



NCH update report

Time: 5.00pm

Date: 18 September 2017

Presented by: Paul Howard

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Maintaining decency continues around the City with new kitchens and bathrooms being renewed when required. Wood double glazed windows and slate roofs are being replaced through a planned programme of works.</p> <p>External wall insulation</p> <p>Crane Bungalows – Wollaton – two properties are left to complete by the end of August. Feedback from local councillors has been positive.</p>	Information
2	Area Regeneration and Environmental Issues	<u>Wollaton East and Lenton Abbey</u>	Information

	<p>The bin stores and seat have been installed at The Sheila Roper Centre.</p> <p><u>Wollaton West.</u></p> <p>We will be looking at ideas for the use of the environmental budget for this financial year in conjunction with the Housing Team and Neighbourhood Development Officer.</p>	
<p>3</p> <p>Key messages from the Tenant and Leasehold Congress</p>	<p>My Neighbours, My Neighbourhood – Get Involved at NCH</p> <p>We're always looking for resident volunteers to work with us to help us 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 our newsletters, our website, events and publications are covering the issues that matter most to our customers.</p> <p>Equalities Panel Volunteers – 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 Volunteers – Help us to review our services and work with us to identify ways we can improve.</p> <p>Complaints Panel Volunteers – 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 Inspectors – Our tenants and leaseholders can help us to review our services and make recommendations to improve quality of our neighbourhoods. ACE inspectors support the Customer Excellence Panel, by carrying out 'reality checks' on front-line services, such</p>	<p>X</p>

		<p>as the Customer Service Centre (CSC) and our housing officers and reception areas. Their work ranges from conducting mystery shopping to judging 'best garden' competition.</p> <p>Street or Block Champions – This is a new initiative for our tenants and leaseholders to be an important voice in their area, providing a valuable link between us and their neighbourhoods. To launch this new initiative we hosted a launch event at the Council House recently where we invited our tenants and leaseholders who expressed an interest to be involved. Over 40 of our tenants attended the event and we are hoping to recruit many more.</p> <p>NCH annual Fun Day - We've held our Fun Day for a number of years - it's the biggest event we organise for our residents with more than 600 people attending last year.</p> <p>There's going to be lots happening on the day to keep the whole family entertained. From have-a-go activities, demonstrations, entertainment, workshops, arts and crafts and food and refreshments. We've even got some of the animals from White Post Farm coming along.</p> <p>Our Fun Day will take place at Bulwell Academy on Saturday 16 September from 12 noon until 4pm.</p> <p>Best Garden Competition - The annual best garden competition has been held in Nottingham for more than 80 years. It recognises the genuine pride taken by our tenants and leaseholders in looking after their gardens. Our Ace Inspectors have recently been judging this year's competition. The winners will be invited to an awards ceremony at the council house in November.</p>	
4	<p>Tenant and Residents Associations updates</p>	<p>LARA</p> <p><u>LARA – Lenton Abbey Residents Association</u> – next meeting Wednesday 6th September 6.30pm, Sheila Roper Centre</p>	<p>X</p>

		<p>Parent and Toddlers group on Tuesdays 1-2.45pm</p> <p>Afterschool Play session on Tuesdays 3.30-5pm Sheila Roper Centre.</p> <p>Coffee Morning</p> <p>Luke Walters HPM along with LARA residents will be piloting a coffee morning at Sheila Roper starting on 25 August. Further mornings will be held on 8 September and 22 September.</p>	
5	Area Performance Figures	See Appendix 2	X
6	Good news stories & positive publicity	<p>Fire Safety</p> <p>Local housing Office staff have been working very hard over the past few weeks to enforce our sterile corridor policy across the High Rise blocks we manage. We are now looking to move onto the low rise blocks. This will include Capitol Court. We will be working with residents to find longer term solutions to storage issues where possible.</p> <p>Housing Management Trainees</p> <p>NCH have been supporting the progression of apprentice Housing Management Trainees over the past year. Two of these Trainees have been based at Radford DHO and supported by the team and they have both now secured full-time employment in their chosen profession</p>	X