

**Housing cluster presentations**  
**September/October 2017**  
**Information pack**



**Area 7 - Wollaton West, Wollaton East and Lenton Abbey**



**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

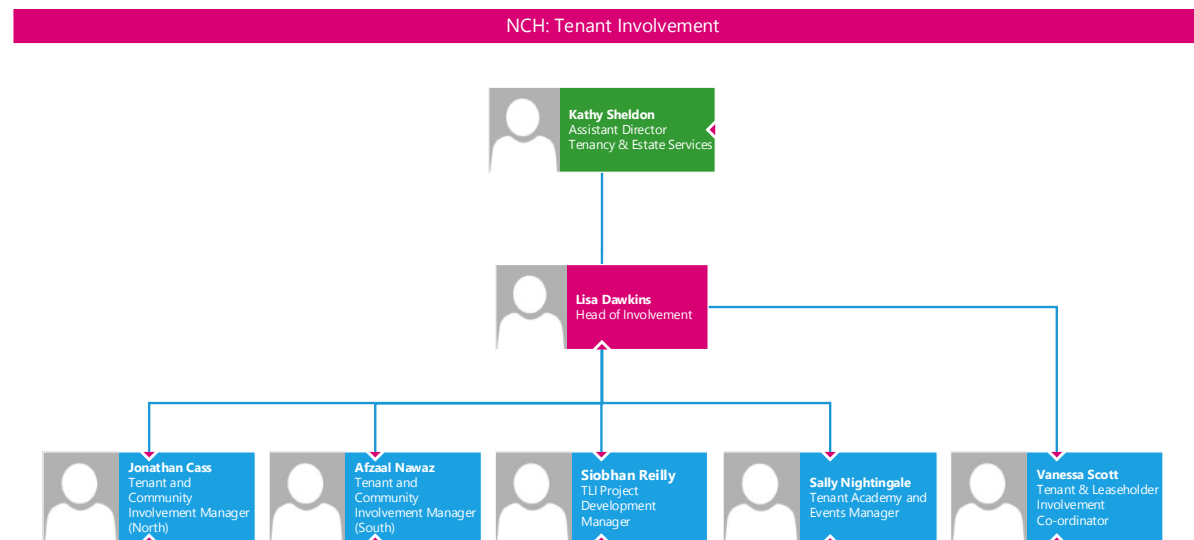
	Wollaton West	Wollaton East and Lenton Abbey
Number of NCH tenanted properties	158	493
Number of NCH leasehold properties	21	0
Number of independent living schemes	Aspinall Court	
Tenants' and Residents' Associations	None	Lenton Abbey Residents Association (LARA)
Void (empty property) rate	0	0.20%
Number of voids (empty properties) at 31/8/17	0	1
Number of untidy gardens	0	3
Number of New Build sites	None	None
Caretaking service offer	Low rise – Capitol Court  Independent living – Aspinall Court	
Number of repairs per property per month	0.39	0.37
Number of ASB cases, year to date	1	9
ASB hotspots	None	None
Number and type of capital investment programmes	None	None
Average rent arrears	£147.27	£283.58
Number of evictions April to August 2017	0	0
Number of households potentially affected by UC	56	227

## 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

#### Wollaton West

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

#### Wollaton East and Lenton Abbey

Case Type	Number
Alcohol related	0
Begging	0
Criminal Behaviour / Crime	0
Domestic Abuse	0
Drugs / Substance Misuse / Drug Dealing	1
Garden Nuisance (Untidy Gardens)	3
Hate-Related Incidents	0
Litter / Rubbish / Fly-Tipping	0
Misuse of Communal Area or Loitering	0
Noise	1
Nuisance from vehicles	1
Pets and Animal Nuisance	0
Physical Violence	0
Prostitution/sexual acts/kerb crawling	0
Staff abuse	0
Vandalism and Damage to Property	0
Verbal / Harassment / Intimidation / Threatening	3
<b>Total</b>	<b>9</b>

# New build

## BUILDING A BETTER NOTTINGHAM

Creating homes and places where people want to live

