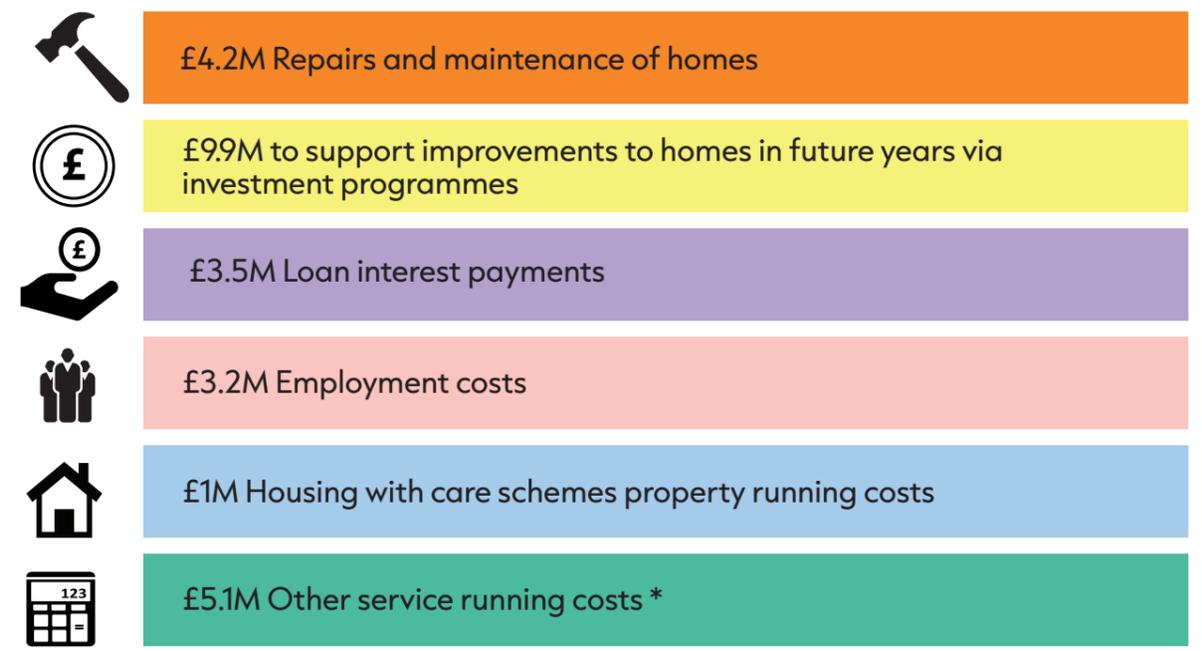
Below, you'll find a clear breakdown of how the Housing Revenue Account (HRA) rent income has been spent over the past three years.

Year	Rent income £M	Repairs and maintenance of homes	Money to support improvements to homes in future years via investment programmes	Loan interest payments	Employment costs	Housing with care schemes property running costs	Other service running costs
22/23	23.30	£2,576,980	£9,599,600	£4,131,090	£4,207,980	£1,043,840	£1,740,510
23/24	24.40	£2,535,160	£10,338,280	£3,869,840	£3,945,480	£1,051,640	£2,662,040
24/25	26.90	£4,199,090	£9,947,620	£3,499,690	£3,155,370	£1,003,370	£5,097,550



- Other service running costs
- Housing with care schemes property running costs
- Employment costs
- Loan interest payments
- Money to support improvements to homes in future years via investment programmes
- Repairs and maintenance of homes

From the £26.9M income we collected in 2024/25, we spent it on:



*Figures are approximate

INVESTING IN YOUR HOMES

We're committed to making sure your home is safe, warm, and comfortable. Over the past year, we've invested £17.9 million into improving and building homes across the district - an increase from £14 million the year before.

This funding comes from a mix of your rent payments (around £4.45 million), plus grants, reserves, and borrowing.

Where the money went:

INVESTMENT AREA

AMOUNT

	New homes and development	£5.99M
	Heating and energy efficiency	£3.36M
	Kitchens and bathrooms	£2.19M
	Other upgrades (e.g. fire safety, Careline)	£3.58M
	Adaptations for accessibility	£1.12M
	Roofing works	£1.01M
	Electrical upgrades	£622K

DID YOU KNOW? THIS IS THE AVERAGE COST PER INVESTMENT WORK ON A PROPERTY:

Roofs	£7,000	Kitchens	£8,800	Bathrooms	£4,700
External doors	£1,200	Rewires	£6,400	Heating installs	£4,000

23 NEW HOMES BUILT

This includes **2 flats, 2 houses** and **19 bungalows** in locations across the district in Newark, Edwinstowe, Southwell, Ollerton and more!



ENERGY-SAVING UPGRADES

More efficient heating systems and solar panels to help lower your bills.



MODERN KITCHENS AND BATHROOMS

We installed **209 kitchens, 25 bathrooms, 3 cloakrooms** and **8 wet rooms** making everyday life more comfortable.



ACCESSIBILITY IMPROVEMENTS

Stair lifts, hoists, and more to support independent living.



FIRE SAFETY AND DIGITAL UPGRADES

Including improvements to communal areas and services like Careline.



What does this mean for you?

Every pound we spend is about making your home better – whether that's through new builds, upgrades, or energy-saving improvements. If you'd like to know more about how these projects might affect your home, just get in touch with your Tenancy Officer.

A MESSAGE FROM STELLA

Tenant Stella who lives in Wellow, was supported to have a ramp and handrail installed at her home. She said: "There was no way for me to leave the property, and it was a fire risk. The team at the District Council were absolutely fabulous when they were contacted about this and installed the ramp and handrail in quick time. They were marvellous, a truly amazing team! When they did the installation, the workers were great and made me laugh, they didn't make too much of a mess either!"

HIGHLIGHTS!

HOW WE'RE KEEPING YOU SAFE



Your safety is our top priority. That's why we carry out regular checks and servicing to make sure your home meets all legal standards - from gas and electrical safety to fire protection and lift maintenance.

Here's how we did in **2024/25**:

GAS SAFETY CHECKS
99.6% COMPLETE

TARGET: 100%

We missed **72 homes** due to access issues. We're now bringing forward winter checks — please keep your appointment to help us keep everyone safe and warm.

ELECTRICAL SAFETY CHECKS
98.6% COMPLETE

TARGET: 100%

We couldn't access **21 homes**, and **22 were empty**. These checks are done every **5 years** to keep your electrics safe and up to date.

FIRE RISK ASSESSMENTS
100% COMPLETE

All required assessments were carried out. From **2025/26**, we're increasing how often we assess blocks to meet new fire safety regulations.

FIRE DOOR SURVEYS
559 SURVEYS COMPLETED

513 ON-THE-SPOT FIXES

We've been surveying all flat entrance and communal fire doors since January 2025, with full completion expected by mid-July.

ASBESTOS CHECKS (COMMUNAL AREAS)
100% COMPLETE

All community centres and shared spaces have been inspected. We're now expanding this to blocks with shared roofs.

LIFT SERVICING
100% COMPLETE

All 9 passenger lifts were serviced to ensure safe and reliable use.

By giving us access when needed, you're helping us keep your home **safe, secure, and compliant**.

THANK YOU FOR YOUR SUPPORT!

FEEDBACK FROM OUR BUILDING SAFETY TENANT CHAMPION

Mick Frettsome is our Building Safety Tenant Champion, he scrutinises building safety in our homes and for tenants living in flat complexes where additional safety measures are being put in place following new legislation. Mick has a background of working in the construction industry, running his own business as an Electrical Contractor for thirty years.

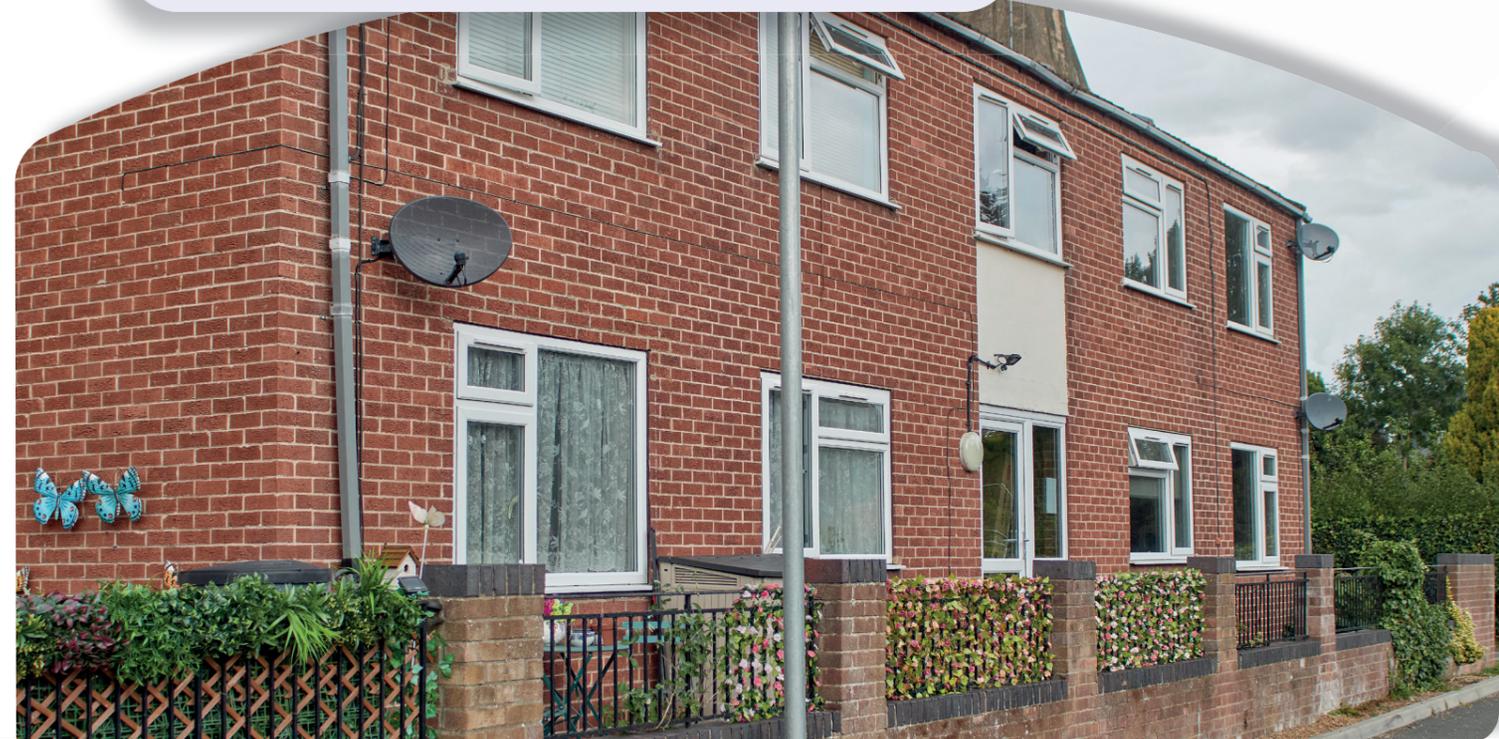
Mick shared his thoughts on how safety has been implemented in the past year at the District Council:



"Personally, I have noticed an improvement, with increased inspections and long-standing safety issues being addressed.

"I really do appreciate the work District Council teams are putting into making our homes a safer environment to live in. I also realise this will take some time to bring up to an acceptable safety standard.

"The interest in safety has increased recently with the showing of the harrowing Netflix programme about Grenfell – which I recommend everyone watches."



OUR PERFORMANCE



What are Tenant Satisfaction Measures - and why do they matter?

Tenant Satisfaction Measures (TSMs) are a set of questions all social housing providers ask tenants to understand how well they are doing in key areas like repairs, safety, communication, and neighbourhood management.

In **2024/25**, **545** tenants shared their views with us. Their feedback helps us:

- Track performance
- Spot areas for improvement
- Make sure we're meeting your needs

We're proud of the progress we've made - especially in how we handle complaints and care for communal areas - and we're committed to improving where scores have dipped.

Your **voice** shapes our **service**. **Thank you** for sharing it.

MEASURE	23/24	24/25	CHANGE
Overall satisfaction from service	77.2%	77.2%	↔
Overall repairs service	75.2%	72.3%	↓
Repairs: Time taken to complete their most recent repair	69%	65.5%	↓
Home is well maintained	76.3%	77.1%	↑
Home is safe	84.7%	82.5%	↓
Listens to views and acts upon them	68.1%	67.2%	↓
Keeps you informed about things that matter to you	70.3%	72.4%	↑
Treated fairly and with respect	80.7%	82.4%	↑
Approach to complaints	27.1%	44.3%	↑
Communal areas are clean and well maintained	65.7%	71.5%	↑
Contribution to the neighbourhood	64.3%	71.9%	↑
Approach to Anti-Social Behaviour	61.3%	64.4%	↑

WE'RE LISTENING WHEN THINGS GO WRONG



We know things don't always go to plan - and when they don't, we want to put them right. In **2024/25**, we received more complaints than in previous years, showing that more tenants are speaking up - and we're listening.

COMPLAINTS RECEIVED

Stage 1 350
Stage 2 52

That's a **79%** increase from last year, and **144%** more than in **2022/23**.



RESPONDING ON TIME

Stage 1 (10 working days)
41.1% met target

Stage 2 (20 working days)
42.3% met target.

We know we need to do better here — and we're taking action.



COMPENSATION AWARDED

£30,094.11 paid to tenants where things went wrong.



COMPLAINT OUTCOMES

Stage 1

- Upheld 213
- Not Upheld 50
- Partially Upheld 87

Stage 2

- Upheld 34
- Not Upheld 10
- Partially Upheld 8

Satisfaction with Complaint Handling

57% of our tenants were satisfied with how we handled their complaint in our internal transactional satisfaction surveys for the year. A big improvement from last year but still more to come!

WHAT WE'RE DOING TO IMPROVE



We've introduced a range of changes to improve how we handle complaints and deliver services, including:

- Refresher training for call handlers and repairs advisors
- A new Housing Complaints Coordinator to improve response times
- Better repair reporting and van stock to fix more issues first time
- A dedicated damp and mould team
- Recruitment across Housing Maintenance and Asset Management
- A refreshed tenant engagement framework - putting your voice first
- We're committed to learning from complaints and making real improvements.

Thank you for helping us do better.

Breakdown on complaints

We've broken down the complaints we get into categories. There are 26 different types of complaints we deal with, and we've highlighted the top 6 from the list.

CATEGORY	NUMBER	PERCENTAGE
Housing - Time Taken to Complete Repair (Repairs)	100	29%
Contractor/Contractor Quality of Service	45	13%
Staff conduct	35	10%
Housing - Quality of Repair Work (Repairs)	27	8%
Communication	26	7%
Other	117	33%

KEEPING YOU AND YOUR COMMUNITIES SAFE

Tackling Antisocial Behaviour Together

Antisocial behaviour - like noise, vandalism, or nuisance - can really affect how safe and happy people feel in their homes.

At the District Council, we take this seriously. Our housing team works closely with tenants, Nottinghamshire Police, and other partners to respond quickly and effectively.

But we can't do it alone. By reporting issues, sharing concerns, and getting involved in your community, you help make your neighbourhood a better place to live.

Together, we're building safer, stronger communities - one step at a time.

ASB – our numbers

Number of reported ASB cases: **321 complaints, 274 resolved – 85% resolution rate**



DID YOU KNOW?
56% OF ASB COMPLAINTS WE RECEIVED WERE RELATED TO NOISE!



INTRODUCING OUR GOOD NEIGHBOURHOOD POLICY

We know that noise can be frustrating - but not all noise is antisocial behaviour (ASB). That's why we've created a new Good Neighbourhood Policy to help everyone understand what ASB is, what probably isn't ASB, and what to do next.

This policy was shaped with help from our tenants and is all about making life better for everyone. It gives clear guidance on how to deal with noise issues fairly and calmly, and it encourages early conversations to stop problems from growing.

More than half of the ASB complaints we received last year were about noise - but many of those weren't actually ASB. Tenants told us they wanted clearer definitions and better ways to resolve issues, and we've listened.

We're also making sure the policy considers people's individual needs and wellbeing - because every situation is different.

By working together, we can all help make our neighbourhoods more peaceful, respectful, and supportive places to live.

The policy provides a framework for handling complaints and now approved, an easy-read version of the policy with graphics will be created and made available on our website and social media platforms. This will ensure wider accessibility and understanding among residents.

How we can support you

We know antisocial behaviour (ASB) can be upsetting. That's why we've got a range of support in place to help you feel safe and supported:

Vulnerable Persons Panel – If you're at greater risk, we work with other services to get you the right help quickly.

Mediation – Trained mediators can help neighbours talk things through and find a peaceful solution.

Noise Monitoring – We can install equipment to record ongoing noise issues and help us take fair action.

Garden Improvement Scheme – We help tidy up outdoor spaces that may be attracting unwanted behaviour.

Drug and Alcohol Support – If ASB is linked to substance misuse, we can refer people to specialist help.

If you're experiencing ASB, please don't stay silent – reach out to your Tenancy Officer. We're here to help.

OUR SUPPORT FOR THOSE EXPERIENCING DOMESTIC ABUSE

Domestic abuse can happen to anyone – regardless of age, gender or sexuality. It's not limited to any one 'type' of person or relationship. At the District Council we take domestic abuse very seriously. As a landlord we have a responsibility to our customers. We are currently working towards our DAHA (Domestic Abuse Housing Alliance) accreditation, which ensures we have a range of help, support and training available to colleagues to support our customers and each other, and a dedicated Domestic Abuse Coordinator to offer more tailored support when people need it.

When a housing provider becomes DAHA accredited, it means they've committed to doing everything they can to support people affected by domestic abuse.

This accreditation is a national standard that shows your housing service is serious about keeping residents safe. It helps staff respond quickly and effectively to survivors and ensures that those causing harm are held accountable. It also means there are clear processes in place to make sure no one is left without support.

Staff wearing our purple and orange badges or ribbons are DAHA-trained, meaning they are equipped to listen with empathy and help you access the support you need.

A list of support pages can be found on our website here:
www.newark-sherwooddc.gov.uk/domesticviolence/where-can-i-get-help/



STREET SCENE UPDATE

Our Street Scene teams need your help to keep our neighbourhoods clean and tidy.

Become a Grounds Maintenance Champion!

We're inviting tenants to get involved by joining our Grounds Maintenance Champion initiative. This is a great opportunity to walk around your neighbourhood, share your views, and help us ensure our green spaces are well cared for.

We're holding three information sessions on Wednesday 12 November 2025 across the district where you can learn more and ask questions:



**William Ghent House Community Centre, Balderton, NG24 3DS
10am - 11am**

**De Lacy Court Community Centre, Ollerton, NG22 9RW
11.30am - 12.30pm**

**Coghill Court Community Centre, Southwell, NG25 0LH
1pm - 2pm**

A SUCCESSFUL YEAR FOR OUR CARELINE SERVICE

It's been a busy year for our Careline team, not only do they now extend beyond the Newark and Sherwood borders to Ashfield, Bassetlaw, Gedling, and Mansfield, but they are also undertaking the massive task of ensuring customers have made the digital switch.

The digital switchover is something that is being enforced across the telecommunications industry which will see all traditional landlines in the UK switched off. Teams have been hard at work reaching this target while still consistently achieving almost 99% of calls answered within 60 seconds, surpassing the industry standard of 97.5%.

Find out more about the service here: www.newark-sherwooddc.gov.uk/careline



Careline





SIGN UP TO THE TENANT TIMES

Sent out four times a year, the Tenant Times brings you all the latest news and updates relevant to you and your tenancy. Each edition contains information about repairs reporting, how to get in touch, and how to influence the housing services we provide.



You can sign up here:
www.newark-sherwooddc.gov.uk/tenant-times