

Area Committee East (ACE) (Dales, Mapperley, St Ann's) –18 November 2014

Title of paper:	Nottingham City Homes Update Report	
Director(s)/ Corporate Director(s):	Nick Murphy Chief Executive of Nottingham City Homes	Wards affected: Dales, St Ann's & Mapperley
Contact Officer(s) and contact details:	Kristian Murden Tenancy and Estate Manager Kristian.Murden@nottinghamcityhomes.org.uk	
Other officers who have provided input:	None	

Relevant Council Plan Strategic Priority:	
Cutting unemployment by a quarter	<input type="checkbox"/>
Cut crime and anti-social behaviour	<input type="checkbox"/>
Ensure more school leavers get a job, training or further education than any other City	<input type="checkbox"/>
Your neighbourhood as clean as the City Centre	<input type="checkbox"/>
Help keep your energy bills down	<input type="checkbox"/>
Good access to local transport	<input type="checkbox"/>
Nottingham has a good mix of housing	<input checked="" type="checkbox"/>
Nottingham is a good place to do business, invest and create jobs	<input type="checkbox"/>
Nottingham offers a wide range of leisure activities, parks and sporting events	<input type="checkbox"/>
Support early intervention activities	<input type="checkbox"/>
Deliver effective, value for money services to our citizens	<input type="checkbox"/>

Summary of issues (including benefits to customers/service users):
<p>The area performance reports provide updates on key issues and themes which link back to local priorities and the strategic themes for Nottingham City Homes.</p> <p>The reports provide summary updates on the following key themes:</p> <ul style="list-style-type: none"> • Capital Programme and major work • Area Regeneration and Environmental Issues • Key messages from the Tenant and Leasehold Congress • Tenant and Residents Associations updates • Area Performance Figures • Good news stories & positive publicity.

Recommendation(s):	
1	Area Committee note and comment on the Nottingham City Homes Update Report in Appendices 1 & 2.

1 REASONS FOR RECOMMENDATIONS

- 1.1 The Nottingham City Homes Update Report provides a descriptive and statistical picture of what is happening at an area level and invite community representatives to comment, debate, and challenge and identify how they can add value to improve their neighbourhoods.
- 1.2 The Nottingham City Homes Update Report also monitors progress in the wards and acts as a catalyst for debate about the key performance issues impacting upon the ward on a quarterly basis.

2 BACKGROUND (INCLUDING OUTCOMES OF CONSULTATION)

- 2.1 The Nottingham City Homes Update Report has been important for a number of years in Nottingham as a means of engaging better with tenants and leaseholders and to drive forward service improvement.
- 2.2 Nottingham City Homes has a goal to 'create homes and places where people want to live' and to give tenants and leaseholders an input in shaping what happens in their area. The Nottingham City Homes Update Report helps us to understand where we are doing well and which areas need to be improved.
- 2.3 Following the decision for Nottingham City Homes reps to attend Area Committee, it was decided to provide the Nottingham City Homes Update Report to Area Committee.

3 OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS

- 3.1 No other options were considered.

4 FINANCIAL IMPLICATIONS (INCLUDING VALUE FOR MONEY/VAT)

- 4.1 None.

5 RISK MANAGEMENT ISSUES (INCLUDING LEGAL IMPLICATIONS, CRIME AND DISORDER ACT IMPLICATIONS)

- 5.1 None.

6 EQUALITY IMPACT ASSESSMENT

Has the equality impact been assessed?

Not needed (report does not contain proposals or financial decisions)

No

Yes – Equality Impact Assessment attached

Due regard should be given to the equality implications identified in the EIA

7 PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

7.1 None.

8 PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

8.1 None.

Area 6 Committee– Dales, Mapperley, St Anns

Time:

Date: November 2014

Presented by: Kristian Murden

	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>Two letters have been sent to customers who have previously refused the improvement work or not allowed us access. The letters ask 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. The letter was posted on 21 July with a good response to date.</p> <p>There has been a good response, Housing Patch Managers are helping to gather further information with their knowledge of the estates and residents.</p> <p>Door replacement programme All wooden doors will be replaced during financial year 2015-18 subject to access.</p> <p>Slate Roof Replacement Slate roofs across the City are being replaced there are around 125</p>	Information

	<p>properties identified in area 6 for roof replacement the majority in the Mapperley and St Anns area with a dozen in the Dales. Work continues with Housing Patch Managers helping where we have not been able to gain access.</p> <p>Houses of Multiple Occupation Refurbishment of the houses of multiple occupation 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. In area 6 there are only three HIMO's across Watcombe Circus, Woodborough Rod and Mapperley Park Drive.</p> <p>Fencing and guttering planned programme for Area Six St Anns & Dales - May/August/November/February Dales - May/August/November/February</p> <p>Equalities Act Work The Equalities Act 2010 works covers the following works to 60 Independent Living Schemes throughout the City</p> <ul style="list-style-type: none">• Kitchen Refits to allow for a range of access and use requirements• WC refits to allow for a range of use access requirements• External Access Ramps• Laundry adaptations to taps and machinery heights• High contrast signage throughout independent living schemes• Communal doors, access and thresholds• Car parking surfaces and marking <p>So far:-</p>	
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	<ul style="list-style-type: none"> • 53 Scheme on the existing schedule • 25 schemes with 100% works completed • 10 Schemes currently in progress • 18 Schemes to complete <p>For Area Six -</p> <ul style="list-style-type: none"> • • Bellevue Court, St Anns Works commenced and on track. • Courtenay Gardens, St Anns Works commenced and on track. • Woodview Court, Bakersfield Works commenced and on track. <p>Highwood house, St Anns Highwood House is to receive a full rewire, LED upgrade and sprinkler install starting 7th July - it is a 20 week programme. Decent Homes work is due to start in September 2014.</p> <p>Installation of sprinkler system, full require and LED lighting upgrade has started and is well under way. Decent Homes work to the 24 flats replacing kitchens and bathrooms is due to start in October 2014.</p> <p>Colwick Wood Court 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 May 2014 and is due to be completed January 2015 and is on programme.</p> <p>Victoria Centre Roof Replacement of the Victoria Centre roof on the Glasshouse Street side of the building has commenced with the removal Japanese Knotweed, emptying</p>	
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	<p>and lowering the height of the planters. As retailers were complaining of the scarifying noise it has been agreed there will be more scarifiers working for shorter amounts of time during the day, we continue to work closely with retailers. Residents are updated of work on a regular basis and queries are responded to as and when they occur.</p> <p>The corridor lighting to each floor will be replaced with reactive LED lighting thereby helping to reduce costs. This will be completed via a planned programme due to commence in December 2014 (delay from September 2014).</p> <p>Work to upgrade the fire panel upgrades and wet risers has started and is due to end December 2014.</p> <p>Bentinck, Manvers, Kingston (BMK) Work has commenced to extend district heating pipework to the flats with the intention of replacing the old inefficient and expensive storage heaters with controllable district heating.</p> <p>Underground pipework started with infrastructure being built underground. Site compounds being set up week commencing 13 October. Information events were well attended by residents from all three blocks. Our constructor partner, Wates has started to hold individual induction meetings with residents telling them about the work in more detail. Eight mast climbers to each tower are to be installed.</p> <p>Monitoring equipment to be installed in 15 of the Manvers flats to capture 12 months thermal comfort data and impact of the work.</p> <p>We are also looking at environmental work around the flats including landscaping.</p>	
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		<p>Stonebridge, St Anns External treatments to properties around the new build sites including fencing, sheds, doors, driveways - to commence November 2014 - 18 month programme over three phases starting on Limmen Gardens.</p>	
2	Area Regeneration and Environmental Issues	<p>Robin Hood Chase, St Anns Demolition of second block is due to start in January 2015.</p>	
3	Key messages from the Tenant and Leasehold Congress	<p>TLC have so far discussed and/or influenced such matters as:</p> <ul style="list-style-type: none"> • the Nottingham City Homes' Corporate Plan 2015+, also influencing the methods of communications used. • 'Customer Services Week' – what shape this will take and how this will be delivered. • Anti-Social Behaviour - New Powers & Tools <p>TLC has also approved the Service Review Programme 2014-15 which sets out which service areas the Customer Excellence Panel will scrutinise - all findings and recommendations for service improvement are forwarded to NCH Board for consideration.</p> <p>TLC has also supported and endorsed the Tenants Conference – 27th September 2014</p>	
4	Tenant and Residents Associations updates	<p>STOP TRAs providing a Multi-sport fitness session, a session that allows people to try sports in a different way and a Weight Management session for the community.</p> <p>NCH in partnership with Willmott Dixon are upgrading and refurbishing the STOP TRA Community Café and Pavilion. An event to celebrate the refurbishment of the Community Café to be held during the St Ann's Week of</p>	







		<p>Action.</p> <p>STOP TRA Halloween Party on the 31st October.</p> <p>Sycamore TRA has been disbanded.</p>	
5	Area Performance Figures	<p>Please see below report</p>	
6	Good news stories & positive publicity	<p>NCH staff are nominating pupils and staff Bluebell Hill School for a Keep Britain Tidy award</p>	

Area report - St ann's, Dales & Mapperley
Generated on: 13 October 2014











AC6-1 Anti-social behaviour

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
% of ASB cases resolved by first intervention – St ann's <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>	84%	90.2%			82.22%	81.97%	St Anns currently have a total of 48% of their open ASB cases as "Drugs Substance misuse". The time taken from opening a case to resolution is significant in this type of case. A number of cases have been closed over the last 2 months, which have been open for between 12-18 months. The delay with ending these relates to civil and criminal matters being concluded at Court allowing NCH/CP to take the appropriate course of action from a TEM perspective once convictions are known. Our enforcement action is then based on the outcome of criminal proceedings. Furthermore St Anns Team have the most current open cases within the City.

<p>% of ASB cases resolved – Stanns</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%			100%	99.03%	Investigated reasons why performance below target. It has been found that a case was closed without the correct details inputted Staff have been advised of this and reminded of the correct process.
<p>Number of new ASB cases – St Ann's</p> <p><i>Note: Data for this PI is only available by Housing Office.</i></p>		75			233	266	
<p>Tenant satisfaction with the ASB service - St ann's</p> <p><i>Note: Data for this PI is only available by Housing Office.</i></p>		7.45			5	7.99	





AC6-2 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 - St ann's, Dales & Mapperley	96%					92.87%	

<i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>							
<p>% of repairs completed in target – Dales Ward</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	98.18%			96.86%	93.35%	Performance is in target for the year and we continue to improve working practices to keep performance at this level. Performance is showing a year on year improvement almost 5% better than 2012/13
<p>% of repairs completed in target – Mapperley Ward</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	98.62%			97.28%	91.7%	Performance is in target for the year and we continue to improve working practices to keep performance at this level. Performance is showing a year on year improvement almost 7% better than 2012/13
<p>% of repairs completed in target – St ann's Ward</p> <p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>	96%	98.36%			96.96%	92.65%	Performance is in target for the year and we continue to improve working practices to keep performance at this level. Performance is showing a year on year improvement almost 6% better than 2012/13.
<p>Tenant satisfaction with the repairs service</p> <p><i>Note: Data for this PI is only available citywide</i></p>	9	8.81			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.
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AC6-3 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%	98.25%			100.02%	100.21%	This indicator is not achieving the target set, it is ahead of the same point last year (97.45%). This indicator continues to be affected by "Bedroom Tax" and the resulting £2.3m (approximate) extra annual collection requirement. Other factors affecting performance include problems with the new cash receipting system which resulted in several periods of 'down time' when cash was not been taken. We are also still waiting for the remainder of the DHP payments to be made onto accounts which will improve performance for this KPI.
<p>% of tenancies ending due to eviction</p> <p><i>Note: This PI monitors the</i></p>	0.75%	0.75%			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



<i>percentage of tenants being evicted due to rent arrears and is reported citywide.</i>							working hard to sustain tenancies and the work of the Financial Inclusion Team has helped to support this approach.
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AC6-4a 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 - St ann's, Dales & Mapperley <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	40.11			29.73	31.38	
Average void re-let time (calendar days) – Dales 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	47.12			23.14	32.25	The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty. The teams meet weekly to ensure all actions possible are taken to let empty properties swiftly.
Average void re-let time	25	37.83			32.71	25.05	The Housing Services and







(calendar days) – Mapperley 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>							Property Services Teams work closely together to minimise the time properties remain empty. The teams meet weekly to ensure all actions possible are taken to let empty properties swiftly.
Average void re-let time (calendar days) – St Anns 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	37.83			31.77	30.3	The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty. The teams meet weekly to ensure all actions possible are taken to let empty properties swiftly.

AC6-4b 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 - St ann's, Dales & Mapperley <i>Note: Lettable voids are empty properties available for re-letting. They will receive repair</i>		59			45	44	The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty. The teams meet weekly to ensure all actions possible are taken to let







<i>work and then be re-let to a new tenant.</i>							empty properties swiftly.
<p>Number of lettable voids – Dales Ward</p> <p><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></p>		11			15	11	The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty. The teams meet weekly to ensure all actions possible are taken to let empty properties swiftly.
<p>Number of lettable voids – Mapperley Ward</p> <p><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></p>		1			3	3	The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty. The teams meet weekly to ensure all actions possible are taken to let empty properties swiftly.
<p>Number of lettable voids – St Anns Ward</p> <p><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></p>		47			27	30	The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty. The teams meet weekly to ensure all actions possible are taken to let empty properties swiftly.



AC6-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2014/15			2013/14	2012/13	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Number of empty properties awaiting decommission – Dales Ward</p> <p><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></p>		0			2	6	No outstanding addresses in this ward
<p>Number of empty properties awaiting decommission – Mapperley Ward</p> <p><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></p>		0			5	6	No outstanding addresses in this ward
<p>Number of empty properties awaiting decommission – St Anns Ward</p> <p><i>Note: This PI shows the number</i></p>		5			0	28	The five properties are “corporate” properties to be sold off at auction

<i>of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i>							by NCC
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AC6-5 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 - St ann's, Dales & Mapperley <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	94.76%			93.83%	92.67%	This performance is encouraging and is testament to the hard work staff have done in supporting customers throughout their tenancies in the first year.
Percentage of new tenancies sustained - Dales Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	93.5%	94.74%			92.93%	95.19%	HPM's are working hard to identify possible trends regarding NTQ's and reasons why a tenancy may fail. It is hoped that the new type of tenancy pre termination visits will help to bring an upward trend in this PI
Percentage of new tenancies sustained - Mapperley Ward	93.5%	100%			100%	91.67%	

<p><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i></p>							
<p>Percentage of new tenancies sustained - St Anns Ward</p> <p><i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i></p>	93.5%	94.23%			93.68%	91.87%	