



## NCH update report

**Time: 17:00**

**Date: 28 November 2016**

**Presented by: Paul Howard**

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p><b>Sheila Roper Centre</b> Improvement works to the community centre are ongoing with constructor partners donating their time and resources. The roof is currently being replaced which will be followed by the external wall insulation.</p> <p>Sample checks of water systems in tenant homes will be undertaken in Independent living schemes across the City to the end of the financial year. This is to confirm that water stored in water tanks and pipework is clean and hygienic.</p>	Information

		<p>Stock condition and energy performance surveys continue Citywide targeting homes where we have little or no information, this could be due to previous no access. This information helps plan future works including a programme of maintaining decency continues across the City replacing windows, doors, kitchens and bathrooms where needed.</p>	
2	<p>Area Regeneration and Environmental Issues</p>	<p><b>Wollaton East and Lenton Abbey.</b>                  Work ongoing to Woodside Road to install the hardstanding and drop kerbs, to resolve the traffic and parking issues in this area. It is likely this project will run for a while, until complete as this has been set as a priority for this ward. NCH will be contributing to this project as part of our Decent Neighbourhoods Programme.</p> <p>Several security gates have been installed within the ward to help alleviate nuisance and fly tipping.</p> <p><b>Wollaton West.</b>                  NCH to consider continuing the work to Capitol Court if further block paving is required at this site. We have agreed to utilise a capital budget to complete these works as the environmental budget for this ward is very minimal.</p>	<p>Information</p>
3	<p>Key messages from the Tenant and Leasehold Congress</p>	<p><b>TPAS Accreditation</b>                  Nottingham City Homes has successfully achieved Landlord reaccreditation from the Tenant Participation Advisory Service (TPAS) in resident Involvement. The award acknowledges that NCH are leaders in best practice nationally when it comes to keeping our customers informed and involved by delivering NCH News to every household four times a year, our</p>	<p>X</p>

		<p>growing use of social media, our annual Tenant Fun Day which attracts some 600 people and the Tenant and Leaseholder Awards that showcases the work of individuals and community groups across the city. In addition we were recognised for our tenant representation on the NCH board and through tenants directly helping to improve services through our customer panels, neighbourhood inspections and tenant scrutiny.</p> <p><b>Tenant and Leaseholder Awards 2017</b>                  Once again we're looking for nominations for the NCH Tenant and Leaseholder Awards 2017. Every year we recognise individuals and groups who go that extra mile for members of their community. There are 11 award categories and 8 of these are open to the wider community to nominate projects. The closing date for nominations is Friday 6th January.</p>	
4	Tenant and Residents Associations updates	<p><b>LARA</b>                  Continue to represent the needs of residents living in Lenton Abbey. The group have agreed to merge with two further organisations in the area:</p> <ul style="list-style-type: none"> <li>• Sheila Roper Community Association</li> <li>• Lenton Abbey Friends &amp; Fun Day Committee (LAFFDA)</li> </ul> <p>A special General meeting on Wednesday 2<sup>nd</sup> November will see the three groups merge and form one community organisation for the area.</p>	X
5	Area Performance Figures	See Appendix 2	X
6	Good news stories & positive publicity	<p><b>Swim or Fit for a £1</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>	X

		<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>Tenant Academy</b> All tenant Academy courses are free to NCH tenants and groups. A range of courses are available for tenants and leaseholders to access from Lunch and learn money matters, IT and construction skills to starting your own business.</p> <p>For a full list of courses, Tenant Academy brochure and booking details contact the Involvement Team on 0115 746 9100 or visit: <a href="http://www.nottinghamcityhomes.org.uk/get-involved/tenant-academy/">www.nottinghamcityhomes.org.uk/get-involved/tenant-academy/</a></p> <p><b>Star Award nomination</b></p> <p>Member of staff at Radford DHO has been shortlisted for the company Star Awards in the customer care category. Awards ceremony is on 25 November</p>	
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