



# NCH update report

## NCH update report

West Area Committee – Appendix 1

Presented by: Elira Mano

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p><b>External wall insulation</b></p> <p><b>Bilborough</b> - Delivery Partner – Keepmoat – works are progressing to the no fines properties. Structural issues have been reviewed and resolved and where necessary structural repairs are being executed. Two Pilot BISF properties have been opened to identify structural and delivery issues which may affect delivery of all these properties. Owner occupier details being collated should future schemes become available for them. Successful community event held at Harvey Hadden in conjunction with partners and NCC.</p> <p><b>Aspley</b> – decision on planning for these properties is due this week and this scheme will be mobilised for commencement. Owner occupier details being collated should future schemes become available for them. 539 properties, 20 archetypes.</p> <p><b>Maintaining decency</b></p> <p><b>Internals scheme for 15/16</b> - Delivery Partner – Keepmoat – works have progressed well and are now completing</p> <p><b>Internals scheme for 16/17</b> - Delivery Partner – Keepmoat –scheme is mobilising for commencement on 3rd May 1,500 properties on GMP. Will pick up previous refusals and no access.</p> <p><b>Slate Roofing Scheme</b> – Delivery Partner – Keepmoat – a number of properties have been delivered as part of the Internals scheme which are completing</p>	Information

	<p><b>Slate Roofing Scheme 16/17</b>– Delivery Partner – To be awarded – to be awarded imminently and to mobilise to commence in June / July</p> <p><b>Nationwide Windows and Doors 15/16</b> – Delivery Partner – Nationwide – works are being completed in this scheme</p> <p><b>Nationwide Windows and Doors 16/17</b> – Delivery Partner – Nationwide – to be mobilised for a commencement in May Will pick up previous refusals and no access.</p> <p><b>Radon surveys</b> –going well. All queries go through to Public Health. Some results have come through from Bilborough which are below expected levels. Phase two is Aspley and letters have been sent.</p>	
2	<p><b>Area Regeneration and Environmental Issues</b></p> <p><b>Strelley – Joint Centre</b> Service centre with 30 flats above to be build where old housing office was. Appointment of contractor in discussion with NCC</p> <p>Procurement in progress for Oakford Close, Aspley - 21 bungalows plus communal unit</p> <p>Cranwell – 48 new homes due for completion in January 2017.</p> <p><b>Aspley</b> <b>Ainsdale Crescent</b> – NCH are currently working with the designated contractor to determine a start date for this project, following consultation with recipients of the work. We will be installing new hard standings where it has been identified to have a benefit to a property. There are some properties we have omitted from the scheme, as it is not feasible to install a drop kerb/hard standing due to structures such as telegraph poles. Some residents have opted out of the scheme as they have matured and well cared for gardens and they do not wish to lose these. We aim to be on site Spring/Summer 2016.</p> <p><b>Lindfield Road</b> – We have received the quotation for the completion of the wall and railing works to Lindfield Road and we are currently working with our contractor to determine a start date. We will need to undergo consultation with tenants and residents, so it is envisaged it will be summer before we are back on site to complete this project. Funding is being requested at this area committee to complete this project – see appendix 3.</p>	Information

	<p><b><u>Bilborough</u></b>  NCH have delivered a successful fencing upgrade scheme to Oakmead Avenue within the ward and this has provided the properties with a better metal fencing and maximised security. This has seen a contribution from the ward Cllrs to deliver works to the private properties. We are now rolling these works out to Denewood Crescent which is in need of improvements to the front boundary fencing, and we aim to deliver this over Spring/Summer 2016.</p> <p><b><u>Leen Valley</u></b>  External improvements have commenced at Ashwell Gardens, which will see several properties receive new front fencing and resurfacing works to create a better quality finish. Drying areas are also being upgraded and new fencing installed.</p> <p>NCH have recently started works to Kennington Road, to install new boundary fencing to several properties, resurfacing works where the quality of the surface is poor and unusable. Canopies are to be installed to offer more feature to the houses as they currently lack feature.</p>	
3	<p>Key messages from the Tenant and Leasehold Congress</p> <p>The NCH Group Tenant &amp; Leaseholder Involvement Strategy 2016-19 has now been agreed and is available to view and download at <a href="http://www.nottinghamcityhomes.org.uk/about-us/strategies/">http://www.nottinghamcityhomes.org.uk/about-us/strategies/</a>. NCH are passionate about involvement and we will be introducing a wide range of opportunities for tenants to participate in creating homes and places where people want to live.” We will also seek to continually renew our pool of involved tenants and leaseholders so that we gain a wider range of perspectives and diversity to the role of Involved customer.</p> <p><b>Tenant and Leaseholder Awards 2016</b>  “NCH successfully hosted its third annual Tenant and Leaseholder Awards ceremony on 18th March 2016. 31 organisations were shortlisted from the 97 nominations received. The 11 winning organisations in each category were;</p> <ul style="list-style-type: none"> <li>• Tenant and Leaseholder of the Year - Karen Humble</li> <li>• Best Youth Initiative - Old Highbury Vale TRA</li> <li>• Best Green Initiative - Bulwell Forest Garden</li> </ul>	Information

		<ul style="list-style-type: none"> <li>• Best Sporting Achievement - Strelley Community ABC</li> <li>• Outstanding Achievement in Learning or Self-development - Michaela King</li> <li>• Best Community Event - BOBS</li> <li>• Best Older Persons Initiative - The residents of Peartree Orchard</li> <li>• Community Group of the Year - Lenton Health and Wholeness Project (Tommy's)</li> <li>• Good Neighbour Award - Betty Tolley</li> <li>• Community Safety Award - CommUNITY Mediation Volunteers</li> <li>• Equality and Diversity Award - Epic Partners</li> </ul> <p>NCH will be having an open nomination process throughout 2016 so that projects and individuals can be nominated anytime throughout the year. For the awards.</p>	
4	<p>Tenant and Residents Associations updates</p>	<p><u>BELSATRA</u> The group meet regularly to plan events and discuss matters that arise locally and continue to offer regular events for the local children. The group undertook their AGM on Saturday 16<sup>th</sup> April 2016 and elected their committee and look forward to being able to continue to deliver their good work in the community.</p> <p><u>DADTRA</u> Regular meetings are held with local partners. A coffee morning is held every Wednesday morning at the Community House on Denewood Crescent. Local residents are encouraged to attend.</p> <p>The TRA are working with NCH and NCC to deliver a 'Spring into Spring' event, being held on Sat 30<sup>th</sup> April 2016. The group were successful in securing 10 year anniversary funding to deliver a planting workshop and this activity will take place at the event. Fit In The Community will also be present to deliver taster sessions and International buffet will be provided by local councillors.</p> <p><u>Broxtowe Community Club</u> Family Zumba classes run on a Tuesday in the Hope Centre in partnership with Fit in the Community which have been really well attended. Fit in the Community have confirmed that funding for the classes has been extended into 2016 because of the great attendance levels.</p>	<p>Information</p>

		<p>The TRA were successful in being nominated for a ‘Best Community Event’ award at the NCH Tenant and Leaseholders Awards for their work on the World Food event that took place in November 2015.</p> <p><u>Friends United Network</u> FUN are a successful group in the Beechdale area and deliver lots of events in the local area to all residents. Recent events include:</p> <ul style="list-style-type: none"> <li>• Weekly Breakfast morning at the local Community Centre.</li> <li>• An ‘Energy Saving’ event was delivered by Doreen Whitaker on Tues 9<sup>th</sup> Feb 2016</li> <li>• A hanging basket workshop is being delivered in early May.</li> <li>• A community cohesion party for local residents is being held on Saturday 23<sup>rd</sup> April 2016, 2-4pm.</li> </ul> <p><u>New Whitemoor</u> The TRA meet bi monthly at Naburn Court with partner agencies and have a large turnout for these meetings. NCH has arranged for a hanging basket workshop to take place at Naburn Court on 4<sup>th</sup> May to 20 local residents. NCH has also funding a Queens Birthday Party at Naburn Court on Tuesday 26<sup>th</sup> April 2016, 2-4pm.</p>	
5	Good news stories & positive publicity	<p><b><u>Swim or Fit for a £1</u></b> For £1 tenants and leaseholders can use the gym or attend fitness classes at any of the Nottingham City Council fitness centres. This offer is currently running alongside the very successful swim for a £1 running at any Nottingham city council swimming pools.</p> <p>For more information contact NCH Involvement Team on 0115 746 910 <a href="http://www.fitinthecommunity.com">www.fitinthecommunity.com</a></p> <p><b><u>Tenant Academy</u></b> All tenant Academy courses are free to NCH tenants and groups. A variety of courses are now available for tenants and leaseholders to access from Lunch and learn money matters, IT and social media courses to starting your own business.</p>	Information

	<p>For a full list of courses and booking details contact the Involvement Team on 0115 746 9100 or the website below. <a href="http://www.nottinghamcityhomes.org.uk/get-involved/tenant-academy/">http://www.nottinghamcityhomes.org.uk/get-involved/tenant-academy/</a></p> <p><b><u>Regular Tenancy Visits</u></b> Nottingham City Homes has introduced a new ‘risk-based’ tenancy visits which will be conducted by HPM’s. All tenants will be provided with a visit that considers the tenant’s circumstances, needs and support at least once every three year. This will be achieved through a programme of Regular Tenancy Visits (RTV). This programme is intended to complement the existing tenancy visits types:</p> <ul style="list-style-type: none"><li>• Introductory Tenancy Visits</li><li>• New Tenancy Visits (standard, care leaver, vulnerable, high rise)</li><li>• Mutual exchange visits</li><li>• Transfer request visits</li></ul> <p>The visits will be prioritised using a risk-based approach to ensure we are identifying and engaging with the most vulnerable tenants. The purpose of the RTV is both strategic and operational:</p> <p><b>Strategic</b> - We will record, update and collate information about our tenants and their homes. This information will strengthen the tenant profile data, analysis of which will lead to robust evidence based business decisions.</p> <p><b>Operational</b> - RTVs will enable NCH to manage risk more effectively, protecting NCH’s assets, identifying needs, providing appropriate support and sustaining the tenancy. Specifically, the RTV visit will contribute to addressing the following issues:</p> <ul style="list-style-type: none"><li>• safeguarding</li><li>• hoarding</li><li>• health and well-being</li><li>• financial and digital inclusion</li><li>• fuel poverty</li></ul>	
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	<ul style="list-style-type: none"><li>• housing options (under-occupation)</li><li>• fire safety vulnerability</li><li>• property condition</li></ul> <p><b><u>Frinton Road – Garden Project</u></b> We were successful with securing £15k of funding for the park from DCLG’s Pocket Park funding, with 20k match funding from NCH’s Decent Neighbourhoods team. The HPM, Kate Rand has been leading and supporting the group to progress the project.</p> <p><b><u>UKHA Outstanding approach to ASB (April 2016)</u></b> NCH were highly commended for our outstanding approach to anti-social behaviour. The recognition is a testament to all the hard work to tackle ASB in our communities.</p> <p><b><u>UK Housing Awards (April 2016)</u></b> Nottingham City Homes were the winner of UK Housing Award 2016, the most prestigious award in the housing sector. We won the category for Outstanding Approach to Leadership and Diversity for our flagship Women in Construction programme</p>	
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