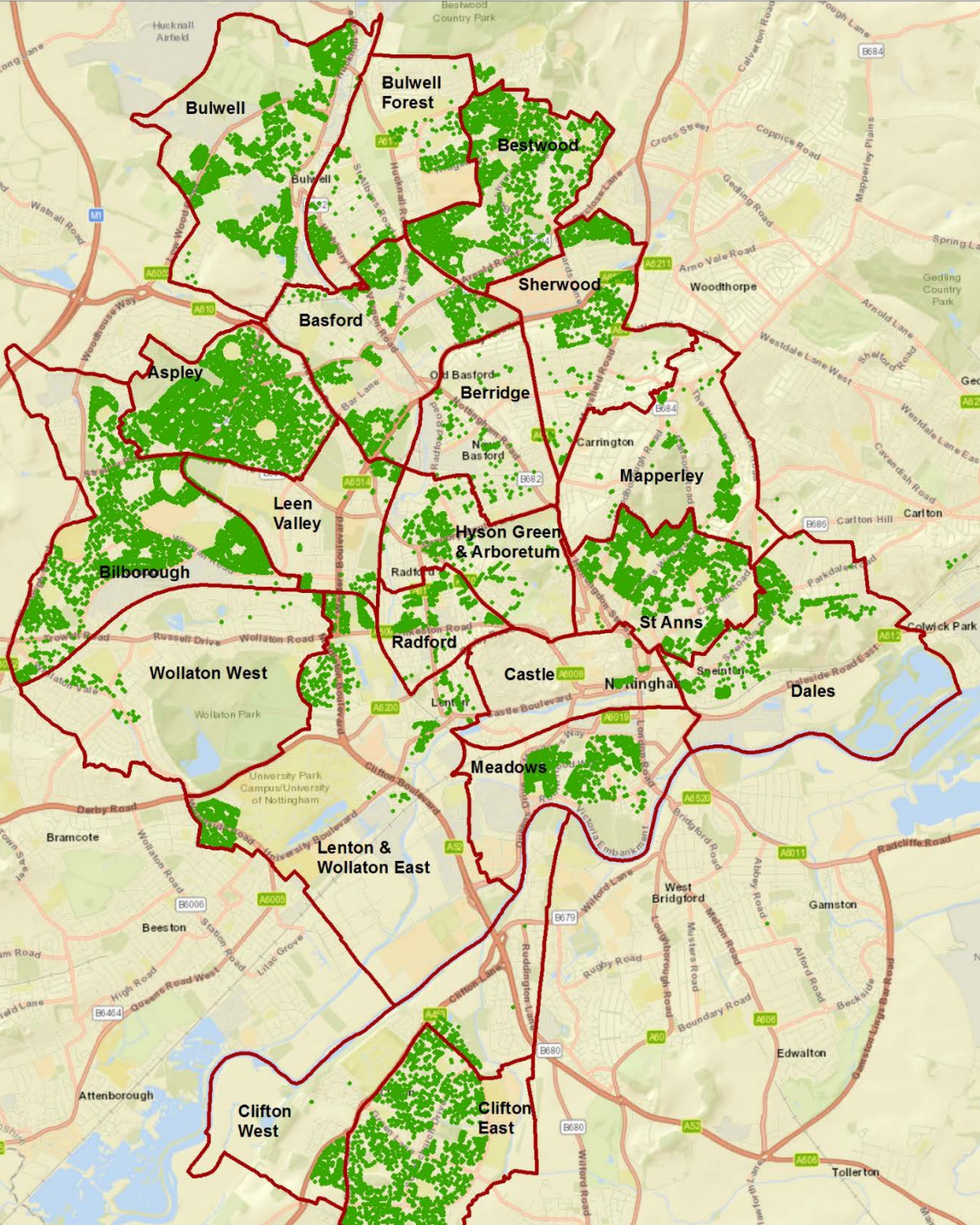




Malcolm Sharp
Nick Murphy
Joanne Clifford

Companies Governance
Executive Sub-Committee
19 January 2021



Nottingham's Council housing across the City

25,359 council tenancies
1,359 leasehold properties

Housing Revenue Account

NCH collects rent



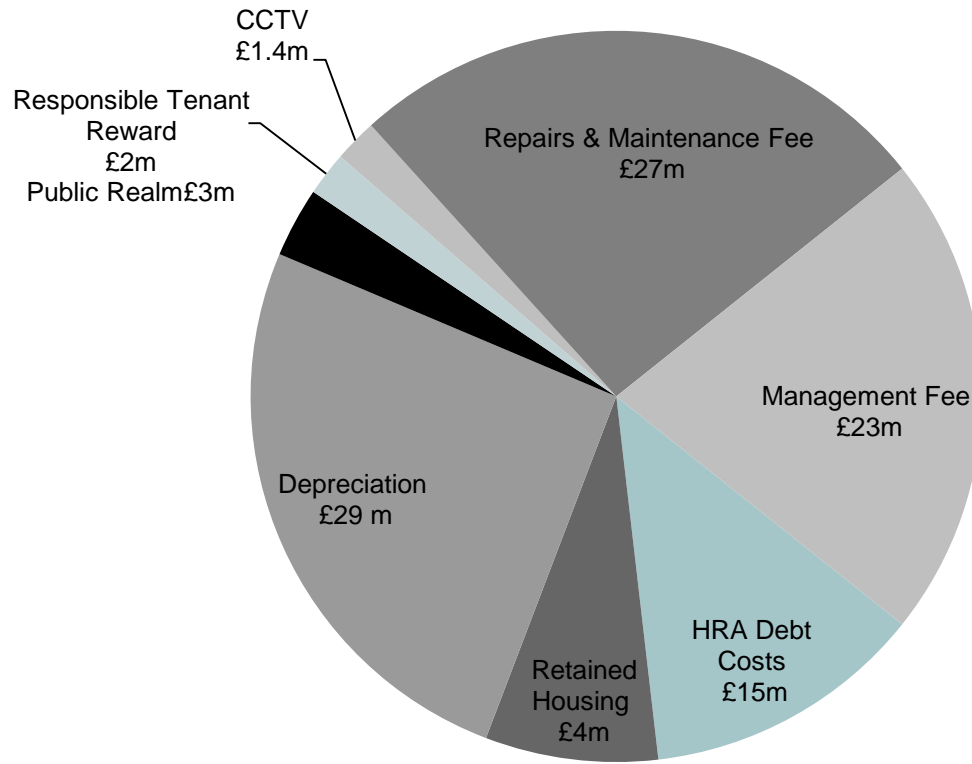
NCC (Housing Revenue Account)



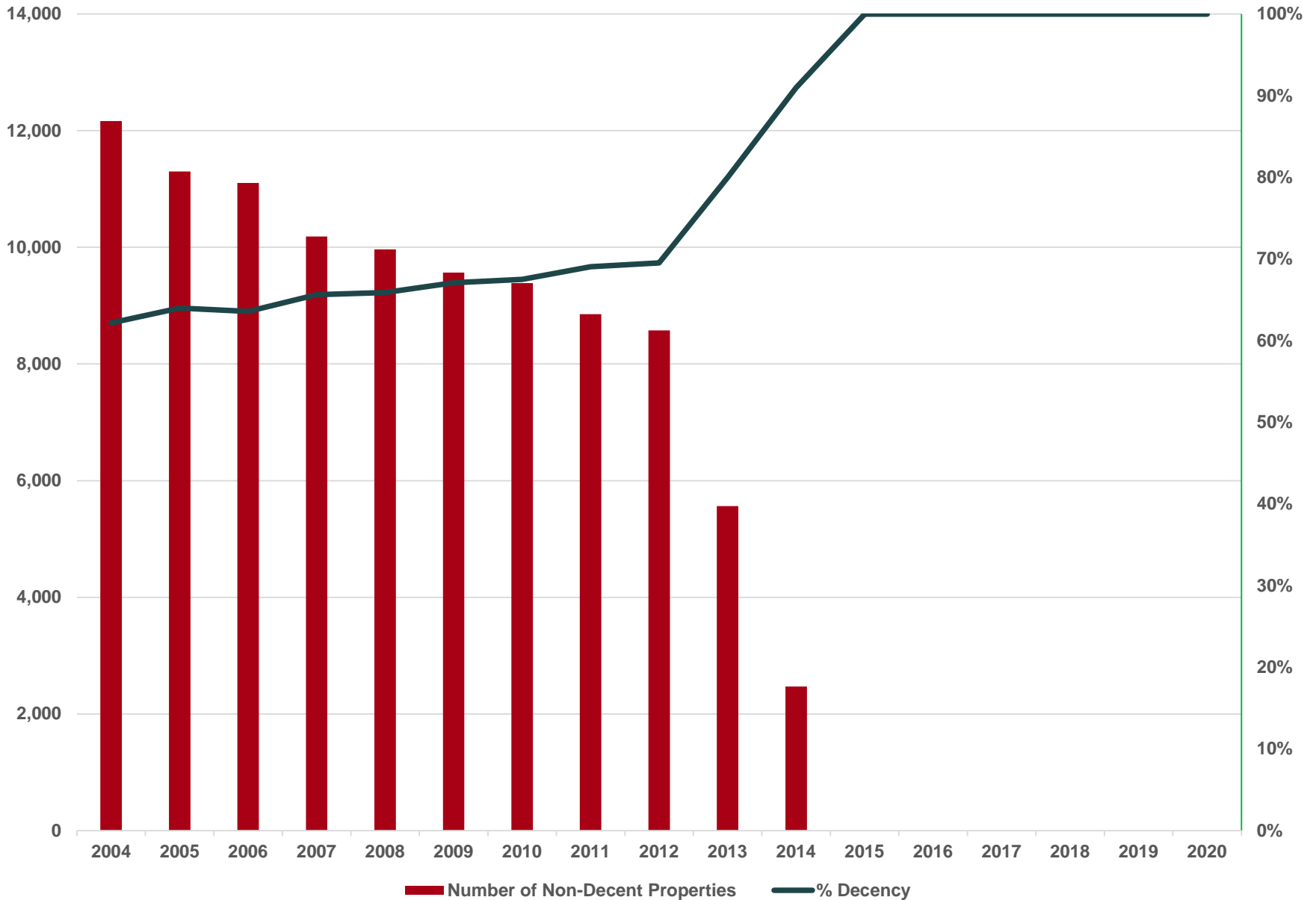
Debt Management fee Repairs & Maintenance Investment Retained HRA

HRA Budget 2020/21

Total HRA Budget = £105m



Decent Homes Progress 2004-2020



Performance then and now



	2005	2020
Overall satisfaction	61%	89%
Satisfaction with repairs service	54%	83%
No. of let-table voids	851	279
Average re-let time	74.5 days	37.6 days
Value of arrears	£6.5m	£3.8m

Satisfaction with the service provided

2

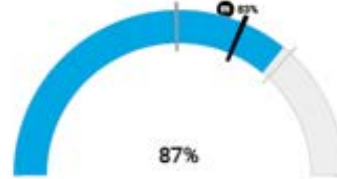
☆ 88%



Satisfaction with the overall quality of home

2

🏠 87%



Satisfaction with neighbourhood as a place to live

2

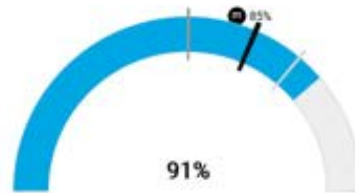
🚶 86%



Satisfaction that rent provides value for money

1

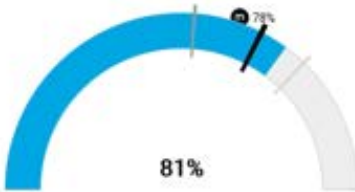
🏠 91%



Satisfaction with repairs and maintenance overall

2

🔧 81%



Satisfaction that their views are being listened to and acted upon

1

💬 76%



Benchmarking Tenant Satisfaction

[HouseMark National benchmarking
19/20]

Benchmarking Costs for Housing Management & Maintenance



NCH cost per property £1075

National median cost per property £1357

NCH efficiency **£282** per property or
£7.2m pa over the whole of the stock

[HouseMark National benchmarking 19/20]



**Nottingham
City Homes**

UKHA
INSIDE HOUSING 2018
WINNER

Landlord of the Year

NO COMPLACENCY



NCH Services include:



- Homelink / lettings
- Tenancy and Estate Management
- Repairs and Maintenance
- Asset Management
- Independent Living
- Assistive technology
- Rents
- Leaseholder services

Future challenges



- Covid impact / The new normal
- Managing and maintaining the existing stock
 - o building safety
 - o carbon neutral
 - o support for vulnerable tenants
 - o White Paper / regulation
- Meeting demand for affordable housing
- Governance
- Financial
- Supporting NCC

Covid Response and Impact

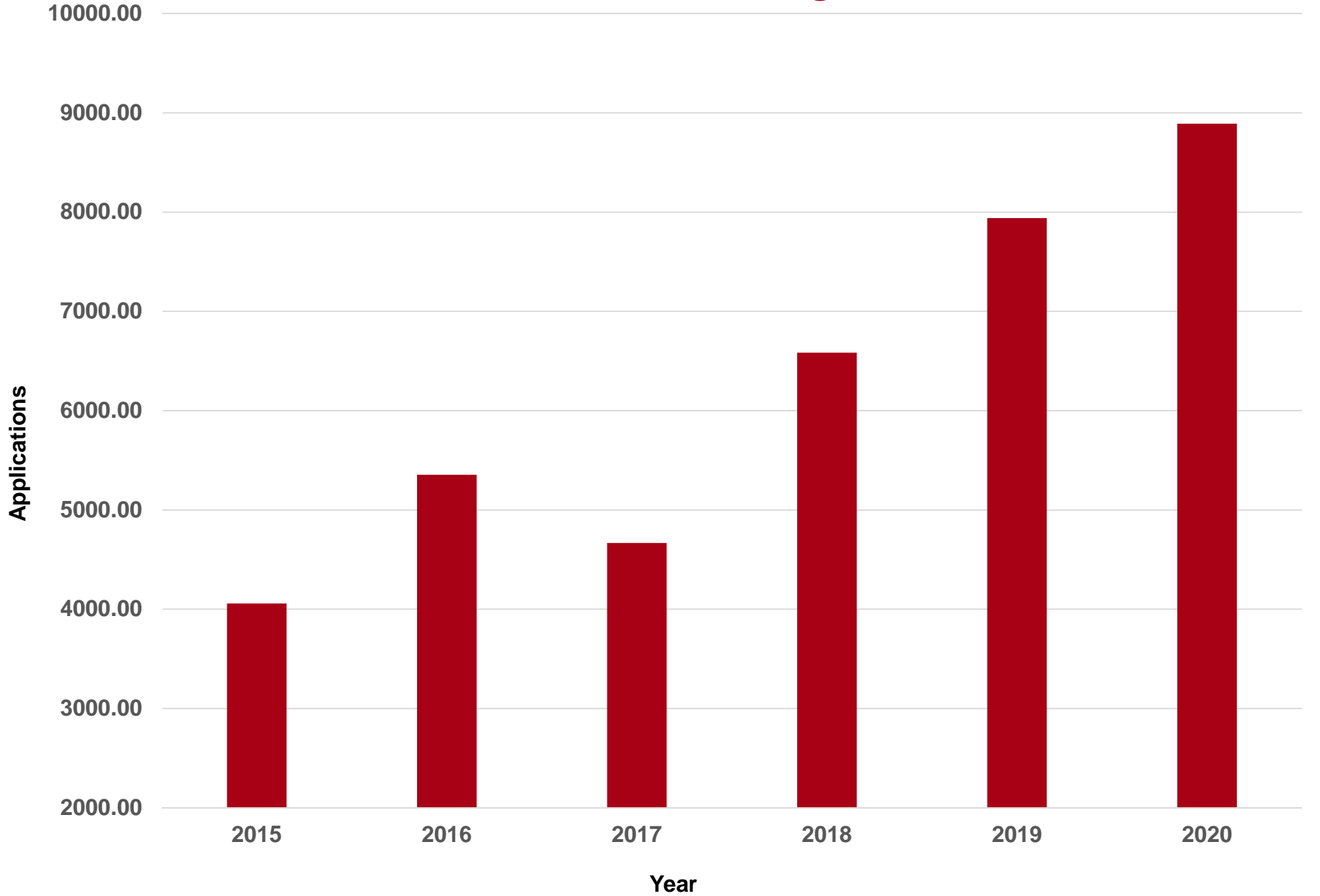


- First lockdown
 - Homeworking where possible
 - Emergency and urgent repairs / gas servicing only
 - Support for tenants eg, rent free weeks
- Repairs backlog caught up by October
- Subsequent lockdowns
 - Homeworking where possible
 - BAU safely
- Covid impact on voids, arrears, construction services, spend on PPE





Growth of the Waiting List





Sam Webster

Councillor at Nottingham City Council

5d



Those solar panels at Lenton Green are working hard this morning ☀️⚡

[#solar](#) [#nottingham](#)



14 · 2 Comments

Like Comment Share



Penney Poyzer

5d ...

So good. What a transformed place it is, as Tim said this is how it should be done. Warm, low energy bills, open space and really well designed homes.

Like Reply | 1 Like



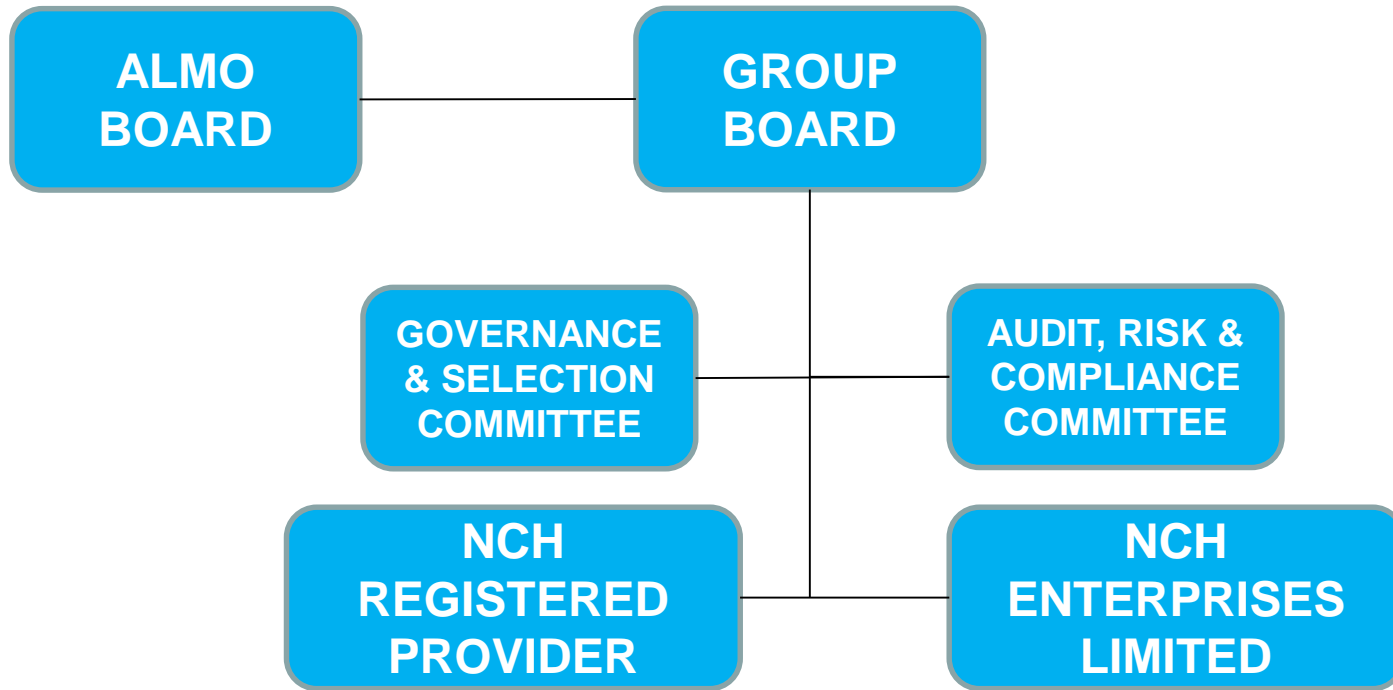
Tim Garratt

5d ...

Great picture of some of the best architecturally pleasing architecture in Nottingham. This is how affordable housing should be done!

Like Reply | 4 Likes

Governance Structure



Board Members = Councillors, tenant reps and independents

Governance Action Plan

Governance - relationship with NCC

Shareholder rep

Council reps on Board

Partnership Agreement

- Partnership Forum
- Performance reporting
- Corporate Plan

Integration with NCC back office services

Day to day working relationship

No surprises!

Financial Position



Period 8 Position

BUDGET	ACTUAL	VARIANCE
£202k surplus	£376k surplus	£174k

Year End Forecast

BUDGET	FORECAST	VARIANCE
£305k surplus	£201k surplus	£-104k

Discussions underway on next year's Management Fee

Added value of NCH



- Increased tenant satisfaction
- Financial benefit of performance improvements
- External funding attracted
- NCC savings from our supported housing and assistive technology
- NCC savings from our temporary accommodation
- Capital receipts from disposals to NCH
- Financial return to NCC



Questions?

