

NCH performance update report



Time: 18:00

Date: 20 November 2014

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>There has been a good response rate to the two letters sent to customers who have previously refused the improvement work or not allowed us access. Housing Patch Managers are now helping with gaining access to those who have not responded.</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 replacement programme is going well.</p>	Information

		<p>Winchester & Woodthorpe Courts Lift Replacement The new lifts at Winchester are due to be complete and ready for use by the end of October with work to the Woodthorpe lifts ongoing.</p>	
2	Area Regeneration and Environmental Issues	There are currently no plans for demolition in the area or new build.	Information
3	Key messages from the Tenant and Leasehold Congress	<p>The Area 5 representative for Tenant & Leaseholder Congress / NCH Area Committee is still vacant. To find out more, please contact the Tenant & Leaseholder Involvement Team on 0115 74 69100.</p> <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>	Information
4	Tenant and Residents Associations updates	<p>WinWood TRA - the recently appointed Treasurer has attended a training session to learn the processes for book-keeping and NCH grants process. The group is to consider funding opportunities with support from the TCIM.</p> <p>The new group in Sherwood is still being developed. Staff members will</p>	Information

		<p>continue to supporting the group until they are fully trained and a committee has been established.</p> <p>ELETRA are currently planning for their forthcoming AGM.</p>	
5	Area Performance Figures	See Appendix 1	X
6	Good news stories & positive publicity	<p>Tenant and Leaseholder fun day on 27 September 2014 at Djanogly. Over 500 attendees.</p> <p>NCH contributed to recent Community festival organised by Debbie/Beth in Berridge Ward on 13 September and were on hand to give advice and support to residents.</p> <p>Completion of LLP review has concluded with no changes to the LLPs for the Berridge and Sherwood Ward – Collin Green, Jenner, Selkirk, Wilmington and Frobisher</p> <p>Woodthorpe and Winchester enjoyed a buffet courtesy of Fire Safety Team on 1 October celebrating older person's day. NCH supported event and promoted Fire Safety visits that are getting underway</p> <p>The Independent Living Service organised an event on 1st October at the Council Chamber, entitled "Tenants with Talent". Residents from across the City came to celebrate their many talents, to meet new residents and to engage with Officers from NCH. Over 70 residents attended on the day and it was considered to be a great success by all who attended.</p>	Information