



## NCH update report – Appendix 1

**Date:** 28<sup>th</sup> June 2017

**Presented by:** Joanne Smith

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p><b>Winwood Heights (Woodthorpe Winchester)</b>                      The resident consultation meeting in April has been met with lots of positive feedback and the residents are now excited for the scheme to start. We have also entered the detailed design phase which included a colour consultation with residents in May. Final specifications are being created necessary surveys to start work on site are being conducted. Enabling works will commence in June.</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><b>Berridge</b> We are asking for the approval for a fencing upgrade to Carver Street, to create some defensible space for these 10 properties. Once approved, we will programme the project into this year’s programme to be delivered.</p> <p><b>Sherwood</b> We have successfully completed a major fencing project at Alderton Road within the Edwards Lane Estate and this has been very well received and the street looks much improved. . We will be considering a further street to deliver more works of this nature with an approval at Septembers Area Committee.</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 <a href="http://www.nottinghamcityhomes.org.uk/get-involved/tenant-awards-2017/">http://www.nottinghamcityhomes.org.uk/get-involved/tenant-awards-2017/</a></p> <p><b>My Neighbours, My Neighbourhood – Get Involved at NCH</b> 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</p>	Information

		<p>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 <a href="mailto:involved@nottinghamcityhomes.org.uk">involved@nottinghamcityhomes.org.uk</a>          You can also complete an online expression of interest at <a href="http://www.nottinghamcityhomes.org.uk/expression-of-interest">www.nottinghamcityhomes.org.uk/expression-of-interest</a></p>	
4	<p>Tenant and Residents Associations updates</p>	<p>ELETRA          The group now meet bi monthly at the Edwards Lane Community Centre. The next meeting is on Monday 5<sup>th</sup> June, 6.30pm.</p> <p>NCH and NCC are in process of replacing old community notice boards in the area with brand new ones for the benefit of the community.</p> <p>Winwood TRA          The group meet bi monthly and they are also working very closely with residents of Woodthorpe and Winchester to keep them informed of the proposed works to flats and the surrounding area.</p> <p>AGM for 2017 was held on 30<sup>th</sup> May with new committee members joining the group.</p>	<p>Information</p>

5	Area Performance Figures	See Report	Information
6	Good news stories & positive publicity	<p>Click Silver for 60's                      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><a href="http://www.nottinghamcityhomes.org.uk/get-involved/tenant-academy/">http://www.nottinghamcityhomes.org.uk/get-involved/tenant-academy/</a></p>	Information