

YOUR VOICE

Issue 33 | Summer 2026

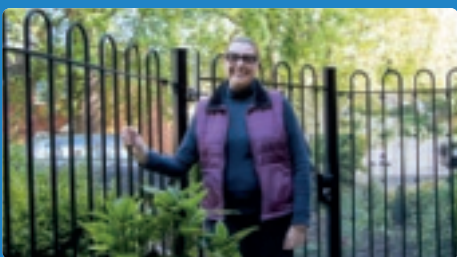
HOUSING NEWS FOR
TENANTS & LEASEHOLDERS



NORTHAMPTONSHIRE
PARTNERSHIP HOMES

A new home in Bellinge

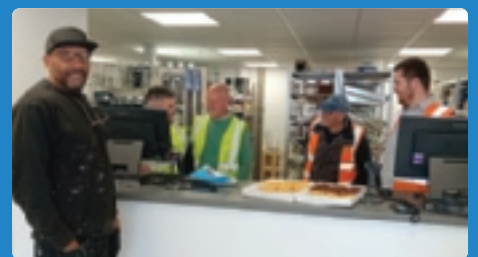
Also in this edition...



Page 6 Putting the brakes on
anti-social behaviour.



Page 8 Improving your
neighbourhoods.



Page 13 New materials store for
more efficient repairs.

Hello

We're always focused on improving our services. In this issue you can read how resident feedback is improving our complaints service (on page 4).

We know that getting out to your repair more quickly and fixing it first time is important to you so we're really investing in the repairs service to help us meet this goal – you can read about our new hybrid van fleet (on page 12), our new materials store (on page 13) and a new hands on training facility for our tradespeople (on page 16).

Read a case study about how we eradicated anti-social behaviour (ASB) in one of our blocks (on page 6). Our ASB team are busy working in partnership with the local police, the Council and our residents to efficiently address your concerns.

Enjoy reading this issue.

Regards, **Winston, Nicky**
and **Julian** Executive
Management Team



Continuing progress towards a stronger housing service



As we continue to shape the future of housing services in West Northamptonshire, I would like to share an update on the progress we are making and what this means for you.

Earlier this year, we successfully completed the first phase of the transition, with a number of Northamptonshire Partnership Homes (NPH) back-office colleagues transferring across to West Northamptonshire Council (WNC) teams. This marks an important milestone in our journey. Our focus now turns to the smooth and successful transition of all remaining NPH colleagues, which will be completed by April 2027.

Alongside the transition programme, we are working with an experienced independent facilitator to design the Operating Model that will shape how our

housing services will look, with the aim to create a more joined-up and straightforward customer journey. Our ambition is to establish a single point of access for our housing services, bringing everything together under one roof for the benefit of our residents.

Throughout this transition, it remains business as usual and you should continue to contact NPH in the same way as you do now. Your tenancy agreements, rights, and arrangements remain unchanged. We are committed to ensuring a seamless transition with minimal disruption, keeping our tenants and leaseholders informed as we progress.

Thank you for your continued support as we move forward together.

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



**NORTHAMPTONSHIRE
PARTNERSHIP HOMES**

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0300 330 7003

NOTICE BOARD

Join the conversation

Join our Sounding Board to receive email surveys and invitations to share your feedback. It's a flexible way for you to influence change and help us improve our services. As a thank you, once you are an active member you'll be entered into a quarterly prize draw to **win a £250 shopping voucher**.

Get more information by calling **0300 330 7003** or email residentinfluence@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 voiceeditor@nph.org.uk

Congratulations to Aileen Evans, OBE

Our Chair of the Board Aileen was awarded an OBE this summer for her outstanding services to Social Housing. Congratulations Aileen, we're so glad you are part of the team!



Update on our work with the Regulator of Social Housing

In 2024 West Northamptonshire Council (WNC), as your landlord, self-referred to the Regulator of Social Housing (RSH). As a result, WNC received a C3 grading from the Regulator.

NPH and WNC have met monthly with the Regulator since January 2025 to review progress and maintain an open, constructive and co-regulatory relationship.

To address the issues identified through the C3 grading, a joint business improvement action plan was developed and regularly monitored, with

progress reported to the Regulator. In May 2026, the Action Plan was successfully completed and formally closed, resulting in the Regulator reducing the frequency of engagement meetings from monthly to bi-monthly.

While the C3 grading will remain in place until a full inspection is undertaken, NPH and WNC remain committed to delivering the best possible outcomes for residents through continued collaboration with the Regulator and a sustained focus on continuous improvement.

Resident feedback improves our complaints service

In 2025 we introduced a new approach to resident involvement and influence with your help. Since launching our 'Join the conversation' campaign, we have introduced lots of different ways to hear your views and receive your feedback, including:

- **Surveys**
- **Focus groups**
- **Our Service Quality Committee**
- **The calls that you make to us**

Our Service Quality Committee (SQC) was set up in 2025 and is a committee of the NPH Board – it is made up of ten tenants and leaseholders, two of whom are also NPH Board Members. The committee is an important way for us to receive resident feedback - they challenge our performance and conduct scrutiny reviews like the example below. The SQC ensure that resident voices are heard in our decision making and they feed the resident voice to the Board.

Complaints scrutiny review by residents

Our Service Quality Committee regularly review our complaints performance and complaints trends each quarter and they decided to take a deep dive look at our complaints handling by conducting a scrutiny review. The Committee is made up of individuals from diverse backgrounds who brought a range of perspectives to influence improvements to complaints handling alongside our Member Responsible for Complaints (MRC).

At the end of 2024/25, the number of complaints meeting the Housing Ombudsman Complaints Handling Code timescales was 71%, which we

improved to 81.9% in 2025/26 – we want to hit our target of 90% so are keen to improve further. Satisfaction with complaint handling in our Tenant Satisfaction Survey in 2025/26 was 36.6% and 38% in 2025/26 in our monthly transaction survey (where those who have been through the formal complaints process provide feedback). A complaints improvement plan is in place and we asked our Committee to help identify further improvements to help us meet our target and to look at your lived experience of the service.

The Committee took a deep dive into the complaints process from the resident's perspective following the creation of the new centralised Complaints Team by:

- Gaining an understanding of the complaints process and regulatory requirements of the Housing Ombudsman Complaints Handling Code
- Identifying trends by looking at your satisfaction survey feedback and comments
- Listening to the Complaints Team experience
- Providing feedback on the policy, letter responses and how accessible information about the complaints service and what the process is for those seeking out the service

The SQC used a variety of methods to gather a range of information and evidence in relation to the service. The following activities were undertaken:

- Review of various documentation including the Complaints Policy, Housing Ombudsman self-assessment and equality impact assessments
- Reviewing performance data and trends
- Looking at the NPH website, complaints leaflets and Your Voice magazine



Some of the members of the Service Quality Committee

- Online research focusing on C1 rated organisations (which is the highest rating the Ombudsman can award a housing provider) and other housing association websites
- A question and answer session with a staff member from the Complaints Team
- Hearing your voice by reading the 64 comments received from the monthly transactional survey responses

The Committee made 22 recommendations to improve the complaints service which included:

- Creating an easy read, customer friendly version of the Complaint and Feedback Policy as the main version was long and those with learning disability, dyslexia or neurodivergence may find it difficult to access

- Simplifying the complaint information on our website to make it easier to read, with simple language, more visual graphics and making it accessible to mobile users. Including an frequently asked questions and video explaining the process
- Meeting customer needs when they complain, for instance agreeing at the start of the complaints process the best way to make contact and the most convenient time of day to make contact
- Establishing a tenant and leaseholder complaints group to help review cases, lessons learned, and sample quality check letters

We are actioning all the recommendations and are confident that it will help us improve our complaints service further.

What's coming up next for the SQC?

Next the SQC will deep dive into our Anti-Social Behaviour (ASB) Policy, our neighbourhoods approach and the repairs customer journey.

Putting the brakes on anti-social behaviour



What has always been a relatively quiet block of just four NPH flats became the centre of persistent anti-social behaviour almost overnight last summer. A steady stream of drug users and dealers began loitering in the stairwells and walkways, turning what should have been a safe, secure place to live into an environment that residents no longer felt comfortable calling home.

Some of the individuals claimed to be rough sleepers and began to treat the block as if it were their own space; they were there day and night. Residents reported incidents to the police on a regular basis, but even when officers attended, the problem continued. At times, those causing the issues were so persistent they would refuse to move on, even when instructed to do so.

The situation quickly escalated with residents witnessing deeply distressing behaviour including people urinating and defecating in the stairwells and surrounding shrubbery. Rubbish accumulated, including disused drug paraphernalia. There was frequent shouting and fighting at all hours and, on occasion, people were openly engaging in indecent activity or found naked. Individuals were sleeping in the stairwells or passed out in drug-induced states.

The block also gained a reputation as a place to buy drugs. Residents were disturbed by strangers knocking on their doors and windows asking if they were selling. The constant smell of drugs and people banging on doors or lingering in doorways became unbearable. Those causing the disruption grew increasingly comfortable, behaving as they pleased directly outside residents' homes. For residents, this meant constant anxiety and fear. Residents began checking the stairwell before leaving their flats and, if anyone was outside, they often felt unable to leave at all because of the intimidating atmosphere.

One resident, Vas, described how the situation affected him personally. Unable to sleep, even with ear plugs, he was constantly on edge due to the noise and interruptions. "I have a visible disability, I did not feel safe asking the individuals to leave. When I did attempt to speak to someone, I was

threatened." Residents were even forced to keep their windows shut because the smell of drugs was so overpowering.

Tenancy Compliance Officer Carrie was the first NPH officer to attend in person who fully witnessed the seriousness of what residents were experiencing. While she worked closely with the Police to gather evidence and respond to ongoing reports, it became clear that enforcement alone was not enough. A more permanent, preventative solution was needed.

Despite the block's small size, it had unintentionally become an attractive location for anti-social behaviour. It was dry, warm and provided a convenient through-route between entrances, allowing for a quick getaway. Its layout also created hidden spots where individuals could loiter out of sight, while a first-floor window provided a lookout point.

Officers from the Tenancy Compliance Team approached the NPH Assets Team to explore options. Technical Standards and Partnerships Manager, Tinaye, visited the site and saw first-hand the devastating impact the situation was having on residents. The officers gathered detailed evidence provided by residents and built a clear case for change.

Funding was successfully secured and security gates were installed in April 2026. The impact was immediate. Only residents and postal workers now have access and the stairwells and walk-through are no longer accessible to non-residents. The transformation has been significant.

Anesu, another resident, shared how frightening it had been to return home each day, never knowing what she might encounter. She says: "It's nice coming home now. I am forever grateful to the officers involved."

Angela also spoke about the difference the gates have made:

"Our home is so much better now and we can finally sleep at night. We have been able to take care of the small garden and we are a small

community in our block now. I would say to anyone who is having issues please don't be afraid to report it, help is available.

"The Tenancy Compliance Team was so helpful and we trust them to help us. After the gate was installed, on one occasion the lock broke, I called Carrie as I was worried and she was here within ten minutes and arranged for it to be fixed."

Carrie praised the residents for their conduct during the ordeal, she said: "Despite the trying circumstances, the residents were able to keep their composure throughout. Their persistence in maintaining records and reporting incidents was key to the successful outcome. We could not have achieved this without their involvement."

While there are still issues being addressed in the surrounding area, the installation of the gates has had a wider positive impact. Activity has reduced not only at this block but also in neighbouring ones.

Residents nearby have reported less footfall and fewer people loitering, as the 'base' for the unwanted behaviour is no longer available.

Ryan Surridge, Head of Neighbourhoods at NPH, said: "The outcomes reflect the strength of partnership working and the importance of listening to our residents. Thank you to everyone involved for helping to make the block and wider neighbourhood a safer place to live."

This case highlights the importance of listening to residents, taking concerns seriously, and not giving up until a lasting solution is found. We listen to our residents, but without genuine collaboration this would not have been possible. Working together to ensure the safety and wellbeing of our residents is at the centre of what we do. The team's determination, supported by strong cross-team working, has helped restore a sense of safety, pride and community for the residents who call this block home.

"Thank you to everyone involved for helping to make the block and wider neighbourhood a safer place to live."



Improving your neighbourhoods

NPH and our Community Interest Company, Happy to Help, assist in supporting and improving your communities. We work in partnership with West Northamptonshire Council (WNC), local partners, charities and with local residents to understand what would benefit their neighbourhood the most.

The Paint Shop

The Paint Shop, based in Kings Heath, is run by Happy to Help and is a collaboration with Community RePaint to collect reusable and leftover paint that would otherwise go to landfill so it can be resold at reduced prices. We're so grateful to our volunteers who run The Paint Shop, it serves as a wonderful place for the community and is open to all.

Blackthorn Nursery makeover

When the Blackthorn School nursery recently needed a makeover The Paint Shop provided all the paint and materials. NPH staff donated their time over a weekend to paint and freshen up the nursery.

Kings Heath Day of Action

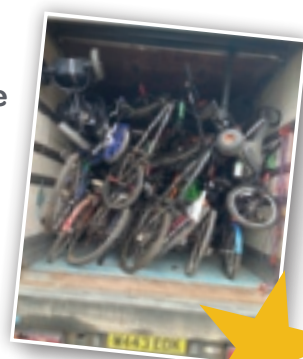
We joined in with WNC's community action day to improve the Park Square at Kings Heath in March, supporting the community to install raised planters and repaint the shop fronts in the square. It was great to see so many community partners, local retailers and residents all working together.



Charity donations

Our teams come across a lot of abandoned items like toys, bikes, buggies and scooters from homes, garages, store cupboards and left in communal areas. If their owners don't come forward then, instead of sending them to landfill, we pass them on to charities to give them another life, we've recently donated items to:

- Spring Charity
- Timewarp Reclaim Resuse
- Growing Together
- Blackthorn Nursery
- Spectrum
- Toy library



Collaboration with Purple Oaks Academy

We've been working with Purple Oaks Academy school in Kingsthorpe and some of our NPH tradespersons were happy to build them a shed in their grounds. We'll be working with the school to help some of their older pupils carry out work experience at The Paint Shop in the near future.

We're always out and about in your neighbourhoods and hope that by working in partnership we can make a positive difference to you.

What's coming up?

A new community centre and café on the Park Square at Kings Heath will open soon. It will be run by Happy to Help, in partnership with the Kings Heath Residents Association and Free 2 Talk. The café will provide a welcome focal point for the community to meet, socialise, take part in activities and gain volunteering and training opportunities.

Keep an eye out for more details about the launch of the community centre and café on the website and on our social media channels.



Being a considerate neighbour

Every new tenant is encouraged to sign our 'Good Neighbour Agreement' that details how to be a considerate neighbour. We expect all our tenants, their household members, guests, and visitors to treat others living in their neighbourhood fairly, and in a way that they would like to be treated themselves. By being a good neighbour, you will be helping us to stop anti-social behaviour in your local community.

As a guideline, to help look after your estate and be a good neighbour please:

- Be respectful to others and accept that everyone is different
- Be responsible for the behaviour of other household members, guests, or visitors to your home
- Be mindful of noise levels when listening to television or music systems
- Speak to the person causing a nuisance if you believe it is safe to do so
- Report any instance of anti-social behaviour to us at the earliest opportunity
- Don't allow dogs to roam free unsupervised or foul in public areas
- Be considerate when parking vehicles
- Look out for each other - if you are concerned about a neighbour report those concerns to us

If we are all considerate, we can improve our neighbourhoods for everyone.

If you live in a block of flats then part of being a good neighbour is ensuring that communal spaces are accessible and tidy for all to use:

- Remember communal gardens are for everyone, please keep them tidy and supervise your children to keep them safe
- Large play equipment like trampolines and paddling pools are a serious health and safety concern and we aren't insured for them to be in communal gardens, please don't put them out
- Minimise bad smells, keep your block tidy and reduce the risk of pests by disposing your rubbish in the correct bin - there are now three types 1) general waste 2) recycling 3) food waste
- Don't leave rubbish bags at the side of bins, in bin chute rooms or outside bin stores, please dispose of your rubbish properly
- Keeping corridors clear helps us comply with Fire Safety Regulations and keep you safe. Please don't leave anything in the corridors including bikes, baby buggies, prams, furniture, bags, mobility scooters, doormats or ornaments
- Large items like broken appliances and furniture that needs to be disposed of should not be left in corridors or in bin stores. Instead please arrange a bulky waste collection from WNC at a cost by calling 0300 126 7000

Let's look out for our neighbours - if you have any concerns about a neighbour we encourage you to report concerns using this form on our website here:

www.nph.org.uk/your-safety/worried-about-neighbour

or by calling our Contact Centre on **0300 330 7003**.

Our commitment to providing you with great services



We are focused on providing great services and putting residents at the heart of what we do.

We have been listening to your feedback from satisfaction surveys in addition to meeting and talking with you about your experiences with our services. You've told us that good communication, being easy to contact and how quickly we can resolve your issue is important.

Our new Resident Excellence Strategy and the initiatives arising from it, will help us improve our services and sets out our 'standards of service' to provide you with great customer service. 156 residents helped us to review and shape this strategy and service standards to ensure they focus on the right things.

The vision for the strategy is:

"To provide great services to housing tenants and leaseholders that are fair, equitable and accessible, delivered in ways that meet the needs of all and shaped by experience."



Our shared standards of service

We aim to give you great customer service whichever way you choose to contact us. We have developed our standards of service with you and the standards lay out what service you can expect from us, what we need from you and how you can help us improve our residents' experience.

What service you can expect from us

Responding to you, we will:

- Listen to you
- Understand, care about your needs and situation without judgement
- Take ownership to resolve your query
- Respond as fast and efficiently as possible
- Do what we say we're going to do
- Keep you well informed
- Be respectful and polite
- Be open and honest, explain decisions and outcomes clearly
- Aim to get all that we do right first time
- Ensure our staff are well trained, knowledgeable and equipped to help you
- Learn from when we get it wrong

To make contacting us easy, we will:

- Offer a variety of ways to access our services
- Keep appointments at convenient times
- Offer support with communication for impairments, neurodivergence, dyslexia and language preference
- Keep you updated
- Provide up to date information online and an easy to access self-service online portal
- Offer 24 hours a day, 7 days a week access to information and services through our website and an emergency only telephone service
- Communicate with you using your preferred channel
- Use plain English and avoid jargon

- Handle your information with care and respect your privacy
- Carry an identity badge when visiting, introduce ourselves and give you our name
- Signpost you to trusted services if we can't help you

How you can help us to help you

So that we can deliver great customer service to you, we would like you to:

- Let us know if you have any specific needs
- Tell us if things change so we can keep your information up to date
- Be considerate and polite to our colleagues and contractors
- Treat us as you would like to be treated
- Tell us if you are having problems so we can resolve them together
- Ask if you are unsure, or we are not as clear as we should be
- Adhere to your tenancy agreement
- Keep appointments or tell us if you need to change them

We would also like to invite you to:

- Share compliments with us, and let us know if you are unhappy with our service, including complaints
- Offer ideas for improvement and get involved in shaping our services together

Measuring if we are meeting this commitment

We measure our commitment to you through a series of key performance indicators that are under constant review. We will report annually on our performance and you can check our website for our latest performance figures.



Improving our repairs service with new hybrid vans

We've made an important change to improve our repairs service for you. We've introduced a new fleet of hybrid-electric vans, which will help our teams work faster, more reliably and more efficiently across Northampton. In total, we'll be bringing in 63 new vans and 7 larger vehicles.

Our old vehicles had started to wear out meaning they needed more repairs, broke down more often and cost more to keep running. Sometimes this meant delays for our teams and longer waiting times for residents. By replacing them, we are making sure our repairs service can run more smoothly day to day. Our new hybrid vans are more reliable, so this will help us complete jobs quicker and keep our service running on time.

The new fleet will also save money in the long run. The vehicles use less fuel and need less maintenance, which means lower running costs over the next four years. By reducing these costs, we can make better use of our budget and continue to invest in improving homes and services for residents.

We also want to do our part for the environment. These hybrid vehicles produce less carbon emissions than our old vans, helping us reduce our impact on the planet. While fully electric vehicles are part of our future plans, hybrid vans are the right

choice for now. They allow us to cut emissions straight away while making sure our repairs service stays reliable.

Our new fleet will be managed and maintained by Specialist Fleet Services, helping us keep everything running smoothly with minimal disruption.

We are rolling out the new vehicles in stages to make sure there is no impact on our service. This is about making things better for you, quicker repairs, better value for money and a more sustainable future.



New materials store helps NPH fix it first time

A new materials store opened in May for our repairs operatives. Having the store in place means that our team can get the right materials for each job more quickly

You told us that fixing repairs at the first visit and getting out to your repair more quickly is important to you. This materials store will help us improve further on this.

Delivered through a new contract with our materials supplier Huws Gray (who are managing the store) this is a really practical step forward for our repairs service. By having the right materials readily available, we can reduce time spent waiting for deliveries and help more repairs to be completed on the very first visit.

Before the materials store, our repairs operatives had to order any specialist parts and wait for them to be delivered which caused a delay. Now, when a new repairs job is assigned, each of our repairs operatives can efficiently order the materials needed from a handy new app on their phone and

collect them from the materials store on the same day if needed.

Huws Gray and our staff members have worked hard to deliver the materials store and it's already getting great feedback. Its first official user on opening day was Multi-Task Plumber Lenny who had dropped into the store to collect a tap for a basin. Lenny said:

"It's my first time using the materials store and so far, so good. We used to have to go to Duston to collect materials and they weren't always in stock. This is more efficient and we can get to residents more quickly as a result."

This store will make things more efficient for our teams and, most importantly, improve the experience for our residents.



CASE STUDY

Help with hoarding

When we need to visit NPH homes to carry out an essential safety check sometimes a resident doesn't want to let us in. This can be for a variety of reasons and one of those reasons is that they are worried about the condition of their property, this includes those affected by hoarding. Estimates from the organisation Hoarding UK suggest that around 1.4 million people in the UK have a hoarded property. Hoarding, whether due to an attachment to items or due to mobility or health issues, can cause physical and mental distress to the affected resident and is a serious safety concern.

Hoarding became a problem for NPH tenant Bernard (not the tenant's real name). Bernard had physical and mental health challenges which became severe enough to be classified as self-neglect (which means an extreme lack of self care) - self-neglect can contribute to issues such as hoarding. Our support services have since helped Bernard get his property cleared of hoarding and it's made a huge positive difference to his life.

Bernard moved into his flat in 2012 and found keeping it clean and tidy was second nature. When Covid hit in 2020 it was a big blow to us all but for Bernard it was the start of five very challenging years. He had sadly suffered losses in his family and this affected his mental health and then his physical health got worse so he was less mobile than he had been before. Bernard recalls the exact moment that his hoarding problem started in 2020 – a sweet packet fell under the table, he couldn't immediately grab it so thought he would get it later. It was the beginning of a build-up of many more items over time.

Bags of rubbish started to accumulate in Bernard's home. His mobility had declined and getting rubbish to the bins outside his home became a bigger deal to him, so he started to keep them to 'take out later'. He initially started putting rubbish bags in his kitchen, but they then crept into the lounge and over the years left him with less and less space to actually live in. His belongings got mixed up with the bags of rubbish, so he had trouble finding what he needed and his situation became more complex.

Bernard's standard of living came to the attention of NPH because we needed to gain access to his flat to carry out an electrical inspection. This is a legal requirement for NPH so when a tenant won't allow us access, we have a specially trained 'no access' team who will phone the tenant, knock on their door and offer specialist support to allow the safety check to be carried out. Bernard hadn't wanted to allow us access to the flat because he was anxious about the bags of rubbish and thought we would evict him. When Bernard started receiving telephone calls and door knocking from one of our no access officers he initially didn't engage but in early 2025, he was at a low ebb mentally, was desperate for change and sick of having no living space so allowed our no access officer Trudy into his home. He was expecting the worst and thought he would be evicted but when Trudy saw the conditions Bernard was living in, she immediately referred our support teams to help him make his home safe and improve the condition of his flat.

Bernard was assigned to Sunita who is one of our support officers. Sunita helped support Bernard to get the electrical safety check carried out. It became clear to Sunita that Bernard had been living in a very challenging situation – as well as the bags of rubbish taking up much of the space in the flat the heating had stopped working and the kitchen was not usable because of a blocked sink issue, Bernard hadn't reported these issues because he was ashamed of the condition of his flat and didn't want our repairs operatives to see it.

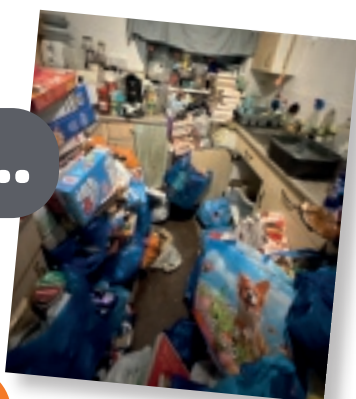
Sunita worked fast and got a clearance company to the flat to help Bernard clear the bags of rubbish. Bernard says that the clearance company worked with him and were very sensitive as they helped him to get his belongings from the accumulated rubbish bags. As well as the rubbish bags, the clearance company also took away carpet, broken furniture and unwanted appliances.

After the clearance had taken place Sunita arranged for a specialist cleaning company to clean the flat. The clearance and cleaning was all efficiently carried out in a day which was faster than Bernard had expected.

In addition, Sunita arranged for the heating to be fixed as a matter of urgency and for the kitchen sink issues to be sorted out so the kitchen would be usable again.

When the flat was clear and cleaned Sunita worked with our Community Interest Company, Happy to Help, who kindly provided new carpet for the flat, a new sofa, some new kitchen appliances and a new bed.

Before...



After...



It's been many months since the flat was cleared and it is now an oasis of calm; Bernard is much happier living there and his mental health has improved. He is having no trouble staying on top of keeping the flat tidy and has set up his living room to allow him to paint next to the window – Bernard is a talented artist and paints beautiful seascapes and landscapes and now has the space to paint again.

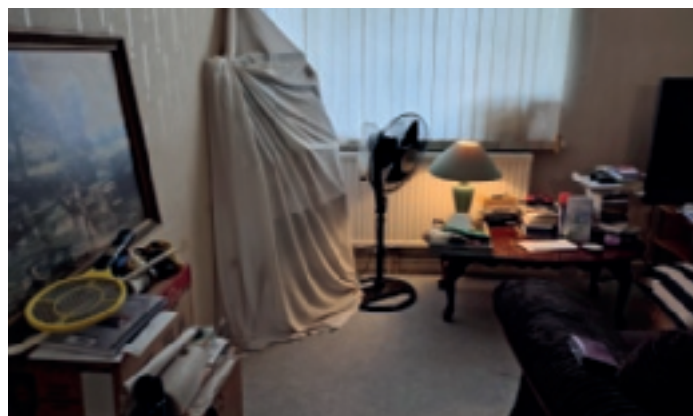
The process of clearing the flat and the support given by Sunita and the Support Team has been transformative for Bernard. He is so glad that he has received support and it's changed his life for the better. Bernard highly recommends that other residents who are living with hoarding issues get in touch with NPH. He said:

"It's made a big difference to my life and I'm so happy with my flat. I keep my flat neat and tidy now it's cleared and it's much better to live in. I'm grateful for the carpet and comfortable new furnishings."

For other residents who might be suffering similar issues I would encourage them to speak to NPH about it because the process won't be as bad as you think and it's definitely worth it. The hurdle seems bigger in your mind than it actually is, take the plunge and reach out.

I was beyond daunted to let NPH in and for them to see what condition my flat was in - my anxiety about it all was off the scale but I've come out the other side and life is much better now."

Thanks for sharing your experiences Bernard, we're so pleased that our Support Services could help.



If you are worried about letting us into your property because of hoarding issues, please don't worry about telling us – we have a specialist support team who will support you and we won't judge your situation. Contact the Support Team by calling the Contact Centre on 0300 330 7003 or emailing TenancySupport.NPH@nph.org.uk

New hands-on training facility for trades staff

Members of the NPH Trades Team have created an onsite purpose-built training room for staff to learn new skills in a practical environment and stay up-to-date with newer fixtures and fittings.



Billy, Senior Trade Operative, came up with the original idea supported by Carl, Electrical Qualifying Supervisor, and Steve, Senior Trade Operative. They could see that many of the household components (such as door mechanisms and plumbing) used across NPH properties were changing. The training room has been built in an under-used storage facility next to our main office in Northampton.

Trade colleagues now have the opportunity to build confidence with new components before heading out to residents' homes. Billy explained how "It allows operatives to try out a new trade, helping to broaden their experience, upskill them for the future and support their personal development within the business. We have some extremely talented tradespeople and this area was created so we can all share knowledge, skills and best practice with one another."



Billy, Senior Trade Operative

From the initial notion of upskilling inhouse trade operatives, the scope has been expanded into a space where the wider team can practise a variety of skills in a safe, controlled environment; mistakes can be made, lessons can be learned and standards can continue to improve under the watchful eye of experienced tradespeople.

The team delivered the project in consultation with our Health & Safety Team whilst researching what equipment would best support practical, real-world learning. Billy explained that balancing the project build alongside meeting resident's day to day needs was tough:

"Time was the biggest challenge. Everyone involved already has busy roles and our tenants always come first, which meant much of the building work had to be completed outside normal working hours." Billy was committed to the schedule and carried out a large portion of the work in his personal time, during evenings and weekends, to ensure the project stayed on track.

Staff from across the organisation are making use of the space, including new trades recruits, apprentices and established staff. The facility has a number of different training areas built in situ including doors, so staff can practice fitting and lock

replacement, a kitchen sink to practice fitting new taps, windows of various types and a wall of live electrical devices to practice safe installation.

Winston Williams, our Executive Director of Operations and Deputy CEO, was happy to champion the project: "I'm incredibly proud to support the creation of this training room, developed with outstanding dedication and expertise by our own staff. It reflects our commitment to investing in their skills, confidence and professional growth, ensuring they are equipped to deliver the highest standards of service to NPH tenants, safely and efficiently."

Billy is appreciative of all the help he was given: "It's been a real team effort from start to finish, with colleagues from across the organisation bringing their skills, ideas, and enthusiasm, enthusiastically backed by managers and directors."

This is only the beginning. The team is already exploring ways to enhance and expand the training room, ensuring it keeps pace with the changing needs of our properties, becoming a central hub for learning, innovation and cross team collaboration. This aligns with the NPH objective to provide homes that are safe, sustainable and high quality.

"We have some extremely talented tradespeople and this area was created so we can all share knowledge, skills and best practice with one another."





A new home in Bellinge

Karen and Steve have been NPH tenants for under a year but it's clear that they feel right at home and are putting down roots with their dog Gip at their new home in Bellinge.

Steve grew up in Northants, the couple met here, were married here and then moved away with work. When they needed to come back to the area to be with family they found it very difficult to find an affordable place. The couple moved to a caravan at Billing Aquadrome and whilst there Karen had to have major brain surgery (due to a previous brain injury) which saved her life but unfortunately caused Karen to develop severe epilepsy – the condition means she suffers from unpredictable seizures and it can be very debilitating. The caravan they were living in at Billing became unsuitable with Karen's worsening condition and, in addition, the serious flooding at the Aquadrome in 2025 damaged their caravan so much it became unliveable and they were evacuated to a local hotel for six months. It was a really difficult time with Karen's seizures and

challenging being in one room at the hotel with their dog as well.

The couple applied for a council home out of necessity and were on the list for a few years until they found out they were eligible to bid on a home. Luckily for the pair they managed to secure a suitable home after a few months of bidding. It took a bit of time to work through the process and for the property to be made ready for new tenants - in between tenancies our Voids Team thoroughly inspects and repairs each property to our lettable standard to ensure it is ready for new tenants. When they moved into their home in Bellinge in October 2025 they found it in great condition and felt at ease straight away.

When trying to find a suitable home to bid for, the couple were ideally after an accessible bungalow in an area with a strong community feel, local

shops and on good bus routes because the epilepsy means that Karen is no longer able to drive. It felt like they'd hit the jackpot when they found their property to bid on.

Their home is an accessible bungalow with a wet room and a nice garden which is perfect for their dog Gip who they had previously rescued. Paige from our Welfare Support Team worked with the couple to ensure the home would suit their needs and arranged for a lifeline system (which is a 24-hour emergency contact system) to be installed to help Karen manage her condition. The smoke alarm and CO2 alarm are also connected to the system and monitored remotely for maximum peace of mind. Steve finds it very reassuring that the bungalow has a lifeline system because it makes him feel less worried about Karen sometimes being by herself at the property as he knows that she could easily call for help using the system if she needed it and he wasn't

there. Karen and Steve have made the place their own and it already feels like they've lived there for years. They've got to know their neighbours on both sides and the area is a good fit. Steve has enjoyed getting to know other local dog walkers and there are some beautiful dog walks (even one with a waterfall!) to explore near their home.

The process of applying for a home, settling into the home and the support provided by our Welfare Team since moving in has been great for the couple and they are full of praise for WNC and NPH. Steve said that "Throughout the process everyone at WNC and NPH has been lovely - staff members have been empathetic to our situation and there's been a real continuity of care. We've been really impressed and are very grateful to have found this home to live in."

We wish Karen and Steve many more years of happiness in their home.

Replacing your lifts

NPH has a five-year programme for lift replacement. We choose which lifts are replaced first by analysing frequency of breakdowns, age of lift and if replacement parts are still available.

In scope for the first wave of replacements in 2026 are: Rillwood Court, St Katherines Court, St Stephens House and St Johns House. We'll contact you with more details if you live in one of these buildings to ensure you know the installation dates and also to check if you need any extra support during the replacement process.

If your lift breaks down or isn't working, please report it to the Contact Centre on 0300 330 7003 and our lift contractor 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 letter, 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.



'Life-changing' repairs

How one NPH home was transformed after water damage

An NPH resident invited us to discuss the 'life-changing' repair works carried out at her property following significant water damage.

Phryne has been a tenant of NPH for 11 years and had spent many happy years in her flat until circumstances left her feeling that she would need to move. A series of unfortunate incidents left the flat with water damage which occurred at a time Phryne was suffering from an ongoing illness.

The problems in the flat started when renovations to improve the balcony impacted the drains and water began to leak into the property. This coincided with a separate leak from the apartment above and the boiler became faulty. Damp quickly appeared in various parts of the flat and due to being unwell, Phryne was unable to keep it from spreading.

Previous unsatisfactory experiences in past years with the NPH repairs process meant Phryne had no trust in the flat being restored and she felt that she would have to move for the sake of her health. In recent years, the NPH repairs process has undergone a major review and new procedures in place have transformed the service. So when Phryne reported the issues, the repairs were quickly escalated and a plan of action was promptly put into place.

Phryne explained: "In the past any repair requests would take a long time to complete and sometimes they would just get deleted from the system. Getting updates was almost impossible so in the end, I just gave up reporting any issues.

This time I couldn't ignore the damp in the flat so I reported it and the experience couldn't have been more different."

The extent of the damage meant a contractor was brought in to restore the drains, replace ceilings and redecorate where necessary. A new boiler was also installed. Phryne was highly complimentary of the tradespeople who carried out the works. She said: "The contractors and NPH operatives throughout this process have been amazing and they respect that this is my home that they are entering.

Despite the upheaval when the work was carried out, the whole process has been life-changing. I was studying before I became ill but I am hoping that I will soon be able to finish my degree and get back to work."

The effort from those involved to ensure the repairs service is first-class has been huge and we are delighted for our residents that they are experiencing the results of these efforts first-hand. From the call handlers and trade operatives through to colleagues who facilitate our contractors, your hard work is paying off.

"Despite the upheaval when the work was carried out, the whole process has been life-changing."

Our Service Quality Committee reviewed the full Asset Management Strategy and requested that we produce this one page summary version that is easy to understand.

NPH Asset Management Strategy on a Page

What is Asset Management?

'Asset Management' is how we maintain our tenant's home and estates. It covers repairs, safety, improvements and planning upgrades so homes stay safe, warm and good to live in now and for the future.

What's the purpose of the Asset Management Strategy?

An Asset Management Strategy explains how we will care for homes, improve them and plan ahead so they meet modern standards and tenants' needs.

1. Delivering a comprehensive, joined up approach to asset management

We'll make sure all teams and partners are informed and work together. So, things get done smoothly and our tenants can put their trust in what we do.

2. Ensuring our homes are safe and meet legal and regulatory standards

All properties must meet the Decent Homes Standard and all housing safety laws. Homes should be kept safe and in good condition and we'll monitor records to keep them that way.

3. Delivering an effective repairs service that meets the needs of customers

We're aiming for a repairs service that our tenants can rely on. A service that meets the individual needs of residents and communicates with them clearly to get the job done well.

4. Letting homes that support sustainable tenancies

When a property becomes empty, it's our aim to prepare it to a standard ready for new tenants to move in. It's important to do this quickly and sensibly to keep costs down.

5. Improving the quality and sustainability of our homes and neighbourhoods

Our aim is to improve the overall condition of properties, including external spaces. Meaning improvements to make homes cheaper to run and estates that meet the needs of the community.

6. Decarbonising homes

Investing in energy saving improvements can improve tenants' wellbeing, make homes warmer and reduce energy bills. Plus, by reducing carbon emissions we're helping to protect our planet.

7. Delivering intelligent, data-led asset management

We regularly check homes (via stock condition surveys) and use this information to plan improvements over the coming years. It's an ongoing process where we'll check the condition of all our properties once every four years.

8. Regenerating, developing, and evolving our portfolio of homes

Working with West Northamptonshire Council, we'll look at options beyond investing in existing properties. For example, the remodelling of buildings or redevelopment of under-used areas.

9. Designing and delivering customer focused services

One of our main priorities over the next two years is to raise overall satisfaction with the repairs service. Tenant's will help shape how we deliver these services and our investment plans.

10. Having the right resources and governance in place

We recognise how important our staff and processes are in bringing this strategy to life. We'll make sure we have trained staff, good leadership and reliable systems to deliver this work.



Adapting homes to meet our residents' needs

Our Aids and Adaptations Team aim to help our disabled residents live safely and independently in their homes by adapting homes where possible. We triage all the requests we get from residents at an individual level and we work out what is possible within our limited budget for the residents who need it the most. Usually adaptations will include things like: adding grab rails to homes, making bathrooms accessible and installing ramps.

Adaptations will be considered when they support essential daily tasks, such as:

- Getting you in and out of your home
- Moving around your home safely
- Bathing and using the toilet
- Accessing critical areas within your home

We cannot consider works that are improvements rather than essential adaptations. For example:

- Patios
- Garden landscaping
- Conservatories
- Making outdoor sitting areas larger

If you think that you might be eligible for adaptations to allow you to support essential daily tasks in your home, you can request an assessment. Contact your Housing Officer, log into the My NPH customer portal or call the Contact Centre on 0300 330 7003 to request an assessment.

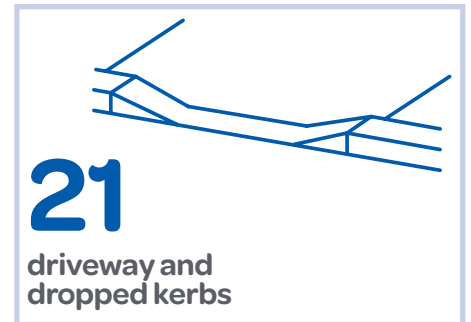
Before...



After...



**Between 1st January 2026 and 30th June 2026,
our Aids and Adaptations Team installed:**



Before...



After...



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:
**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

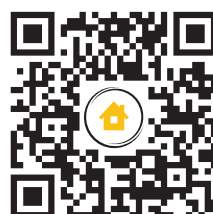


Call us:
0300 330 7003



Email us:
asb@nph.org.uk

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