



NCH update report – Appendix 1

Date: February 2018

Presented by: Toni Smithurst

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>New build</p> <p>Meadows Police Station NCH are creating a flagship scheme of 21 premium apartments for market rent. The scheme will be owned and managed by NCH. A planning application has now been submitted.</p> <p>Clifton Miners Welfare On behalf of NCH and NCC, Contractor, Robert Woodhead Ltd will construct 18 new bungalows. These will be a mix of Independent Living and General Needs accommodation. A Planning application will be submitted in December.</p> <p>Meadows West 55 homes are now complete. The highway works are also nearing completion.</p> <p>Asset Management</p> <p>Scooter stores Simone Gardens, Clifton– scooter stores – on-going.</p>	Information

		<p>Todd Court - Now prioritised onto the current programme due to the many scooters on site - at design stage.</p> <p>High rise At the start of the new financial year a programme to clean bin chutes will be collated this will include replacing hoppers and smoke flaps. Dates are to be agreed.</p> <p>Engagement events for high rise residents are being arranged (dates to be agreed). Work will then commence to install a new intercom, personal address system and sprinklers to high rise across the City via a planned programme of works. Details about the communication system are attached.</p> <p>Damp and mould Compared to last year the number of damp and mould surveys has reduced. The Reduce Mouldy campaign with leaflet and DVD is proving to have an affect with residents taking note of the advice provided. (www.reducemouldy.co.uk)</p> <p>Maintaining decency Kitchens and bathrooms continue to be changed across the City through a planned programme of work.</p> <p>Wooden double glazed windows are being upgraded to UPVC across the City as are the old style doors through planned programmes of work.</p> <p>Planned programmes of work are created via the on-going stock condition and EPC surveys taking place around the City.</p>	
2	Area Regeneration and Environmental Issues	<p><u>Clifton North</u> We are asking area committee for approval of minor fencing schemes and gating schemes in the ward to help resolve issues of ASB, Fly tipping and to generally improve the appearance of the ward in line with previous fencing schemes we have already successfully delivered in previous financial years.</p> <p><u>Clifton South</u> We are asking area committee for approval of the funding to contribute towards the Lannthwaite</p>	Information

		<p>Close parking scheme and a contribution towards the Holbrook Court communal area regeneration scheme. The major scheme at Barbury Drive is still in development, awaiting further information from NCC</p> <p><u>Bridge</u></p> <p><u>New Build/Exiting Stock collaboration</u> – The Decent Neighbourhoods Team, New Build Team and Tenancy and Estate Management have formed a working group to ensure that investment work is considered to the stock surrounding the new build areas to ensure maximum regeneration benefits are delivered in the ward. We have now identified some key areas across the ward to start delivering these external improvements around the new build sites. These are currently being costed up with our contractors and we will ask the next area committee for some environmental funding towards this major project of ours.</p> <p>We are now in a position to ask the Area Committee for the approval of boundary improvements at Crammond Close as these NCH properties are adjacent to our new build stock and they now look extremely poor in comparison. We are improving the front surfaces, fencing to front and rear and upgrading the canopies.</p> <p><u>Bruce Close, Kirkby Gardens, Ryland Gardens</u></p> <p>We are asking the area committee for approval of funding from the Bridge environmental budget to install new metal knee rail fencing to these areas of the ward. The current fencing is either dilapidated or non-existent and creates boundary issues and also looks unsightly.</p>	
3	Key messages from the Tenant and Leaseholder Involvement	<p>My Neighbours, My Neighbourhood – GET INVOLVED!</p> <p>Passionate about where you live? Want to make a difference? Want to give something back? Can you help us improve the housing services you and your neighbours receive?</p> <p>Become a Street and Block Champion</p> <p>We already have over 70 champions helping to make their neighbourhood a better place to live by being a champion for their street or block – but we want to have many more!</p>	X

		<p>Find out more by visiting the website</p> <p>http://www.nottinghamcityhomes.org.uk/get-involved/help-improve-your-neighbourhood/love-my-place/</p> <p>-----</p> <p>Tenant and Leaseholder Awards 2018</p> <p>Nominations for our fantastic Tenant and Leaseholder awards closed on 12th January and we received well over 100 nominations.</p> <p>In March we will be having an Awards Ceremony at the Council House, Old Market Square to shine the light on the many unsung heroes who make our estates and neighbourhoods great places to live. The event will celebrate the tremendous work residents and community groups do across the city.</p>	
4	Tenant and Residents Associations updates	<p>New Meadows Tenants and Residents Association (NEMTRA)</p> <p>Meadows memories book which was funded by NCH grant is complete. The launch event for the book was held in November at Carroll Gardens.</p> <p>NEMTRA Annual General Meeting (AGM) on Thursday 8th February 6.30pm at Queens Walk Community Centre</p> <p>Bowls on Tuesday, Thursday afternoons, 2-4 pm at Queens Walk Park Pavilion and Saturday morning, 11 am till 1 pm, £2 for Meadows residents, £2:50 for non-residents</p> <p>Southchurch Court Flats Tenants and Residents Association</p> <p>Bi monthly public meetings being held with attendance from Woodlands Surveillance team and NCH Housing Patch Manager.</p>	X
6	Good news stories & positive publicity	<p>Tenant Academy</p> <p>The Tenant Academy prospectus for the period from September 2017 to February 2018 is still</p>	X









	<p>available online at: http://www.nottinghamcityhomes.org.uk/get-involved/tenant-academy/</p> <p>Upcoming courses include:</p> <ul style="list-style-type: none"> • Hate crime training, The role of the bystander – 29th January • Construction taster session – mixed session for men and women – 30th January • Sound as a Pound – 14th February • Practical DIY Skills – 16th February • Construction taster session – mixed session for men and women from LGBT community – 27th February <p>The new 2018 prospectus will be available from March.</p> <p>For more information contact the Tenant and Leaseholder Involvement team on 0115 746 9100 or email involved@nottinghamcityhomes.org.uk</p>	
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Area report - Clifton North, Clifton South & Bridge

Appendix 2









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AC8-1 Anti-social behaviour

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
% of ASB cases resolved by first intervention – Clifton <i>Note: This PI monitors how many ASB cases NCH resolved on the first intervention e.g. written warning. Data for this indicator is not available by ward and is reported by Housing Office.</i>	85%	91.03%			89.52%	90.86%	PI achieved and again, this is down to the team working very well and sustaining performance.
% of ASB cases resolved – Clifton <i>Note: This PI measures the proportion of ASB cases NCH has successfully resolved. Data for this PI is not available by ward and is reported by Housing Office.</i>	99%	98.72%			100%	100%	Performance is showing that the PI has been met. Good work by the team.
Number of new ASB cases – Clifton <i>Note: Data for this PI is only available by Housing Office.</i>		76			107	175	.
Tenant satisfaction with the ASB service <i>Note: . Overall tenant satisfaction with the ASB service - The average score (Percentage) for each survey</i>	85.00%	89.22%			86.53%	73.45%	<p>Customer satisfaction with the ASB service has continued to improve in Q2 2017/18. Current performance for Q2 2017/18 is 91.11%. Year to date performance is 89.22%</p> <p>We are continuing to contact customers by telephone and this has continued to give better quality information about the service provided. 45 Surveys were completed during Q2. The number of surveys completed during in Q2 is lower than Q1 due to capacity to complete the survey,</p>





question. Data for this indicator is not available by ward..						<p>this has been addressed and it is expected that the response rate for Q3 will return to higher levels.</p> <p>We will continue to have a focus on the frequency of victim contact and quality of information and updates provided to victims, including regular case reviews conducted by Area Housing Managers, we will also place a greater focus on managing expectations in relation to case outcomes, since this is an area where performance dipped in July.</p> <p>The noise smartphone app continues to receive a positive reception from customers. It is improving the quality of noise nuisance reporting and enables Housing Patch Mangers to quickly assess complaints of noise nuisance and intervene swiftly.</p> <p>Mediation has been used to address a range of ASB issues. Referrals have covered cases including household noise, loud music, pet nuisance, parking issues and boundary disputes. We separately measure satisfaction with the mediation service and have achieved 100% customer satisfaction in Q2. This service is empowering residents to work together to resolve disputes.</p>
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AC8-2 Repairs









Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
% of repairs completed in target – AC - Clifton North, Clifton South & Bridge <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	93.49%			95.41%	95.5%	The final 3 months of 2015 saw a improvements in performance. The most recent result is in target (97.06%).
% of repairs completed in target – Bridge Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	94.12%			95.96%	95.97%	The final 3 months of 2015 saw a improvements in performance. The most recent result is in target (97.83%).
% of repairs completed in target – Clifton North Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	92.1%			94.91%	95.14%	The final 3 months of 2015 saw a improvements in performance. The most recent result is in target (97.19%).
% of repairs completed in target – Clifton South Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	93.78%			95.3%	95.36%	The final 3 months of 2015 saw a improvements in performance. The most recent result is in target (96.37%).
Tenant satisfaction with the repairs	9.1				9.08	9.1	WS -Oct - 2016 Performance is in target for the month at 9.2% .With performance at 9.08 for the year we continue

service							to look at introducing service improvements through the repairs modernisation and monitor customer satisfaction data to highlight and inform these service improvements. These improvements have been added to an action plan that covers the whole of R&M to improve customers satisfaction with the service. We are also currently piloting new customer service cards.
<i>Note: Data for this PI is only available citywide</i>							

AC8-3 Rent Collection









Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>% of rent collected</p> <p><i>Note: This PI measures the amount of rent collected (including tenant arrears) as a percentage of rent due for the current year. Data for this indicator is not available by ward and is reported city wide.</i></p> <p><i>Trend shows as improving if value is over 100% as arrears are decreasing.</i></p>	100%	101.93%			100.29%	100.25%	<p>The collection rate at the end of the third quarter is ahead of target at 101.93% and shows a significant improvement on the same point last year. The level of arrears continues to reduce as more rent is collected, both the current debit charged and historic debt on rent accounts. The "Rent First" campaign adopted by the team has been successful in mitigating against the impact of the welfare reform measures which continue to affect NCH tenants. These include "bedroom tax", the reduced benefit cap and Universal Credit. The changes announced in the recent budget mean that the roll of of the full Universal Credit service in Nottingham has been delayed until October 2018 and there will be no new claims under the current live service from 1st January. However we are continuing with our plans to support tenants in the lead up to the full roll out with accessing bank accounts, internet use and budgeting skills. We are continuing to work closely with Nottingham Credit Union and an article will be published in the next edition of NCH News detailing the benefits of joining the Credit Union. In addition we are continuing with the Northgate developments, with the initial launch of Task Manager in December. This is helping the team to work more effectively and will be fully operational by the time Universal Credit is fully rolled out, allowing us to manage a larger caseload.</p>
<p>% of tenancies ending due to eviction</p> <p><i>Note: This PI monitors the percentage of tenants being evicted due to rent arrears and is reported citywide.</i></p>	0.43%	0.44%			0.36%	0.43%	<p>We are below target and have carried out less evictions that at this point last year. We have evicted 76 tenants for rent arrears so far this financial year. At the same point last year we had evicted 83. We continue to focus on tenancy sustainment and supporting our tenants who find themselves in financial difficulty.</p>

AC8-4a Empty properties - Average relet time









Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Average void re-let time (calendar days) – AC - Clifton North, Clifton South & Bridge</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i></p>	25	26.31			30.65	27.37	See below
<p>Average void re-let time (calendar days) – Bridge Ward</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i></p>	25	14.47			36.72	27.33	The target was met during this period
<p>Average void re-let time (calendar days) – Clifton North Ward</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i></p>	25	24.49			19.81	24.79	The target was met during this period
<p>Average void re-let time (calendar days) – Clifton South Ward</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old</i></p>	25	38.08			32.93	29.18	<p>The target was not met partly due to the letting of empty properties within Independent Living schemes where demand at times can be limited.</p> <p>General needs properties were let in an average of 20 days</p> <p>The Lettings and Voids team are now co-located in the same office for the first time and this will lead to improved</p>

<i>tenancy to the start of the new tenancy</i>							joint working to minimise the time properties remain empty.
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AC8-4b Empty properties - Lettable voids

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of lettable voids – AC - Clifton North, Clifton South & Bridge <i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>		17			25	19	See below
Number of lettable voids – Bridge Ward <i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>		5			5	6	The number currently stands at five The Lettings and Voids team are now co-located in the same office for the first time and this will lead to improved joint working to minimise the time properties remain empty.
Number of lettable voids – Clifton North Ward <i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>		4			3	4	The number currently stands at four The Lettings and Voids team are now co-located in the same office for the first time and this will lead to improved joint working to minimise the time properties remain empty.
Number of lettable voids – Clifton South Ward <i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>		8			17	9	The number currently stands at eight The Lettings and Voids team are now co-located in the same office for the first time and this will lead to improved joint working to minimise the time properties remain empty.









AC8-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of empty properties awaiting decommission – AC - Clifton North, Clifton South & Bridge <i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i>		0			0	89	None at present
Number of empty properties awaiting decommission – Bridge Ward <i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i>		0			0	89	None at present
Number of empty properties awaiting decommission – Clifton North Ward <i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i>		0			0	0	None at present
Number of empty properties awaiting decommission – Clifton South Ward		0			0	0	None at present

Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.

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AC8-5 Tenancy sustainment

Performance indicator and definition	Target	2017/18			2016/17	2015/16	Latest Note
		Value	Status	Long Trend	Value	Value	
Percentage of new tenancies sustained - AC - Clifton North, Clifton South & Bridge <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	96.27%			96.02%	96.46%	
Percentage of new tenancies sustained - Bridge Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	96.1%			98.59%	95.05%	
Percentage of new tenancies sustained - Clifton North Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	98.55%			97.3%	97.1%	As a team we are continuing to monitor tenants and offer support where necessary to sustain tenancies.
Percentage of new tenancies sustained - Clifton South Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	95.08%			93.4%	97.16%	

