



NCH update report – Appendix 1

Date: 14th November 2017

Presented by: Toni Smithurst

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Surveys to all high rise bin chutes are completed and has identified that each hopper needs to be replaced as the seals are broken. The chutes themselves are fine but require cleaning. Work to the high rise chutes will be completed this financial year. Low rise bin chute surveys will happen next through a planned programme of work.</p> <p>Newark Crescent external wall insulation is near completion with final snagging surveys taking place. A meeting was held with some Leaseholders to discuss the costs and a second meeting is scheduled for the end of November. Customer satisfaction surveys will be sent once all properties have been signed off. Once complete the Decent Neighbourhoods team will review and consult on the external areas.</p> <p>Kingston Court grander design works are to be planned in, it currently at design stage. This will include a door entry system and fob access to the communal room.</p>	Information

		<p>Bullace Road, St Anns grander design is complete.</p> <p>Dane Court, St Anns grander design is due financial year 2017/18. Planning permission has been submitted.</p> <p>Low rise - Morley, Haywood, Byron, Keswick (The Courts) Sustainable Building Services have been awarded the contract which includes external wall insulation and extension of district heating into the flats. The redundant chimney stack at Morley Court has been demolished.</p> <p>William Moss properties Melius Construction have been awarded the contract. Scaffolding has been erected and panels have started to be manufactured off site ready to be installed.</p> <p>There are eight flats in Victoria centre where we have not been able to gain access to install the new intercom system – reasons are conclusive including work commitments.</p> <p>Survey of internal ducting and vent points to be undertaken at Victoria Centre with 10% of flats to be surveyed too. DCUK FM (DCUK) are the appointed surveyors.</p> <p>An open day to view Victoria Centre by prospective passenger lift replacement contractors went well. Procurement has closed with a good response. Review of the submissions will take longer than anticipated due to the high volume. About a dozen residents have expressed an interest in being part of a team to question prospective contractors and help choose the contractor undertaking the work. They will also help monitor performance and customer experience through the project.</p> <p>Scooter stores at Bullace Court is due this financial year with planning required. Planning permission has been submitted for Dane Court scooter stores.</p>	
2	Area Regeneration and Environmental Issues	<p><u>Dales</u></p> <p>NCH Decent Neighbourhoods Team are currently scoping up works to the ward to agree some</p>	Information

		<p>priorities for the NCH Environmental Budget. These will then be costed up and taken to Area Committee for approval and programmed in for delivery.</p> <p><u>Mapperley</u> Works to Dooland Drive have now been approved to improve disability parking to several properties and this has been handed to NCC and we are awaiting a start date.</p> <p><u>St Ann's</u> We are exploring the options for new parking within the Sargent Gardens area and this is currently with NCC Highways for feasibility and costing.</p> <p>Victoria Centre Roof Garden - we are awaiting final costings from NCC and we are very much looking forward to delivering this project for the benefit of tenants and residents to this complex. We feel the garden will have huge health and wellbeing benefits and we will keep the area committee updated of our progress. This has been passed to NCC highways and energy infrastructure team to progress with a construction cost and mobilisation plan.</p> <p>The Decent Neighbourhoods Manager will be working with colleagues from Neighbourhood Management and NCH housing to determine further schemes for the ward to improve the neighbourhoods.</p>	
3	Key messages from the Tenant and Leasehold Congress	<p>NCH Annual Fun Day – This year's Fun Day on Saturday 16th September broke all previous records with more than 1300 people attending – more than twice as many as last year.</p> <p>There were lots of fun activities for people from all ages and backgrounds along with important information from NCH and our partners.</p> <p>The feedback from customers and partners has been overwhelmingly positive.</p> <hr/>	X

My Neighbours, My Neighbourhood – Get Involved at NCH

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.

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:

Communications Panel Volunteer – Help us make sure our newsletters, our website, events and publications are covering the issues that matter most to our customers.

Equalities Panel Volunteers – Help us to offer services that meet everyone's different needs – and help us build strong communities based on mutual respect.

Customer Excellence Panel Volunteers – Help us to review our services and work with us to identify ways we can improve.

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.

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' competition.

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

		<p>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>Best Garden Competition - The annual best garden competition has been held in Nottingham for more than 80 years. It recognizes 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	Tenant and Residents Associations updates	<p>St Ann's North Tenants and Residents Association (STANNRA)</p> <p>Monthly public meetings held second Monday every month 6.30pm at the Wells Road Community Centre.</p> <p>Sneinton Tenants Outreach Programme STOP TRA</p> <p>Bi monthly public meetings held at King Edwards Park Pavilion.</p> <p>The Sport England 'Doorstep Clubs' project is successful with good partnership work with Police, NCH, NCC.</p>	X
6	Good news stories & positive publicity	<p>Tenant Academy</p> <p>The new Tenant Academy prospectus for the period from September 2017 to February 2018 is available online at: http://www.nottinghamcityhomes.org.uk/get-involved/tenant-academy/</p>	X

		<p>Upcoming highlights include:</p> <ul style="list-style-type: none">• CV writing skills – 12 October• Pumpkin carving (family and adult/10years+ level sessions) – 28 October• Practical DIY sessions – 2 November• Clicksilver (IT training) for the over 55's – limited places available starts 6 November• Mock interview skills – 14 November• Sound as a Pound – 15 November• Food Safety Level 2 – 13 December, the training must be used for community value	
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