

NCH update report



Presented by: Katie Sharp

	Item	Executive Summary / Key Points
1	Capital Programme & major works	<p>Maintaining Decency (citywide) Kitchens and bathrooms – 101 are now 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 & Compliance Weekly checks are taking place in high-rise blocks including fire alarm testing and the updating of logbooks. Emergency lighting checks are now being introduced.</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>
2	Area Regeneration and Environmental Issues	<p>Arboretum ARC Project 105 and 109 Forest Road West – Letting of these properties has started with the first resident moving in during November.</p> <p>Environmental improvements We are working with our colleagues at Nottingham City Council for additional enhancement works at the Vincent Gardens environmental improvement. We continue to work alongside our colleagues in Tenancy and Estate Management to identify other suitable sites for environmental improvements across the ward.</p>
3	Key messages from the Tenant and Leasehold Congress	<p>Green Flag Success in our neighbourhoods The 2020 Green Flag Award winners have just been announced and we're delighted that four new sites that are on HRA/NCH land have achieved the Green Flag Community Award. They are:</p> <ul style="list-style-type: none"> • Victoria Centre Roof Garden – possibly the highest altitude garden to be awarded in the country! • Hazelhurst Gardens (ILS) – Bulwell • Transition Sherwood Garden – Sherwood • Farndon Green (NCH has supported Wollaton TRA to achieve this award)

		<p>Tenant Academy Despite the challenges of Covid-19 we're still committed to providing free, training to NCH residents and members of community groups, who support NCH neighbourhoods, through the Tenant Academy.</p> <p>So whether you want to learn new skills to help your career opportunities and develop your local community, discover a new hobby or improve your digital skills there's plenty on offer. Don't forget to check out our dedicated webpage with additional videos and resources: https://nottinghamcityhomes.org.uk/section/get-involved/your-skills/</p> <p>Here's what's coming up:</p> <ul style="list-style-type: none"> • Virtual: Introduction to Taking Minutes Tues 02 February 2021, 11am – 12pm • Virtual: Being a Trustee: what does it mean? Weds 17 February, 10.30am to 12.30pm <p>This two-hour session covers the basic information for all trustees, whether new to the role or long-established.</p> <ul style="list-style-type: none"> • Clicksilver Connections For anyone who needs a hand with technology and feeling isolated from connected with others online. You'll 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>To book: email involved@nottinghamcityhomes.org.uk</p>
4	Local involvement	<p>NCH Garden Competition 2020 One of our residents at Carter Gate came third in the category for 'Best small garden'. Due to the current restrictions, the usual celebration was replaced this year with finalists having a cream tea delivered to their home during October. Well done!</p>
5	Good news stories & positive publicity	<p>Since the national lockdown started in March, Housing Patch Managers have been focusing on contacting all of our customers who have been identified as being vulnerable. We have been contacting vulnerable customers by telephone, carrying out welfare visits and making referrals and signposting those who are in need of additional support or help during these challenging times. This included collaborative work with partners at NCC, Police and support providers.</p>

	<p>The Daisy Project A national initiative that works at local level to support both male and female survivors of domestic abuse, whether they are still in the relationship or not.</p> <p>Here at NCH, we're absolutely committed to supporting all survivors of this type of abuse and we know during the lockdowns there has been an increase in domestic abuse, so we have allocated additional resources to help provide additional support to survivors. For further details on the Daisy Project at NCH please contact Ellie Ashworth, ASB and Mediation Manager, on 07825 726329 or by email Eleanor.Ashworth@nottinghamcityhomes.org.uk</p> <p><i>If someone is immediate danger or risk of harm, please call 999</i></p> <p>Carter Gate Improvements HPM Pete Toyne continues to work with partners to progress the improvements at Carter Gate. The planting programme has now been completed and the external painting programme is now underway. Focus is also being put on ensuring the residents are appropriately maintaining their gardens at the scheme.</p>
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