



NCH update report – Appendix 1

Date: 29th January 2018

Presented by: Elira Mano

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<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>	Information

		<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> <p>Grander designs Chatham Court - due financial year 2017/18. Planning permission is needed. Naomi Court - work has started.</p>	
2	Area Regeneration and Environmental Issues	<p><u>Bulwell</u></p> <p>Courtleet Way NCH have successfully delivered the first phase of the fencing upgrade project to this part of the ward, We are now scoping out the proposals for further phases of this project, in conjunction with NCH Housing colleagues and Cllrs. We will look to present a funding bid to the next Area Committee to contribute towards this ongoing.</p> <p><u>Norwich Gardens</u> NCH Decent Neighbourhoods Team are currently scoping out the works for phase 6 of this highly successful boundary improvement project. We will look to present a funding bid to the next Area Committee to contribute towards this phase of the project.</p> <p><u>Duchess Gardens</u> NCH has now delivered 2 phases to the external improvements to this part of the ward. Residents are very satisfied with the work we have delivered as we have created private,</p>	Information

		<p>defensible space that they can enjoy. We are currently scoping out phase 3 of the project with a view to present a funding request to the next Area Committee.</p> <p><u>Bulwell Forest</u></p> <p>Colston Road Flats NCH Decent Neighbourhood Team is currently working with housing colleagues and the NDO for the area to consider ideas for environmental improvements across the ward.</p>	
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><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 we're doing and where we need to improve by making sure we're dealing with complaints correctly and that our services are fair.</p>	X

		<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' competition.</p> <p>Street and Block Champions - We're looking for people who are passionate about where they live, who want to improve where they live, want to give something back to their community, help others and help us improve the housing services for them and their neighbour's.</p> <p>Being a Street or Block Champion is all about making a difference in their local area. There are lots of ways they can help. Some may only take a short amount of time, others could take a bit longer. As well as making a difference to their local area our Champions will receive free training and mentoring, will be able to meet new people and make friends, develop their skills and enhance their CV.</p>	
4	Tenant and Residents Associations updates	HART – Casey Harper (Development Manager) from Nottingham City Homes will be attending the next HART tenants meeting on the 31 st January, to discuss the planning application submitted in relation to the proposed build of 13 new houses.	X
6	Good news stories & positive publicity	<p>3rd December – Adele Brooksbank who is a very active Street Champion arranged a community litter pick via her own Social Channels and organised for 20 volunteers to meet locally to clear litter from the Bulwell Forest Pirate Park.</p> <p>The TLI Manager along with the local NDO's and NCC Community Engagement Team have recently agreed to meet as a steering group to discuss how, in partnership we can increase the amount of involved residents within the Bulwell Ward.</p>	X