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Companies Governance
Executive Sub-Committee
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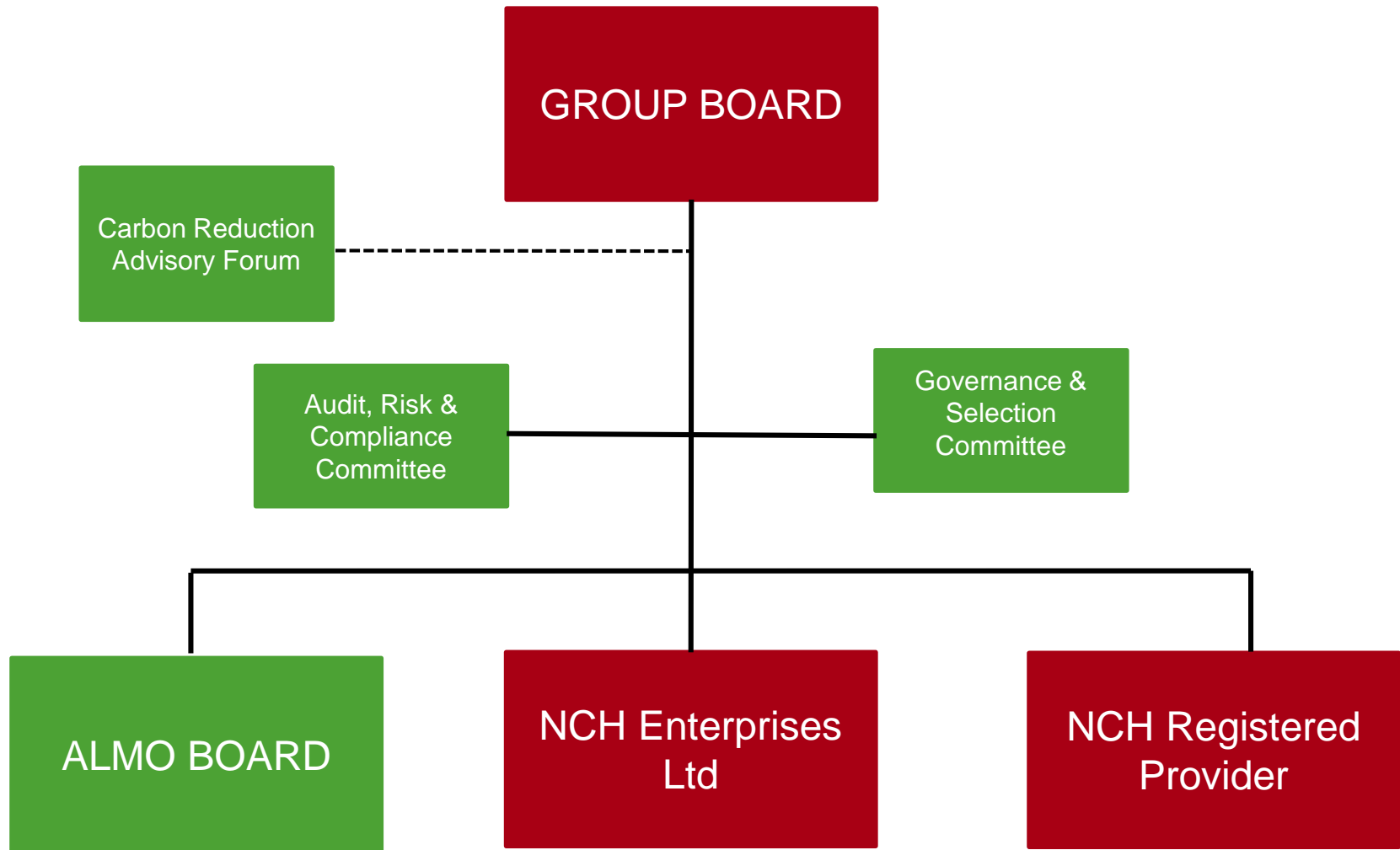


What Nottingham City Homes does...



- Manages council housing
- Delivers new council housing
- Provides property services and manages stock on behalf of other property owners
- Owns and manages our own property portfolio
 - including affordable housing,
 - market rent housing and
 - temporary accommodation for homeless households

Group Structure Chart



Nottingham City Homes Tenants' Charter



- To be safe in your home
- To have a good quality home and neighbourhood to live in
- To have a home you can afford
- To have your voice heard and to be treated with respect
- To know how we are performing
- To have your complaints dealt with promptly and fairly

Tenant Satisfaction

| % Of tenants are satisfied with... | 2021/22 | Rolling average over 12 months |
|--|----------------|---------------------------------------|
| Net Promoter Score | 42 | 49 |
| Overall Satisfaction with Service | 89% | 90% |
| Value for Money for Rent | 88% | 90% |
| Value for Money of Service Charges | 79% | 81% |
| Easy to Deal With | 83% | 87% |
| Quality of Their Home | 85% | 87% |
| Neighbourhood as a Place To Live | 87% | 87% |
| Repairs and Maintenance | 82% | 84% |
| Safe and Secure | 91% | 92% |
| Grounds and Maintenance | 72% | 74% |
| Opportunities to Participate | 92% | 88% |
| NCH Listens To Tenant Views and Acts Upon Them | 72% | 73% |

High Rise Living and Building Safety



- Preparing for Building Safety Bill
- Gas servicing 100%
- Fire Risk Assessments 100%
 - Electric checks – now delivering against new 5 year policy
- Sprinklers
- Linked to wider high rise living improvements
 - Lobbies and corridors
 - Vic Centre windows / Colwick Woods Court







Tackling homelessness



- Currently have 306 families in our Temporary Accommodation, including 568 children
- Savings for NCC equate to £10m pa over the equivalent costs of having these families in B&B
- We expect an increase in family homelessness (as the Government eviction ban ends)

Key Risks

- Building safety
- Ongoing impacts of Covid
- Financials
 - Labour
 - Materials,
 - Pay award / industrial action





Questions?

