



NCH update report

Area 2 Committee–Basford & Bestwood

Date:24 November 2014

Presented by: Nicky Jarvis

	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. Housing Patch Managers are helping to gather further information with their knowledge of the estates and residents.</p>	Information

	<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 120 in the Basford area but none in Bestwood. Work continues and where we have not been able to gain access Patch Managers are assisting.</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 Basford area that NCH manage.</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>Area 2</p>	
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		<ul style="list-style-type: none"> • Cadlan Court, Top Valley • Valley Farm Court, Top Valley • Carnforth Court, Bestwood Park 	<p>Works are ongoing</p> <p>Works are ongoing</p> <p>Works are ongoing</p>	
2	Area Regeneration and Environmental Issues	<p>Planned fencing & guttering programme for area two through 2014-15 Basford - April/July/October/January Bestwood – May/August/November/February</p> <p>Raymede Drive, Bestwood Raymede Drive scheme is to be completed on 1 – 201 Raymede Drive. The odd number properties are have a low level timber kickboard installed. The evens are to have a vertical bar railing with a ball finial on top and single gates where necessary. Work to commence during October..</p> <p>Townsend Court Grander Design work to commence at Townsend Court, Bestwood Park in November. Sprinklers will be installed at the same time as well as scooter stores.</p> <p>Fire alarm systems Frobisher Gardens and Wilmington Gardens, Edwards Lane are to have hard wired addressable fire alarm installed by March 2015.</p> <p>GainsfordCtrescent Environmental improvements at Gainsford Crescent, including installation of roll top fencing, resurfacing of amenity land and installation of two boulders and two logs as alternative seating was completed in September 2014.</p>		Information

		<p>Cairns Close Environmental improvements on Cairns Close, Leen Valley to remove iron fencing from 59 Cairns Close to 84 Cairns Close was completed in September 2014.</p>	
3	<p>Key messages from the Tenant and Leasehold Congress</p>	<p>The Area 2 representative for Tenant & Leaseholder Congress / NCH Area Committee has recently been taken by Serita-Marie Rehman - Wall (Old Highbury Vale TRA).</p> <p>The Tenant and Leaseholder Congress (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 successful Tenants Fun Day / Conference – 27th September 2014</p>	Information
4	Tenant and Residents	Old Highbury Vale TRA is an established TRA that meet once a	Information

	Associations updates	<p>month. They organised a successful summer fun day in August that was attended by many local tenants & residents.</p> <ul style="list-style-type: none"> • Rosegay TRA run a successful project called ‘Football In The Community’ that is open to local girls & boys age 5-16. This has been funded by local Councillors and an Efficiency East Midlands grant via NCH. The TRA has submitted another EEM grant for this year to hopefully secure funding to enable the football coaching to continue. • Stockhill TRA – ran a successful play day sessions during the school holidays and are currently looking to wider the area covered by the TRA. 	
5	Area Performance Figures	Please see appendix 1	X
6	Good news stories & positive publicity	<p>The Bestwood Housing Office reopened on the 11 August 2014. The office has been refurbished to a high standard and now incorporates the local Tenancy and Estate Management team and the Rents and Leaseholder teams. The office provides excellent conference, training and meetings rooms to internal and external customers.</p> <p>Housing Patch Managers in partnership with the police, visited 30 residents on Rosegarth Walk, Basford to discuss community safety issues in the area as part of “A Day Of Action”. This also included arranging for the removal of tonnes of rubbish, fly tipping, weeds and vegetation</p> <p>A successful fun day was held at Vernon Park in July.</p>	Information