

NCH update report

Time: 5:30 pm

Date: 20 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>There have been some hot water problems at Palmer Court which were linked to the gas shut off systems at the schemes. Engineers have been on site and are working to get the problems rectified. All residents were kept up to date with progression of this work which was completed on 3 July 2017 when a panel and sensor were changed. A meeting has been arranged for 13 September for NCH officers to meet with Palmer Court residents and local councillors to provide an update on the heating and water situation.</p>	Information
2	Area Regeneration and Environmental Issues	<p>External wall insulation</p> <p>585 and 587 Berridge Road, Hyson Green will be receiving external wall insulation to be installed by our in house team. Training by Permarock has been arranged for 11 and 18 August.</p> <p>New build</p>	Decision

		<p>Lenton scheme (incl Gateway blocks) due for completion 08/09/17</p> <p>Arboretum</p> <p>The final phase of the major fencing scheme to Birkin Avenue has now commenced on site and will be complete before the end of Summer. This will have resulted in the majority of properties to this estate benefitting from the fencing works and overall seeing an improvement in the physical appearance of this estate.</p> <p>Dunkirk & Lenton</p> <p>We have received the relevant funding at the area committee to carry out major boundary improvements to 2-16 Coleby Avenue, by installing bespoke metal railings and carrying out reinstatement work to the footpaths. The outcome will be a huge improvement in the appearance of this complex and help improve safety and security for tenants as the area will be more open by removal of the poor quality/overgrown hedges. This project has now commenced on site and will be complete in September with a positive reaction from the residents to date.</p> <p>Church Square 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. On target for 23/03/18 completion</p> <p>Radford & Park</p> <p>We have received the funding to complete the fencing works to the Norton Street area of the ward. Phase 1 & 2 have been very well received and</p>	
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		made a huge improvement to this area.. This project will be commencing on site in September and will take 5 – 6 weeks to complete.	
3	Key messages from the Tenant and Leasehold Congress	<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</p>	X

		<p>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 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. 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. 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>	
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4	Tenant and Residents Associations updates	<p>Woodlands High Rise Blocks</p> <p>Woodlands High Rise Flats Residents meetings – following the departure of a number of key members of the residents group, we are working to review the frequency and aim of these meetings and will let residents know when a revised plan of meetings have been developed.</p>	X
5	Area Performance Figures	See Appendix 2	X
6	Good news stories & positive publicity	<p>Community Cohesion Events</p> <p>Nottingham City Homes are sponsoring and having a presence to promote services at Hyson Green Cultural Festival on Saturday 19th August and Radford and Park Family Fun Day on 24th August.</p> <p>Families Fund Application Bid to Sport England working in Partnership with Notts County Fit In The Community. – If the NCH bid is successful we hope to encouraging families to exercise together in their local neighbourhoods. Green Spaces have been selected from our most deprived communities. Consultation has recently taken place within the locality of these areas to see what activities local residents would take part in on the green space near to their home. It is hoped that organisers can provide free or very low cost activities for local residents to take part in together as a family.</p> <p>ASB</p>	X

		<p>Three high profile asb cases have recently been brought to a positive conclusion by the team via Outright Possession Orders granted by the County Courts.</p> <p>Gas Leak at Woodlands</p> <p>A gas leak at Oak View on 14 August was dealt with swiftly by NCH and Cadent and disruption was minimised for residents. Gas has now been restored to all properties.</p> <p>Fire Safety at Woodlands</p> <p>The local team have been working very hard over the past month in conjunction with our estate services team to enforce our sterile corridor policy at the Woodlands. We will shortly be moving onto working on our low rise properties which includes Canning Circus and Argyle Court.</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> <p>Garfield Court</p> <p>Grander Designs was completed and a celebration event held on 18 August.</p>	
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