

Appendix 3

Tenant and Leaseholder Involvement
Nottingham City Homes
Loxley House

05 March 2019

Dear Sir / Madam

Nottingham City Council Partnership Agreement with Nottingham City Homes

As active and committed tenant representatives on the Nottingham City Homes (NCH) Board, we proudly represent the interests of over 26,000 Council tenants and leaseholders.

Together with our fellow board members, we have discussed the proposed Heads of Terms for a new Partnership Agreement between NCH and the City Council and would like to take this opportunity to confirm our full support for the proposed extension to the Partnership Agreement, and for NCH to continue doing what they do best, which is managing our homes and estates on behalf of the Council. We support NCH building new Council houses to help people on the waiting list. We wholeheartedly welcome the certainty of a longer-term agreement. NCH not only gives tenants a platform and a voice, it also genuinely listens to what we have to say.

Since NCH began managing council housing in the City in 2005, the standard of services has steadily grown, so much so that NCH swept the board at the UK Housing Awards in 2018, taking home three awards including the prestigious *Landlord of the Year Award*. NCH also took home the award for *Innovation of the Year*, in recognition of its pioneering approach to tackling energy inefficiency in older housing stock using Energiesprong techniques, the first housing organisation in the country to adopt the ground-breaking approach.

As tenant representatives, what we are most proud of is the award for *Outstanding Approach to Tenant Involvement*, for the way in which NCH puts tenants at the very heart and forefront of everything it does, empowering them to influence decisions and shape the direction of the organisation, as well as proactively supporting tenants to further develop their skills and positively contribute to their community by volunteering in a diverse range of ways.

Taking all of the above into account, we strongly and staunchly believe in NCH and tenants working in unison to create homes and places where people genuinely and proudly want to live. NCH puts its tenants at the heart of everything it does, and initiatives such as the Tenant Academy, the Responsible Tenant Reward Scheme and the Tenant Fun Day evidently reflect that. We look forward to continuing our excellent partnership and to having NCH managing our homes for many more years to come.

Yours sincerely

Sarita-Marie Rehman-Wall
Vice Chair, Nottingham City Homes Board

Michael Savage

David Pitt