



NCH update report

Time: 5.00pm

Date: 19 June 2017

Presented by: Paul Howard

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<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> <p>External wall insulation to the crane bungalows is going well with 39 completed (as at 18 May). There are a total of 142 properties to insulate.</p>	Information

2	Area Regeneration and Environmental Issues	<p><u>Wollaton East and Lenton Abbey.</u></p> <p>We are looking to install some bin stores to complete the recent upgrade to the Sheila Roper Centre – options are currently being explored and costs with our contractor.</p> <p><u>Wollaton West.</u></p> <p>We will be looking at ideas for the use of the environmental budget for the this financial year in conjunction with the Housing Team and Neighbourhood Development Officer.</p>	Information
3	Key messages from the Tenant and Leasehold Congress	<p>Tenant and Leaseholder Awards 2017</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>My Neighbours, My Neighbourhood – Get Involved at NCH</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>	X

		<p><u>Communications Panel Volunteer</u> – Help us make sure this newsletter, our website, events and publications are covering the issues that matter most to you.</p> <p><u>Equalities Panel Volunteer</u> – help us to offer services that meet everyone’s different needs – and help us build strong communities based on mutual respect.</p> <p><u>Customer Excellence Panel Volunteer</u> – help us to review our services and work with us to identify ways we can improve.</p> <p><u>Complaints Panel Volunteer</u> – 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><u>ACE Inspector</u> – help us to review our services and make recommendations to improve quality of our neighbourhoods</p> <p><u>Street or Block Champion</u> – 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 You can also complete an online expression of interest at www.nottinghamcityhomes.org.uk/expression-of-interest</p>	
4	Tenant and Residents Associations updates	<p>LARA</p> <p><u>LARA – Lenton Abbey Residents Association</u> – next meeting Wednesday 7th June 6.30pm, Sheila Roper Centre</p>	X

		<p>Parent and Toddlers group on Tuesdays 1-2.45pm</p> <p>Afterschool Play session on Tuesdays 3.30-5pm Sheila Ropper Centre the Centre from 16th May 2017.</p> <p>Lenton Abbey Fun Day this year on Saturday 1st July 2017 1 - 5pm</p>	
5	Area Performance Figures	See Appendix 2	X
6	Good news stories & positive publicity		X