



NCH update report

Area 4 Committee– Aboretum, Radford and Park, Dunkirk and Lenton

Time: 17:30

Date:19 November 2014

Presented by: Paul Howard/Lynn Standen

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Decent Homes</p> <p>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>Two letters have been sent to customers who have previously refused the improvement work or not allowed us access. The letter asks them contact Nottingham City Homes so we can plan the improvement work by end March 2015. Housing Patch Managers are helping to contact those who have not responded to the letters. After March 2015 a Maintaining Decency programme will continue to ensure properties meet the Nottingham Decent Homes Plus Standard. The letter was posted on 21 July with a good response to date.</p> <p>Door replacement programme</p> <p>All wooden doors will be replaced during financial years 2014-18 subject to access.</p>	Information

		<p>Slate Roof Replacement Slate roofs across the City are being replaced there are 14 in the Arboretum, just one in Dunkirk and Lenton with eight in Radford and Park. Work is ongoing.</p> <p>HIMOs Refurbishment of the houses of multiple occupation (HIMOs) including decent homes of kitchen and bathroom replacement, new windows and doors. Communal areas to be decorated. We are working with the Allocations team to help tenants find alternative accommodation during the extensive refurbishment. These include properties on Burns Avenue, Forest Road West, Gedling Grove, Larkdale Street, Tennyson Street, Waterloo Road, Waverley Street. Work is in progress.</p>	
2	Area Regeneration and Environmental Issues	<p>Planned fencing & guttering programme 2014-15</p> <p>Arboretum & Radford & Park – May/August/November/February Dunkirk & Lenton - April/July/October/January</p> <p>Building a Better Nottingham - demolition to be completed this financial year</p> <p>1-96 Abbey Ct (Dunkirk and Lenton) Demolition is now complete.</p> <p>1-96 Willoughby Ct (Dunkirk and Lenton) Soft strip has started. There has been a delay in demolition commencing due to one resident remaining in the block.</p> <p>New Build Palmer Court - Independent Living accommodation - 54 flats – 18 x 1 bed, 38 x 2 bed being built by Keepmoat, is on track to be completed by Spring</p>	Information

		<p>2015. After this opening phase of construction, we have 62 family homes (all NCH owned), 10 general purpose flats and 16 bungalows with some retail space. The whole scheme expected to be complete for 2017.</p> <p>Adjacent to this site, consultation began last week over the re-development proposals for Church Square which would add to the regeneration in the area.</p> <p>The first few properties in the Radford new build are being handed over in October with a view to tenants moving in during November.</p>	
3	<p>Key messages from the Tenant and Leasehold Congress</p>	<p>The Area 4 representative for Tenant & Leaseholder Congress / NCH Area Committee is Trevor Morrison.</p> <p>TLC have so far discussed and/or influenced such matters as:</p> <ul style="list-style-type: none"> • the Nottingham City Homes' Corporate Plan 2015+, also influencing the methods of communications used. • 'Customer Services Week' – what shape this will take and how this will be delivered. • Anti-Social Behaviour - New Powers & Tools <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 – 27th September 2014</p>	<p>Information</p>

4	Tenant and Residents Associations updates	<ul style="list-style-type: none"> • BRAMTRA are still a relatively new group but are meeting regularly and doing well. • Consultation around the 'Fit in the community' project began with tenants in the Hyson Green area at the beginning of September. Further consultation opportunities were agreed as part of the consultation plan, concluding with the Tenant & Leaseholder Fun day, 28th September. This has included on street and door to door consultations, attendance at a 'day of action', area meeting and the older persons day and was supported by NCH staff. So far, 6 potential new volunteers have come forward and several new useful local contacts have been made to help support the additional focused consultation with key groups from the area. A draft delivery plan for activity in Hyson Green based on the information obtained will be produced. Once discussed and agreed with local people it's hoped to start delivering some activity towards the end of November. 	Information
5	Area Performance Figures	See Appendix 2	X
6	Good news stories & positive publicity	<p>Birkin Avenue Phase 2 consultation and assessment on fencing complete and range of environmental improvements identified for the Ward to be completed over next twelve months</p> <p>Dunkirk and Lenton Week of Action 13 October – 18 October 2014. NCH Tenancy & Estate Management team have been assisting clearing alleyways and improving the environmental appearance of the estate</p> <p>New build houses in Radford and Park nearing completion and first handover of properties to NCH due to begin November 2014 beginning with Independent Street plots</p>	Information