

YOUR VOICE

Issue 32 | Spring 2026

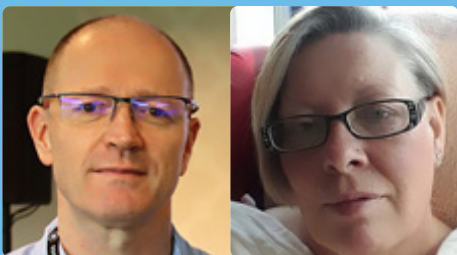
HOUSING NEWS FOR
TENANTS & LEASEHOLDERS



NORTHAMPTONSHIRE
PARTNERSHIP HOMES

Part of your community

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at the heart of NPH.



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officer.

Hello



As you may be aware Steve Feast, current Chief Executive, will be leaving NPH for a new role at the end of March 2026.

We thank Steve for the great improvements he has put in place since joining us three years ago - in that time we have seen our performance improve across the board - compliance with essential safety checks has reached 100% in most areas and tenant satisfaction with key services such as repairs has improved significantly. We've developed how we listen to your feedback to improve our services, this ensures your voice is heard and influences Board decision making and includes the creation of our Service Quality Committee (you will hear more from them on pages 4 and 5).

As NPH services and staff will transition to direct control of West Northamptonshire Council by April 2027 the Board have considered who should lead NPH when Steve departs. Rather than appoint an interim Chief Executive, and because of the excellent improvement in services being provided under the current leadership team, the Board has asked the remaining three Directors to jointly lead NPH when Steve leaves. Winston Williams will lead on providing you with great services and will be supported by Nicky McKenzie. Julian Beaney will be leading on the transition process to bring housing services back under Council control and maintaining the focus on driving business improvements.

It's a vote of confidence from the Board that we are entrusting the Directors with continuing to lead NPH and deliver the improvements they have been making until services transition back into the Council. We are confident that by continuing to work collaboratively with you our residents, services will continue to improve under their leadership.

Best wishes, **Aileen Evans**, Chair of the NPH Board.

A fresh start for housing services in 2026



As we head into spring, I want to take a moment to share some exciting developments for housing in West Northamptonshire and explain how we are working to make services better for you.

Last year, many of you took part in our consultation on proposals to bring the management of council homes, currently overseen by Northamptonshire Partnership Homes (NPH), back under direct Council control. Your views on accountability, transparency, and service quality have been invaluable. In total, we received 2,761 responses, many sharing thoughtful and supportive comments. It's clear that residents want a housing service that is streamlined, accessible, and closely connected to the wider support the Council provides.

Thanks to your feedback, we have approved a phased plan to bring around 11,500 homes including general needs, older persons' housing, and supported accommodation back in-house by April 2027. This transition will also include investment in new systems, strengthened

oversight, and the foundations for a modern, directly delivered housing service.

During this period of change, it's business as usual and NPH will continue to operate as normal, so please continue to contact them in the usual way for any housing-related maintenance enquiries or support. Your tenancy, rent arrangements, and rights will remain unchanged throughout the transition.

Bringing services in-house is about more than just a name change. It means a more integrated, transparent, and tenant-focused service - one that is better equipped to respond quickly, safely, and consistently to your needs.

I want to sincerely thank everyone who shared their thoughts during the consultation and encourage you to keep engaging with us.

Together, we are building a stronger, more accountable, and more responsive housing service for West Northamptonshire.

Best wishes, **Cllr Charlie Hastie**, Cabinet Member for Housing and Communities, WNC.



**NORTHAMPTONSHIRE
PARTNERSHIP HOMES**

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NOTICE BOARD



**Food waste:
What can I
recycle?**

SCAN QR
TO WATCH



Community RePaint
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**Low-cost
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For decorating and craft projects make
The Paint Shop your first stop

12 Park Square, NN5 7LQ | Mon, Wed, Fri | 10am–2pm

Engagement café

A date for your diary! Our next engagement café will be held at The Life Centre in Spring Boroughs on Thursday 7th May 2026 between 4pm and 6pm.

Various NPH staff will be there to discuss:

- Repairs
- Mutual exchange
- Rent payments & financial support
- Housing issues and how you can get involved

Everyone is welcome to attend.


“I came along to the last engagement café, it was really useful and I spoke to five different departments.”



Resident, Peter Warner

HAPPY 100TH BIRTHDAY MRS WILLIAMS

Mrs Williams is the latest addition to our community of NPH resident centenarians as she turned 100 in February this year. We would like to wish Mrs Williams a very happy birthday on this extra special milestone.



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

Resident voices at

The Service Quality Committee (SQC) was set up in 2025 and is a committee of the NPH Board. The SQC is made up of ten tenants and leaseholders, two of which are also NPH Board Members.

The role of the committee is to challenge our performance and conduct scrutiny reviews, ensure that resident voices are heard in decision making, and to feed the 'resident' voice to the board. Connor Salter and Yvette Baker are the Chair and Deputy Chair of the SQC, they've written a summary of their experiences in the committee so far.



Connor Salter
Chair of the SQC

“What has been particularly enjoyable for me is how quickly we’ve all settled into our roles and learned how the committee operates within NPH, and ultimately how SQC helps you - the residents.

All of us in SQC have different experiences from living in different neighbourhoods. The discussions do get quite in-depth and time flies to the extent that we have Task & Finish groups (which are break out groups to focus on specific issues) to get resident matters dealt with efficiently.

We receive training and learning about legislation such as damp, mould and condensation (DMC), which is directly related to Awaab’s Law and how important this is for the health of our residents. The DMC training was interesting and I can see how setting up specialist teams and recruiting specialist staff, like building surveyors, has helped accelerate how NPH resolves DMC cases.

Gain access training was also very interesting to learn more about. This concerns how we gain entry to properties when this has been delayed. As an example, NPH must access properties for gas inspections, you can appreciate how important it is to make sure a home is gas-safe, it protects the resident and all those nearby so I’m glad to hear about how NPH works with residents so that admission can be gained for those essential checks.

SQC focused on improving communication for residents. We recommended that Your Voice magazine should be clearer about all the ways you can contact NPH – phoning isn’t the only option. You can contact NPH digitally using the resident portal, as well as see them face to face at drop-ins and community cafes. **(Note – you’ll see that a Contact Us section is now always on the back page at the request of SQC)**. Please do make use of these options and have your suggestions and concerns listened to. After all, this is your home and community.

“All of us in SQC have different experiences from living in different neighbourhoods.”

the heart of NPH

We've learned more about empty homes (called voids). It's worth knowing that empty homes are often left available/not lived in because people with specific needs are better suited to certain properties. It takes time to arrange these tenancies. That's why support teams exist to provide help with a variety of needs such as accessing mental health, vulnerable young people, older people, anti-social behaviour, and hoarding. From this we have learned about the great diversity of people within our communities and how we can engage with and support them.

Overall, it has been helpful to learn who does what within NPH which steers us in the committee to know who to speak to regarding any concerns - this is how we can help with your concerns - we know who to speak with.

Leaseholders have a voice too - they will be updated with matters such as how to look after their annual gas boiler certification - it's a good option for leaseholders to use the same contractors as NPH, this makes sense as they have the latest information on NPH properties and areas where you live so that they can tailor their services.

As a committee, SQC has more to learn and has a training schedule in place to get us up to speed so that we can help you further and really ensure that resident voices are heard at the heart of NPH."

Connor Salter Chair of the SQC



Yvette Baker
Deputy Chair of
the SQC

"We as a committee are now settling into our role and learning how we as tenants and leaseholders can contribute to moving the services provided by NPH forward. We have scrutinised an eclectic mix of tenant issues and policies within the structure of laws and legislation. I have been particularly interested in everything that has been put into policy around Awaab's Law and at how easy the website is to navigate and raise issues.

My biggest learning curve is that the tenant's voice does matter, we are being listened to but also how little tenants in general grasp their opportunity to have their say. Having been given a space to make a change, I can only encourage fellow tenants to get involved in some way, even if it's only from your home via surveys, feedback forms and the like. This is your home, your area, let's make our voices matter for a constructive and positive change to the face of social housing."

Yvette Baker Deputy Chair of the SQC

"I can only encourage fellow tenants to get involved in some way, even if it's only from your home via surveys, feedback forms and the like."

Residents can contact the SQC by email: residentinfluence@nph.org.uk

Update on our work with the Regulator of Social Housing

As previously shared with all residents, in 2024 West Northamptonshire Council (WNC), as your landlord, self referred to the Regulator of Social Housing (RSH).

This followed a review that identified concerns about overdue Fire Risk Assessments (FRAs), the quality of some assessments, and the number of homes not meeting the Government's Decent Homes Standard. As a result, WNC received a C3 grading from the Regulator.

Since then, WNC and NPH have continued to work closely with the Regulator. We meet monthly to report on progress, provide evidence of improvements, and demonstrate how we have strengthened our approach. These meetings have been incredibly positive, and the Regulator has recognised the meaningful steps forward we have taken.

We last updated you in the 2025/26 Annual Report, now we would like to share a further update on our improvement journey.

What has improved since the last update

A stronger approach to safety and compliance

NPH has now fully implemented the C365 compliance system, a market leading tool that gives us clearer, more accurate oversight of essential safety checks. This new system is already helping us prevent overdue actions and maintain more reliable records.

Fire safety improvements

All previously overdue Fire Risk Assessment remedial actions have now been completed. We continue to monitor and address any new actions promptly as part of our ongoing fire safety programme.

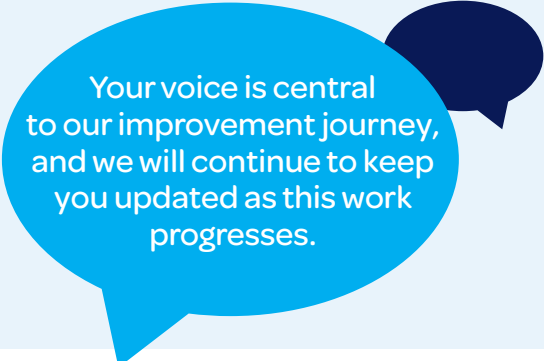
Better quality homes

The number of homes not meeting the Decent Homes Standard has reduced significantly. This improvement follows the completion of our Stock Condition Survey and targeted investment in the homes that needed upgrades. We will continue to conduct surveys each year to ensure your homes remain safe, modern, and well maintained.

Our commitment going forward

While we are proud of the progress made, we know there is more to do. WNC and NPH remain committed to:

- Continuing our constructive engagement with the Regulator
- Prioritising safety and quality in every home
- Investing in improvements where they are needed most
- Working closely with tenants so your experiences, concerns, and ideas shape the services you receive



Your voice is central to our improvement journey, and we will continue to keep you updated as this work progresses.

Engagement Café

A resident case study

Billy is a long-standing resident and lives in a block of flats in the town centre. He had some suspicions about a flat being sublet (due to the high number of people who seemed to be living there) and he wanted to let NPH know about it but wasn't sure who to speak to.



Billy and John Atkinson

A neighbourhood social media post let Billy know about the quarterly NPH Engagement Café. It wasn't something that Billy had thought about attending before but after some encouragement on the neighbourhood social media group by John Atkinson (who is himself a resident of NPH, a Tenant Board Member and a part of our Service Quality Committee) Billy attended an Engagement Café at the Grosvenor Centre in April 2025.

Staff members from all our teams attend each Engagement Café, so it's the perfect place to take issues if you aren't sure who to report an issue to, or if you'd like to speak to us face to face rather than reporting an issue over the phone. At the Engagement Café in April, Billy spoke to our staff members about the suspected sublet and was really surprised when it was sorted out a few days later. He found it worthwhile attending the café and would recommend it to others:

"I was surprised by how many people were at the Engagement Café. It was busy but welcoming and I went to quite a few of the tables to chat to various teams.

I would recommend the Engagement Café to other tenants; it was beneficial to me. I was surprised by how quickly they acted on my concerns and am grateful it's all sorted out."

Billy says he would attend another Engagement Café if he has any other issues or problems to be sorted out. He finds that speaking face to face is helpful to get any issues to the right team more quickly.

John Atkinson, resident and Tenant NPH Board Member encourages residents to attend an engagement café or one of our other face-to-face events if they have an issue or problem they'd like to get resolved:

"Since joining NPH I try to attend as many Engagement Cafés as possible. I find being there, and engaging with both tenants, staff and Councillors a powerful experience.

The most rewarding aspect is finding out afterwards from tenants, that it was worth them attending, particularly if they experienced a positive outcome that improved their life."

Quarterly Engagement Cafés are just one of the ways that you can speak to us face to face. We hold drop-in sessions and community cafés frequently across Northampton. A quarterly list of events is included in each rent statement or you can check our website for the latest dates here: www.nph.org.uk/resident-events-calendar

We'll hold two engagement cafés in May and all are welcome to attend:

- **Thursday 7th May between 4pm and 6pm at The Life Centre in Spring Boroughs**
- **Thursday 28th May between 12pm and 2pm at The Gathering Space, Upper Mall (next to The Entertainer), Grosvenor Centre**



Get Involved and Influence us

At NPH, we know the best ideas come from you, our residents. That's why we want to remind you of the different ways you can get involved, influence us and see the real difference your feedback makes.

Get Involved and have your say in a way that suits you

Getting involved doesn't mean giving up lots of time or having specialist knowledge, it simply means sharing your views in a way that works for you.

On our website, the Get Involved section explains the different opportunities available like:

- **Completing surveys**
- **Taking part in focus groups**
- **Attending community events**
- **Helping us test ideas and improvements as we develop them**

Some residents like to dip in and out, while others want to be involved more regularly.

Influence Us to help shape decisions and improvements

The Influence Us section of our website is all about how residents help shape change at NPH. This includes reviewing services, helping us improve communication, influencing investment plans and making sure we're doing the right things in the right way.

One of the most important parts of this work is the NPH Sounding Board. The Sounding Board is an online group of residents who represent the views of the wider community and work closely with NPH to influence decisions and priorities. Members share feedback and help challenge and shape how we operate, mainly through completing online surveys.

Importantly, you don't have to be an expert to join, just someone who cares about your home, neighbourhood and services, and wants to make a difference. The Sounding Board helps ensure resident voices are heard at the right time, not just after decisions have been made.

If you're interested in influencing how we work and making a real impact, the Sounding Board is a great place to start. Many residents have already shared their views and helped shape key areas of our work, including the Damp and Mould Policy and our Resident Excellence Strategy.

We want every resident to feel listened to, whether you share feedback once or take part regularly, your voice genuinely matters and we are committed to enabling all residents to get involved. That's why we can tailor access according to your specific needs, making it accessible to you. Perhaps that means providing documents in a different language, offering interpretation or providing transport, we'll do what we can to include you.

To find out more, visit the **Get Involved and Influence Us** sections on our website and help shape the future of NPH or email residentinfluence@nph.org.uk.

Keep an eye out for your next quarterly rent statement where we'll be sharing a link to our new Influence Newsletter which details updates and service improvements from across the organisation – all in collaboration with you. You will also get a copy of the NPH in-person events schedule happening throughout spring.

Launch of 'You Said, We Did': your voice is making a difference!

'You Said, We Did' is a direct result of the work we have done together. When you get involved, you influence us and when you communicate with us, we listen and act.

The new section on our website called You Said, We Did shows how we listen to what residents tell us through surveys, focus groups, community events and conversations and, importantly, how we act on it.

How you influenced our new Resident Involvement and Influence Strategy

We asked you what you thought about our new Resident Influence and Involvement Strategy. Here's what we did with your feedback from that consultation:



You Said

Simplify the language in our strategy

Provide a summary version of the strategy

Share more tenant feedback

More drop-in sessions and Housing Officer time

Involve tenants in contractor selection

More work with diverse communities



We Did

Added a glossary and diagrams to make things clearer

Created a new easy-to-read booklet

Added a dedicated "You Said, We Did" section online

Regular drop-ins across Northampton

Residents now included in procurement decisions

Outreach and partnerships with diverse communities underway

You'll find the Resident Influence and Involvement Strategy on our website at www.nph.org.uk/influence-us/influence-our-decision-making/

You'll find more examples of how we are using your feedback on the website - these examples are grouped around four key areas that sit at the heart of NPH: Homes, Neighbourhoods, Services and Company.

Visit www.nph.org.uk/influence-us/you-said-we-did

By clicking the coloured houses on the website, you can explore each area and see real examples of how resident voices have led to action.



Great neighbourhoods

Cleaning up your neighbourhoods

As part of a Day of Action in The Mounts, organised by West Northamptonshire Council and attended by residents, partner agencies and NPH colleagues, we worked together to tackle graffiti in the area. Listening to local concerns helped us take swift action, with graffiti removed to improve the look and feel of the neighbourhood. This collaborative approach shows how working together can make a real difference in keeping our communities clean, safe and welcoming.



Tackling anti-social behaviour with our partners

NPH's Tenancy Compliance Team worked alongside the area Housing Officer plus colleagues from West Northamptonshire Council to hold an anti-social behaviour (ASB) focused Day of Action at Riverside House.

ASB means conduct that causes, or is likely to cause harassment, alarm, distress or nuisance to others. We regularly work with partners in the community such as the police and West Northamptonshire Council to tackle ASB. On 15th August 2025, officers stopped at every apartment in Riverside House, giving residents the chance to speak directly to the people responsible for supporting their tenancy and their community. Over a third of households chose to engage, with many welcoming the opportunity to share their experiences in person.

While some concerns were raised around dogs and cannabis use, what stood out on the day was that most residents wanted to talk about issues related to the building works currently taking place. These conversations helped officers better understand what was worrying residents most and highlighted the importance of clear communication during periods of change or disruption.

Residents said they appreciated being listened to and the presence of multiple partners helped to build confidence that issues raised would be taken

seriously. Being able to speak directly with officers, ask questions and receive advice on the spot was effective, particularly for residents who may not previously have felt confident reporting concerns.

The day also had a friendly, community focused feel. Between 12pm and 2pm, NPH provided free ice creams, with 62 given out to residents. This small gesture helped to create a relaxed atmosphere and encouraged people to stop, chat and get involved.

Since the Day of Action, the Housing Officer for the area Wendy noticed that residents have been more open in sharing their concerns. Interestingly, the issues now being raised most frequently do not relate to ASB. There are currently three open ASB cases connected to Riverside House and the open communication has helped clarify where support and reassurance are most needed.

Partner agencies also fed back positively, agreeing that a follow up Day of Action would be valuable. The success of the day showed how effective joint working can be when the focus is on engagement, accessibility and trust.

For the Tenancy Compliance Team, the message was clear: when residents feel heard and supported, meaningful conversations happen and that's often the first step towards stronger, safer communities.

Check the back page of this magazine to find out how to report ASB in your community.

Awaab's Law

You may have seen information about Awaab's Law in the news. Awaab's Law is new legislation for social housing that came into effect in October 2025. It sets out specific timescales for landlords to address emergency hazards and tackle significant cases of damp and mould. The overall aim of the legislation is to ensure that residents live in a safe home, free from any hazards.



What's an emergency hazard?

An emergency hazard is one that poses an immediate and serious risk to your health or safety. Examples of hazards that could be emergency hazards requiring emergency action include, but are not limited to:

- Gas leaks
- Broken boilers
- Total loss of water supply
- Electrical hazards such as exposed wiring
- Significant leaks
- Broken external doors or windows that present a risk to home security
- Prevalent damp and/or mould that is having a material impact on your health, for example your ability to breathe
- Significant structural defects or disrepair

What is NPH doing differently because of Awaab's Law?

We have changed our internal processes to ensure that we address reports of emergency hazards and damp and mould within a home in the required timescales. Once you've let us know about a repair we will:

- Investigate potential hazards within 10 working days
- Provide a written summary to residents within 3 working days of completing the investigation (unless the issue has been fully resolved within this time period)
- Address emergency hazards within 24 hours
- Make properties safe within 5 working days if significant damp and mould risks have been identified
- Begin any supplementary works required within 12 weeks

Do I need to do anything differently?

No, please continue to report any emergency hazards or signs of damp and mould within your home to the **Contact Centre on 0300 330 7003** or by logging the issue on the customer portal. Please let us know as soon as you've discovered the issue.

NPH colleagues and partnering contractors will also report any hazards that they see when visiting your home.

When reporting emergency hazards or damp and mould, we may ask you some questions about any health issues or vulnerabilities you and your family have. This is to enable us to determine the level of risk there is to you and your family and what the appropriate next steps are. Thanks for working with us to keep you safe in your home.

Meet the resident

Tony Mallard 'Never stop learning'

Tony, who is in his nineties, has lived in council housing all his life, and proudly so. He kindly invited Your Voice to his home in Eastfield to find out more about him.

Tony has lived in his home since 1965 with his late wife Betty and his four sons, so it's full of interesting mementoes and artwork.

When Tony was young he lived in council housing in Kingsthorpe, so he is Northampton born and bred. He says that the family was a bit hard up when he was growing up, but it was a cheerful home. In 1940 his dad went away to fight in World War II, Tony was 8 and he was told that he had to be the **"man of the house now"**. He was lucky to be close to his Pap (his grandfather) who introduced him to the family allotment and Tony quickly learned how to grow food for his family to help them out during all the shortages. His Pap was an interesting and well-known local character who bred pigeons and even got a pigeon related world record in 1909!

Tony worked hard at school and passed his 11+ exam which qualified him to join the local grammar school. He enjoyed his experience at school; however, his mother unfortunately became ill when he was 13 and he had to leave school to get a job and bring some more money into the family home.

His first job was as a trainee window dresser, earning the grand sum of 75p a week (15 shillings in old money), his parents needed the money, and he was happy to contribute. He then moved jobs to work in upholstery earning £1 a week. His claim to fame in this job was that he was tasked with

reupholstering all the seats in the Repertory Theatre (now called The Royal) all by himself! He managed the task, but it took a long time.

Then he moved on to the railway as a Fireman (or Stoker). This was great fun, trains were still steam engines and fantastic machines to work on, plus for the first time Tony was earning a man's wage rather than a boy's wage.

When Tony was 18 in 1950, he joined the armed forces as part of compulsory National Service. Between 1949 and 1960 National Service was a compulsory conscription for all able-bodied men between the ages of 17 and 21, they had to join one of the armed services for at least eighteen months. Tony says that National Service really was the making of young men in those days, and he enjoyed the experience. It was a great leveller because every young man in the country had to take part regardless of background - it broke down all class barriers and gave young men some great experiences.

His first army posting was to Catterick in Yorkshire - he has a vivid memory of sheep wandering around the huts, it felt like it was in the middle of nowhere and was a little bit bleak. He applied to join The Life Guards at Windsor to 'get back to civilisation' and was delighted to be posted there, it was the best experience. He vividly remembers guarding Windsor on the day that King George died in 1952 - the mayor of Windsor came to tell the guards saying, **"The King is dead, long live the Queen"**. Tony's experiences in the Armed Forces were really formative, and the Forces have stayed in touch since, Tony even attended lunch with the Queen at Hyde Park in 1994 at the behest of The Life Guards.



...Tony even attended lunch with the Queen at Hyde Park in 1994 at the behest of The Life Guards.

After he left the Army Tony rejoined the railways. Steam trains were being replaced with electric trains at this time so eventually Tony's role was no longer required, and he joined the Post Office. A vivid memory from this time was regularly escorting old pound notes back to London on the railway, he carried up to £5 million pounds in notes, completely alone and armed only with a whistle - he says it was a miracle that he wasn't robbed during this time, and it would never happen today!

After a stint at Timken (which was a huge local factory) he then went self-employed as a window cleaner for the remainder of his career. Tony's working life sounds really varied and he has some fantastic stories about his experiences.

You'd think that Tony would have slowed down in retirement but that absolutely isn't his style. Tony says, "**Never stop learning, it keeps you sharp**", he is always keen to learn and isn't afraid to try new things to keep him busy and make a difference. He loves living in Eastfield and has always been active in the Eastfield community - he helped set

up Eastfield resident association and was involved in maintaining Eastfield Park. Having useful links to the Armed Forces Tony helped set up a Veterans Club in Eastfield that ran for over twenty years and had over 100 members, he loved his time helping run this club. A man of many talents Tony also started painting in retirement and his home is full of his own artwork. Tony even served on the NPH Board for 3 years and helped to set up Northamptonshire Partnership Homes when it was formed.

We have no doubt that Tony will continue to learn more new things and make a difference in this community, thanks for talking to us Tony and sharing some of your stories.

Meet the resident

Pauline Riley: small acts for a brighter neighbourhood



Lakeview resident Pauline has been a tenant of NPH for over twenty years and was one of the first people to move into the apartment block for the over 55's.

Over the years, Pauline has spent thousands of hours volunteering and supporting her neighbours by taking care of their surroundings. Your Voice sat down with Pauline to find out more about how she has made a difference to her community and why she thinks everyone should get involved.

Before moving to Lakeview House, Pauline had always been busy. She trained and worked as a conveyancer and later moved into block housing management, roles that gave her a keen sense of how homes and communities function. After emigrating to South Africa with her husband and two children in 1963, she spent many years there before returning to England in 2002, not knowing anyone apart from her son.

Back in the UK, volunteering became a way to rebuild those connections. She got involved wherever she could, from supporting organisations like Age UK to ushering at the Royal & Derngate. For Pauline, it wasn't about filling time, but about being involved and useful. She told us: **"I admit I'm naturally interfering, but hopefully in a good way. I like people, and I do get real satisfaction from doing things that make a difference."** Keeping active, she says, can only be good for your wellbeing.

That same sense of responsibility shapes how she feels about her home now. Pauline is quick to praise NPH and the work they do. She's particularly appreciative of the cleaning staff, who she describes as brilliant and says, **"they do a marvellous job."** She often makes a point of thanking them, because she knows how important their work is to everyone who lives there. But she also feels strongly that residents have a part to play too. Pauline says **"I do find it frustrating when people expect everything to be done for them. Taking pride in where you live matters, and when places are cared for, it has a knock on effect on how people feel about them."** Mess bothers her, and she believes that learning to look after shared spaces, something that we can start at an early age, helps create better places to live for everyone.

That belief is part of why Pauline gets so practically involved, along with her neighbour Colin, she tends the communal garden, even if she sometimes jokes that she wishes she'd never started. Still, she loves how it looks and the pleasure it brings. Another neighbour, Adie, often comes out to help too and Pauline values that shared effort, especially knowing they're all getting older. Even with health challenges on the horizon, she's already looking ahead to getting back out there once she's able. For Pauline, helping, whether it's gardening, litter picking, or simply caring about where you live, isn't about recognition - it's about pride, connection, and doing small things that make a place feel like home.



Fence Before



Fence After



Flower Bed Before



Flower Bed After

Pauline is always keen to stress that looking after a place works best when people do it together. Over the years, she has encouraged others to get involved too, from local residents to children from the nearby school, and even former Mayor Paul Joyce, has joined in. Her commitment goes back well before Lakeview House was built, when she campaigned and led the project for the rejuvenation of the area in front of the nearby shops. That work included restoring rusty fencing, securing a new litter bin, and clearing and replanting the raised flower bed, all made possible through donations, local organisations and council support.

Pauline is also quick to remind people that companionship is always available, whether through NPH's Community Cafés or through volunteering opportunities; it brings neighbours together.

“If we all just do a little bit, without being asked, then it becomes lovely,” she says. “It’s a really nice area here, but only because we’ve made it that way.”



How we maintain your home

Our aim is to keep all NPH homes safe, ready for purpose, fully functional and ready for the future and we spend around £35million each year conducting repairs and investment in NPH homes for this purpose.

This work includes:

- Day to day repairs
- Servicing and checks of heating systems, electrical systems, fire safety systems, lifts and other installations
- Planned programmes of investment (like new kitchens, bathrooms, roofs etc.)
- Improvements to homes (including decarbonisation like thermal insulation, loft insulation, solar panels, renewable energy heating systems and adaptations to homes that need to be made more accessible)

Day to day repairs – how we're improving service for customers

Our Repairs Working Group is improving and modernising our service based on your valuable feedback. We know that how quickly we can get to your repair and having more available appointment times are key issues for you. Over the last year the improvements we've put in place have focused on these issues. We're already seeing some good results in our Tenant Satisfaction Measures - your overall satisfaction with our repairs service has risen by 9% in the last year and satisfaction with time taken to carry out most recent repair has risen 11% which is really positive news.

Improvements that have already been put in place include:

- Developing a new team structure and recruiting new tradespeople
- Developing quality data and scrutiny processes and using data more effectively
- Improving materials availability for NPH tradespeople
- Improving operational performance tracking to help us improve further
- Improving appointment waiting times and availability of appointments

- Routine repairs now have a 28 day target instead of the 90 day target it was previously

Improvements that are in progress or coming up soon:

- Updating our repairs service to reflect a modern year-round offering to our residents with extended operating hours (see more about this in the 'Emergency Repairs' section)
- Developing the NPH Repairs Policy to align with the Asset Management Strategy

Reporting a repair

If something needs repairing in your home, please tell us straight away. There are several ways you can report a repair to us:



You can call the Contact Centre on **0300 330 7003**



You can report the repair through our **online portal**



Or you can tell us face to face at the **One Stop Shop** or one of our **drop-in sessions** or **cafés**

Once we've got the information from you about your repair, we then triage it to work out if it's an emergency, if it's urgent or if it is a routine repair – that tells us how quickly we need to come out to you. Our target times to visit you are:



24 hours for an emergency repair



7 days for an urgent repair



Within 28 days for a routine repair

We have a team of highly trained tradespeople including plumbers, electricians, bricklayers, carpenters, plasterers and more besides. We also work with carefully selected contractors for some other types of repairs. Having this specialist expertise means we can get the right type of tradesperson out to you.

When we contact you to make a repairs appointment, we'll offer you appointment time options to make sure it's convenient. We will also let you know how to reschedule should you need to move the appointment.

Emergency repairs

For emergency repairs the Contact Centre is staffed outside of normal office hours so you can phone to report an emergency repair at any time of day.

We recently introduced a pilot trial to modernise our out of hours repairs service that starts after 6pm. Rather than making an out of hours repair safe and then returning to fix the issue at another time we now have more specialist staff in place after 6pm who aim to repair the issue there and then regardless of the time of day. We're hoping this new service is more convenient for you and we will be seeking feedback from residents who have experienced the new out of hours service.

If your repair gets worse

After you've reported a repair, if it gets more serious, please contact us again so we can re-assess the repair and see if it's now more urgent or an emergency. This ensures we get out to repairs in the right order of priority.

Checking on the status of your repair

If you've reported your repair through our online portal, you can log in and check for any updates about the repair through the portal. If you've reported the repair through the Contact Centre, you can ring us for an update.



Your role in looking after your home

Keeping your home and garden clean and tidy is part of your obligation as a tenant. You are also responsible for reporting any repairs that need doing to us quickly.

Basic maintenance tasks like cutting your grass, decorating your property, unblocking sinks and loos, replacing lost keys, resetting your fuse box if it trips and replacing light bulbs are tasks you are responsible for.

Our obligation is to repair more structural things like pipes, wiring, heating systems, drainage, power and light fittings and communal area fittings.

If you aren't sure whether you should tackle a small repair or maintenance task yourself, please give us a ring at the Contact Centre and we'll let you know. Your tenancy agreement details what you are responsible for and what we are responsible for. You can find out more about this on our website here: www.nph.org.uk/your-home/repairs

Investing in homes

Alongside the repairs service is our team that looks after bigger programmes of replacement works.

Our rolling investment programme for things like new kitchens, bathrooms, roofs etc is a five-year set programme from which homes are selected for investment based on insight and data.

How do we decide which homes are included in the planned programme of investment?

If something needs repair in an NPH home, we will always try and repair it rather than replace it. Our rolling investment programme for things like new kitchens, bathrooms, roofs etc are on a 30-year plan, we aim to divide these programmes into five-year intervals. This is based on insight and data from several sources, the main source being our stock condition surveys.

Up to date information about each of our homes is used to help us plan our investment programme and measure how many homes are meeting Decent Homes Standard. Our stock condition survey is an important part of this data gathering. We completed a full stock condition survey in 2025 which gave us valuable data about the condition of nearly all of our homes and going forward every year we will visit 25% of our homes and conduct a new stock condition survey. This rolling programme of data gathering tells us what

the current condition of each home is and that data feeds into planning which homes require investment first.

Keeping homes safe and at Decent Homes Standard is our priority. The Decent Homes Standard is a government standard of a home that meets a good level of safety and quality. It should be warm, dry and in good condition.

Investment in homes varies and could mean a new kitchen, a new bathroom, new roof, new solar panel system and each home is looked at in conjunction with the stock condition surveys as well as other information from other departments on an individual basis. If your home has been identified as requiring investment, you'll receive a letter to let you know next steps.

How do we decide which homes are included in improvement works?

Energy efficiency improvement works are focused on some of our oldest housing stock as these tend to be our least energy efficient homes. You can see overleaf for a case study about a resident whose home received energy efficiency improvements. The works reduce resident's bills and make the homes more efficient.

Adaptations to our homes are carried out when a resident is disabled or has a specialist requirement and is finding it difficult to use their facilities – adaptations to their home help them live independently. Typical works include adding grab rails, adding ramps to the home for accessible access, adapting bathrooms or kitchens for everyday use.



Energy efficiency improvements at Cottarville home



We visited Mr Finney at his home in Cottarville to talk about some energy efficiency improvements made there.

Mr Finney and his daughter Maxine have lived in their home for over forty years and it's clear they take considerable pride in it and their beautiful garden. It's the home where Mr Finney and his late wife raised their family and when we visited, one of his many great grandchildren was there for the day – it feels like a home that is regularly full of visitors and laughter.

The energy efficiency improvement works to Mr Finney's home were conducted by NPH using some of the £1.25 million granted in central government funding. West Northamptonshire Council (WNC) and NPH were awarded the money in Wave 2 of the Social Housing Decarbonisation Fund (SHDF). The received funds were put into our 'Whole House Retrofit Project' and have been used to retrofit external wall insulation, loft insulation, better ventilation and new windows and doors to some of the older solid wall council homes in Northampton. Homes that are suitable for this sort of energy efficiency improvements were typically built in the 1920s and 1930s – these older homes often have an EPC rating of band D or lower which can mean they don't retain heat and are therefore more expensive to heat for the residents because of the way they were originally built.



After energy efficiency improvements

Mr Finney's home was identified as a suitable candidate to be improved as part of the 'Whole House Retrofit Project' and in 2024 benefitted from energy improvement works. The improvement works were extensive and included:

- **External wall insulation**
- **Loft insulation**
- **Improved ventilation**
- **Smart environmental sensors to monitor the heat & humidity and prevent damp & mould**
- **A new roof, fascias and guttering**

Mr Finney, who was a painter and decorator before he retired, has good trades and building site experience so he knows more about the process than most residents would. He said that the process of improving his home was a busy time, but disruption was minimised where possible. He appreciated that the various tradesmen were careful not to damage his garden with their scaffolding and were thoughtful about clearing up after themselves. After the external wall insulation was put on, Mr Finney was impressed with the

attention to detail of the tradesmen pebble dashing the building by hand to ensure it matched the rest of the street.

The energy efficiency works have made a difference to how much Mr Finney and his daughter need to switch on their heating. Last winter they only needed to use the heating for a few hours each evening which is a significant difference – the heating was on all day before the works. And in summer heat waves the wall and loft insulation helped to keep the house much cooler than outside which is an extra benefit!

Mr Finney said: **“They’ve done a great job, the outside of the house looks really nice, and they were a good group of lads who did the work. They were very thoughtful, and the process wasn’t too bad at all. Having worked in the trades myself we looked after the lads doing the works with cups of tea which they appreciated!”**

We're delighted that Mr Finney and his daughter are pleased with the energy efficiency works carried out and glad that they are making a good difference to how warm their home will be each winter.



“They’ve done a great job, the outside of the house looks really nice, and they were a good group of lads who did the work.”

Mr Finney outside his home

Maintaining and replacing lifts

We know it's really inconvenient when the lift in your block breaks down. We work closely with our contractor RJ Lifts to maintain and repair all of our lifts.

Unfortunately, many of the lifts in our blocks are older models which can affect their performance and make it harder for us to get parts when a repair is needed. We are working on a five-year programme to replace the lifts that are the most problematic. If your building is going to receive a lift replacement in the first wave of replacements, we'll write to you to share the details and to check if you will need extra support during the process.

In the meantime, if your lift isn't working, please report it to the Contact Centre on **0300 330 7003** and RJ Lifts will repair it. To keep you up to date with the repair RJ Lifts will put a poster with the latest information about the repair in the lobby of your building. In addition, you may also receive a text or email with an update if your lift breakdown is more significant or will take longer to fix.



As always, if a lift breakdown is causing you problems or means you are having trouble getting in or out of your home please let us know on **0300 330 7003** and we'll support you.

Essential safety checks for your home



It is our responsibility to make sure that you are safe in your home. In order to do this, we carry out a range of safety checks within all of the homes we look after, as well as in the communal areas of NPH apartment blocks.

It's really important for you to let us in to your property to carry out these checks. We will always

contact you beforehand to arrange a suitable day and time to visit. We'll work with you to help you feel comfortable during our visit, please just let us know what we can do to help.

The table below summarises what checks you can expect to take place, how often they will happen and roughly how long the appointment will last.

Type of safety check	Properties that will be checked	Approximate time required	Frequency of the checks	Is it a legal requirement?
Gas Safety Certification	All properties with a gas supply and communal plant rooms	Less than 30 minutes	Annually	Yes
Fixed Wire Electrical Testing (EICR) – Domestic homes and communal areas	All	2 to 5 hours dependent on the size of your home	Once every 4 years	Yes
Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) - Passenger Lifts	Blocks with passenger lifts	2 hours	Once every 6 months	Yes
Legionella Risk Assessments	Blocks - communal areas	3 hours	Every 2 years	Yes
Asbestos Management	Blocks - communal areas	Dependent on block size	Annually	Yes
Fire Risk Assessments	Blocks - communal areas	Dependent on block size	Dependent on the block design, between 1 to 3 years	Yes
Fire Door Inspections	Blocks which are 4 storeys and higher	15 minutes per door	Communal fire doors once every quarter and flat doors once a year	Yes



Role of your Housing Officer

Our team of 15 Housing Officers manage approximately 800 tenancies each so it's a busy job. It's a varied role and each Housing Officer will:

- Deal with your queries and questions relating to your tenancy with West Northamptonshire Council
- Ensure tenants are complying with the conditions of their tenancy
- Meet with new tenants within the first 3 months of their tenancy to ensure they are managing
- Deal with any changes in tenancy including sole to joint tenancy requests and successions
- Investigate properties reported as abandoned to ensure our stock of housing is being used effectively
- Conduct regular tenancy & property updates to inspect the condition of homes and check in with tenants to see if their circumstances have changed, and ensure they are able to sustain their tenancies
- Tailor home visits to resident needs including translation and dictation services
- Complete fire safety block inspections
- Provide extra support to help residents sustain their tenancies during periods of need, including signposting to specialist services
- Work in partnership with the police, fire service, community groups, the Council, and other partners on community improvement projects
- Carry out yearly estate inspections to identify areas of improvements

You can contact your Housing Officer by calling the Contact Centre on **0300 330 7003**. If you aren't sure who your Housing Officer is, you can check our website here **www.nph.org.uk/your-home/need-some-help** or you can call the Contact Centre and ask them. Housing Officers endeavour to contact you within five working days of your initial enquiry.

For home visits they will always be wearing their NPH identification, please feel free to ask to see identification before allowing anyone from NPH into your home.

Contact us



Call us

The Contact Centre can help with reporting repairs and any other queries, as well as putting you in touch with your Housing Officer or Rent Income Officer. Call us on **0300 330 7003**, 9am to 5pm Monday to Friday.

You can also call the Contact Centre at the above telephone number outside of the normal opening hours to report an emergency repair.



Go online

Report a repair, pay your rent and manage your tenancy online through the tenant portal 'Your NPH'. You can register for this on our website.

The NPH website **www.nph.org.uk** has lots of information – you can apply to keep pets, apply for a garage, report a repair and much more besides.

Come and see us in person

You can visit us at the One Stop Shop at **One Angel Square, St John's Street entrance, Northampton, NN1 1ED**. We'll be there 9am to 5pm Monday to Friday.

We attend drop-in sessions and community cafés across Northampton regularly. We also host a quarterly engagement café. The full list of these events is sent out in your quarterly rent statement or you can find it on our website here: **www.nph.org.uk/resident-events-calendar**



Social media

Follow us on Facebook, X or LinkedIn

NPHConnect

NPH_news

Northamptonshire Partnership Homes

to find out our latest news

Cut me out and stick me up on the fridge!

How we can help with anti-social behaviour

ASB means conduct that causes, or is likely to cause, **harassment, alarm, distress, or nuisance** to others.



Visit us:
nph.org.uk



Call us:
0300 330 7003



Email us:
asb@nph.org.uk

Scan the QR code to learn more or report ASB.



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