



NCH update report

Time: 5:30pm

Date: 22 October 2017

Presented by: Joanne Smith

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Grander designs Chatham Court, Bulwell - due financial year 2017/18. Planning permission needed. Naomi Court - work has started - 30% complete.</p> <p>Scooter stores Naomi Close - planning permission needed. Kersall Court, Highbury Vale – end of November start.</p> <p>Legislative Swift Fire and Security (Swift) are due to complete pipework and sprinklers to the corridors and individual flats at Springhead and Holwood Courts. There are only three flats left to do.</p> <p>Naomi Court - smoke alarms are being upgraded in each of the flats. The new smoke detectors provide a big improvement in resident safety, in the event of a serious incident they can contact the emergency services through the Woodlands Control Centre (Woodlands). This work cannot be refused by residents.</p>	Information

		<p>Maintaining decency Bulwell Hall timber double glazed windows to NCH properties have been replaced. We continue to replace single glazed and wooden double glazed windows across the City as well as installing composite doors where needed. Kitchens and bathrooms continued to be renewed when they come to the end of their natural lifespan whilst appeals for new kitchen and bathrooms are increasing in volume. There is flexibility to incorporate them in the current programme within 8 to 10 weeks. Last property for financial year 2017-8 will be opened in February.</p> <p>Decent neighbourhoods Duchess Gardens - complete with positive reaction from residents. A decision to install fencing around the main common areas is to be made when the next phase of works are agreed.</p>	
2	Area Regeneration and Environmental Issues	<p>Bulwell Courtleet Way The funding was agreed for the project and the works are currently on site and 65% complete. We anticipate this will take a further 4 weeks to complete and again have a positive impact. We are now looking at further phases in the area for potential development.</p> <p>Bulwell Forest Colston Road Flats The security doors to Colston Road received approval and will complete shortly.</p>	Information
3	Key messages from Tenant & Leaseholder Involvement	My Neighbours, My Neighbourhood – Get Involved at NCH	Information

	<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><u>Communications Panel Volunteer</u> – 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 as the Customer Service Centre (CSC) and our housing officers and reception areas. Their work ranges from conducting mystery shopping to judging 'best garden'</p>	
--	--	--

	<p>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>-----</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>This year we had 1300 people who attend the event. The turnout was amazing and breaking all previous Fun Day records. The event was jam packed with activities, stalls, performances and events suitable for all ages.</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 on the 9th November.</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</p>	
--	---	--

		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.	
4	Tenant and Residents Associations updates	<p>Bulwell Hall TRA The TRA continue to work on improving the community facilities on the Totley Close playing fields and have recently took delivery of 2 new football posts paid for by a Sport England grant.</p> <p>CRESTA The group now meet bi monthly with the next meeting taking place on 6th December at 6pm. The group continue to work with local councillors, Police and Nottingham city Homes to address issues of concern in their area.</p> <p>The People's Choice TRA The group have been actively supporting the Crabtree Community Centre to develop its offer in the local community and have worked with Rebalancing the North to deliver a community arts project to redecorate the pedestrian underpass leading on to the estate. The group continue to run a Wednesday lunch club from the Children's Centre.</p> <p>HART The TRA hold regular monthly meetings at Duchess Gardens Common Room and encourage local residents to attend and air their concerns. Next meeting Wednesday 29th November 2017 at 7pm this will be the groups AGM.</p>	Information
5	Area Performance Figures	See appendix 2	Information

6	Good news stories & positive publicity		Information
---	--	--	-------------