



NCH update report

Time: 18.00-20.00

Date: 19 February 2015

Presented by: Lynn Standen/Paul Howard

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Decent Homes Progressing well to end of financial year.</p> <p>Door replacement programme All wooden doors will be replaced during financial year 2015-18 subject to access.</p> <p>Slate Roof Replacement Programme continues to end of March 2015.</p> <p>Winchester & Woodthorpe Courts Lift Replacement The new lifts at Winchester and Woodthorpe have now been replaced.</p>	Information
2	Area Regeneration and		Information

	Environmental Issues	There are currently no plans for demolition in the area or new build.	
3	Key messages from the Tenant and Leasehold Congress(TLC)	<p>The TLC has been in place for approximately 12 months now. Reforming TLC was part of the overarching NCH Involvement restructure and through successful partnership working with the City Council, there is now a recognised TLC / NCH tenant voice at 'area' level.</p> <p>TLC have influenced and shaped many key developments over this period e.g. customer priorities and budget setting e.g. rent setting for 2015/16 and the Responsible Tenant Reward Scheme; the Repairs Agreement; Cash Collection arrangements; the 'Tenant Fun day' - September 2014; NCH Corporate Plan 2015+.</p> <p>TLC have also supported all Customer Excellence Panel Service Reviews and approved the Service Review Plan for 2014/15.</p> <p>TLC has also received key information on Customer Panel activity (Equality, Communications, Customer Excellence and Complaints), Community information and activities; NCH Board and Board sub-committees through joint meetings; regular updates from Performance and Service Improvement Committee (PSIC) via TLC nominated representative; NCH Four Star Promises; Social Housing Equality Framework; Anti-Social Behaviour – new powers and tools and major new projects e.g. 'City of Football' programme, Fit in the Community etc.</p> <p>TLC is currently in the process of reviewing its practices for the future.</p>	Information
4	Tenant and Residents Associations updates	WinWood TRA has been working with NCH to set up IT training for members. The group are meeting with Nottingham Circle in January to discuss their training needs and to plan how the sessions will work. 15	Information

		<p>people have put their names down so far and we hope that even more will attend the first meeting.</p> <p>ELETRA - unfortunately the AGM in December was not quorate despite efforts to ensure good attendance. A multi-agency planning meeting has been arranged for 12th January to do some action-planning for the New Year. The Community Centre itself has been doing really well.</p>	
5	Area Performance Figures	See Appendix 1	X
6	Good news stories & positive publicity	<p>NCH contribution to phase one of improvements to Peggy's Park is now approved. NCH to continue to collaborate on this project in the upcoming year for the benefit of local NCH residents.</p> <p>Our new Tenant Involvement Manager has started- Lisa Dawkins who is looking to sustain and develop the new TRA group at Sherwood and the established groups mentioned above.</p>	Information