

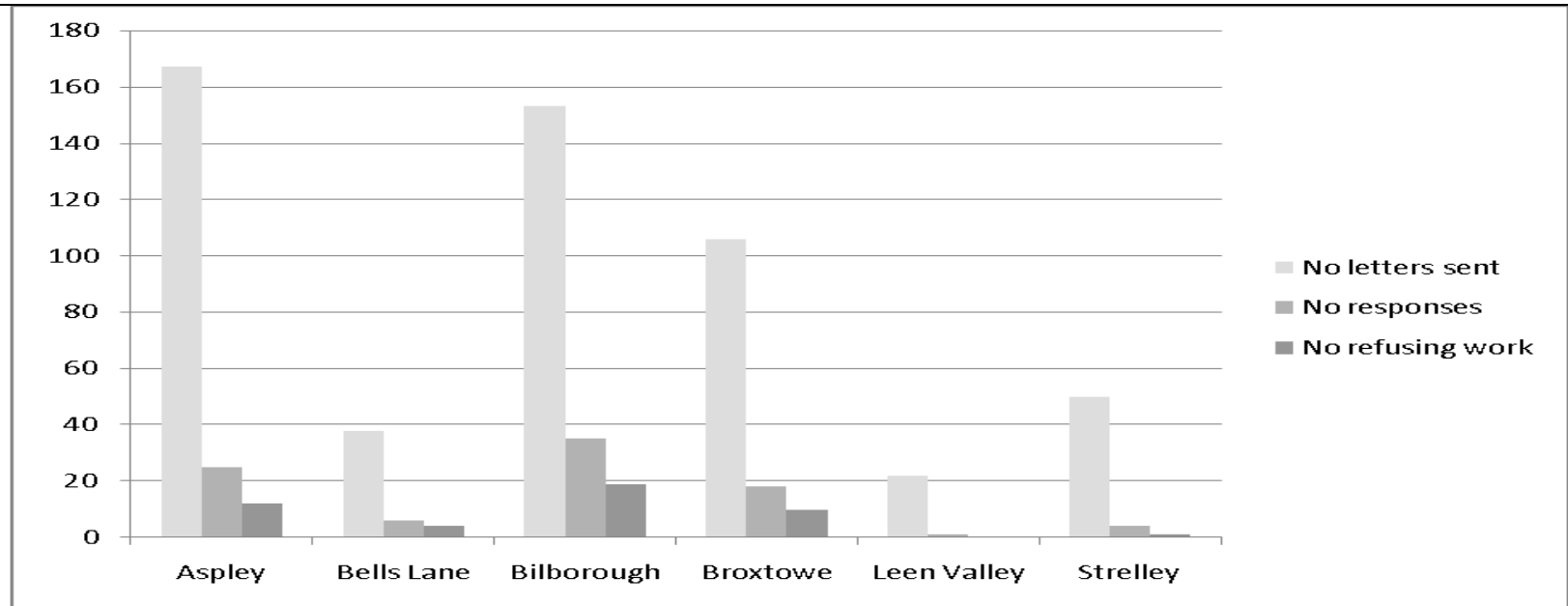
# NCH update report

West Area Committee – Aspley, Bilborough & Leen Valley

Presented by: Chris Holloway



	Item	Executive Summary / Key Points																												
1	Capital Programme & major works	<p><b>Decent Homes</b>                      2014-15 is the final year of the Nottingham Decent Homes programme. Constructor partners Keepmoat and Bullock continue to improve kitchens and bathrooms where required. Single glazed windows continue to be replaced as we gain access as well as heating systems being upgraded.</p> <p>A letter was sent in July to customers who have previously refused the improvement work or not allowed us access. The letter asks them contact Nottingham City Homes so we can plan the improvement work by end March 2015. After March 2015 a Maintaining Decency programme will continue to ensure properties meet the Nottingham Decent Homes Plus Standard.</p> <p>Contact for West Area so far is</p> <table border="1" data-bbox="443 978 1529 1225"> <thead> <tr> <th>Area</th> <th>No letters sent</th> <th>No responses</th> <th>No refusing work</th> </tr> </thead> <tbody> <tr> <td>Aspley</td> <td>167</td> <td>25</td> <td>12</td> </tr> <tr> <td>Bells Lane</td> <td>38</td> <td>6</td> <td>4</td> </tr> <tr> <td>Bilborough</td> <td>153</td> <td>35</td> <td>19</td> </tr> <tr> <td>Broxtowe</td> <td>106</td> <td>18</td> <td>10</td> </tr> <tr> <td>Leen Valley</td> <td>22</td> <td>1</td> <td>0</td> </tr> <tr> <td>Strelley</td> <td>50</td> <td>4</td> <td>1</td> </tr> </tbody> </table>	Area	No letters sent	No responses	No refusing work	Aspley	167	25	12	Bells Lane	38	6	4	Bilborough	153	35	19	Broxtowe	106	18	10	Leen Valley	22	1	0	Strelley	50	4	1
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**Door replacement programme**

All wooden doors will be replaced during financial year between now and 2018 subject to access.

**Slate Roof Replacement**

Slate roofs across the City are being replaced there are 149 in the Aspley, 76 in Leen Valley but none in Bilborough. Tenants have been invited to an information event and will be contacted prior to work commencing.

**HIMOs**

Refurbishment of the houses of multiple occupation (HIMOs) including decent homes of kitchen and bathroom replacement, new windows and doors. Communal areas to be decorated. We are working with the Allocations team to help tenants find alternative accommodation during the extensive refurbishment. There is just one in the Basford area that NCH manage.

		<p><b>Equalities Act Work</b></p> <p>The Equalities Act 2010 works covers the following works to 60 Independent Living Schemes throughout the City</p> <ul style="list-style-type: none"> <li>• Kitchen Refits to allow for a range of access and use requirements</li> <li>• WC refits to allow for a range of use access requirements</li> <li>• External Access Ramps</li> <li>• Laundry adaptations to taps and machinery heights</li> <li>• High contrast signage throughout independent living schemes</li> <li>• Communal doors, access and thresholds</li> <li>• Car parking surfaces and marking</li> </ul> <p>West Area</p> <ul style="list-style-type: none"> <li>• Stanwick Close Beechdale - Works commenced and on track.</li> <li>• Kibworth Close, Heathfield - Works commenced and on track.</li> <li>• Bramley Green Broxtowe - Works commenced and on track.</li> </ul>
2	Area Regeneration and Environmental Issues	<p>Planned fencing &amp; guttering programme for west area through 2014-15 Aspley &amp; Leen Valley – June/September/December/March Bilborough - April/July/October/January</p> <p><b>Denton Green, Broxtowe</b></p> <p>New build due to commence in September, work being undertaken by Robert Woodhead &amp; BEST (Broxtowe Education, Skills &amp; Training). Four x 1 bedroom bungalows being built. Start date due September 2014. Completion date - 6 months to complete.</p> <p><b>Lindfield Road, Broxtowe</b></p> <p>We are also to complete a scheme in Aspley, this is to work on 53 properties between 252 - 177 Lindfield Road. It's for the creation of brick walls with a low level railing to sit on top. We will also be installing a single and double gate where necessary. We anticipate we will be on site in September 2014.</p>

3	Key messages from the Tenant and Leasehold Congress	<ul style="list-style-type: none"> <li>• The newly re-formed TLC held its first meeting 29 January. Membership consists of Chairs from each of the customer panels and NCH representatives from within the Area Committee areas ensuring good representation from neighbourhoods to higher level involvement within the decision-making processes at NCH.</li> <li>• TLC have so far discussed and/or influenced such matters as Rent Setting and the Responsible Tenant Reward Scheme; New Repairs Agreement; Proposed Service Review Programme 2014-15; Tenants Conference – September 2014.</li> <li>• TLC and NCH Board meet on a quarterly basis and are developing new ways to work effectively together. Shared objectives include: jointly supporting the delivery of the Tenant &amp; Leaseholder Involvement Strategy and the Corporate Plan; To link tenant involvement and the Board and to ensure tenants’ and leaseholders’ interests are at the heart of the organisation; to ensure transparency and accountability of decision making on behalf of tenants and leaseholders through sharing information and collaborative working.</li> </ul>
4	Tenant and Residents Association updates	<p>Broxtowe Community Club was formed in July 2014. Group members have already attended training through the Tenants Academy and put those skills to use at the local ‘Tour de Broxtowe’ where they offered face painting to local residents. They are in the process of applying for funding through the community first grant.</p> <p>BelsATRA have run their summer club where they have taken young people away for a residential in North Yorkshire. They continue to run their summer club for people in the area.</p> <p>DADTRA have run several activities already this year including a hanging baskets sale; hosted a meeting with the Leader of Nottingham City Council; a bus trip to Great Yarmouth and have starting monthly housing surgeries from the DADTRA community house.</p> <p>New Whitemoor TRA has applied for a special ‘On Fire’ grant for an older person’s day with the aim of putting on an activity at Naburn Court Independent Living Scheme for 35 tenants and residents.</p> <p>SMART and STARA are working with the Tenant &amp; Community Involvement Manager to develop 12 month action plans with the aims of increasing membership and delivering some area based projects.</p> <p>A new group is in the process of being formed in the Beechdale area. The group are hoping to hold their AGM in October and elect their committee.</p>

5	Area Perf Figures	<b>See appendix below</b>
6	Good news stories & positive publicity	<p><b>Responsible Tenant Reward Scheme</b></p> <p>Staff from the Aspley office have ensured that the new ‘responsible tenant reward’ scheme has been embedded and used robustly in the West area. There have been 5 removals of the responsible tenant reward since it was introduced in May 2014 (3 for drugs, 1 for ASB and 1 for an untidy garden)</p> <p><b>4 Star Estates</b></p> <p>The new programme of assessing our estates began in April 2014. The Broxtowe estate was one of the first estates to be assessed by our tenant inspectors and received the maximum 4 starts. The star ratings are now based on partnership working and tenant engagement alongside the visual appearance of our neighbourhoods. Aspley and Broxtowe have traditionally performed well in terms of close partnership working and it is pleasing to see this work recognised.</p> <p><b>Social Return on Investment</b></p> <p>A recent analysis on work undertaken in the Aspley ward with young people looking for work has proven to be a success with many of these young people finding full time work or training. It has been calculated that for every £1 invested by NCH, £20.57 was generated in ‘social value’ which in this case was represented by residents perceptions of the area in which they live, opportunities for employment and their perception that the council and NCH act on the priorities they set. NCH are happy to continue this work and methodology with Cllr McCulloch and her ‘communities taking control’ scheme for 2015</p>

## **CRANWELL ROAD UPDATE: A re-development scheme of 48 new council homes**

### Decommissioning

- Out of 84 flats being decommissioned, only one flat is still occupied and this leaseholder should be agreeing to sell by October 2014;
- In response to vandalism and Health and Safety issues, rear accesses to vacant blocks are being secured by our repairs team. Further, litter and flytipping continues to be an issue and our caretaking staff and council neighbourhood services are doing their best to keep on top of this.

### Demolition

- So of the 11 blocks plus set of five garages, one block remains occupied and three are affected by bat licences. This leaves 7 blocks and garages that we could start demolishing from October 2014 with others to follow in December 2014;
- There are cost advantages in commencing the demolition with all the buildings being ready due to service connections and contract arrangements, so a compromise maybe required to avoid a period of discontinuity.







### Construction

- In February 2014, 11 bungalows and 17 houses were approved by Planning Committee. And this October, a further 8 family houses and a 12 one bed flat with study apartment block is recommended for approval. Scheme start of site expected January 2015 through to completion July 2016.











Matthew Wilson  
Regeneration Project Manager  
Nottingham City Homes

## Appendix 1 - Performance Report.

### AC3-1 Anti-social behaviour





Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>% of ASB cases resolved – Aspley</p> <p><i>Note: This PI measures the proportion of ASB cases NCH has successfully resolved. Data for this PI is not available by ward and is reported by Housing Office.</i></p>	97.8%	100%			98.04%	99.42%	Case 5971 - This case was very complex in nature and the HPM received a counter complaint and had to log an additional ASB case to deal with the new counter complaint that was received. Due to the complexity in nature, the HPM closed this case as unresolved as the issues were ongoing between the complainant and perpetrator. Roles were switched, which is why there was a new case logged as perp had become the complainant. No concerns.
<p>% of ASB cases resolved by first intervention – Aspley</p> <p><i>Note: This PI monitors how many ASB cases NCH resolved on the first intervention e.g. written warning. Data for this indicator is not available by ward and is reported by Housing Office.</i></p>	84%	84.21%			80.27%	84.12%	Whilst both quarterly and yearly performance remains above target, there have been 4 cases which were not resolved upon first intervention. These have primarily been neighbour disputes which have escalated requiring formal enforcement from the community protection team.
<p>Number of new ASB cases – Aspley</p> <p><i>Note: Data for this PI is only available by Housing Office.</i></p>		49			94	149	The Aspley team recorded 20 new cases in July 2014 which represents a mix of drug related activity, untidy gardens and neighbour disputes. The ASB partnership with the Police and Community Protection continue to deliver joined up solutions to these issues
<p>Tenant satisfaction with the ASB service - Aspley</p> <p><i>Note: Data for this PI is only available by Housing Office.</i></p>	8	9.6			9.6	7.97	The latest available data for this KPI is from December 2013 and a new process for obtaining satisfaction has recently been launched. Aspley has exceeded target for the last monitoring period which is pleasing.

### AC3-2 Repairs









Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
% of repairs completed in target – AC - Aspley, Bilborough & Leen Valley  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	98.38%			97.32%	93.41%	
% of repairs completed in target – Aspley Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	98.4%			97.3%	93.35%	
% of repairs completed in target – Bilborough Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	98.21%			97.22%	93.27%	
% of repairs completed in target – Leen Valley Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	99.04%			97.87%	94.41%	
Tenant satisfaction with the repairs service  <i>Note: Data for this PI is only available citywide</i>	9	8.67			8.78	8.64	Whilst slightly short of the challenging Corporate plan target of 9, year-to-date performance in 2014/15 is at a record high in comparison to all previous annual outturns.











### AC3-3 Rent Collection

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>% of rent collected</p> <p><i>Note: This PI measures the amount of rent collected (including tenant arrears) as a percentage of rent due for the current year. Data for this indicator is not available by ward and is reported city wide.</i></p> <p><i>Trend shows as improving if value is over 100% as arrears are decreasing.</i></p>	100%	98.99%			100.02%	100.21%	This indicator is behind target, but still showing improvement month on month and is on target to achieve 100% in August. The in-month figure for July was 101.39% which is the best result ever for July. We have now recruited to all our vacant posts in the rents team and so have additional resources to assist in attaining this target.
<p>% of tenancies ending due to eviction</p> <p><i>Note: This PI monitors the percentage of tenants being evicted due to rent arrears and is reported citywide.</i></p>	0.75%	0.74%			0.74%	0.55%	There has been a reduction in the number of evictions at the beginning of this financial year after an increase last year. We are working hard to sustain tenancies and the work of the Financial Inclusion Team has helped to support this approach.









**AC3-4a Empty properties - Average relet time**

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
Average void re-let time (calendar days) – AC - Aspley, Bilborough & Leen Valley  <i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i>	25	39.09			24	29.96	
Average void re-let time (calendar days) – Aspley Ward  <i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i>	25	40.9			26.73	29.94	
Average void re-let time (calendar days) – Bilborough Ward  <i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i>	25	35.62			20.8	30.16	
Average void re-let time (calendar days) – Leen Valley Ward  <i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i>	25	46.46			23.18	29.12	









**AC3-4b Empty properties - Lettable voids**

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of lettable voids – AC - Aspley, Bilborough & Leen Valley  <i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>		54			60	53	
Number of lettable voids – Aspley Ward  <i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>		27			30	31	
Number of lettable voids – Bilborough Ward  <i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>		21			26	19	
Number of lettable voids – Leen Valley Ward  <i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>		6			4	3	

### AC3-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of empty properties awaiting decommission – AC - Aspley, Bilborough & Leen Valley  <i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i>		84			45	1	
Number of empty properties awaiting decommission – Aspley Ward  <i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished .</i>		3			0	0	
Number of empty properties awaiting decommission – Bilborough Ward  <i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished .</i>		81			0	0	
Number of empty properties awaiting decommission – Leen Valley Ward  <i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished</i>		0			0	1	

### AC3-5 Tenancy sustainment

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
Percentage of new tenancies sustained - AC - Aspley, Bilborough & Leen Valley  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	95.27%			94.53%	95.3%	
Percentage of new tenancies sustained - Aspley Ward  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	95.79%			94.04%	94.47%	
Percentage of new tenancies sustained - Bilborough Ward  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	94.92%			95.12%	96.26%	
Percentage of new tenancies sustained - Leen Valley Ward  <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	93.33%			95%	95%	