

YOUR VOICE

Issue 29 | Autumn 2024

HOUSING NEWS FOR
TENANTS & LEASEHOLDERS



NORTHAMPTONSHIRE
PARTNERSHIP HOMES

Community Garden in bloom in Weston Favell

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Welcome

to the autumn edition of Your Voice magazine

We've been busy carrying out stock condition surveys which helps us put together our planned investment programme. As part of those programmes many homes have benefitted from new kitchens and bathrooms (see page 8 for an example).

I'm very proud that Kelly, one of our hard-working Housing Support Officers, was runner up for a BBC Make a Difference award (see page 10) this summer. Kelly was nominated for the award by a resident she has supported and it really highlights how Kelly and the team go above and beyond helping our residents.

We will share with you in this issue a full years' worth of Tenant Satisfaction Measures so you can see how we are doing against other housing providers across the UK (see page 13). We've also included our key priorities for the year ahead (see page 16).



We love hearing your stories and this issue highlights some community spirited residents who give up their time to keep their community gardens looking lovely. These green spaces certainly looked in full bloom over the summer (see page 4).

Enjoy reading this issue of Your Voice.

Regards,

Steve Feast
Chief Executive



**NORTHAMPTONSHIRE
PARTNERSHIP HOMES**

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Large print?

If you would like a version of this magazine in large print, or another language, please call

**0300 330
7003**



Reader Friendly

NOTICE BOARD

APPLY FOR A COMMUNITY GRANT

Happy To Help is the social enterprise subsidiary of NPH. If your community group and its activities have a positive impact on the lives of NPH residents, you could apply for funding up to £300 from the Happy To Help communities fund. The fund has helped pay for all sorts including: group activity costs, transport costs for trips, catering costs, support for local food banks, equipment and much more besides.



You can get in touch by emailing happytohelp@nph.org.uk or by calling us on 01604 527073 for information on how to apply to the fund.

Have your say on our upcoming plans!

We'll soon be holding Community Summit sessions in Blackthorn and St James. The sessions will allow NPH residents to influence our new corporate plan – which feeds into our strategy.

Come along to have your say about what services we should be providing and what you think our priorities should be. For example, perhaps you would like to see more in-person resident events or improved communal spaces.

Community Summit sessions will be held on:

Thursday 14th November
10am–4pm at Growing Together,
Blackthorn NN3 8QD

Friday 15th November
10am–4pm at Doddridge Centre,
St James NN5 5LD

We'd love you to be involved and hear your suggestions. Please email getinvolved@nph.org.uk to register your interest and receive more information.

New look website for NPH

You may have noticed that the NPH website has had a facelift. We've recently launched a new website – you can find it at the usual web address at

www.nph.org.uk



FEATURE IN THIS MAGAZINE

If you have a story to tell or some community news to share we'd love to hear from you! Email us at voiceditor@nph.org.uk

Arlbury Road in bloom

Residents at Arlbury Road in Blackthorn shared some pictures with Your Voice of their beautiful communal garden this summer. The garden at Arlbury Road Community Hub is kept looking so nice by volunteer residents John and Garry. They use plant donations, have received a Happy to Help grant and put in an awful lot of hard work to maintain the garden which residents are welcome to use. John said: **"We strive to do our best for our community. It's a great place to live, we all get on well together and take pride in where we live".**



Volunteers John and Garry

Community Garden Party in Weston Favell

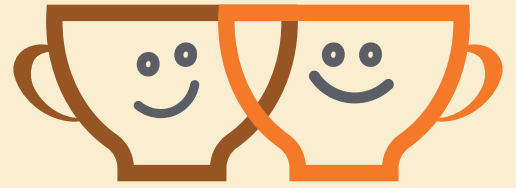
The residents at Ekins Close in Weston Favell enjoyed a fantastic tea party in their communal garden this Summer. In true English Summer tradition, the weather wasn't all that sunny but everyone enjoyed being together and the delicious cakes and snacks nonetheless! Thanks to NPH resident Beverley (pictured with Ekins Close residents in the picture above right) for organising the event.

The communal garden at Ekins Close looks so lovely because NPH resident Sheila (who is on the front cover of this magazine!) voluntarily maintains it. The garden is a beautiful space with lots of flowers and trees for all the residents to enjoy and it is used by residents for all sorts of events including BBQs and family get



together. Green fingered Sheila said that the garden is really important to her and to the wider community. Although it is a lot of work to maintain she really enjoys doing it - the garden being used so widely makes all the hard work worthwhile. Sheila and some other residents are hoping to transform the community land behind their homes next, to give everyone another outdoor space to enjoy.

A successful Engagement Café



In October we held our regular engagement café at the Grosvenor Shopping Centre. Staff from various NPH departments were available to discuss: resident involvement, mutual exchange, rent, housing issues and repairs. A big thank you to everyone who came along.

West Northamptonshire Council staff were also in attendance; it was great to be working alongside them and ideal for our customers to be able to visit a one stop shop for all of their queries.

By the time this magazine is delivered to you October's Engagement Cafe will have just taken place so please look out on social media and text messages for the date of the next engagement café. All NPH residents are welcome to attend and meet with our team members so they can answer any queries you may have.



Preventing damp and mould

As we come into autumn and the colder months it's worth reminding ourselves how to prevent damp and mould.

Damp and mould are common problems, and they are often caused by excess moisture in the home. Moisture can be caused by leaking pipes, rising damp from the ground, a damaged roof, damaged window frames but also much more commonly by high humidity and condensation because of a lack of heating and ventilation.

What can you do to prevent damp and mould?

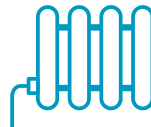
If you notice any leaks or other defects in your home, please report them straight away for repair through the Contact Centre on **0300 330 7003**.

The biggest thing you can do to prevent damp and mould is to reduce the levels of humidity and condensation throughout your home:

Always cook with a lid on your pans to stop steam from escaping.



Avoid drying clothes on radiators - instead use a clothes airer within a ventilated room.



Leave small windows open for 30 minutes a day or ensure your trickle vents are left open to let humidity out and fresh air in.



If you can, use heating to keep your home at a constant temperature. Environmental Health recommend your home should be between 18°C and 22°C.



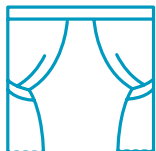
Use your mechanical extractor fans - these are designed to remove moisture from your bathroom and kitchen.



Close doors and open windows when using your kitchen and bathroom to help the moisture to escape outside.



Dry any condensation from your indoor windows and windowsills every morning.



Dry bathroom tiles after showering with a cloth or squeegee.



Keep a small gap between large furniture and walls to allow ventilation behind.





New damp and mould treatment

For those homes who already have a damp and mould issue we've recently introduced a new treatment and process based on the latest research into the problem.

Keeping NPH colleagues trained in the latest treatments and techniques helps us provide the best possible service for our residents. The new, more effective damp and mould treatment helps tackle cases with less disruption to residents and with less chance of it re-occurring.

The new products are applied in stages. The first phase removes all surface mould, the second

phase eradicates any mould root systems and the second phase eradicates any mould root systems and seals the wall to prevent mould regrowth. As a final stage, the affected area is painted with mould resistant paint.

This new way of doing things should delay the return of any mould issue and the treatment does not emit a strong smell or fumes, which reduces the disturbance to our residents. As always, we'll continue to monitor the market for other improvements or technologies that we can adopt to improve the outcome for our customers.

Investing in your neighbourhoods

We are working hard to improve NPH managed homes.

NPH are committed to improving homes across West Northants and this includes refurbishing and modernising existing homes. Our rolling planned investment programme includes all manner of improvements including new kitchens, new bathrooms, new windows, electrical rewires, roofs, new heating systems, new front doors, new fascias and new loft insulation for homes that need them. Homes requiring refurbishment or modernisation are identified using our stock condition survey and other metrics, then they are prioritised according to need. Please work with us if your home is identified as needing improvements, we know it can be a short term inconvenience but it helps us keep our housing stock comfortable for you, for years to come.

New kitchens and bathrooms form a large part of our investment programmes. From January 2024 to September 2024 we have fitted:



251

new bathrooms



164

new kitchens

A case study

New bathroom and kitchen for house in Semilong



The resident, Mrs A, who lives in the home with her family said:
“I’m very happy with our new kitchen and bathroom. The workers were good and really listened to me and it only took about two weeks to get it all finished. It’s a great improvement on what we had before.”

New roofs and solar panels for homes in Bellinge

Work continues in Bellinge on 84 properties to replace roofing and solar panels that have reached the end of their working life and need to be replaced. We are working with our contractor partner Equans for this project as part of our investment programme to maintain NPH homes and ensure they meet the Decent Housing Standard.

Before



After



Before



After



Make a Difference Award nomination

NPH Housing Support Officer Kelly was delighted to be made runner up at this year's BBC Make a Difference Awards in Northampton in September. Kelly works in the Housing Support Team and her work involves supporting vulnerable NPH residents who have all sorts of challenges including alcohol abuse, drug abuse, mental health issues and domestic abuse cases. The support provided by Kelly and the team allows residents to maintain their tenancies and move forward with their lives.

Kelly was nominated within the Carer Award category. The Carer Award is open to those who have improved the life of someone through their helpfulness, compassion and support. The BBC

had many nominations and after judging, Kelly made the shortlist of four finalists from across the County. Kelly wasn't sure who had nominated her for the award at first, but it has since transpired it was a previous resident who Kelly had supported. The former resident came forward to let Kelly know that they nominated her because without Kelly's support over the years, they wouldn't be in a much happier situation now.

When Kelly made the shortlist the BBC came out to interview Kelly and talk about her work which was a novel experience for Kelly! She said of being nominated:



Kelly with her award

“Being able to help people and knowing it makes a real difference to them is one of the reasons I love what I do. It was a huge surprise to receive the nomination and it makes me proud that the work my colleagues and I do is being recognised in this way.”

Housing budget

Have your say on how it is set

NPH manages West Northamptonshire Council's housing services. To support this work, each year we apply for the budget from West Northamptonshire Council to cover these costs. This includes repairs, maintenance, investment in our housing stock, housing management (including anti-social behaviour), tenancy support, and much more besides.

When asking for budget for the next financial year we always consider; inflation pressures (CPI -Customer Prices Index), new risks, regulation changes and any savings and efficiencies we could make. We outline what we expect the next five years to look like too, to demonstrate our predicted longer-term spending plans. We also review how each service is working and what improvements we could implement.

During September, October, and November there is a rigorous review process between NPH and West Northamptonshire Council including WNC colleagues and councillors specifically linked to our service delivery, housing, and finance. In December 2024 the NPH proposed budget will be presented to Cabinet. Cabinet is made up of local councillors and oversees all of West Northamptonshire

Council's executive functions, they receive reports, referrals and recommendations from other Committees, and they formulate recommendations in relation to the budget and policy framework.

If Cabinet approve the budget in principle it will go through more governance, then be put out into the public domain for consultation. We will receive a final decision on the budget once the full council meet in February 2025 after the consultation period has finished.

If you'd like to have your say on the new housing budget, the consultation will take place during December and January, it will be published here: www.westnorthants.citizenspace.com We shall also share the consultation on our social media channels so you can input and make sure your opinions are heard.



“Life-changing” new home

NPH continue to build new housing on disused garage sites and infill scrubland across Northampton. In late Spring one such development project was finished and allocated to families via the WNC allocation scheme. The development is in Kings Heath and features three and four bed houses built on a former garage site.

Two of the homes were built specifically to suit residents with accessibility requirements and included many accessible features such as wet rooms, lowered light switches and adjustable kitchen worktop heights. Your Voice spoke to a family who had recently moved into one of the accessible homes in the development to see how they are getting on. The family have children, one of whom is severely disabled and registered blind. They said they were delighted to have found the ‘perfect’ home.

Unable to walk or sit unaided, their son needs support 24 hours a day and requires assistance with daily activities such as eating and washing. In the family’s previous home their son’s bedroom had been on the first floor, meaning that they had to carry him up a flight of stairs. This was becoming increasingly unmanageable as their son grew and they were unable to meet his needs in their previous property.

Once it was clear that their current home was no longer suitable to support their circumstances, their situation was formally reviewed. The family were deemed eligible to start looking for a new home and, as existing NPH residents, they were able to bid for suitable properties on the housing register. Due to their son’s significant accessibility needs, it was a number of years before the right property became available, so they were relieved to be allocated one of the newly built accessible homes in Kings Heath this year.

Their new home comes with a suite of carefully designed accessible features that has made their lives a lot easier, including wider hallways and doorways allowing them to use their son’s wheelchair inside and a ground floor bedroom and accessible wet room. This all means that the family can take care of their son in a safe environment and, as he grows, the house will enable him to live safely and in comfort.

The family, who have asked to remain anonymous, said the move was essential to their son’s safety and well-being. They said **“We would have taken a house anywhere in the country to ensure we could care for our son at home.**

“We are so thankful to have this house, we love every corner of it. The wet room is big enough to fit all the equipment we need – it has been life-changing for us”.

Our CEO, Steve Feast, said of the new homes in Kings Heath: **“NPH have an ongoing commitment to support local people by providing high quality council homes in Northampton. I’m extremely proud of the results achieved by our staff alongside local contractors. It’s vital that we meet the needs of all NPH residents, which is why you will continue to see a selection of homes built with accessibility in mind.”**



How are we doing?

In April 2023 the Regulator for Social Housing introduced a new Tenant Satisfaction Measure Standard (TSM). The Standard requires us to report against 22 key measures, some of which are internal performance figures (known as management information measures) and some are satisfaction-based measures, collected through a tenant perception survey. The tenant perception survey is carried out by an external market research company and involves surveying over 1000 of our tenants by telephone during the year.

In the last Your Voice we published some corporate performance measures. We can now share with you our full TSM results for the last financial year.

TSM Tenant Survey Measures* (from April 2023 to March 2024)

Tenant Satisfaction Measure	% of NPH tenants satisfied with this measure	Comparative figure for all social housing providers**
Approach to complaints handling	36%	34%
Communal areas are clean and well maintained	67%	66%
Keeps tenants informed about things that matter to them	70%	70%
Overall service from their landlord	67%	69%
Overall repairs service	67%	70%
Home is safe	72%	76%
Landlord listens to tenant views and acts upon them	56%	59%
Treats tenants fairly and with respect	76%	76%
Positive contribution to the neighbourhood	59%	63%
Approach to handling anti-social behaviour	54%	57%
Home is well maintained	65%	69%
Time taken to complete most recent repair	56%	66%

* A very small number of West Northamptonshire Council managed properties have been included in the above compliance figures where relevant.

** Median of all social housing providers is comparison data based on Housemark data collected from 221 English landlords for the period April 2023 to March 2024. Median is the performance between the top and bottom performance figures.

Management information measures (from April 2023 to March 2024)

TSM Management information measures	2023-24 performance	Comparative figure for all social housing providers**
All required gas safety checks have been carried out	100% ☆	99.97%
All required fire risk assessments have been carried out	100% ☆	100%
All required asbestos management surveys or re-inspections have been carried out	100% ☆	100%
All required legionella risk assessments have been carried out	100% ☆	100%
All required communal passenger lift checks have been carried out	100% ☆	100%
Proportion of repairs completed within target timescale	78.37%	***
Proportion of non-emergency repairs completed within the landlords target timescale	70.92%	81.50%
Proportion of emergency responsive repairs completed within the landlord's target	98.92%	94.80%
Number of anti-social behaviour cases, opened per 1,000 homes	35.32	38.6
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	1.40	0.7
Number of complaints received per 1,000 homes	91.93	***
Proportion of complaints responded to within the Housing Ombudsman Complaint Handling Code timescales	62.92%	***
Proportion of homes that do not meet the Decent Homes Standard	2.26%	0.31%

Your satisfaction with the service we are providing is really important and we'll continue to track these measures and put improvements in place where necessary. We will continue to call 250 tenants every three months on an ongoing basis. Measures that need immediate focus are being addressed, you can see some of our key priorities for the year ahead on page 16.



** Median of all social housing providers is comparison data based on Housemark data collected from 221 English landlords for the period April 2023 to March 2024. Median is the performance between the top and bottom performance figures. *** Figure not available.

Improving our compliance data

Our top priority is keeping you safe and for this reason we have a regular programme of essential compliance checks we have to carry out in your home including: gas, electrics, fire, water, lifts, asbestos, smoke detectors and carbon monoxide detectors. It's really important that you work with us on these checks by allowing us access to make sure that your home is safe and compliant with the latest guidelines.

Whenever we carry out these essential checks, we have to keep a record of the dates and outcomes of the inspections, and this forms our compliance data record. These figures feed into our Tenant Satisfaction Measures measures shown on the previous page and are available to the Regulator of Social Housing.

In the Summer we invited compliance experts Pennington Choices to carry out an external audit of our compliance data and processes because it's so important. As a result of that audit we identified improvements that need to be made to our compliance data and some historic gaps that need to be revisited. This means that the Tenant Satisfaction Measures figures for compliance we've published on our performance last year (on page 14) are based on how we were recording data at the time, but we expect that when we publish our Tenant Satisfaction Measures figures again for next year the compliance figures will look much lower.

Over the next six months, we will be implementing the following recommendations from the audit to improve our compliance data recording, these include:

Moving all of our compliance records into our central data management system so it's all in one place.

Automating more of our data capture.

Storing information about smoke and carbon monoxide detectors differently.

Managing follow up work more efficiently.

Validating all our data from our stock condition survey for compliance purposes.

Please allow us into your home to carry out essential compliance checks. These checks keep you safe.

Key priorities for the year ahead

To improve tenant satisfaction levels, we will be focusing on:

Dealing with complaints better



Continuing to improve our repairs service



Developing our new Asset Management Strategy



Encouraging tenants to get involved in decision making by launching the new Service Quality Committee



Reviewing our current cleaning and grounds maintenance contracts



Working with residents we will be creating a new five-year corporate plan in the next 6 months. To get involved in shaping the plan please see page 3 of this magazine for information on the sessions.



Keeping you safe – gas and electrical safety

NPH takes the safety of you and your home seriously and our absolute priority is keeping you safe in your home. Did you know that we have to visit your home regularly to make safety checks? We need to visit you:



Once a year
to check your gas
appliances are safe



Once every five years
to check your electrical
installations are safe

We'll always write to you and give you notice about when we would like to come out for these visits and you can suggest an alternative date if our proposed date doesn't work for you. We appreciate you allowing us access to your home to carry out these essential checks.

NPH has two different contractors who carry out these inspections on our behalf:

- Renuvo Heating & Property Services carry out our gas appliance inspections
- The Dodds Group carry out our electrical installation inspections

Here are some simple things that you can do at home to stay safe:

- Give us access to your home to check your gas appliances and electrical installations. We will write to you and give you lots of notice about your inspection dates.
- Check the engineers ID. To check that your engineer is who they say they are and that they are our contractors please ask them for their ID card which confirms their identity.

- Check your gas appliances for any warning signs. Signs may include lazy yellow/orange flames instead of crisp blue ones, black marks on or around the appliance, a pilot light that keeps going out, too much condensation in the room, or error messages on the appliance's control panel. If you spot any of these signs contact NPH and report the issue, or, if you own the appliance, contact a Gas Safe registered engineer here: www.gassaferegister.co.uk.
- Know about carbon monoxide poisoning. Remember the six main symptoms of carbon monoxide poisoning: headaches, dizziness, breathlessness, nausea, collapse, and loss of consciousness. If you suspect carbon monoxide gas is leaking, get into fresh air immediately and call the gas emergency services for your area.
- Check your carbon monoxide alarm. A carbon monoxide alarm should have been fitted in every habitable room of your property containing any gas appliances (excluding appliances used for cooking purposes). It's a good idea to regularly test these alarms to ensure they're still working.
- Check that vents or flues are not blocked. Vents and flues are there to ensure the gas appliances work safely. Blocking them could prevent this so please ensure they are clear.
- Don't have open fires or log burners. Open fires and log burners are not approved for use in NPH homes, please don't use them.

Report any problems or breakages straight away through the Contact Centre on **0300 330 7003, even smaller breakages like broken plugs could compromise your electrical installations and your safety.**



Free training courses for residents

We're always looking for opportunities to support our residents with their wellbeing and personal development and for this reason NPH runs a free resident training programme. So far this year courses have included: DIY Essentials, Money Advice and Nurturing Self Care.

In the Spring our Money Advice sessions were very well received. The sessions were part of a government funded programme called Multiply and were delivered by Commsave and Learning and Skills Academy CIC. Residents were invited to learn all about budgeting, saving and making their money go further. Residents were gifted a £25 shopping voucher at the end of the sessions by the Multiply team to thank them for attending. Feedback from the sessions was good.

Our DIY Sessions earlier this year have been really useful for attendees, the training included using a drill and some top tips for boiler maintenance. A resident who attended the course said: **"I have so many jobs I want to do at home and now I know what I'm doing. Have done thing before and it has lasted a week. No one has taught me how to use a drill."**

In July we offered a course called 'Who cares for you – nurturing self-care', run by mental health charity Mind. We were delighted to see so many of our residents attend and be so engaged with the subject. The course was designed to help attendees develop a deeper understanding of self-care and how to incorporate it into daily life. It covered various self-care practices, mindfulness



DIY Essentials Course

techniques and how to manage stress. Course trainer, Gill Taha from Mind said:

"We all live really busy lives and we can sometimes neglect ourselves and our own mental health. We need to learn to stop and put ourselves first sometimes. The course is all about doing that with strategies that help prioritise self-care."

Our attendees signed up to the course for various reasons, but everyone who came had an interest in improving their mental health and said afterwards that they would all recommend the course to a friend. One of the attendees said that they attended the course because **"I want to live more in the moment. I can be a bit too reflective and overthink things, so I'm interested in learning some techniques to help me live in the present."**



More training courses for tenants

We will be holding several more free training courses later this year, including: DIY Essentials, Money Advice and Mental Health Awareness. Please register your interest in attending to secure your place.

You can register your interest in attending a course by calling **01604 527073** or emailing **getinvolved@nph.org.uk**

Improving your communities...

Earlier this year NPH launched a programme of annual estate inspections. Estate inspections allow us to proactively sort out issues as we spot them or when you draw our attention to them, as well as identifying any potential longer-term improvements that can be made.



In advance of the inspection, a short survey is sent out via text message to NPH residents living in that area to establish what the main issues are that they would like us to look at. This ensures that we focus on those issues on the day of the inspection and we are looking at what matters most to residents.

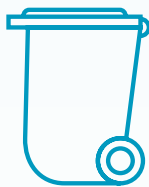
We've had a great response from residents to our inspection surveys and thank residents for getting involved and feeding back to us. **The main issues that have been reported to us through the inspection surveys have been reports of:**

Any issues picked up during the inspections are reported for immediate action or if it relates to a longer-term estate improvement proposal, it is referred to the relevant department for further consideration. Some of the issues reported to us are within the remit of West Northamptonshire Council (such as potholes and some communal green spaces) so, if we aren't able to sort out the issue, we will refer it to them.

Estate inspections will continue so if you receive a text message containing a short survey please do respond to it. This will help us focus our attention on the important issues for you in your area.



19%
Rubbish/
Flytipping



14%
Bin problems



14%
Potholes



12%
Parking issues



12%
Issues with trees



11%
Issues with
overgrown gardens

Your Letters

About our community

Dear Your Voice,

Trussell Road is a cluster of 33 council bungalows and two private houses that is situated in the hinterland between Bellinge and Ecton Brook NN3.

In those long ago and faraway days when resident wardens roamed the earth, the houses were occupied by them but, when this service was discontinued, the properties were returned to the housing stock, and, consequently, purchased under the Right to Buy scheme.

The bungalows remain under council control and are designated as 'old people's accommodation' - an epithet that doesn't sit too well with my thirty something neighbour!

Barbara, the long-suffering Mrs. Oscar, and I moved into the street in May 2006 and found it tranquil and serene. This is ideal for us but some people, who check out the area before bidding for a property, declare that it's too quiet, describing it to be 'like a morgue'!

The No.16 bus route into town is easily accessible, the Bellinge Co-op, a Tandoori restaurant and chippy a matter of 400 metres stroll away and, in the opposite direction, 10 minutes walking will get you to the Ecton Brook Medical Centre, a pharmacy, a convenience store and a newsagents/post office.

There are also a couple of pubs within staggering distance and the bus into town stops at the Weston Favell Shopping Centre so, Trussell Road could be for you - but only if you promise to be a good neighbour!

From, *Oscar*



Would you like to feature on this page?

Email us at voiceeditor@nph.org.uk with what's happening in your community and you could feature here!

Visit The Paint Shop

The Paint Shop continues to provide a wide range of paint for all types of DIY jobs around the home. You can find The Paint Shop in Kings Heath where you will meet the knowledgeable and friendly volunteers who help run the store.

It is supported by lots of local companies who donate good quality, familiar brands of paints. Just last month 52 separate households benefitted from the discounted paint.

Charities and other organisations can also take advantage of the good-value to be found. A school at Husband's Bosworth shared photos with us from their transformation project using The Paint Shop products - we think you will agree their wonderful mural has really made a difference.



Did you know The Paint Shop has gone social? You can find their account on Instagram - search for the handle [@thepaintshop.nn](https://www.instagram.com/thepaintshop.nn)

You can find more information about The Paint Shop, opening times and location on our website www.nph.org.uk/paint-shop

