

A brilliant Tpas Accredited Landlord



Organisation	Nottingham Community Housing Association
Achieved accreditation	February 2016

A bit of background

Nottingham Community Housing Association (NCHA) is one of the larger locally-based housing groups in the East Midlands, managing over 8,100 homes and housing more than 15,000 tenants in Nottinghamshire, Derbyshire, Lincolnshire, Leicestershire, Northamptonshire, and Rutland. There is nearly 900 employed staff, and the organisation states a commitment to training and apprenticeships.

Inspiring Involvement

NCHA have a number of social media accounts for projects in response to tenant requests to improve options for communication with past and present tenants: ensuring that the whole service benefits from the views of those who have previously or continue to use the service. The use of Social Media by NCHA is impressive and in particular, their Facebook page. The information given to residents ranges from available void properties to community events and activities, training opportunities, surveys and questionnaires for scrutiny reviews. This extended use was explored with tenants at CP level initially and is now rolled out to all residents and has proven beneficial in regards to accessibility to residents in rural areas.

The Difference

“NCHA is very pleased to have been awarded Tpas Accreditation for the second time. Tpas has identified many examples of good practice in the ways we involve our customers in making sure that our services are as good as they should be. We are particularly pleased with the recognition that we are improving our use of social media, including Facebook, to contact, involve and get the views of younger tenants. Likewise we are proud of the work we are doing with IT training, organised by our Tenant Involvement Team, to help our tenants to get ready for the benefit changes introduced in the Welfare Reform Act. I would like to thank NCHA’s staff and customers for their contribution to making sure that the services we offer are first class and to Tpas staff for re-awarding us this important Accreditation.”

Mike Andrews, Chief Executive