



NCH update report – Appendix 1

Date: December 2020

Presented by: Dan Pickard

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<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>Building safety Weekly checks are taking place in high rise including the updating of log books. Emergency lighting checks will be included from November.</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>	Information

		<p>Grander designs Valley Farm Court is due to start in November including installation of a treatment room. Lathkill Close –delivery will start this financial 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>Building safety Weekly checks are taking place in high rise including the updating of log books. Emergency lighting checks will be included from November.</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>Grander designs Valley Farm Court is due to start in November including installation of a treatment room. Lathkill Close –delivery will start this financial year.</p>	<p>Information</p>
3	<p>Key messages from the Tenant and Leasehold Involvement</p>	<p>Garden Competition – we had a staggering response to this year’s competition and finalists from the Bulwell wards included Chatham Court and Bulwell Forest Garden. The successes will be celebrated in an awards presentation when restrictions have been</p>	<p>X</p>

		<p>lifted.</p> <p>Green Flag – Nottingham had a record number of Green Flag sites across the city. This year residents at Hazelhurst Community Garden, Buwell were awarded a Community Green Flag this year and were delighted with the results. The community project, Roots Out, Bulwell Hall has been ear marked as a submission for 2021.</p> <p>Tenant Academy – we have a range of both classroom and virtual courses on offer that are free for involved residents and can be booked by email involved@nottinghamcityhomes.org.uk</p> <p>Highlights include:</p> <ul style="list-style-type: none"> • Online Clicksilver Connections training – a four week one to one mentoring programme aimed at anyone, of any age, who is at risk of isolation due to a lack of digital skills • Classroom based Paediatric first aid (accredited 2 day course) – Saturday 28/11/2020 and 05/12/2020 or Sunday 06/12/2020 and 13/12/2020 • Classroom and online Women in Construction sessions • Online Volunteering and volunteering management, safeguarding and trustee courses • Classroom based accredited Food safety training – due to be held at Crabtree CC (date to be confirmed) in January 2021. Expressions of interest being taken 	
4	<p>Tenant and Residents Associations updates</p>	<p>Bulwell Forest: Bulwell Forest Garden - NCH in partnership with Rebalancing the Outer Estates funded the purchase of a container to support the garden following a spate of vandalism in which the shed was badly damaged.</p> <p>Bulwell:</p> <p>Crabtree: NCH has granted funding to People’s Choice to help to deliver a socially distanced Christmas event to provide a hot meal to vulnerable residents that would</p>	<p>X</p>

		<p>usually attend the Centre.</p> <p>Crabtree – NCH worked in partnership with National Justice museum, Toy Library and Crabtree CC to engage 30 local young people in an art activity ‘carve a portrait into soap’. This was a fun and engaging workshop as part of TL’s weekly play session.</p> <p>Snapewood: NCH is working in partnership with Cllrs and Rebalancing the Outer Estates to deliver a Christmas event. There is also a Big Spring Clean event that is being planned for 2021 that will focus on estate improvements in Snapewood and also Newmarket.</p> <p>Bulwell Hall: September Spring Clean - NCH worked in partnership with Cllrs, NCC and residents at Roots Out project to clear 10 tonnes of waste.</p>	
5	Good news stories & positive publicity	<p>Incredible news – resident, Maria Shakespeare, and Chair of People’s Choice, Crabtree was the winner of the Community Action category of the Nottinghamshire Heroes Awards 2020.</p> <p>Bulwell Forest Garden was another deserving finalist in the Heroes Awards.</p>	X