

NCH performance update – appendix 1



Presented by: Lynn Standen/ Paul Howard

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Decent Homes 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>Week commencing 7th July a letter is being sent 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>Door replacement programme All wooden doors will be replaced during financial year 2015-16 subject to access.</p> <p>Slate Roof Replacement Slate roofs across the City are being replaced there are 167 in the Sherwood and Berridge areas. Tenants have been invited to an information event and will be contacted prior to work commencing.</p> <p>Programmed fencing & guttering programme for 2014-15</p>	Information

		<p>Berridge - May/August/November/February Sherwood - June/September/December/March</p> <p>Winchester & Woodthorpe Courts Lift Replacement The primary outcomes of the lift replacement programme are to make reaching the flats more accessible for tenants and leaseholders. Currently the two lifts stop at alternate floors so if one lift is out of order residents needs to climb stairs. The replacement of the two lifts will see both lifts stopping at all floors thereby providing more access for our tenants. Work commenced in January 2014 and is due to be completed November 2014 across both sites.</p> <p>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 Sherwood area that NCH manage.</p>	
2	Area Regeneration and Environmental Issues	<p>There are currently no plans for demolition or new build in the area.</p> <p>Replacement of wooden benches and the large central tree in the communal area as part of an environmental improvement scheme at Collin Green has improved the visual appearance of the area.</p> <p>Springfield Street- approved environmental scheme in May 2014to add additional fencing to car park area to improve security.</p>	Information
3	Key messages from the Tenant and Leasehold Congress	<p>The newly re-formed Tenant & Leaseholder Congress(TLC) held its first meeting 29 January 2014. 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</p>	Information

		<p>involvement within the decision-making processes at NCH. (Area 5 position is currently vacant – more details contact Tenant & Leaseholder Team on 0115 9157380.)</p> <p>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</p> <p>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 & 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.</p>	
4	Tenant and Residents Associations updates	<p>WinWood TRA had a fantastic turn out for the AGM on 10th June (25 tenants plus 6 staff members) with 8 new committee members joining the current committee.</p> <p>ELETRA are planning an annual fun day on Thursday 7th August- to be supported by Kirsty McKeown and Maureen Birkin (HPM)</p> <p>Joint working has been taking place between NCH, NCC and police to set up a first meeting of a Sherwood Community group on the 2nd July- focussing on a communal gardening project. The Housing Patch Manager, Angela Gould has been pivotal in setting up this group. Opportunity for the group to become a TRA to be explored at the first meeting.</p>	Information
5	Area Performance Figures	See appendix 2 attached	X

6	Good news stories & positive publicity	<p data-bbox="712 197 949 225">'you said we did'</p> <p data-bbox="712 272 1774 376">The replacement of the passenger lifts at Winchester & Woodthorpe Courts is a positive step forward and was requested for and supported by the residents despite the disruption as they used to frequently breakdown ,</p> <p data-bbox="712 424 1749 515">A recent visit by the new Ace Inspectors resulted in an indicative visual 4 star estate rating and they were very complimentary of the appearance of the ward.</p>	Information
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