

NCH update report

Time: 5.30pm

Date: 17 February 2016

Presented by: Paul Howard

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Lift Replacement Passenger lift replacement at Ash View remain in progress. There has been disruption to residents as the lift not being worked on has broken down on occasion with residents waiting too long for a repair to be undertaken. An action plan has been implemented to ensure lift engineers attend lift breakdowns within target. The situation is being monitored closely by officers at NCH.</p> <p>Houses in multiple occupation HIMOs are being refurbished on a planned programme with residents being relocated whilst work is undertaken.</p>	Information

2	Area Regeneration and Environmental Issues	<p><u>Arboretum</u></p> <p>Major fencing upgrade taken place to the Birkin Avenue Estate and we are now almost complete with this project. NCH Decent Neighbourhoods Manager will be working with ward members, NDO & Housing to determine the final stages for this project with an aim to complete during 2016/17.</p> <p><u>Dunkirk & Lenton</u></p> <p>Scoping works underway to determine the improvements to be made to the Willoughby Street estate. This will complement the new build works that are due to take place in this area. NCH have commissioned designs for the open spaces in the Willoughby area in a bid to improve these and make the area more appealing.</p> <p><u>Radford & Park.</u></p> <p>NCH have recently delivered a very successful fencing upgrade project as part of our Decent Neighbourhoods Programme in the Norton Street area of the ward and this has significantly improved the area. NCH Decent Neighbourhoods Manager is now in discussions with ward members about phase 2 of this project, in light of the success of phase 1.</p>	Decision
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3	Key messages from the Tenant and Leasehold Congress	<p>New involvement opportunities are being explored as part of the ongoing NCH Tenant & Leaseholder Involvement Strategy review.</p> <p>NCH Area Committee representatives continue to be identified and supported by the Tenant & Leaseholder Involvement team. The representative for Area 4 is David Lockwood.</p> <p>NCH is preparing for the 3rd Tenant Awards event taking place on 18th March. NCH are keen to acknowledge and reward the valuable input and time given by customers for the work they do with either shaping and improve NCH services and / or the positive impact they make within their local communities.</p>	X
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4	<p>Tenant and Residents Associations updates</p>	<p>Woodlands Improvements Consultation and Engagement – letters were sent by NCH to all tenants living in the Woodlands requesting their feedback about living in the Woodlands and their local neighbourhood. This was followed up with a ‘door knocking’ exercise to support customers to take part and share their views. A drop in session was held on 14th December 2015 in the community room in Pine View enabling tenants to chat with neighbours, NCH and Councillors and at the same time Fit in the Community arranged for Dr Bike to attend – this was well received and many tenants benefited from free repairs to their bikes and cycling advice.</p> <p>Fit in the Community are looking into schemes that are able to provide parts/recycled bikes in addition to maintenance as I think this would be really popular, whilst also supporting some of the tenants to be able to get in and around the city for interviews, work etc. Sustrans will be invited to deliver some road awareness/confidence sessions.</p> <p>The consultation at the Woodlands has revealed a number of tenants who would like to meet regularly as a group and get involved in making the Woodlands an even better place to live.</p> <p>Bridlington Oldknow and Brown Streets Community Group held a community bonfire night/fireworks party for local tenants and residents as part of their work to encourage better cohesion in the area.</p> <p>Lenton Health and Wholeness Project supported NCH with the delivery of a Christmas Party and informal engagement event in December for residents living in Palmer court, and a party at Thomas Helwys for local children from diverse backgrounds who attend the various groups at the community centre</p>	X
5	<p>Area Performance Figures</p>	<p>See Appendix 2</p>	X

6	Good news stories & positive publicity	Canning Circus residents party 16 December officially opened the new residents area	X
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