



# NCH update report

Time: 5-7pm

Date: 10 November 2014

Presented by: Lynn Standen/Paul Howard

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p><b>Decent Homes</b>                      2014-15 is the final year of the Nottingham Decent Homes programme. Constructor partners Keepmoat and Bullock continue to improve kitchens and bathrooms where required. Single glazed windows continue to be replaced as we gain access as well as heating systems being upgraded.</p> <p>Responses to the mailshot sent in July were good, a second letter was sent in September. Housing Patch Managers will be helping to contact those who have not responded.</p> <p><b>Door replacement programme</b>                      All wooden doors will be replaced during financial years 2016-18 subject to access.</p>	Information
2	Area Regeneration and Environmental Issues	<p>Fencing &amp; Guttering Planned Programme - April/July/October/January.</p> <p><b>Capitol Court, Wollaton</b>                      We are currently in the process of addressing Capitol Court as part of the planned maintenance painting programme.</p>	Information

		The attached colour scheme is being put forward for consultation, once agreed with the tenants and lease holders we aim to have the internal decoration completed this financial year. See appendix 1	Appendix 1
3	Key messages from the Tenant and Leasehold Congress	<p>The Area 7 representative for Tenant &amp; Leaseholder Congress / NCH Area Committee is still vacant. To find out more, please contact the Tenant &amp; Leaseholder Involvement Team on 0115 74 69100.</p> <p>TLC have so far discussed and/or influenced such matters as:</p> <ul style="list-style-type: none"> <li>• the Nottingham City Homes' Corporate Plan 2015+, also influencing the methods of communications used.</li> <li>• 'Customer Services Week' – what shape this will take and how this will be delivered.</li> <li>• Anti-Social Behaviour - New Powers &amp; Tools</li> </ul> <p>TLC has also approved the Service Review Programme 2014-15 which sets out which service areas the Customer Excellence Panel will scrutinise - all findings and recommendations for service improvement are forwarded to NCH Board for consideration.</p> <p>TLC has also supported and endorsed the Tenants Conference – 27<sup>th</sup> September 2014</p>	Information
4	Tenant and Residents Associations updates	The Sheila Roper Centre is now benefitting from the new kitchen and flooring provided through Efficiency East Midlands funding. The group applied for additional funding from the Jones Fund Community Trust for items to fill the new kitchen including a new cooker which now means the venue can be hired out for parties and events. Angela Stanton was asked to speak at the EEM AGM to highlight the benefits of the funding (for more details on EEMF funding contact the Tenant & Leaseholder Involvement Team on 0115 74 69100).	Information

		The Area 7 representative position for Tenant & Leaseholder Congress / NCH Area Committee is still vacant. All agencies are working together to find someone to fill this position – for further information contact the Tenant & Leaseholder Involvement Team on 0115 74 69100	
5	Area Performance Figures	See Appendix 2 attached	<b>Appendix 2</b>
6	Good news stories & positive publicity	Plans are underway for Lenton Abbey TRA to host an event at the centre before the Christmas light switch on: “Lenton Abbey Does Christmas”	<b>Information</b>