

## Basford, Berridge and Sherwood Area Committee – 24 February 2021

<b>Title of paper:</b>	Nottingham City Homes update	
<b>Corporate Director:</b>	Nick Murphy Chief Executive, Nottingham City Homes	<b>Wards affected:</b> Basford, Berridge and Sherwood
<b>Report author and contact details:</b>	Nicky Brake, Area Housing Manager, Basford Berridge and Sherwood <a href="mailto:nicola.brake@nottinghamcityhomes.org.uk">nicola.brake@nottinghamcityhomes.org.uk</a> 0115 883 3521	
<b>Relevant Council Plan Key Theme:</b>		
Nottingham People		x
Living in Nottingham		x
Growing Nottingham		
Respect for Nottingham		x
Serving Nottingham Better		
<b>Summary of issues (including benefits to citizens/service users):</b>		
<p>The report provides updates on key issues and themes which link back to local priorities and the strategic themes for Nottingham City Homes. The report provides summary updates on the following key themes:</p> <ul style="list-style-type: none"> <li>• Capital Programme and major work;</li> <li>• Area regeneration and environmental issues;</li> <li>• key messages from the Tenant and Leasehold Congress;</li> <li>• Tenant and Residents Associations updates;</li> <li>• Area performance;</li> <li>• Good news stories and positive publicity.</li> </ul>		
<b>Recommendations:</b>		
<b>1</b>	To note and comment on the update and performance information (appendix 1);	
<b>2</b>	To note the financial information (appendix 2).	

### 1 Reasons for recommendations

- 1.1 The Nottingham City Homes Update provides a descriptive and statistical picture of what is happening at an area level and invite community representatives to comment, debate, challenge and identify how they can add value to improve their neighbourhoods.
- 1.2 The update also monitors progress in the wards and acts as a catalyst for debate about the key performance issues impacting upon the ward on a quarterly basis.

### 2 Background (including outcomes of consultation)

- 2.1 Nottingham City Homes previously reported on performance at local Area Panels, Panels that sit below the respective Area Committees. These panels were attended by local residents, local Councillors and partner agencies.

2.2 Nottingham City Homes has a goal to ‘create homes and places where people want to live’ and to give tenants and leaseholders an input in shaping what happens in their area. The Nottingham City Homes Update and Performance Report is one of a number of initiatives that increases the transparency and accountability of the Company’s performance.

2.3 Following the decision for the Nottingham City Homes reps to attend Area Committee, it was decided to provide the Nottingham City Homes Update Report to Area Committee.

Appendix 1 provides the latest performance position for the committee to note and comment on.

Appendix 2 outlines the remaining capital budget for this area for noting.

### **3 Other options considered in making recommendations**

None.

### **4 Finance colleague comments**

Budgets are allocated on a yearly basis for each ward and there is an obligation on Nottingham City Homes to ensure that funds are allocated to projects within these budget requirements.

### **5 Legal and Procurement colleague comments**

None.

### **6 Strategic Assets & Property colleague comments (for decision relating to all property assets and associated infrastructure) (Area Committee reports only)**

None.

### **7 Equality Impact Assessment (EIA)**

An EIA is not needed (report does not contain proposals or financial decisions)..

### **8 List of background papers other than published works or those disclosing confidential or exempt information**

None.

### **9 Published documents referred to in compiling this report**

None.

Appendix 1 – Basford, Berridge and Sherwood Area Committee

	Item	Executive Summary / Key Points
1	Capital Programme & major works	<p><b>Garage demolition</b> All sites have been surveyed and prices provided to demolish, rectify works arising from the demolition. One challenge that has been resolved is the trees at Woodthorpe Garage site, following a meeting on site with Tree Services we now have an agreement to reduce the tree canopy over the car park which will allow much needed natural daylight to the car park.</p> <p><b>Bin Chute – Low Rise</b> Works started on site on 4 Jan replacing bin chute hoppers and installing fire shutters in the bin rooms. Frobisher and Wilmington are the first blocks to receive the upgrades. Once each chute is completed we are also steam cleaning the chute and applying a disinfectant – final steam is a smoke bomb test to confirm that they meet with fire safety requirements.</p> <p><b>Damp and mould</b> With temperatures dropping we have a campaign running on the NCH website raising awareness to help reduce condensation in a home: <a href="https://www.nottinghamcityhomes.org.uk/your-home/damp-mould-and-condensation/">https://www.nottinghamcityhomes.org.uk/your-home/damp-mould-and-condensation/</a> When a call is received about damp and mould the customer is called by a surveyor to diagnose in more detail over the telephone rather than visiting. Where small outbreaks of mould are identified a mould eradication kit is sent to the customer with instructions on how to apply to the walls. It has been approved by the Health and Safety Executive for both amateur and professional use and is being well received by customers.</p> <p><b>Permission requests</b> A customer can make improvements to their home so long as they seek permission from Nottingham City Homes via their patch manager who send it across to Asset Management to assess. If structural work is requested a building surveyor will visit before agreeing or not to the work, if permission is granted a letter is sent outlining conditions to the improvement including it must be completed within twelve months.</p> <p>Driveways are one of the most common requests which are granted with the customer needing to apply to Highways for authorisation to drop the kerb outside of their home – once this is granted work can go ahead. A customer can install their own shower following permission being approved where part of the condition is to add more tiles so water does not drip behind them with the potential of causing future damage.</p>

2	Area Regeneration and Environmental Issues	<table border="0"> <tr> <td>Basford Road</td> <td>Basford</td> <td>Drying area to be re-tarmacked</td> <td>Complete</td> </tr> <tr> <td>Carrington Underpass and Selkirk Flats</td> <td>Sherwood</td> <td>Painting of railings etc</td> <td>Complete</td> </tr> <tr> <td>Rosegarth Walk</td> <td>Basford</td> <td>Footpaths</td> <td>Complete</td> </tr> <tr> <td>Kibworth Close</td> <td>Basford</td> <td>Footpath refurbishment works</td> <td>Complete</td> </tr> <tr> <td>Orchard Court</td> <td>Sherwood</td> <td>Bin store re-configure fencing to contain and NCC to provide 1100 bins</td> <td>In Progress</td> </tr> </table>	Basford Road	Basford	Drying area to be re-tarmacked	Complete	Carrington Underpass and Selkirk Flats	Sherwood	Painting of railings etc	Complete	Rosegarth Walk	Basford	Footpaths	Complete	Kibworth Close	Basford	Footpath refurbishment works	Complete	Orchard Court	Sherwood	Bin store re-configure fencing to contain and NCC to provide 1100 bins	In Progress
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3	Key messages from the Tenant and Leasehold Involvement	<p><b>Tenant Awards 2021 are open!</b></p> <p>Thank you to everyone who took the time to nominate someone for a Tenant Award last year, the resulting doorstep presentations meant a lot to those involved.</p> <p>These past 10 months have been extremely challenging but it's also helped to bring communities together and highlight real community heroes. We're now looking for nominations for the 2021 Awards and we need your help once again to shine a light on these unsung heroes.</p> <p>Our online nomination form is easy to complete and can be found at <a href="https://nottinghamcityhomes.org.uk/section/get-involved/tenant-awards/">https://nottinghamcityhomes.org.uk/section/get-involved/tenant-awards/</a></p>																				
4		<p>Green Flag – Nottingham had a record number of Green Flag sites across the city. Winwood Community Garden 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 <a href="mailto:involved@nottinghamcityhomes.org.uk">involved@nottinghamcityhomes.org.uk</a>.</p>																				

Tenant and Residents Associations updates	Highlights include: <ul style="list-style-type: none"> <li>Clicksilver Connections – one to one training for those at risk of isolation due to a lack of digital skills;</li> <li>Employability –Women in Construction taster days;</li> <li>Classroom - Nottingham College in the community rolling course programme in the north of the city including Maths, English and IT.</li> </ul>
	Sherwood: <ul style="list-style-type: none"> <li>Winwood Heights: Winterfest. Volunteers from Winwood organised a fabulous outdoor lighting and Christmas display which spread some festive cheer for residents and passers-by.</li> </ul>

Housing Register	Band Homeless	Band 2	Band 3	Band 4	Band 5	Housing and Health Applicants	Pending-Awaiting Banding Decision	Victoria Centre Applicants	Homelink Plus
8543	524	1181	2047	2870	1376	50	161	330	4
	Single	Couple	Family with 1 Child	Family with 2 Children	Family with 3 Children	Family with 4 Children	Family with over 4 Children	Homelink Plus	Unclassified
	4597	847	1327	780	535	224	161	4	68

Ward	Stock Size	Housing Income Management 2020/21		Year	Lettings and Relocation Support		New Tenancy Sustainment	Repairs and Maintenance	
		Accounts in credit	Accounts in Over 3 Months of Arrears		Lettable Voids	Average Relet Time	% of Successful New Tenancies	Number of Works Appointments	% of Appointments Made and Kept
Basford	1269	64.97%	3.32%	2020/21	11	36.08	98.70%	2045	98.78%
				2019/20	6	31.41	97.67%	4112	98.95%
Berridge	165	64.44%	3.70%	2020/21	1	29.3	100.00%	293	98.98%
				2019/20	0	0	100.00%	510	98.63%
Sherwood	962	68.93%	4.64%	2020/21	12	19.26	100.00%	1460	98.77%
				2019/20	12	19.38	95.56%	3040	99.14%

Housing Income Management commentary: Arrears have increased slightly. We have now been able to start some enforcement action, working with the "won't payers" to start some reduction in their debts. We have had our first handful of Court hearings, but there are some evictions that have been delayed until July. There are some large debts that we have no ability to recover at present. We have rolled out our new recovery process and we are working to support those who are still struggling financially due to the impact of Covid-19. We are still maintaining a 100% collection rate.

Lettings and Relocation Support commentary: We have implemented the new allocations policy on our IT systems and this has led to a slight reduction in the number of applicants through data cleansing. However the number of new applicants continues to increase and we are working hard to process each application and ensure people are able to apply for a new home. We have seen an increase in voids and average re-let time compared to last year due to the impact of Covid-19. In part this has been due to the number of people willing to move in this uncertain period, and in particular older people, which has impacted on letting our Independent Living homes.

There has also been an impact on carrying out work in empty homes as we need to ensure social distancing guidelines are followed but we are increasing resources to reduce the number of voids. We continue to work to prioritise housing the homeless and most vulnerable.

Responsive Repairs continue to offer a full repairs service throughout the second and third lockdowns, the deferred repairs from the first lockdown were completed back in October 2020.

Demand for our repair service is high, our work colleagues have the appropriate PPE and follow Covid risk assessments to ensure that repairs are completed in a safe manner.

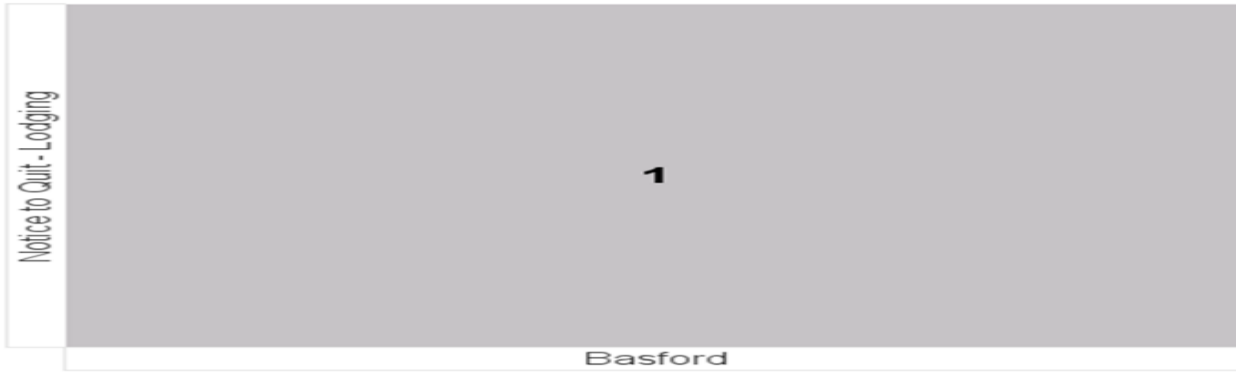
Repairs receive;

- 200 emergency orders per day with 99% of those completed in target.
- 200 appointed jobs per day with 97% attended on time.
- Our Mechanical and Electrical team continued to deliver the gas servicing programme and currently every home has a valid gas certificate.

New Tenancy Sustainment

Comments:

**Unsuccessful new tenancy reasons**



Customer Insight

Complaints - 2020/21

Tenancy and Estate Management			1	4
Responsive Repairs	2	1	7	10
Rents, Leaseholders and Income M...				3
Minor Works	2		1	3
Mechanical and Electrical		1	8	6
Major Works	1			1
Maintaining Decency				1
Customer Service Centre	2		1	1
CR&M Business Services	1	1	3	3
Capital works			1	3
Asset Management			2	1
	<b>Berridge</b>	<b>Castle</b>	<b>Hyson Green &amp; Arboretum</b>	<b>Radford</b>

Case Type	▼	Basford	Berridge	Sherwood		
		2019/20	2020/21	2019/20	2019/20	2020/21
Criminal Behaviour / Crime			1		1	
Domestic Abuse		2	1			
Garden Nuisance		1			10	1
Hate-Related Incidents						1
Litter / Rubbish / Fly-Tipping			1		1	1
Noise		7	8		4	5
Physical Violence			1			1
Prostitution / Sexual Acts / Kerb Crawling					1	
Tenancy Fraud (TFI'S ONLY)		2		2	2	3
Verbal / Harassment / Intimidation / Threatening		1	1		5	1
<b>Grand Total</b>		<b>13</b>	<b>13</b>	<b>2</b>	<b>24</b>	<b>13</b>



## Appendix 2 – Basford, Berridge and Sherwood Area Committee

As at	Ward	Actual Budget (including carry over from 2019/20)	Schemes Approved	Schemes Committed	Schemes De Committed	Remaining Budget
Dec 2020	Basford	£79,551.28			£0	£79,551.28
Dec 2020	Berridge	£5,082.34			£0	£5,083.34
Dec 2020	Sherwood	£73,943.44			£0	£73,943.44