



NCH update report – Appendix 1

Date: 10.05.2017

Presented by: Elira Mano, Area Housing Manager

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p><u>Grander designs</u></p> <p>Kersall Court, Bulwell – starting in January with completion due for end of May 2017.</p> <p>Chatham Court, Bulwell - due financial year 2017/18.</p> <p><u>Springhead and Holwood Courts</u></p> <p>Sprinkler installation continues at the courts with work anticipated to be completed by the end of September.</p> <p>Stock condition surveys continue across the city focussing on those where we have not been able to gain access previously. The surveys are also collecting energy performance information on the properties.</p> <p>Home improvement works in the form of new kitchens and bathrooms continue across the city as well as electrical rewires and roof replacements</p>	Information

2	Area Regeneration and Environmental Issues	<p><u>Bulwell</u> Norwich Gardens –Phase 5 of this project is underway at the time of writing this report and will be complete at time of Area Committee. NCH will carry out a satisfaction survey when the work is complete to capture tenant’s views of the works. The works across phases 1-4 have always been very well received and had a positive impact on tenant’s quality of life. We hope to continue the major woks across this part of Bulwell due to the success of what we have already delivered.</p> <p>Duchess Gardens- We carried out a consultation event early March to discuss external improvements and this was very well received by the residents of this estate. We are now planning on delivering a second phase of the works to a further 5 properties and the funding for this has been requested at this area committee. We will then evaluate the success of this project and consider more works over the coming years.</p> <p>Courtleet Way – NCH have plans to carry out major fencing improvements to this part of Bulwell and have selected the first 20 properties to benefit from the works. We are asking for funding to be approved at this area committee from the Ward Environmental Budget and then we will programme the works in across the year.</p> <p><u>New build</u> Ragdale Road - construction has started by Robert Woodhead, completion is due autumn 2017.</p> <p><u>Bulwell Forest</u> NCH are installing a pocket park at the Colston Road flats to create a natural play area for the young people living in a particular block. Work will start on this project May/June 2017. We will look at further improvements across the site as there is other work that has been identified by Ward Cllrs and Housing Teams. We will draw up a plan for Bulwell Forest in a bid to take some schemes to September’s area committee.</p>	Information
3	Key messages	<u>Tenant and Leaseholder Awards 2017</u>	X

	<p>from the Tenant and Leasehold Congress</p>	<p>NCH successfully hosted its fourth annual Tenant and Leaseholder Awards ceremony on 29th March 2017. We had an outstanding amount of nominations for many local individuals, projects and community groups, for information on the 11 winners in each category visit the website below http://www.nottinghamcityhomes.org.uk/get-involved/tenant-awards-2017/</p> <p><u>My Neighbours, My Neighbourhood – Get Involved at NCH</u></p> <p>We're looking for resident volunteers to work with us to improve services. Experience and qualifications are not necessary as we can help residents with everything they need to be successful by offering free training through the Tenant Academy as well as one to one support from the Tenant Involvement Team and local Housing Patch Managers.</p> <p>It's a great way for residents to give back to their communities and be there for other people who need extra support. There are a variety of opportunities available:</p> <p>Communications Panel Volunteer – Help us make sure this newsletter, our website, events and publications are covering the issues that matter most to you.</p> <p>Equalities Panel Volunteer – help us to offer services that meet everyone's different needs – and help us build strong communities based on mutual respect.</p> <p>Customer Excellence Panel Volunteer – help us to review our services and work with us to identify ways we can improve.</p> <p>Complaints Panel Volunteer – help us to understand how were doing and where we need to improve by making sure we're dealing with complaints correctly and that our services are fair.</p> <p>ACE Inspector – help us to review our services and make recommendations to improve quality of our neighbourhoods</p>	
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		<p>Street or Block Champion – be an important voice for your area, providing a valuable link between us and your neighbourhood.</p> <p>For further details, please contact: The Tenant Involvement Team on 0115 7469100 or email involved@nottinghamcityhomes.org.uk</p>	
4	Tenant and Residents Associations updates	<u>Information not yet available</u>	X
6	Good news stories & positive publicity	<p><u>Housing drop in surgeries</u> We now have regular housing drop in surgeries across Bulwell, offering advice and support to NCH residents.</p> <ul style="list-style-type: none"> • Duchess Gardens Community centre, 10:30am to 12:30pm, first Wednesday of the month • Sketchley Court, 9am to 10.30am, first Wednesday of the month • Crabtree Farm Community Centre, 9am to 11am, first Wednesday of the month. <p><u>Austin and Colston flats</u> We are currently carrying out a spring clean in the internal space area of Austin and Colston flats.</p> <p><u>Swim or Fit for a £1</u> 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 and to register contact NCH Involvement Team on 0115 746 9100 or visit www.fitinthecommunity.com</p>	X

	<p><u>Fit In the Community Sessions</u></p> <p>Wednesday – Yoga, 10-11am, Bulwell Tesco Community Room Thursday - Zumba, 09.45-10.30am, Bulwell Healthy Living Centre Boxercise, 7-8pm, Crabtree Farm Community Centre</p> <p><u>ASB – Hucknall Lane, Hornbeam Gardens and Colston Road</u></p> <p>Housing Patch Managers, in conjunction with Community Protection, have worked closely to manage ASB noise nuisance cases. In the last month they have obtained three Noise Undertakings from the Courts, which prevent the perpetrators from causing any further noise nuisances.</p> <p><u>Tenant Academy</u></p> <p>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 and booking details contact the Involvement Team on 0115 746 9100 or visit www.nottinghamcityhomes.org.uk/get-involved/tenant-academy/</p>	
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