

NCH update report

Time: 5:30 pm

Date: 21 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>Passenger lift replacement at Oak View is due to complete during July this year whilst work to replace passenger lifts at Pine and Willow is due to start in the early Autumn.</p>	Information
2	Area Regeneration and Environmental Issues	<p>New build</p> <p>Lenton Gateway Blocks 'Coming Soon' signs have been erected, in order to advertise new commercial opportunities within the Gateway Blocks at the Lenton development.</p> <p>Phase 4 in construction with the next three homes available for tenants to</p>	Decision

		<p>move into at the end of April, with another four homes ready in May. Whole scheme completion is on target for September 2017.</p> <p>Church Square</p> <p>Scheme now has Executive Board Approval to construct 17 new family homes. The site has now transferred into NCH's ownership and NCH will also own and manage the new homes after construction. Demolition of Church Square is well under way with a scheme completion date of May 2018.</p>	
3	<p>Key messages from the Tenant and Leasehold Congress</p>	<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 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</p>	X

		<p>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> <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@nottinghamityhomes.org.uk</p>	
4	Tenant and Residents Associations updates	Woodlands High Rise Blocks	X

		Woodlands High Rise Flats Residents meetings – The next meeting is Tuesday 23rd May 3.00pm at Pine View Community Room, Hartley Road.	
5	Area Performance Figures	See Appendix 2	X
6	Good news stories & positive publicity	<p>Colin Smith Memorial Award 2017</p> <p>Radford tenant Abdoulie Jah was runner up for Colin Smith Memorial Award 2017 for Tenant of the Year at the East Midlands Tenant Participation Forum</p> <p>Coffee morning held at Sutton House, Forster Street, Radford, 25th April. More activities planned for future.</p> <p>Tenant Academy</p> <p>Click Silver for 60's</p> <p>It and internet safety training for people aged 60 and over. This six week course will allow participants to learn at their own pace with a personal mentor. Due to start in September, start date to be confirmed.</p> <p>For a full list of courses and booking details contact the Involvement Team on 0115 746 9100 or the website below.</p> <p>http://www.nottinghamcityhomes.org.uk/get-involved/tenant-academy/</p>	X