



**ncha**

**50**

years of  
better lives



# Contents

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## 1973

The beginning ..... 6

## 1973

NCHA's first Chair ..... 10

## 1975

Supporting women fleeing abuse ..... 12

## 1981

The foundations for building new homes ..... 14

## 1987

Pioneering shared ownership ..... 17

## 1988

Rescuing British Coal Board homes from the threat of sale ..... 19

## 1991

Supporting diverse communities ..... 20

## 1992

Regenerating inner cities ..... 23

## 1993

Delivering care and support services ..... 24

## 1994

Bringing repairs in-house ..... 26

---

## **1995**

Newark Castle Station. . . . . **28**

## **1997**

A new chapter for Nottingham's history books. . . . . **30**

## **2002**

The journey to environmental sustainability . . . . . **32**

## **2005**

Tackling the rural housing crisis . . . . . **35**

## **2006**

Strength in numbers builds more homes . . . . . **36**

## **2008**

Protecting the legacy of almshouses. . . . . **38**

## **2011**

Transforming care, transforming lives . . . . . **40**

## **2014**

Helping people be the best they can be . . . . . **43**

## **2016**

Tackling homelessness . . . . . **44**

## **2020**

Building profit for a purpose . . . . . **47**

## **2022**

Delivering social impact . . . . . **48**





**Mike Andrews, Andrew Malone and Paul Moat**  
NCHA Chief Executives past and present.





# Foreword

In April 1973, Nottingham Community Housing Association (NCHA) formed with a small grant from Shelter and a loan from Nottingham City Council. Fifty years on, the association now owns 10,000 homes, delivers around a million hours of care and support services a year, and has funding to build hundreds more homes in the East Midlands over the coming years.

In 2022, current and former Chief Executives – Paul Moat, Andrew Malone and Mike Andrews – got together to reflect on NCHA’s half century journey. Their insight revealed the milestones and moments which they believe shaped the organisation to become the place it is today.

The stories in this book, told by first-hand witnesses, describe the impact those moments have had on the people and communities which NCHA serves.

In February 2023, Andrew Malone sadly passed away. This book and the stories within it are dedicated to his memory.

# 1973

## The beginning

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On 1 April 1973, Andrew Malone, armed with a loan from Shelter and Nottingham City Council, set up Nottingham Community Housing Association. Fifty years and 10,000 homes later, the organisation supports not only those who need a home, but thousands of people who need care and support to live a better life.

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“In my younger years, I worked as a teacher in some really deprived areas of Birmingham. During this time I got involved in some projects within Asian and other diverse communities, and this really opened my eyes to the issues those groups faced. I left teaching and spent a couple of years working for Shelter, supporting people who were facing homelessness. In 1972 I read that Ugandan dictator Idi Amin had ordered the expulsion of the country’s Indian population, and 26,000 of them were heading to the UK with nowhere to live. I knew something needed to be done about it.

By this point I was working with the Fair Housing Group in Nottingham, so I went to see the Leader of Nottingham City Council, Eric Foster. I persuaded him to give me £500,000 in loan finance, plus another £12,000 for start-up costs which Shelter had already agreed to match. I pledged that we’d use it to house every Ugandan refugee that wanted to live in Nottingham, as well as increasing the amount of affordable housing for other homeless families in the area. I also talked about our plans to support existing private renters by buying and improving tenanted homes that were in poor condition. Eric agreed that if I could supply

100 homes a year for £500,000, we had a deal. Given that in those days you could buy a house for £2,000-£3,000 and spend a similar amount renovating it, that felt achievable. We drank a glass of Scotch to it, and Nottingham Community Housing Association was born. I had no doubt in my mind that once formed, the association would be around for good.

Our first few employees helped transform the idea into a reality. We had a Housing Officer, an Architect and a Development Officer, and together we became what was essential to me and the life of NCHA: a team. We all liked and respected each other immensely, and most importantly we had a shared sense of purpose.

The first property we bought was 14 Burns Street in the Arboretum, which we refurbished and let as three flats. We went on to buy two terraced houses on Hogarth Street and Leighton Street in St Anns, and it continued from there. The properties we purchased varied, but our terms for letting them didn’t: they needed to go to individuals or families who were homeless or facing homelessness. Sadly, there was no shortage of applicants.





**Andrew Malone**  
Founding Chief Executive



“  
**I had no doubt  
in my mind  
that once  
formed, the  
association  
would be  
around for  
good.**”





# The beginning continued...

Our first experience of buying and improving homes that were already tenanted was at Bulwell Lane in Nottingham. We bought five houses in a row, and put in new kitchens, bathrooms and central heating. It was a big learning curve for us, but all of those lessons helped us as we continued to buy more and more tenanted properties that needed refurbishing. Our biggest test came in 1987 when we managed to buy 895 ex-Coal Board homes in North Nottinghamshire.

Designing and building our own homes rather than renovating existing properties was a big step for us, mainly because it helped widen the range of housing provision we could provide. A little bit of design trickery from our architect, Colin Tuck, at a problematic site in Nottingham was our first success, and after that the projects came in thick and fast. Arguably, our most noteworthy new builds were Sheridan Court and Trivett Square in Nottingham City Centre. Not only did they take us into a whole new private/cost rent sector, they regenerated areas of Nottingham that were crying out for a new lease of life. I feel a huge sense of pride when I drive into Nottingham from West Bridgford and look up to see that magnificent vista of those Lace Market buildings.

I believe the most significant contribution we made throughout our history was entering into care and support. We initially focused on agency and partnership work, but ultimately delivered many of those services ourselves. We always knew that someone having a roof over their head was just the first step on a journey to leading a more fulfilling life, and the additional support you give someone after that point is what makes the difference. I believe the adoption of this ethos is what really distinguishes NCHA from many other housing associations.

When I retired in 2007, we had somewhere in the region of 7,000 properties. Just 20% of those were allocated to care and support projects, but 50% of our revenue budget and 80% of the staff were dedicated to providing additional services. That's how important care and support was, and still is, to NCHA.

Ironically, we never ended up housing a single Ugandan refugee from the Idi Amin crisis – they decided they didn't fancy living in Nottingham! But I'm extremely proud of everything NCHA has achieved over the past fifty years. From acquiring the 10,000th home in 2021 to significantly changing the skyline in Nottingham City, directly offering care and support services to over 1,600 people, and welcoming Princess Diana to open one of our schemes, we've done so much.

From a personal point of view, there are a couple of things I'll never forget. Firstly, the experience of my wife and two of my daughters watching me receive an OBE from the Queen for my work with NCHA. This felt like an award for the whole organisation and was an extremely proud moment. Secondly, at my retirement event, one of our very first tenants, Sheila Spencer, stood up to speak. She thanked me for keeping the promises I made to her before we refurbished her first home on Bulwell Lane in 1974, and her words were really rewarding for me. I reflected on how much her life had improved because of our work, and how confident and assured she seemed standing up there. It was just amazing, and it felt like what all the hard work had been about."

# 1973

## NCHA's first Chair

Critical to the strategic direction of any organisation is the Chair of the Board of management. The first person to take up the reins for NCHA was Nottingham-based lawyer Rupert Bear. With a desire to make a difference, Rupert went on to serve in his role as Chair for 15 years.

“My background was in law, and back in 1973 I was Junior Partner at a firm in Nottingham. We were always encouraged to do some voluntary work outside of our day-to-day job for two reasons: one, because we owed it to the world and two, because it kept you sane. I remember meeting Andrew Malone, this long-haired, passionate man who was totally committed to establishing NCHA and providing housing for as many people as possible, and I liked him and what he stood for immediately.

“

**NCHA always found a way to navigate a successful path.**

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We started working together, and he mostly used me to bounce ideas off. We'd go for long meetings in the pub during my lunch break, and things would get very heated and loud after a few drinks! It was in complete contrast to what I was used to. I became the organisation's first Chair, and I helped with hiring most of the initial staff members, many of whom went on to become core members of the team over the

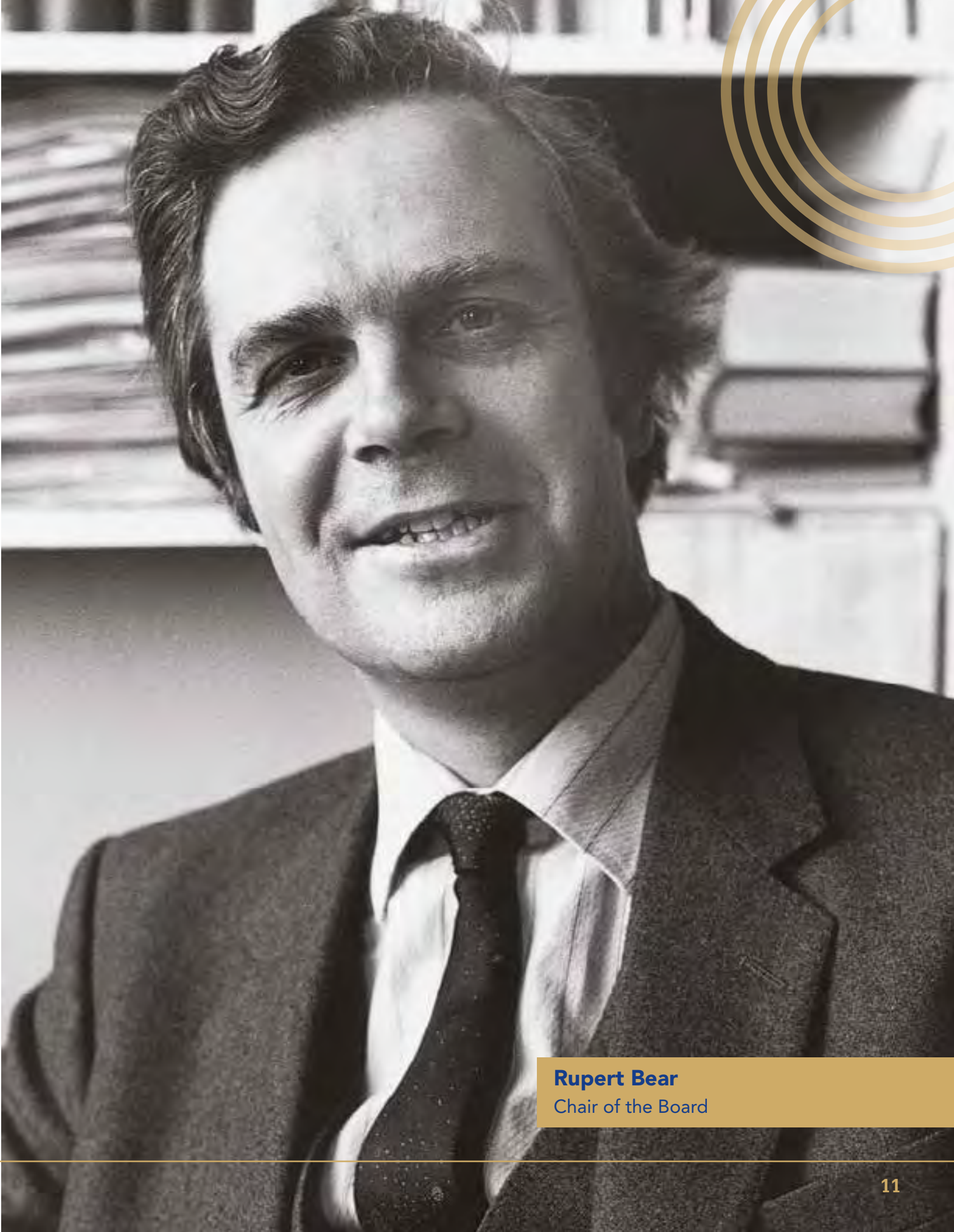
years. Nowadays, being the Chair would involve quite a lot of training and even some pay, but back then it wasn't that formal – I was just there and we just got on with what needed doing.

We were very inexperienced in those early days, so the initial process of growing the organisation was quite slow-moving. But Andrew was the absolute lynchpin of it all, and he had this knack of having contacts everywhere! As a result, NCHA became quite well-favoured by the City Council, which definitely helped our longer-term ambitions.

By the time I retired in the late eighties, NCHA had expanded enormously both in terms of housing, staff and the services we provided. As it grew, things became more and more technical, meaning the team constantly had to change tack with whatever new government policies came into effect. Sometimes those policies helped, sometimes they didn't, but somehow NCHA always found a way to navigate a successful path.

Looking back, my favourite memories of NCHA were always the anniversary celebrations, or the openings of landmark projects when I was able to attend them. Of course, it wasn't always milk and honey, but we always did the best that we could.”





**Rupert Bear**  
Chair of the Board

# 1975

## Supporting women fleeing abuse

NCHA's first involvement in supporting people with additional needs came in the form of providing homes for women fleeing domestic abuse. Marlene Ferris, Manager of Newark Women's Aid, has worked with thousands of women and children who have benefitted from having a safe place to live.

"To understand the impact NCHA had on Newark Women's Aid, I think it's important to understand what things were like when we first started in 1975. Firstly, domestic abuse wasn't taken seriously in society – it was just accepted that women got abused by their partners and they were expected to get on with it. There were very few refuges in the UK at that time, and we were just the second to open in Nottinghamshire. We had a three-bedroom terraced house run by volunteers and it was always full. You'd often have multiple women and children living together in one room. We had no funding for staff, furniture or clothing. Nothing.

That all changed when NCHA accepted our bid for a six-bedroom Georgian house in Newark in 1980. NCHA were ahead of their time in recognising the need for a safe, comfortable, supportive environment for women and children who had been victims of domestic abuse, and it's impossible to overstate how much it improved things for us.





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Thanks to NCHA's assistance, we've been able to help **6,500 women and 7,500 children over the years.**

”

NCHA were really hands-on in those formative years, not just with providing us with the space to host up to twelve women and 35 children at once, but with all different types of training, support and financial advice.

Having been the victim of domestic abuse myself, I spent time at Newark Women's Aid before we moved to the new location. I was sharing a bed with another woman and my two children, while another woman also slept in the room so I can speak to the impact of having a protective, comfortable environment to live in. Now, women arrive to beautifully decorated rooms with welcome packs of toiletries, clothes and food. But it's not just about safety and comfort, it's about empowerment and dignity. Helping women feel like they're able to make their own decisions and have autonomy as they move forward with their lives. The impact our service has can be seen by the fact that so many of the women and children we've helped are still in touch with us. Just recently, two women who were at the refuge 25 years ago took me out to lunch. They have new partners and new careers and they're living great lives now. The impact made by Newark Women's Aid lasts a lifetime.

We're still in that same beautiful Georgian house and, thanks to NCHA's assistance, we've been able to help 6,500 women and 7,500 children over the years. Not just giving them a sanctuary to escape abuse, but helping them with life after the refuge, too. That simply wouldn't have been possible without their help.”



**Marlene Ferris**

Manager of Newark Women's Aid

# 1981

## The foundations for building new homes

By the early 1980s, NCHA was well-established in refurbishing empty and tenanted homes, but the association had firm ambitions to build homes of their own. They'd struggled to find the right opportunity until Architect Colin Tuck found a design solution for a problematic piece of land. John Carrol Court kick-started what is still to this day a hugely successful design and build programme of works, delivering thousands of new homes for people who need them.

"I joined NCHA as an architect in the late 1970s, having previously worked in local authority and private practice both in the UK and abroad. Because of my personal values I was looking for somewhere to work that offered a social context and would allow me to give something back. There was a severe shortage of social housing at the time, as there still is, and NCHA was committed to addressing that. I could see that my work would add value.

I quickly knew that I'd fit in. The team were all young and like-minded post war generation kids who lived through the freedoms of the sixties. There were no suits or rigid formality, and after work drinks on a Friday were the team meetings of the era. It suited me well! My role was to look after my own programme of property refurbishments. There were just two or three of us working as architects at the time, and 20 refurbished houses in a year justified a salary. NCHA's ambition to expand was hindered by its inability to attract new build support and funding. We struggled to get a foot in the door with our local authority, as they felt we didn't have new build experience. A bit of luck gave us the chance needed.

Nottingham City Council had a problematic piece of land in St Anns. Due to the position of the water main, other architects had only managed to design four homes onto it – and financially that just didn't stack up. I took a look and applied a different approach. I designed an eight metre by eight metre square and divided it by four, which created a living room, bedroom, kitchen and garden in each of the resulting squares. Each unit was positioned around a shared garden (which was where the problematic pipes were located) and the design gave us 21 homes. The local authority and funding authority thankfully supported the scheme and John Carrol Court was born. It was an important site for NCHA. It was the first scheme we designed and built from scratch, and it provided homes for people who needed them. More importantly, it gave us a platform to keep building new homes.

I went on to work for NCHA for more than 30 years and retired from my role of Director of Corporate Services in 2007. The association has since designed and delivered thousands more new homes, and I'm really proud that my work in St Anns back in 1981 was the start of that journey."



“

John Carrol Court was an important site for NCHA. It was the first scheme we designed and built from scratch, and it provided 21 homes for people who needed them. More importantly, it gave us a platform to keep building new homes.

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**Colin Tuck**

Former Director of Design and Corporate Services





“

Even though  
it's a shared  
ownership  
property, it's  
always felt like  
my home.

”

**Doreen Moore**

Shared ownership resident

# 1987

## Pioneering shared ownership

In 1987 NCHA recognised a housing need for people who had ambitions to own their own homes in areas that were otherwise unaffordable. As a result, they built their first houses to be sold for shared ownership in Collingham, Nottinghamshire. The association has gone on to deliver thousands more homes of this type and tenure, generating profits to reinvest back into social housing.



“When I separated from my husband in 1987 it was a little more unusual for women to live on their own with children than perhaps it is now. I didn’t have any family to turn to, and I certainly wasn’t in a financial position to buy my own house. I hadn’t really heard of shared ownership at that point, but as soon as I learned more, I realised it was the perfect solution. I was able to purchase 50% of the property, with NCHA owning the other half.

The decision made sense financially as I didn’t have to find such a big deposit, and the house was brand new so I didn’t have to spend any money on it. This was a big help. More importantly, it meant that I was able to live in the area I wanted us to be in, which was close to a village where I’d lived previously. This was really important, as it meant I was able to keep my circle of friends, and my children were able to carry on playing for the same teams and going to the same clubs. Keeping that sense of stability during a difficult time really meant a lot.

As this was the first shared ownership scheme in the area, I found that there were quite a few women with young children who were in similar situations to mine. As a result we formed a good little community, giving support and help to each other when we needed it. My children would sometimes go round to a neighbour’s house after school, which meant I could work full-time. When I could I’d return the favour. Even today, on this road there are five women who are either living on their own, living with their children or, like me, retired.

I have lived here for 35 years now and my children are grown up with families of their own. I’ve been lucky to have had good neighbours so it’s been peaceful. NCHA have always been there if I’ve needed them, but over the years, they’ve just left me to get on with living here. That’s always meant that, even though it’s a shared ownership property, it’s always felt like my home.”



“

Living here has  
been fantastic -  
there's no other  
word for it.

”



**Mr and Mrs Bennett**  
Ex-Coal Board residents



# 1988

## Rescuing British Coal Board homes from the threat of sale

In 1988, NCHA rescued 895 ex-British Coal Board homes in the north of Nottinghamshire from the threat of sale to private developers or less established housing providers. They refurbished the homes with new kitchens, bathrooms and heating systems, providing security and comfort for generations of people to come.

“Our history with this house goes back a long time. Mick’s parents originally moved into it when it was a brand new pit house in 1938, so he grew up here. He moved out when we first got married, but when his parents moved into a bungalow we asked the Coal Board if we could take on the tenancy. Luckily they said yes and we moved in soon afterwards. We went on to raise our three children here, and now we’re enjoying a comfortable retirement.

When the mining industry collapsed in the eighties, a lot of their properties were at risk of being sold, and our house was no different. Back then, Mick was an administrator at the pit and our kids were really young, so there’s no way we could have afforded to buy it ourselves. Without the intervention of NCHA, we’d have definitely lost it to a private sale or landlord. Thankfully we’ve now been here for 47 years and counting!

NCHA has made a lot of changes to the property over the years. When we first moved in there was no central heating, the toilet was outside and we had an old-fashioned Parkray stove in the kitchen. But it’s all been renovated and the house is very modern and comfortable, which is perfect for us.

We’ve always tried our best to keep it looking nice, and NCHA is great when it comes to fixing things for us. The house has a lovely big garden, which the kids always loved playing in. It won NCHA’s Garden of the Year award three years in a row, which we’re really proud of. People used to come round just to see it. It’s a beautiful garden, if we do say so ourselves!

Living here has been fantastic - there’s no other word for it. Ollerton is a nice area to live in, and we’ve got lovely neighbours. Whenever we get together with the kids we always spend time reminiscing about the nice memories we’ve got from over the years.

Mick’s going to be eighty soon, and he’s still as fit as a fiddle. We’re best friends and help each other a lot, which means we can still live in our house together. A few people have suggested we should move to a bungalow, but we’ve lived here for most of our lives and we’re happy here. It’s our home, and always will be. We wouldn’t want to live anywhere else.”

# 1991

## Supporting diverse communities

Ashiana and Basera House, two sheltered schemes for Asian Elders, were opened in 1991 by NCHA. They were the first of their kind for the region, and offered culturally appropriate accommodation for people with a shared or similar heritage.

In 2009 Jason Julian joined Ashiana as a Support Worker, and now oversees Ashiana in his role as Scheme Manager.

"I've been the Scheme Manager here at Ashiana since 2014, and my role is to ensure that the residents and the building are safe and well.

“

Living in a community of people with a shared or similar heritage, individuals can maintain their sense of cultural identity and stay connected to their roots.

”

Ashiana opened in 1991 to provide a safe and comfortable environment for Asian migrants who were living in the area. NCHA realised the need for facilities like this earlier than most other people, and with Asian people making up the second biggest demographic in Nottingham, worked hard to provide comfortable living facilities for them. The benefits of schemes like Basera House and Ashiana are huge. We don't want people to lose their roots, and by living in a community of people with a shared or similar heritage, individuals can maintain their sense of cultural identity. A lot of people here have previously lived in quite controlled environments, so we're here to help them realise what independence looks like.

We try to encourage a healthy, autonomous lifestyle, which is why we have an on-site gym, a garden, laundry facilities and a communal living room and kitchen where residents can interact with each other. It's amazing to see how people's lives can improve once they feel like they're a valued part of a community.

It means so much to me to be able to help the people who live here. I know my residents and they know me, and it's incredibly rewarding to feel like I'm giving back to my community."



**Jason Julian**

Ashiana Scheme Manager

## Manjeet

"I came to the UK from Tanzania, where I lived as part of a Punjabi community. Life has been very hard for me since my childhood. My mother had severe mental health problems and my father was a construction worker who would work out of town and return late to cook for us. We were very poor. When my brother got married, his wife was very strict. We weren't allowed to do anything without her permission, and if I ever made a small mistake I would get severely beaten. I was ostracised and abused by my community and, as my family reputation was at stake, I had to leave my children and come to the UK.



**I've found a family here at Ashiana.**



I was originally living with my sister in Beeston, but there was no room for me there. I found out about Asiana thirteen years ago and have been here since. At first, I would spend all of my days crying in my room - I just missed my kids so much and didn't know what to do. But Jason, the Scheme Manager, supported me and slowly encouraged me to come out and talk to the other residents. I sat with them and, as they spoke my language, it was easy for me. Even though I was the only Sikh I was made to feel like family.

We look after each other so much here. Sometimes if I need help with ordering a taxi, another resident will do it for me, and during lockdown I would cook food for people and leave it outside their doors. I like going to the gym here with some of the other female residents, and we enjoy watching TV together. The first time I ever went to a party was here at Asiana – we all shared food and cake, and had fun.

Ashiana resident, Manjeet



Jason helps me like a son. With his assistance, I was able to enroll at college and learn English, and now I can speak to a GP without the help of a translator. He helps me decide which buses to get and how to improve my financial situation by telling me what benefits I'm eligible for. He makes me feel part of the big family that lives here at Asiana. It's so important to live with people who have a similar cultural background, and life here means I can be who I am. Most of my days are spent offering prayers, so I am able to experience the full religious side of my life.

This is my home now. I love it here, and I have worth. I can never go back to Africa and be dependent and looked down upon. I've been here for thirteen years now, and each day of those thirteen years has been rewarding in its own way."





**Ossie Roberts**

Ben Mayo Court, Radford



# 1992

## Regenerating inner cities

In the late 1980s Radford, which sits on the edge of Nottingham City Centre, was dominated by a large and unpopular development of flats that were no longer fit for purpose. Working with the local authority, NCHA joined forces with two other housing associations to regenerate the area by building hundreds of new homes. Ben Mayo Court, an independent living for older people scheme, was born as a result.

"I came to the UK from Jamaica in 1957 and worked in the mines. Before I retired, I worked in Gedling Pit. I've lived in Radford since 1965 and it's changed a lot since then. It was mostly flats before, but it's improved a lot. There's good and bad everywhere you go, but I like living in this area. This is my home.

I've lived in Ben Mayo Court for over thirty years now; I moved here the year after it was built in 1992. After my wife and I separated, I needed a place to live that suited my age and lifestyle, but still gave me the freedom to live my life. I got to decorate my flat to make it my own – I got new carpets, curtains and decorated everything so it felt like mine.

The warden is always here if we need them, but for the most part I just get on with my life. A lot of us are pensioners, but we've got a lot of independence. I do my own shopping, cook for myself, attend the tenant meetings, look after the plants in the garden, watch football, feed the birds, walk into town. I like keeping myself busy.

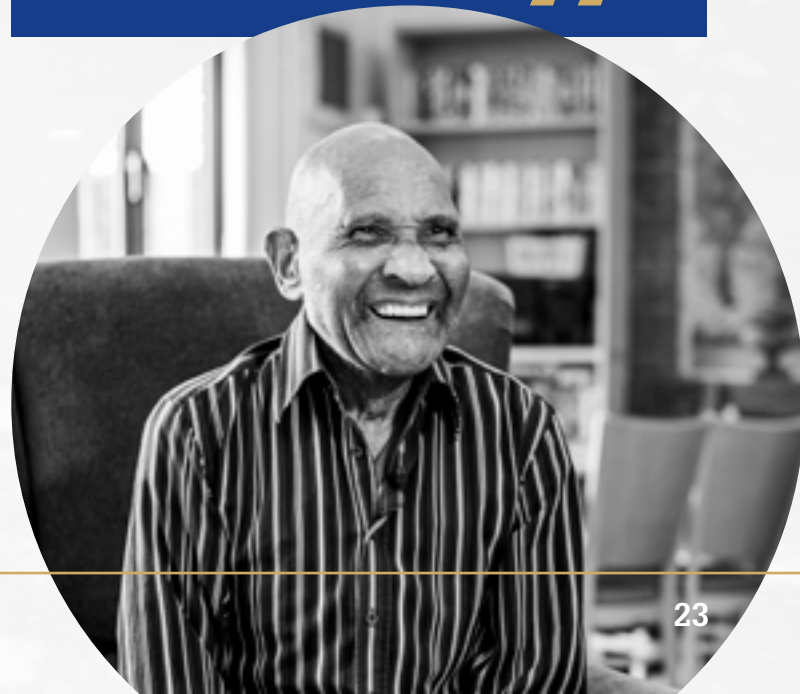
My kids and grandkids come to visit and I'll cook for them. You know, proper West Indian food – rice, potatoes, swordfish, hake.

I've seen a lot of changes here over the years. People have come and gone, but I'm still here, still enjoying life and having my independence. I'm 94 now, and I'm still soldiering on. There's no secret to a long and happy life, I just keep going."

“

There's good and bad everywhere you go, but I like living in this area. This is my home.

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# 1993

## Delivering care and support services

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Early on in its history, NCHA recognised that supporting people to live better lives involved more than just giving them a place to live. Out of that ethos came Care and Support, a department which now delivers around a million hours of additional services a year by a team of over 800 people. Cathy O'Donnell, NCHA's Business Development Manager, has taken great pride in watching it grow.

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"While I was at university I did a placement year at East Midlands Housing Association and loved it! I always knew I wanted a career with a social purpose so getting a job in the social housing sector was perfect. I started at NCHA as a Housing Officer for Forest Fields and Hyson Green. In those days Housing Officers were responsible for all aspects of tenancy management: dealing with applications, lettings, rent, estate management, and terminations. I was encouraged by my manager to become involved in the local community, so I became the treasurer of the local Neighbourhood Centre, a committee member of a Women's Training Scheme and the NCHA representative for a local women's housing co-operative.

In 1992, I became a Special Projects Officer, which involved working with specialist groups who managed accommodation on behalf of NCHA. The groups looked after the support services, and we looked after the buildings. We still work with some of those original groups today in delivering services from our buildings such as Mencap, Women's Aid, and small local groups such as Hucknall Hope Lea.

In 1993, NCHA took on the direct management of six registered care homes for people with learning disabilities. The services were transferred from Nottinghamshire County Council and we became responsible for both the accommodation and the care and support services. At this point our Care and Support department was established, and a manager, John Bartle, was seconded from Nottinghamshire County Council to oversee it. He ended up staying at NCHA until he retired in 2017.

Initially we were a very small team, but over time we took on the direct management of lots of new services. Very early on NCHA made the decision that, rather than focus on one particular specialism, we would support the needs of all individuals, regardless of their circumstances or the level of support they required. This is something we've stuck to ever since. Some of the voluntary groups who managed accommodation on our behalf handed services back to us, and the organisation had to decide whether or not to transfer the accommodation back to our general housing stock or to continue to support the vulnerable adults who lived there. In virtually all cases, we decided to run those services ourselves.





Long standing resident, Barbara

We also started to develop our own care and support services from scratch. In the early nineties, community care became a big issue, and a lot of vulnerable adults were living in campus provision or long stay hospitals. There was a real need to provide homes in ordinary streets so that people had proper quality of life and access to the rights most of us might take for granted. We then worked with local health authorities and social care departments to develop new accommodation and community-based care and support services.

Fast forward to today, and we have about 1600 services users across the East Midlands, and deliver around a million hours of care and support a year. We provide services for people with learning disabilities and mental health support needs, homeless families, single people, young people and care leavers, people fleeing domestic abuse, and older people. If someone had told me those figures back in the 90s, when there were five of us working out of a Portakabin I'm not sure I'd have believed it!

I've spent virtually my entire working life working at NCHA in different capacities, and no two days have ever been the same. I love my job. I really feel like I'm making, and have made, a difference. My colleagues, the services we deliver and the people we support have really been the backdrop to my life."



“ My colleagues, the services we deliver and the people we support have really been the backdrop to my life. ”

**Cathy O'Donnell**  
Business Development Manager

# 1994

## Bringing repairs in-house

Following in the footsteps of Andrew Malone, **Mike Andrews** became NCHA's second Chief Executive in 2007 after spending 19 years as Director of Housing. Instrumental in the decision to bring repairs in-house, Mike reflects on how this decision impacted on the association's customers and their homes.

"When you're managing social housing to the scale that NCHA does, the single most important service you're going to provide to tenants is repairs and maintenance. If their boiler breaks down, they want to have hot water and heating again as soon as possible. That's what you get judged on by the people who are paying their rent. When I first joined NCHA as Director of Housing, all of our maintenance was carried out by external contractors, but we took the decision to establish our own Direct Maintenance Service so that we were in control of the works being done in our homes.

It started in 1994 with three men and two electric vans (which in itself was a very new concept). We had a plumber, a carpenter and a general builder, and they were based out of a small industrial unit in Radford. We wanted to have a presence in Nottingham and we wanted our tenants to have trust in the people who were coming to fix their home, so they wore NCHA uniforms and were trained in our core values and standards. They were there to carry out small repairs in our local properties, and they quickly became an integral part of our team.

Like all things with NCHA, this was a little bit different for the time. Most housing organisations were contracting maintenance work out, but we always liked to swim against the tide. It just felt like the right thing to do for our customers.

Over the following years more people were added to the team of three, and in 2000 we grew the service quite significantly. We weren't satisfied with the gas servicing work being done by the external contractors we were using at the time, so we decided we could do that ourselves too. We employed an engineer who built and trained their own team of people, and having outgrown the small lockup in Radford, they moved to a larger unit in Camberley Court in Bulwell, Nottingham.

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**I was delighted to see our early ambitions become a reality when the association built its first scheme of houses in Ollerton from start to finish. I've no doubt that wouldn't have happened if we didn't have three men and two electric vans thirty years ago.**

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NCHA's original repairs team of three

After I took over as CEO in 2007, that team continued to grow and we were able to cover everything from plumbing and gas work to carpentry, grounds maintenance and house clearances.

Setting up our own maintenance team came with a certain amount of risk. If anything went wrong, we were solely responsible. But in the long run it meant that we were able to provide a better, more reliable service, and our tenants were able to have a level of trust in our team that couldn't exist with an ever-changing list of external contractors. We enjoyed knowing that we were accountable and that our service team had been trained to our standards. It also made us much more ambitious...

The longer we had our own repairs team, the more we got to know them as people, and discovered that they were all incredibly skilled, well-rounded craftspeople that could do even more if given the opportunity. NCHA had its own architects, developers, and now its own highly-skilled team of plumbers, builders and carpenters, so why couldn't we start building our own houses? It was a bit of a pipe dream 25 years ago, but in 2021 I was delighted to see that ambition become a reality when the association built their first scheme of houses in Ollerton from start to finish. I've no doubt that this wouldn't have happened if we didn't have three members of staff and two electric vans thirty years ago."



**Mike Andrews**

Former Chief Executive





# 1995

## Newark Castle Station

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Having worked for Newark and Sherwood District Council for three decades, Jill Sanderson has seen first-hand the work that NCHA has done to transform the residential landscape of the town. The most significant scheme came with the landmark Newark Castle Station development, which provided 176 homes for rent or low-cost ownership on land that had been derelict for many years.

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“When I first started working for Newark and Sherwood District Council (NSDC) thirty years ago, our Director of Housing, John Staton, had an excellent working relationship with Andrew Malone. I remember seeing them together on my first day on the job, and you could really sense that they had the will to get things done. Together, when they decided they wanted to commit to a project, it invariably happened. They just had that strength of drive and commitment between them.

The Newark Castle Station development in the early nineties transformed 13 acres of land which had been derelict since the late sixties – much of it had the appearance of an

overgrown bog, the old ironworks had left some of the land contaminated, and it had become a local eyesore. On top of that, there were listed buildings within it to contend with. But there was a real housing need in the area, and John and Andrew saw the potential.

Together, NCHA and NSDC developed an ambitious plan to preserve the listed buildings, convert the old industrial structures and provide 176 homes for rent or low-cost home ownership. The area is on the edge of the town centre of Newark, so it provided really prime living conditions for a huge number of people who needed it the most.

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**Nearly thirty years after the Newark Castle Station development, NCHA remains our most important housing partner. Long may that continue.**

”

### **Jill Sanderson**

Strategic Housing Officer,  
Newark and Sherwood District Council

Even at that time, we were all aware of how much of a coup it was to secure the land and develop it into what it became.

To this day it's still one of the most popular places to live in the area. You're right next to the train station, you've got a great view of the river and the castle, and you're only a short walk away from everything Newark has to offer.

Although John and Andrew have long since retired, the working relationship between NSDC and NCHA has gone from strength to strength. We've got pockets all over the district where that collaboration has resulted in some really fantastic housing schemes that have significantly helped alleviate the need for affordable housing in the area. We've also worked together on the Trent Valley Partnership, which involves developing smaller housing schemes in some of the district's rural areas. Nearly thirty years after the Newark Castle Station development, NCHA remains our most important housing partner. Long may that continue.”



# 1997

## A new chapter for Nottingham's history books

One of NCHA's most significant schemes was Trivett Square, Nottingham. Developed with funding from English Partnerships, the properties were built for the private rental sector – a change of direction for the association. The significance of building in such a historically important area wasn't lost on Development Officer Richard Vickery.



**Richard Vickery**  
Trivett Square's  
Development Officer

"I spent 30 years working for NCHA, first as a Development Officer, and then as Head of the Development department.

One of the biggest projects I managed in

Given the scale it came with complications – as anything involving listed buildings often does. Our in-house architects did a fantastic job with the design, and we eventually cleared the hurdles around planning permission to bring the Grade II listed buildings back to life.

Work started on site in 1997, and during the three-year build I became fascinated with the area's past. Whenever I wasn't needed on the site itself I could be found in the local history section of the library. I found out that this area of the Lace Market was really significant to the city of Nottingham and its heritage. It was where Ivar the Boneless and the Vikings camped and established Danelaw!\*

It was later part of the old medieval town, then it was where the gentry resided in the 1700s. Later still it was where 20,000 lace-makers lived and worked during Victorian times. Sadly, by the time we came along it was completely run down and one of the city's no-go areas. Given the site's history, along with the change in direction for NCHA, we knew how important it was that we got it right.

that time was Trivett Square in Nottingham's Lace Market. We'd been granted £3 million in funding by English Partnerships, which meant that the properties were to be built for private rent. This was a shift from our usual work as an affordable social housing provider, but there was a need for market-rented housing in the city for people on lower incomes, and the money received in rents would allow NCHA to develop more social housing.

Trivett Square was a big scheme, with the potential to be something of a local landmark: 139 flats, 13 commercial units, a 60 bed-space block for student accommodation and a large commercial space.



Our work at Trivett Square was completed around the turn of the millennium, and I don't think you can overestimate the importance of the changes it sparked. After we'd finished, private developers descended on the area and transformed it into what's now a beautiful part of the city – bringing back to life roads and areas where thousands of years' worth of history had gone before.

When I first started at NCHA we had 2,800 properties. When I retired 30 years later we had over 10,000. It's a great feeling to know that the homes I worked on will be there for

people who need them long after I'm gone. Trivett Square is the site that stays with me in particular, as for those few years in the late 90s it took over my life. I'm really proud of what it represents for NCHA, and I'm proud of what it did for this important and significant area in the heart of Nottingham.

\*Ivor the Boneless led an invading force into what we now know as England – for a while the region was governed and occupied by the Danes, and known as Danelaw."

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**I'm really proud  
of what Trivett  
Square represents  
for NCHA, and I'm  
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and significant  
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Nottingham.**

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**Trivett Square**

# 2002

## The journey to environmental sustainability

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Long before it was as topical and urgent as it is now, NCHA was taking a keen interest in environmental issues, recognising the impact the performance of homes and buildings has on the planet. In 2002, NCHA was one of the first housing associations in the East Midlands to install photovoltaic cells onto the roofs of new homes. This was just the beginning of a twenty year journey to becoming a more sustainable organisation. Throughout his career at NCHA, Paul Moat, NCHA's third Chief Executive, has taken huge pride in seeing these early initiatives grow into key corporate objectives.

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"I arrived at NCHA 1999, having been appointed as Assistant Director in our architects department. We were responsible for the delivery of new homes. In 2007 I became Technical Services Director, where the focus was not only on building new homes but also on maintaining our existing ones. Now, as Chief Executive, I provide leadership and oversight of the whole organisation.

For me, our homes are about much more than where they are located or what they look like. I'm interested in providing people a warm, safe and secure place to live. To support that, I'm interested in how a home performs, and what impact it is going to have on the environment.

Back in the early stages of my career at NCHA, we had a person dedicated to energy and sustainability work. This wasn't common at the time, and it meant that we were an early adopter of very new technology. This included photovoltaic (PV) installations, or solar panels as they were more widely known. The earliest scheme we installed them at was in Clifton, Nottingham, and we were

one of the first housing associations in the area to take that kind of leap. We continued an extensive PV installation programme right into the 2010s, meaning many of our customers paid less for their energy, and we reduced our impact on the environment.

That was just the start. Since then we've trialled and adopted lots of different technologies and systems to improve our environmental footprint. We've shifted and grown our focus in this area so our impact now goes far beyond the design and building of our homes.

Since I became Chief Executive in 2018, we've developed three new top level strategies to focus on – one of them being Environmental Sustainability. Within it, we've got a strong commitment to a whole range of ambitions. One of those is our aim to be a net-zero organisation by 2050, and we're confident we'll get there. We're going to have to review our approach to delivering this target more often than we review anything else that we do, simply because the technology is changing at such a pace.

If I look back to some of the early initiatives that we installed against some of the current technology, you can see the progression over time.

The thing that excites me about this whole area of work is the fact that there's such a tangible benefit to our customers and communities, alongside a benefit to the planet. Whilst NCHA can't change the environmental footprint of the whole country, we can make a big difference in our region – and we should.

I've faced my fair share of challenges so far as CEO, not least the Covid pandemic and the ongoing financial crisis, but there has also been so much to celebrate, and plenty of reasons to feel positive about the future of our organisation. I was immensely proud when we completed our 10,000th home, at Morley Avenue in Mapperley. This development encapsulates everything I love about NCHA. It's got affordable housing, shared ownership homes, some flats for supported housing and a range of fantastic environmentally-focused and sustainable features.

Milestones like our 50th anniversary give us an opportunity to reflect. When I look back to the day when I was selected to take on the role of Chief Executive, I can remember thinking about what I wanted to achieve for the organisation, our customers and colleagues. I didn't seek to make radical changes: simply put, I wanted to strengthen our commitment to the work we do and the values we hold. I wanted to make sure that when the time comes for me to hand over the reins (hopefully many years into the future!), NCHA will be in even better shape than when I took over. I now include the reduction of our environmental footprint to that ambition. We work with so many talented and enthusiastic people that I feel confident that we're on track to do just that."



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**Whilst NCHA  
can't change the  
environmental  
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whole country, we  
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difference in our  
region – and we  
should.**

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**Paul Moat**

Chief Executive





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We love having the freedom to make the house our own.

”

**Tracy and Dave Rogers**  
NCHA residents

# 2005

## Tackling the rural housing crisis

It's long been recognised that the lack of affordable housing isn't just a problem in urban areas. In the 1980s, many rural towns and villages were becoming victims of a housing market serving second and holiday homeowners. Local people were being priced out, and the problem was getting worse.

NCHA was, and remains, keen to play a part in addressing the crisis. A good example of this lies in Brassington, a limestone village in the Peak District. In 2005 a parish survey carried out by Derbyshire Dales District Council revealed that there was a shortage of affordable housing in the area. NCHA and the local authority worked together to build four two-bedroom houses on a piece of disused land adjacent to the village school, using locally sourced materials to remain sympathetic to nearby buildings.

"Back in 2008 I was a single parent living in a private rented home in Brassington. Although Derbyshire wasn't where I was born and raised, it was where my children's father and his family were, and I really wanted to put down more permanent roots in the area.

I could see the new NCHA homes being built just across the road from where I lived in a private rented home, and me and my neighbours were fascinated by all of the technology we could see going into the ground. I later came to understand this was for the ground source heat pumps which were installed as there was no gas in the area.

I was absolutely over the moon when I was offered one. I couldn't believe my luck! I moved in a few weeks later, and it was a real team effort. As we lived so close we didn't need to hire a van - the whole street pitched in to help. I'll never forget seeing my son, who was only eight at the time, wheeling his toy box down the hill with the help of his friends!

Not long after I moved in I met Dave, and we made the happy decision that he would move in with us. We went on to get married close to where we live, and we had our reception in a local hall which is a short drive away. It was such a happy day, not just for us but for the whole community, and it really cemented for us all that we love about living here.

The house itself is beautiful, and blends in really well with the rest of the village. It hasn't always been plain sailing with the heating technology that we were so excited about when they were being built. The ground source heat pumps were replaced with air-source heat pumps, which bring their own challenges (made harder for engineers as we're so remote). But we enjoy the security of being with NCHA, and we love having the freedom to make the house our own.

Our children are grown up now and have both moved away, but we're not planning on going anywhere! We love our home and the area we live, and we're thankful that NCHA stepped in to build here when they did."

# 2006

## Strength in numbers builds more homes

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As former Chief Executive of the Longhurst Group, a housing association with its roots in Lincolnshire, Bob Walder was a key ally of NCHA over the years. Together, the two associations formed a partnership based on mutual respect and a drive to achieve more, benefitting not just NCHA and Longhurst, but the entire social housing sector.

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“Longhurst Group started out as a small housing organisation in Boston in the late sixties and, by the time I came to be Group Chief Executive in 1989, had grown to provide housing all over Lincolnshire and Norfolk, and had started breaking into the Midlands. We began working alongside NCHA after we absorbed a smaller Nottingham-based housing association and, as a result, developed a partnership that has been incredibly fruitful for both organisations over the years.

In around 2006, a legislation change meant that the funding being offered to housing associations was going to be limited to organisations that were capable of doing certain sizes of developments. As similarly sized developers, we felt that, between the two of us, we would be able to command quite a sizeable programme of new homes. We realised we could affect far more change together than we could separately, and by combining

our efforts, were able to put together a development programme of over a thousand homes per year. That’s when POD (later Pitch), our development services company was born.

Traditionally there’s always been a bit of a healthy competition between housing associations. You’re all working toward a common goal, but there’s always a sense of pride in the schemes you create as an organisation. But in Andrew Malone I found someone who had a similar approach to life and work, and developed a relationship based on mutual respect and effective, straight-forward communication. We knew that neither of us had an interest in taking over the other’s business, there was just a sincere desire to do more. Sometimes opportunities would come our way that were better suited to NCHA, so we’d pass them on, and vice versa. I think that as organisations, Longhurst and NCHA complemented each other really well.





**Bob Walder**

Former Chief Executive  
of Longhurst Group

The relationship was beneficial to the sector as a whole. One of the largest outcomes from the partnership was the creation of the Blue Skies Consortium, which brought together around fourteen different housing associations of different sizes. As well as allowing us to develop housing bids and countless schemes of homes for the community, it facilitated the smaller associations in the consortium, who otherwise might not have had the resources to break into the development world, by utilising the staff and expertise both Longhurst and NCHA had at their disposal.

The partnership between the two organisations has meant that far more people who needed homes got them. Fundamentally, that's what housing associations are here to do."

“

We realised we could affect far more change together than we could separately and, by combining our efforts, were able to develop a programme of over a thousand homes per year.

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# 2008

## Protecting the legacy of almshouses

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Often described as the oldest form of social housing, almshouses are a charitable form of independent, low cost homes which are kept in trust by an associated charity.

Having stepped in as trustee to nine almshouse charities, NCHA made the decision in 2008 to amalgamate them into one organisation by creating Nottingham Community Almshouse Charity (NCAC). This arrangement gave trustees and residents the benefit of pooled resources and housing expertise securing a longer-term future for the buildings. Several more almshouse charities have since joined, and to date NCAC and NCHA look after 160 of these important homes.

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"After my marriage ended a few years ago, I found myself living in a cold, damp bedsit. I had no security and the landlord could have asked me to leave at any time. I'd had to retire early with a bad back so I didn't have the financial freedom I might have had if I'd still been working.

I was over the moon to be offered a place to live at the William Crane Almshouses. I grew up not too far from here and used to walk past these homes every day on my way to school. It felt like a satisfyingly neat circle of life!

This row of bungalows is just a delightful place to live. They're for people over the age of 55, and that suits me perfectly. I have the reassurance that the rent is affordable, and it's very cheap to run. I've got plenty of space inside and out, and in the summer I love being out in the garden. I now spend my days walking, tinkering with old computers and doing odd jobs for people.

I find the history of almshouses fascinating and I often think about how these homes came to be. Most were built and set up as charitable trusts to house people in need, often in memory of someone. William Crane, who these homes are named after, was the Chair of the Housing Committee in Nottingham, as well as a builder and pioneer for social housing in the early 20th century. If I ever win the lottery I'll buy a block of flats, call them the Ron Dakin Almshouses and donate them to NCAC!

The association has always been so helpful and considerate of my needs, and I'm safe in the knowledge that there will be support for me if I ever need it. The biggest benefit of being here is peace of mind and the sense of security that brings.

There's a famous quote that 'people are usually the happiest at home', and that's so true of me. I have everything I need here in my own little bungalow. I'm a happy man."





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**The biggest benefit of being here is peace of mind and the sense of security that brings.**

”

**Ron Dakin**

William Crane Almshouses



# 2011

## Transforming care, transforming lives

In 2011, the Transforming Care programme was set up by the Government in response to the Winterbourne View inquiry. Its purpose was to support and improve the lives of people with complex needs leaving hospitals or long stay care homes, and NCHA was quick to step into action. Southwell Road East, an existing NCHA building, was repurposed and opened as a pilot scheme, achieving incredible outcomes for its residents.

“I live at Southwell Road East, a home with support for people with mental health problems and learning difficulties. I’ve been in the care system for 22 years, and the seven years that I have lived here have been the happiest of my life by far.



**It’s hard to say where  
I’d be if it wasn’t for  
Southwell Road East.**



I ended up in the care system because of the abuse I was suffering from my mother and step-father. They were very neglectful, and this set me spiraling down a path of anxiety, psychosis and self-harm. I would cut myself and swallow batteries to try to release the anger and sadness I was feeling, which would just make me feel worse. I was trapped in a vicious cycle.

I spent a lot of time in hospitals, and it was horrendous. There were people constantly arguing, I was attacked several times and I had

no privacy. It wasn’t a nice environment to be in, and I felt scared all of the time. After that I tried living in a flat on my own, but I wasn’t getting enough support and only lasted there for two weeks. I got really poorly, really quickly.

Moving to Southwell Road East has changed everything in my life. I live in a bungalow with really good friends. I’ve also got great relationships with the support workers, including my key worker Pat. They set me boundaries to help me and challenge my problematic behaviours. They assist me with everyday things like organising my money and shopping, and give me the support I need to live a happy life. They’re caring, lovely people – I just love them to pieces.

It’s hard to say where I’d be if it wasn’t for Southwell Road East and the team here. I haven’t self-harmed for more than two years now and I’m so proud of myself for that. I’m just a normal girl who likes baking, shopping, cooking, doing my nails and going to the disco! Living here has allowed me to do all of those things and more - it’s like being in a different world.”



**Lizzie Quayle**

Care and Support resident





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**There's a great synergy between Access Training and NCHA because they understand that housing is just the first step in helping to improve people's lives.**

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**Corrina**

Managing Director, Access Training



# 2014

## Helping people be the best they can be

Recognising that people need more than just a roof over their head, NCHA became co-owners of Access Training in 2014. As Managing Director, Corrina Hembury has helped countless people gain qualifications, attain apprenticeships and learn important vocational skills to improve their prospects of long-term employment.

“Access Training is an independent training provider that’s been going for over 35 years. We operate mainly in Nottinghamshire and Derbyshire, supporting around a thousand people a year with training. Sometimes young people come to us in the same way they would a college to study, and other times we support people who are unemployed by teaching vocational skills or providing apprenticeships. We work with around 500 apprentices at any given time, across a range of sectors including the NHS.

In 2014, NCHA recognised that aside from providing homes and support, one of the best ways to help people get on in life is by supporting them into employment, giving them opportunities to flourish and make the best of themselves. They considered if and how they could do this themselves, but made the decision to invest in a training provider already delivering this work. As a result, they teamed up with Futures Housing Group and became co-owners of Access Training.

It’s a relationship that works really well. Our organisations are very like-minded in our approach to social investment. NCHA does it by providing housing, we do it by providing training and helping people into work and into sustainable employment.

Some of the young people we help are categorised as NEET (not in education, employment or training). They might not have had the best time in life or have been failed by mainstream education and would otherwise be stuck inside their bedrooms or on the street. In these cases, the work we do isn’t just about vocational training, but the wider experiences we provide. Some of those young people might never have sat round a dinner table to eat a meal or seen a film at the cinema, so we try to support them in having those experiences that many of us might take for granted. Yes, we can and do help them toward employment, but sometimes it’s about the longer journey. This type of work really supports NCHA’s ambitions around increasing social impact, and we’re proud to be part of that.

There’s a nice cyclical nature about our work together. We’ve delivered training and apprenticeships to NCHA colleagues and some of their residents over the years, and Paul Moat is an active Board member of ours.

I’m really thankful that our owners are so like-minded and socially conscientious. It’s great to know that they support our work and our ambition – which is to support people in our communities who need it the most.”

# 2016

## Tackling homelessness

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True to its roots, NCHA maintains a strong commitment to supporting people at risk of, or experiencing, homelessness. One of seven services that they own and manage, William Lyon Court in Loughborough, offers temporary accommodation to young people aged 18 and over, helping them to find a permanent place to call home.

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"I unexpectedly found myself homeless at the age of 24 after being made redundant and going through a bad break up in quick succession. I didn't know what to do, but after getting in touch with the Council, William Lyon Court were the first people to reach out to me.

The level of support I received right from the beginning was great. I suffer from anxiety and depression, but they treated me like an individual and let me do things at my own pace. I expected it to be like a hostel, but I had my own flat with a living room, kitchen and private bathroom. Having that sense of privacy was really important. I knew that it was only temporary accommodation, but it felt like my own place, which was a huge step in the right direction for me.

I've always struggled opening up and talking to people, but the support workers were really patient and understanding. They helped me with understanding things that I'd always struggled with, like Council Tax and utility bills, and made me aware of the benefits I was entitled to, which I didn't know before.

The experience of living there matured me and taught me a lot of really important life skills. When the process of getting my own flat in the area began, I felt confident and ready to move out. Now I live in my own apartment in a really nice area of town.

I'm really close to one of my support workers, Brent. He was great at knowing when to talk to me and knowing when I just needed space. Because we're similar ages, I felt comfortable talking to him about the issues I was having, and still talk to him regularly when I need help or advice. The support hasn't stopped just because I'd moved out.

Living at William Lyon Court, and receiving the support that was available to me there, was a really important step on my way to living independently. In the space of a year, I've gone from being homeless and in a really bad way to living in my own flat, and that wouldn't have been the case without them."



“

Living at William Lyon Court, and receiving the support that was available to me there, was a really important step on my way to living independently.

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**Connor Bishop**

William Lyon Court resident



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**Living at Pelham  
Waterside isn't  
just about owning  
a house, it's about  
being part of a  
community.**

”



**Mirella Palazzo**

Pelham Waterside resident

# 2020

## Building profit for a purpose

Pelham Homes was established in 2004 as a commercial subsidiary of NCHA, allowing for the generation of profits to be reinvested back into the association. In 2020, and as part of their ambition to build homes for outright sale, they completed the ground-breaking development at Pelham Waterside next to the river Trent in Nottingham.

"I first came across Pelham Waterside in 2020 when I was on the market for a new home. I'd been looking at other houses in the area, but as soon as I saw this development I knew it was where I wanted to live. Luckily for me, four houses were being released that week. I moved quickly on the purchase and have been happy here ever since.

The house is beautiful, I was really drawn to the size of it. It's got two bedrooms, and the rooms have a lot of height so it feels spacious. It came with all-new kitchen appliances, nice flooring, a monsoon waterfall shower and a good sized garden. The whole area has a really contemporary look – the houses have beautiful light-coloured brickwork, so they stand out from your standard red-brick housing developments.

As someone who works from home, it was really important to feel like I could escape into nature, and living right near the river gives me that opportunity. Often I'll make some sandwiches and a drink and walk down there during my lunchtime! Equally important is warmth and sustainability, and thanks to the above average insulation, my heating didn't even need to be turned on until November this winter.

The area is really quiet, but I'm close enough to walk into Nottingham City whenever I want to. I've got the best of both worlds.

Living at Pelham Waterside isn't just about owning a house, it's about being part of a community. We're a combination of outright owners, like myself, and shared owners, which is nice. We've bonded over street parties and Facebook groups, and that's all been a lovely help and support as we've been settling in.

There are big aspirations for the regeneration of this side of the city. It'll be fantastic when we get a footbridge over to the other side of the river, along with the planned walkway down to Colwick Park which will really open things up. At the minute it does feel like we're a bit of a work in progress, but it's exciting to be here from the start and to be part of that transformation."



# 2022

## Delivering social impact

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Social impact is the change for people and communities that happens as a result of an action or activity. Under that definition, there's no doubt that NCHA has delivered enormous amounts of social impact during its long history. Keen to improve on how social impact is measured to inform future strategy, NCHA has gone back to its roots to work with HACT, one of the organisations that enabled their creation back in 1973.

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"The Housing Associations' Charitable Trust (HACT) is a charity and social enterprise that works across the UK driving value in the social housing sector through innovation, collaboration and insight. We've been doing that for over 60 years, having been originally established with one aim: to help create housing associations. One of the key organisations we helped form was Shelter which, for many years, served as our fundraising arm. This in turn allowed us to provide grants for people and communities who wanted to establish housing associations. Back in the early 1970s, Nottingham Community Housing Association was one of them.

Roll forward 50 years and NCHA has both sustained and grown significantly. Most housing organisations that were established in the sixties and seventies started by purchasing one or two street properties, refurbishing them and using them for social housing. NCHA was no different. Of course, they've grown enormously from that point, but they've always managed to maintain their sense of place, which is important. Now they've got a broad portfolio of housing as well as care, support and community investment work, all of which is making a big impact across the East Midlands.

One of NCHA's greatest benefits is that they're a traditional housing association that's grown in place, rather than a housing association that's grown because of the transfer of housing from local government, which is often the case. As a result, they're able to scale and improve their communities through collaboration with other organisations, and that's really valuable.

Looking ahead we've got a few ongoing projects with NCHA. We're working together to better understand and measure the social value and impact they're generating using our UK Social Value Bank, and they're engaged in our Centre for Excellence in Community Investment. They're also part of the carbon credit pilot scheme, Retrofit Credits, which is important not just for environmental sustainability, but for enabling people to live productive lives in their homes without having to make a choice between heating and eating.

We enjoy working with NCHA. We enjoy their appetite for innovation, and their continuous drive for social purpose. They're working out what more they can do to unlock all of that, and it's delightful to be working alongside someone in that space. It's clear that NCHA has a rapacious appetite for making an impact in their communities, and that's what being a social enterprise is all about."





“

We enjoy NCHA's  
appetite for  
innovation, and their  
continuous drive for  
social purpose.

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**Andrew Van Doorn**

HACT Chief Executive



This book has been produced on FSC materials

