

tlc

Tenants' and leaseholders'
community magazine



NORWICH
City Council

Autumn 2025

**Tenant
approved**



Awaab's law
Page 5



**Local Government
Reorganisation plans** Page 6



Warmer homes
Page 8

Contents

	page
Introduction from Councillor Beth Jones	3
TLC – Your choice, your way	
How we're doing	4
Our new performance dashboard	
Awaab's law	5
Leaseholder Update	
Local Government Reorganisation plans	6
New housing hub	7
Tenants' voices matter	
Warmer homes, lower bills	8
Disrepair awareness	
Decent homes, decent lives	9
Building social housing in Norwich	
Anglia Water update	10
Specialist support for tenants	
You said it. We did it.	11
Better Homes	



What would you like to read in TLC?

This magazine is all about tenants, leaseholders and the housing services you're at the heart of.

If you have an idea for a story or want to let us know your views on the magazine, we'd love to hear from you!

Send your
comments to

**communications@
norwich.gov.uk**



If you need this information by email for use with the read-aloud function or in an alternative format, please contact us on 0344 980 3333 or visit norwich.gov.uk/intran

Follow us



@NorwichCC



Norwich City Council



Norwich City Council



Introduction from Cllr Beth Jones

Welcome to the Autumn issue of TLC magazine

Cabinet member for housing

This autumn, the government is introducing the first phase of Awaab's Law. This new law will make sure that councils and other social landlords deal with hazards in homes quickly and effectively. Later in this issue, you can find out more about what this means for you.

I'm also pleased to let you know that overall satisfaction with our services has risen by 6.9% to 71.1%. This is

encouraging progress, and we're committed to building on it in the months ahead.

You may also notice that some of you are now receiving TLC by email. This helps us save on printing and postage, reduce waste and gives you the choice to read the magazine wherever you are. If you'd like to switch to a digital copy, you can update your preferences easily through Housing Online.

Finally, with the biggest shake-up in local government in 50 years on the horizon, we've included a summary of the Local Government Reorganisation (LGR) on page six. These changes will affect services across our city and county, so please do take a moment to read more about what's happening.

Thank you for your continued support. I look forward to working with you for another positive year ahead.

TLC – your choice, your way

We want TLC to be accessible for everyone. That's why we're offering a digital option alongside the printed magazine. It's more cost-effective, kinder to the environment, and gives you more choice.

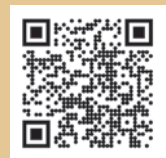
In our last edition, we gave you the chance to opt in for a digital copy of TLC. This time, anyone with an email preference on record will receive both a digital and a paper version, so you can try out the new format while still enjoying the printed copy.

From Spring 2026, residents with an email preference will receive TLC digitally only, while everyone else will continue to get the paper version.

To check or change your preference, use **Housing Online**, call our Customer Contact Centre on 0344 980 3333, or visit www.norwich.gov.uk/ContactUsForm



If you are a leaseholder, please scan the QR code to change your preference to receiving a digital copy.



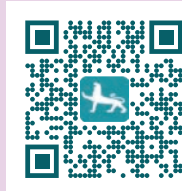
How we're doing – Tenant Satisfaction Measures

Tenant Satisfaction Measures (TSMs) are a national way of checking how well social landlords are performing. They combine tenant feedback with service data to show what's working well and where improvements are needed.

We're pleased to share our latest results, which show clear progress since the first measures in 2023-24. Satisfaction has risen across all key areas, including repairs, safety, and communication.

These results give us a strong foundation to keep improving the services that matter most to you. We're grateful to every tenant who took part in the survey. Your feedback

is helping shape a better housing service for everyone. To view the full set of measures visit www.norwich.gov.uk/tsm or scan the QR code.



↑ **6.9%** increase

71.1%

Proportion of respondents who report that they are satisfied with the overall service (TP)

See how we're doing – our new performance dashboard is live!

We've launched **Housing Highlights** – a new way to keep you informed about how we're doing as your housing provider.

You can now easily check:

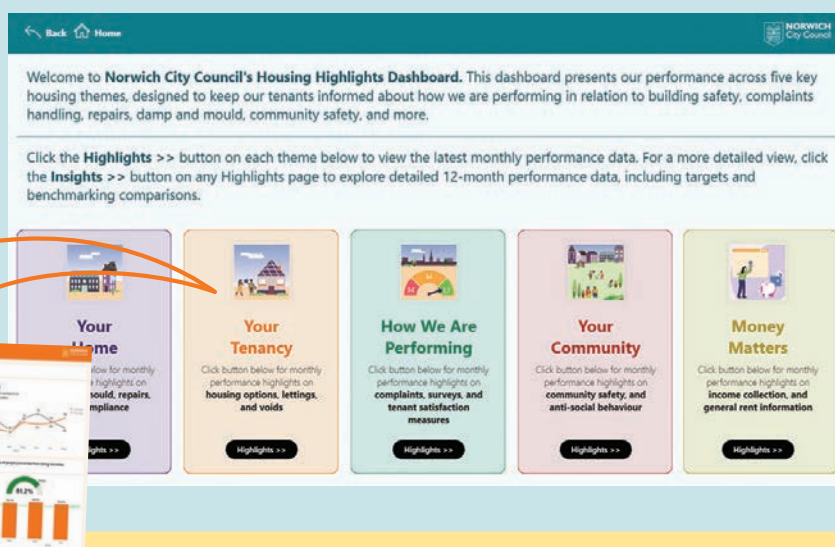
- Are we completing repairs on time?
- How satisfied are tenants with our services?
- How are we doing in keeping homes and communities safe?

Take a look at www.norwich.gov.uk/HousingHighlights

We want to be open about how we're doing – and this is one of the ways we're keeping you informed.

Got any feedback?

We'd love to hear from you. Take a look at our tenant engagement opportunities: www.norwich.gov.uk/TenantInvolvement



Awaab's Law – protecting tenants

When two-year-old Awaab Ishak died in 2020 after prolonged exposure to damp and mould in his home, it shocked the nation.

To prevent future tragedies, the Government introduced **Awaab's Law** in July 2023 as part of the Social Housing (Regulation) Act. This landmark legislation sets out clear legal responsibilities for social landlords, including councils, to tackle hazards quickly and effectively. Safe housing is a basic right – and in Norwich, we're determined to protect it.

So, what does this mean for tenants?

As a council we must...

- Investigate and carry out any emergency repairs within 24 hours
- Investigate hazards like damp and mould within 10 working days
- Produce a written report to the tenant within three working days

- Start repairs (if needed) within a further five working days and complete them in a reasonable time
- Keep tenants informed at every stage

Councillor Beth Jones, Norwich City Council's cabinet member for housing said; "We're absolutely committed to providing good quality homes, and we welcome the new legal duties under Awaab's Law. The changes will help hold all landlords to account and give tenants the confidence that their concerns will be listened to and acted on."

What should you do?

If you are concerned about damp and/or mould in your property call us on 0344 980 3333 (press **option three** for repairs and then **option three** for damp) or visit www.norwich.gov.uk/ReportDampAndMould

We will check the cause of any issues and arrange any repairs needed.

Hints and tips for reducing condensation in your home:

Preventing moisture build-up:

- Keep lids on pans when cooking
- Close internal doors when bathing or cooking
- Dry clothes outside if possible
- Wipe away condensation on windows/walls daily and use damp traps/pots of salt or dehumidifiers

Ventilation helps prevent moisture build-up:

- Use extractor fans/open windows when cooking, bathing or drying clothes indoors
- Leave window trickle vents open and don't cover air bricks
- Leave gaps between furniture and outside walls
- Allow circulation by not overfilling rooms/cupboards/wardrobes
- Ensure tumble dryers are vented to the outside

Heating:

- Rooms should be kept between 14 and 21 degrees

Leaseholder repairs – we're here to help

As a leaseholder, you are responsible for repairs inside your home, including service pipes/cables serving only your property. We maintain the building exterior and communal areas.

For non-emergency repairs visit www.norwich.gov.uk/LeaseholderRepairForm or scan the QR code.

For emergencies call **0344 980 333** (Monday to Friday, 9am to 4pm).
Out of hours, call the same number and select **option two**.



Report fly-tipping
or grounds issues at
www.norwich.gov.uk/ContactUsForm

“Working
together
keeps
buildings
safe.”

Biggest shake-up in 50 years of local government coming to our city and county

Across the country the way councils are structured and deliver services to you is being overhauled. Norfolk is in the first wave of this change.

Norwich, along with the seven other district councils in Norfolk and the county council, has been asked by the Government to propose new council models as part of its programme of Local Government Reorganisation (LGR).

Under its LGR plans, the Government has said that all local services need to be delivered by individual councils within their area – these are called Unitary Authorities (or Unitary Councils). Currently, at Norwich City Council we deliver services such as planning, housing, environmental health, and waste and recycling services. Other services such

as adult and children's services, education, and transport and infrastructure are delivered by Norfolk County Council.

There are three different options being proposed for Norfolk, which the Government will decide on:

- Three new unitary councils – a new Greater Norwich Council, a unitary for the east and one for the west
- Two unitary councils
- A single council for the whole of Norfolk

At the city council we believe our residents will be best served by creating three brand new bigger local councils. We are working with our partner councils – Breckland, Broadland, Great Yarmouth, King's Lynn & West Norfolk, and North Norfolk – to make the case for three new councils to serve Norfolk.

Having three councils serving Norfolk recognises Norwich's status as a major regional city

and ensures that other areas – including North Norfolk, the Broads, Brecks and Fens, and the many market towns across the county, retain their identities and characteristics.

Our proposal is built around three principles:

- **People** – strengthening local democracy and giving communities a stronger voice
- **Place** – celebrating the identity and strengths of each area
- **Progress** – delivering sustainable, future-ready services

We will submit our proposal to the Government in late September for three new and bigger unitary councils for Norfolk. Following this, the Government will take time to consider all options and will carry out a public consultation before making a decision on what should happen next. This decision is expected sometime in spring 2026.



New Housing Hub

We're pleased to announce the launch of our new Housing Hub – a dedicated space on Get Talking Norwich designed to give you more opportunities to shape the housing services you receive.

The Hub makes it easy to:

- share your views and shape services
- take part in surveys and consultations
- see how we're performing as a council

Every comment, idea and vote helps us improve what we do.

Whether it's a quick survey or a bigger conversation, your feedback makes a difference.

Visit the tenant engagement Housing Hub today:
gettalking.norwich.gov.uk/hub-page/HousingHub

Your voice matters – together we can make housing services work better for everyone.

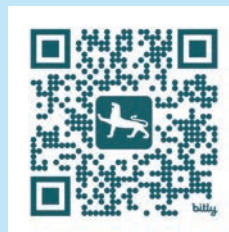
Vote for your community hero

Do you know someone in your neighbourhood who goes the extra mile? It could be a friendly face who brightens

your day, a neighbour who helps others in need, or someone who organises events that bring people together.

Let's celebrate the everyday heroes who make Norwich such a great place to live. Nominate your community hero today and help us give them the recognition they deserve.

Submit your nomination by scanning the QR code or visiting the Housing Hub.



Tenants' voices matter: making a difference together

In May, members of our Tenant Involvement Panel (TIP) joined the Tpas Eastern Region Event—a chance to share ideas with other housing providers and tenants from across the region.

The day began with a powerful reminder from the housing regulator about why inspections matter. We then heard how Flagship Housing Association involves tenants

in everything from quick fixes to long-term panels. The Stop Social Housing Stigma campaign also struck a chord, highlighting the need for respect, dignity and fairness for all tenants.

The highlight?

TIP received a certificate in the Engagement Heroes Awards – recognition for the difference our tenant voices are making right here in Norwich.

Want to have your say and help shape better housing services?

Get in touch and put yourself forward for TIP. Your voice matters.



Two of our TIP members who attended the Tpas event

Warmer homes, lower bills – could yours be next?

Hundreds of Norwich City Council homes are set to become warmer, more comfortable and cheaper to run – and yours could be one of them.

Through the Warm Homes Social Housing Fund, we're investing in energy upgrades for some of the hardest-to-heat council properties over the next three years.

This will include more than 1,400 solar panel systems and 140 air source heat pumps.

The improvements will make homes more energy efficient, cut heating costs and help keep them comfortable all year round.

Cllr Beth Jones, cabinet member for housing, said: "We're focusing on homes that will benefit the most.

These upgrades will make a real difference to tenants' comfort and energy bills."

If your home is included, you'll get a letter from the council and our delivery partner, E.ON. You'll then receive a call to arrange a survey and book the work.

The upgrades are fully funded, with no cost to tenants. Once complete, you could notice:

- Lower energy bills
- A warmer, more comfortable home
- Reduced carbon emissions from your property

This programme is part of our plan to help Norwich reach net zero by 2045.

If you have any questions, please contact: climateaction@norwich.gov.uk



Disrepair awareness

You may have received visits or calls about repairs, damp, or mould in your home. These can sometimes lead to legal action against the city council, often with no win, no fee solicitors.

Please be aware that some callers may not be who they claim to be and could be selling your details to legal firms for profit.

Although compensation is possible, tenants typically receive only a small portion of what legal firms claim. The real benefit goes to the solicitors.

We prefer to invest in improving your home's standards, benefitting you directly.

If you notice any issues, please contact us directly – we're here to help with repairs

and can explore compensation without legal processes.

To report a repair visit www.norwich.gov.uk/ReportARepair or scan the QR code.



Decent homes, decent lives: keeping our housing up to standard

Everyone in Norwich deserves a home that's safe, warm and in good repair. For more than 20 years, the Decent Homes Standard has helped us make that happen.

Introduced in 2001, the standard set a clear benchmark



for social housing – freedom from serious health and safety hazards, modern and well-maintained facilities, and good energy efficiency.

We've taken this seriously from day one. Our rolling programme of stock condition surveys helps us identify where upgrades are needed – from new kitchens and bathrooms to heating systems, electrics, roofs, windows and doors.

Today, 99.6% of our homes meet the standard, excluding

a small number where tenants have chosen not to go ahead with works. This work isn't just about bricks and mortar. It helps protect tenants' health, reduce bills and ensure homes are safe and comfortable for years to come.

The government is now reviewing the standard, with updates expected on energy efficiency, safety and damp and mould. We'll continue adapting our investment plans to keep homes in Norwich up to standard.

Building social housing in Norwich

We know that having a safe and affordable home matters to you, so we want to share an update on our plans for new council housing.

We remain committed to building more homes for Norwich residents. Our next developments will deliver 81

new homes: 67 at the former Mile Cross depot site and 14 at Argyle Street.

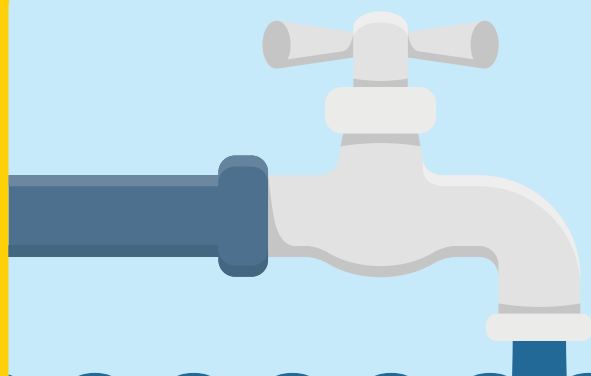
At Mile Cross, we are in the process of choosing a contractor and finalising designs. Construction is expected to start in Autumn 2026 and finish in 2028. At

Argyle Street, surveys of the site are underway, with work planned to begin in 2026.

These new homes will help meet local needs and continue the council's promise to provide safe, high-quality, and affordable housing for everyone in Norwich.

Artists' impression of Argyle Street





love every drop
anglianwater



Anglian Water update

Earlier this year, we wrote to many of you about a water bill rebate. We know it's been a wait, so thank you for your patience while we work out exactly how much each household should get.

If you're due a rebate and haven't had it yet, we're

aiming to finish payments by the end of 2025. If you haven't heard from us, it's likely you're not eligible.

You can find out more at www.norwich.gov.uk/WaterRebateFAQs or by scanning the QR code.



Looking ahead, from 1 April 2026 we'll no longer collect your water bill with your rent – you'll pay Anglian Water directly. There's nothing you need to do; they'll set up your account for you.

If you have questions, visit www.AnglianWater.co.uk/metering

Specialist support helps tenants feel at home

Moving into a new home can be exciting – but it can also feel overwhelming, especially if you don't have support in place.

Our specialist support team is here to help tenants who need extra assistance, whether they are moving in for the first time or finding it difficult to manage their tenancy.

The team can offer practical help to build confidence in managing rent and bills, looking after a home,

and connecting with the local community. We also work with tenants to solve problems, improve safety, stabilise finances, and maintain a healthy home environment.

Support can also focus on improving wellbeing, building support networks, and finding positive ways to spend time.

To find out more, contact our housing team on 0344 980 3333.

“The aim is simple – to help tenants feel secure, confident, and able to enjoy their home for the long term.”

You said it. We did it. And we're just getting started.

Residents near Edward Street and Magpie Road told us clearly: **green space is for people, not parking.**

Previously, motorists had been driving over pavements and a cycle path to park illegally on housing land. This turned a valued community space into a damaged and unattractive area.

Before taking action, we listened to motorists, residents, pedestrians and cyclists to understand the full impact. The cycle path is an important route that helps people travel safely through the city, and we needed to address the unauthorised parking which was putting that at risk.

We've now installed safety bollards to stop vehicle access, replaced damaged fencing, and strengthened boundaries to protect the area. These improvements give the space back to the community – safe, green and open for everyone.

One resident told us: "Protecting our green spaces and building safe cycle routes go hand in hand. They're both essential to a city that values health, nature and inclusive access for all."

And we're not stopping there. Once the soil recovers, we'll look at new planting, seating and other features that add value to the community and help the environment.



Edward Street with the new bollards in place (bottom) and before (top)

Better homes – new partnering contractors coming soon

We're delighted to announce that we have changed our contractors to make it quicker and easier to carry out improvements to council homes by introducing two new long-term contractors from January 2026.

As part of our goal to provide all our tenants with the best possible service, this new partnership will deliver a higher-quality output that will improve and maintain your home.

We will have two new contractors which will operate in different areas increasing efficiency as they will be based locally to you.

The contracts also include commitments to create jobs, training and skills opportunities for local people. This aligns with our commitment to boost the city's economy whilst reducing carbon emissions when improving your homes.

In the next issue of TLC we can share more details about our new contractors and the services they will offer you.



Contacting Norwich City Council

ONLINE You can report repairs, access council services and make online payments.

www.norwich.gov.uk

Register for 'My Account' to check your rent and council tax balance. Take a look at 'My Norwich' to see what services are available in your area.

www.norwich.gov.uk/MyAccount

POST Norwich City Council,
City Hall, Norwich NR2 1NH.

Out of hours emergencies:
01603 412180.

Free phone payment hotline:
0800 021 7784 (a 24/7 service).

Money advisers:
0344 980 3333 or email
budgetingandmoneyadvice@norwich.gov.uk

Text relay users only:
18001 01603 212587
(9am to 4pm, Monday to Friday).

Leaseholders:
For help and advice on your rights and responsibilities, email the home ownership team on HomeOwnership@norwich.gov.uk



NIDAS Norfolk Integrated Domestic Abuse Service

At NIDAS we:

- Support victims of domestic abuse who are at high or medium risk of harm
- Support children and young people whose parents are being supported
- Provide a range of recovery programmes
- Offer court support
- Have a specialist team of Independent Domestic Abuse Advisors (IDVA) who also offer support to men, the LGBTQ+ community, diverse communities and older people
- Have a Domestic Abuse Champion Network

Core opening hours

Weekdays: 9am – 6:30pm Weekends: 9am – 3pm

Call: 0300 561 0555

Out of hours: 0808 2000 247

Visit: www.nidasnorfolk.co.uk

Supported in partnership by:



Loss of gas or electricity?

If you have lost your gas or electricity supply you should contact your energy supplier directly in the first instance.

Ever thought of renting a garage or space for your car?



Norwich City Council offers a range of garages and lockable parking posts for rent across the city at competitive prices. These spaces are available to both residents and non-residents.

For more information, visit www.norwich.gov.uk/garages