

Housing cluster presentations September/October 2017 Information pack



Area 1 – Bulwell and Bulwell Forest



The NCH service offer

Creating and maintaining successful tenancies and communities lies at the heart of our vision to create homes and places where people want to live. Since our creation as an Arms' Length Management Organisation (ALMO) of Nottingham City Council back in 2005, we have taken a major role in building communities where people can thrive and feel they belong, now and in the future.

The groundbreaking work we do to tackle anti-social behaviour, to support our residents in sustaining their tenancies, collect rents and to develop flagship new developments has been recognised at a national level. Underpinning this is our commitment to delivering the day to day services that our residents rely on – repairs and maintenance, tenancy sustainment, Homelink, lettings, involvement, and tenancy and estate management.

Results from our annual resident survey are testament to our success. Customer satisfaction between January and March this year hit over 91% - a record high for an individual quarter – and satisfaction for the year was to 89.3%.

This is an overview of the services we deliver in the wards in your area. We hope you find it useful.

Overview

	Bulwell	Bulwell Forest
Number of NCH tenanted properties	2512	645
Number of NCH leasehold properties	44	50
Independent living schemes	Duchess Gardens Hazlehurst Gardens Lathkill Close Mariner Court Naomi Court Sketchley Court Snape Nook Court	Chatham Court
Tenants' and Residents' Associations / involved local community groups	Bulwell Hall TRA Coventry Road Estates Tenants and Residents Association (CRESTA) The People's Choice TRA Hoewood Area Residents and Tenants (HART)	Bulwell Forest Gardens
Void (empty property) rate	0.96%	0.93%
Number of voids (empty properties) at 31/8/17	43	6
Number of untidy gardens	27	6
New Build sites	Marlstones, 10 new homes Ragdale Road, new homes now complete	Knights Close, 18 houses, two flats, one shop, one parsonage
Caretaking service offer	Low rise - Cinderhill Walk, Bromley Close, Quarry Avenue, Springhead Court, Holwood Court Independent living – Mariner Court, Snapenook Court, Duchess Gardens, Sketchley Court NCC independent living – Lathkill Close, Naomi Court	Low rise – Colston Road, Austin Street, St Alban's Road Independent living – Chatham Court
Number of repairs per property per month	0.27	0.28
Number of ASB cases year to date	86	18
ASB hotspots	Snape Wood – ASB includes, untidy	Colston and Austin Flats – ASB includes

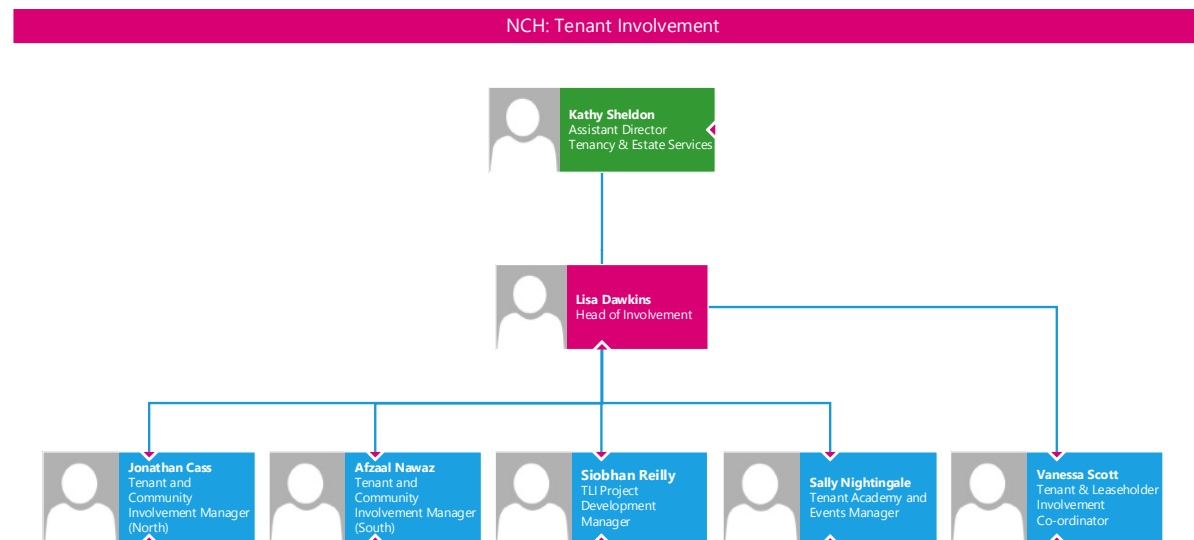
	gardens, fly tipping and drug dealing. HPM is in the process of organising an action day with local partners to tackle the issues and support and educate residents .	noise, neighbour disputes and drug dealing.
Number and type of capital investment programmes	<p>Grander Designs - Naomi and Chatham Courts -</p> <p>Pipework and sprinkler installs Springhead and Holwood Courts</p> <p>Smoke alarm upgrade - Naomi Court</p> <p>Timber double glazed windows being replaced with double glazed uPVC - Bulwell Forest estate.</p>	
Average rent arrears	£278.43	£250.05
Number of evictions April to August 2017	3	1
Number of households potentially affected by UC	1148	267

TLI changes

As a result of budget pressures, the Tenant and Leaseholder Involvement (TLI) Team has reduced from nine members of staff to six. There are now just two Tenant and Community Involvement Managers, covering the north and south of the city and focusing on grass roots involvement, the recruitment and support of community volunteers, event delivery and project management.

The Tenant Academy and Events Manager is responsible for the delivery of the Tenant Academy plus the Tenant and Leaseholder Awards in March, the Fun Day in September and the Garden Competition in November.

The Project Development Manager is responsible for delivering Fit in the Community and other involvement projects, and identifying external funding streams.



Recruiting involved resident volunteers who want to make a difference in their neighbourhoods and to support the scrutiny and development of NCH services is being done via the new Street and Block Champion initiative - we have already recruited around 50 new volunteers. This initiative is closely linked with the Clean Champions, and gives us a much more flexible and accessible route to involvement for all.

Universal Credit

The rollout of Universal Credit (UC) continues to affect NCH residents; we have had a total of 434 cases to date, with 354 currently live. We will transition to the full UC service from June 2018, when we will see a significant increase in the number of claimants.

All new UC claimants are referred to a rent account manager or tenancy sustainment officer for support and advice. We also help residents with applications for discretionary housing payments (DHPs) if they're under-occupying their property. If a resident is in significant rent arrears or has a vulnerability that may impact upon their ability to pay their rent, we apply for a direct payment from the Department for Work and Pensions (DWP) to make sure that rent payments are maintained.

The Rents Team currently has three Rent Support Officers; two focus on pre-tenancy work, and one on Universal Credit, and all work closely with the DWP and other partners. We're keen to stay proactive in our approach to Universal Credit, and we're rolling out UC Actions Days in areas that we have highlighted will be most affected. We recently piloted an Action Day at The Woodlands in Radford, and completed almost 300 visits.

We are keen to be approachable and visible, particularly at this difficult time for residents.

HPM role – empowerment and resilience

We're currently delivering a project to increase resilience across our citywide team of Housing Patch Managers (HPMs). The project has been developed in response to increasing responsibilities for HPMs, reduced agency support, and the implications of reduced budgets, fewer staff, and increasing patch sizes.

We're looking to provide extra training and support to make sure that HPMs are engaged in and aware of issues in the sector, the city and their patch. We're also seeking to make sure that they are equipped with the relevant tools, skills and knowledge to respond appropriately to challenging cases, and that they are empowered to make positive changes as appropriate.

Citywide summary

Customer satisfaction across the board improved last year. Our residents are satisfied with the ways in which we take their views into account, satisfied with their neighbourhoods, and satisfied that their rents offering value for money, with record scores in all these areas.

Satisfaction with the ASB service was better than target, and we collected more than 100% of the rent due to us (by chasing arrears and outstanding debt). Empty homes were re-let more quickly, and the number of lettable empty properties reached a record low.

This is great news for us as we deliver the final year of our three-year Corporate Plan, and it gives us a solid foundation upon which to build the next. We're proud of our achievements, but we're not resting on our laurels. These are challenging times, and challenging times create great opportunities – opportunities that we're seizing with both hands.

Anti-social behaviour (ASB)

Breakdown by type

April to August 2017

Bulwell

Case Type	Number
Alcohol related	0
Begging	0
Criminal Behaviour / Crime	2
Domestic Abuse	5
Drugs / Substance Misuse / Drug Dealing	2
Garden Nuisance (Untidy Gardens)	27
Hate-Related Incidents	3
Litter / Rubbish / Fly-Tipping	2
Misuse of Communal Area or Loitering	1
Noise	21
Nuisance from vehicles	2
Pets and Animal Nuisance	1
Physical Violence	1
Prostitution/sexual acts/kerb crawling	0
Staff abuse	2
Vandalism and Damage to Property	1
Verbal / Harassment / Intimidation / Threatening	16
Total	86

Bulwell Forest

Case Type	Number
Alcohol related	0
Begging	0
Criminal Behaviour / Crime	0
Domestic Abuse	1
Drugs / Substance Misuse / Drug Dealing	1
Garden Nuisance (Untidy Gardens)	6
Hate-Related Incidents	0
Litter / Rubbish / Fly-Tipping	0
Misuse of Communal Area or Loitering	0
Noise	4
Nuisance from vehicles	0
Pets and Animal Nuisance	1
Physical Violence	0
Prostitution/sexual acts/kerb crawling	0
Staff abuse	0
Vandalism and Damage to Property	0
Verbal / Harassment / Intimidation / Threatening	5
Total	18

New build

BUILDING A BETTER NOTTINGHAM

Creating homes and places where people want to live

