



NCH update report

Time: 6:00pm

Date: Tuesday 8 December 2020

Presented by: Wade Adams

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>The Building Safety Team have been established in response to the draft Building Safety Bill. The team cover all 13 high rise blocks and will be implementing the changes the Building Safety Bill will introduce over the next couple of years.</p> <p>Works continue with the fire sprinkler installation at Victoria Centre, this is scheduled to be completed for end of March 2021, these works being delivered by our in-house sprinkler team.</p> <p>The sprinkler installations at BMK and Colwick Woods Court have been commissioned and have been fully operational since spring 2020. To complement the fire enhancement works in these blocks additional smoke seal works have been undertaken following a fire in Kingston Court in May. BMK are complete and Colwick Woods Court is near completion. Testing has been carried out testing the integrity of the works for customer reassurance.</p>	Information

		<p>We are currently having an internal works package priced at Manvers Court. This will see the refurbishment of communal areas completed over a 6 month period with works starting in early 2021. Walls will be plastered and decorated, new ceilings installed, new energy efficient lighting, doors and skirting’s decorated and new flooring installed. A newsletter is being sent to customers during November following consultation at our last high rise living event at Manvers Court earlier this year.</p>	
2	<p>Area Regeneration and Environmental Issues</p>	<p>Maintaining Decency (citywide) Kitchens and bathrooms – 101 are complete. Works continue in line with Covid protocol but there have been some refusals. 45 roofs have been completed with 230 properties receiving new windows and 443 new doors.</p> <p>Damp and mould Numbers continue to reduce. A telephone triage service has been introduced with surveyors making a diagnosis, this has reduced physical attendance by 70-80%. A trial of a damp and mould kit is being introduced - the kit will be sent to customers where the mould is not too bad. The volume of damp and mould complaints has reduced.</p> <p>Destination Zero – 2 projects within this workstream Whole House Retrofit – 76 retrofits in the Mapperley and Bakersfield area. Current status- 1 x pilot near complete. Project to look at piecemeal upgrading – EWI, doors, windows, roofs, solar, sustainable heat/electric.</p> <p>2050 Ultra-Low Energy Homes Retrofit of 155 homes Current status- 46 homes in Sneinton due to complete November. Challenges with accepting and ensuring that the communal system is a)</p>	<p>Information</p>

		<p>performing and b) installed safely. Handover to business to commence, invites due to go out to colleagues to meet and learn about the communal system and how it works/will be integrated into the business. Next 16, Sneinton, due to commence December 2020- Covid depending. Circa 100 in Radford on hold pending contract negotiations.</p> <p>*also see table below item 6</p>	
3	<p>Key messages from the Tenant and Leasehold Congress</p>	<p>What’s happening at the Tenant Academy</p> <p>Digital Skills:</p> <p>Clicksilver connections supported by Nottingham City Homes are running online courses for anyone who needs a hand with technology and feeling isolated from connected with others online. Residents will be matched up with a mentor who'll support you on a one to one basis over a 4 week. Access to a smart phone, laptop or PC required.</p> <p>When every Wednesday until January 2020, 12pm until 1pm.</p> <p>Introduction to Facebook -</p> <p>Facebook is a brilliant way to socialise and stay connected with friends and family - as well as being great for interacting and communicating with businesses and organisations online. More than 1.6 billion people use Facebook everyday - and it's still easily the largest social networking site in the world.</p> <p>At Nottingham City Homes, we use Facebook a lot! It's great way of letting our tenants and leaseholders know our latest news and also sharing some of the great things our partners and tenants are doing in the local community. It's also a great way for tenants to contact us with your questions, comments</p>	<p>Information</p>

	<p>or concerns. We've created two short films to help residents get started with Facebook using their mobile phone and how to interact with the Nottingham City Homes page. To view the video please go to: https://nottinghamcityhomes.org.uk/section/get-involved/your-skills/introduction-to-facebook/</p> <p>Tenant Awards</p> <p>Many congratulations to all the Tenant and Leaseholder Awards 2020 finalists! Unfortunately we were unable to hold this year's award ceremony due to the coronavirus pandemic. But we didn't let that stop the celebrations! We were delighted to present all our finalists and winners with their trophies at our Doorstep Awards. Well done to everybody who was entered this year. We're always so proud to be able to shine a light on the many unsung heroes in our neighbourhoods.</p> <p>Nominations are always open</p> <p>Who do you think should win next year? Here's the list of the categories you can make your nominations in:</p> <p>For individuals: Tenant or Leaseholder of the Year. Someone who has made a significant contribution to the lives of the people in their community - either individually or through organisations they are part of.</p> <p>Good neighbour award. Someone who goes that extra mile for their neighbours by helping them with their shopping, sorting out difficult situations</p>	
--	---	--

	<p>- or who have just been a caring person.</p> <p>Outstanding personal development. Someone who has gained new skills and/or qualifications that have helped improve their daily life contributed to their community or helped them deliver projects or get a job.</p> <p>Street and Block Champion of the Year. Awarded to an individual who has given back to their community to help others, making a real difference in their street or block.</p> <p>NCH Young Person of the Year (under 25s). This award honours young NCH residents who deserve recognition for their achievement, courage, creativity, generous attitude or ability to overcome difficult personal circumstances.**</p> <p>For groups/projects:</p> <p>Community group of the year. This is awarded to community groups (including Tenants and Residents' Associations) that work to improve their area by making estate improvements, putting on activities for local people, providing services to the community or running their local community centre.</p> <p>Best green initiative. This could be a project that's improved or transformed a green space, created a new green area for the local community to enjoy, raised awareness and education on green issues or has seen members of the local community come together to pro-actively improve their local environment – for example, taking part in litter picks or recycling initiatives.</p> <p>Best community project/event. Awarded to projects or events that improve the lives of our residents and brings the community together – for example, a community trip, fun day, a celebratory event or a one-off project that has had a positive impact on a community.</p>	
--	--	--

		<p>Best older person's initiative or event. This could be a project that is run in one or more of our Independent Living Schemes to improve the lives of our residents or a project, group or initiative that runs in our communities that our older residents can access.</p> <p>Best health and wellbeing project. Awarded to an individual or group that offers health and wellbeing opportunities to people in our communities. This might include a project that’s using physical activity and exercise to bring communities together. Or a project that’s aimed at supporting people who struggle with their mental health, or an initiative that’s encouraging healthy living – for example, eating healthily, nutrition advice, supporting people to lower their alcohol intake or to give up smoking.</p> <p>*Nottingham City Homes reserves the right to move entries to different award categories if they feel it is appropriate.</p> <p>** Nominees for the NCH Young Person of the Year Award must be aged under 25 (from 1 January 2021).</p> <p>How to nominate You can make a nomination 365 days a year, in any of the following ways: Through our online Nomination Form below; Over the phone, by calling 0115 746 9100 <u>Emailing us</u> Writing to us at - The Tenant and Leaseholder Involvement Team, FREEPOST RTKK-UHAY-LJSX, Nottingham City Homes, Loxley House, Station Street, Nottingham NG2 3NJ</p>	
4	Tenant and Residents Associations updates	<p>STOP TRA</p> <p>Every Sunday at 11am group members have continued to litter pick on King</p>	Information

		Edward Park. Well done to all involved! Notts County in the Community alongside STOP members will bulb planting and painting benches on 26 th and 27 th November.	
5	Area Performance Figures	See Appendix 2	Information
6	Good news stories & positive publicity	<p>Tenant Award winners for Dales, Mapperley and St Ann's:</p> <p>Young Person of the Year John Smith of Woodborough Road, St Anns.</p> <p>Community Group of the Year Sneinton Tenants Outreach Programme</p> <p>Good Neighbour Award Patrick Crawley of Kingston Walk, Sneinton</p>	Information

*continued from item 2 above

Address	Ward	Description	Status	Cost	Budget
Waterloo Road	St Ann's	Security gate to rear of property	Complete	£2,765.06	Fire Budget
Rushworth Close	St Ann's	Footpath improvements	Complete	£31,329.30	Footpath
Truman Close	St Ann's	Drying area to be refurbished	Complete		Footpath
Wasnidge Walk	St Ann's	Tenant complaint broken metal	In-Progress	£475.00	Estate Impact

		fencing			
Winchester and Woodthorpe	Mapperley	Parking, fencing and bollards	In Progress	£12,563.75	High Rise Living
Curzon Street	St Ann's	Car Parking	Scheduled	£62,512.55	City Wide Env
Conway Close	St Ann's	Fencing and clearance required behind new build bungalows	Evaluation	£26,782.53	Estate Impact