



# NCH update report

West Area Committee– Aspley, Bilborough & Leen Valley

Time:

Date: 15<sup>th</sup> October 2014

Presented by: Chris Holloway

	Item	Executive Summary / Key Points	For information or decision
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. Response to previous no access and refusal has been good.</p> <p><b>Door replacement programme</b> All wooden doors will be replaced during financial year between now and 2018 subject to access.</p> <p><b>Slate Roof Replacement</b> Slate roofs across the City are being replaced there are 149 in the Aspley, 76 in Leen Valley but none in Bilborough. Work is progressing well.</p>	

		<p><b>Equalities Act Work</b>                  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	<p>Area Regeneration and Environmental Issues</p>	<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>                  New build has started with initial ground work. Media event held on 10 October to mark the milestone with staff from NCC, NCH, BEST &amp; Robert Woodhead present.                  Work being undertaken by Robert Woodhead &amp; BEST (Broxtowe Education, Skills &amp; Training).                  Four x 1 bedroom bungalows being built.                  Completion date - 6 months to complete.</p>	

		<p><b>Cranwell Road, Strelley</b> Area has been fenced off with demolition starting. Planning has been agreed. Tender for developers to be sent this month anticipating awarding in the new year with build to commence in the new financial year.</p> <p><b>Lindfield Road, Broxtowe</b> 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 December 2014 a slight delay as it's a notifiable project.</p> <p><b>Keverne Court</b> Scooter store is being installed at Keverne Court this financial year.</p>	
3	Key messages from the Tenant and Leasehold Congress	<ul style="list-style-type: none"> <li>• The newly re-formed Tenant and 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 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</li> </ul>	

		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.	
4	Tenant and Residents Associations updates	<ul style="list-style-type: none"> <li>New T&amp;R group set up in Broxtowe. Fun day planned for 29<sup>th</sup> November</li> <li>New group set up for Beechdale. AGM to be held in November.</li> </ul>	
5	Area Performance Figures	See area report below.	
6	Good news stories & positive publicity	<p>Strelley community club has attained funding for a 'job shop' and NCH has assisted in obtaining the grant for this and other items.</p> <p>Plans are in place to create a 'sensory garden' at Foxton Gardens for those who suffer with dementia. It is hoped that this scheme will compliment national best practice.</p>	

## Area report - Aspley, Bilborough & Leen Valley







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### AC3-1 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 – Aspley  <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</i>	97.8%	100%			98.04%	99.42%	Performance exceeds target

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<i>Housing Office.</i>							
% of ASB cases resolved by first intervention – Aspley  <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%	84.21%			80.27%	84.12%	Performance exceeds target
Number of new ASB cases – Aspley  <i>Note: Data for this PI is only available by Housing Office.</i>		49			94	149	The Aspley team recorded 11 new cases in September 2014 The main types of case recorded in September were neighbour disputes followed by drug related activity
Tenant satisfaction with the ASB service - Aspley  <i>Note: Data for this PI is only available by Housing Office.</i>	8	9.25			9.6	7.97	Excellent progress made against a challenging target.



**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%	98.59%			97.32%	93.41%	
% of repairs completed in target – Aspley Ward	96%	98.73%			97.3%	93.35%	



<i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>							
% of repairs completed in target – Bilborough Ward  <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	98.37%			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%	98.99%			97.87%	94.41%	
Tenant satisfaction with the repairs service  <i>Note: Data for this PI is only available citywide</i>	9	8.76			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	
% of rent collected  <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</i>	100%	99.87%			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><i>and is reported city wide.</i></p> <p><i>Trend shows as improving if value is over 100% as arrears are decreasing.</i></p>							
<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%	0.69%			0.74%	0.55%	<p>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.</p>

**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	
<p>Average void re-let time (calendar days) – AC - Aspley, Bilborough &amp; Leen Valley</p> <p><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></p>	25	37.58			24	29.96	<p>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>

<p>Average void re-let time (calendar days) – Aspley Ward</p> <p><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></p>	25	36.38			26.73	29.94	<p>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>
<p>Average void re-let time (calendar days) – Bilborough Ward</p> <p><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></p>	25	37.8			20.8	30.16	<p>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>
<p>Average void re-let time (calendar days) – Leen Valley Ward</p> <p><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></p>	25	43.44			23.18	29.12	<p>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>



**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		68			60	53	<p>The Housing Services and Property Services Teams work closely together to minimise the time properties remain empty. The teams meet weekly to ensure</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>							all actions possible are taken to let empty properties swiftly.
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	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.
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>		33			26	19	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.
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>		8			4	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.







**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.		95			45	1	The Housing Services and Property Services Teams work closely together to

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>							minimise the time properties remain empty. The teams meet weekly to ensure all actions possible are taken to let empty properties swiftly.
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>		11			0	0	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.
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>		84			0	0	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.
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	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.

**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.	93.5%	96.04%			94.53%	95.3%	performance exceeds target which is pleasing in uncertain economic times

Bilborough & Leen Valley <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>							
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%	96.82%			94.04%	94.47%	performance exceeds target which is pleasing in uncertain economic times
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%	95.29%			95.12%	96.26%	performance exceeds target which is pleasing in uncertain economic times
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%	94.12%			95%	95%	performance exceeds target which is pleasing in uncertain economic times