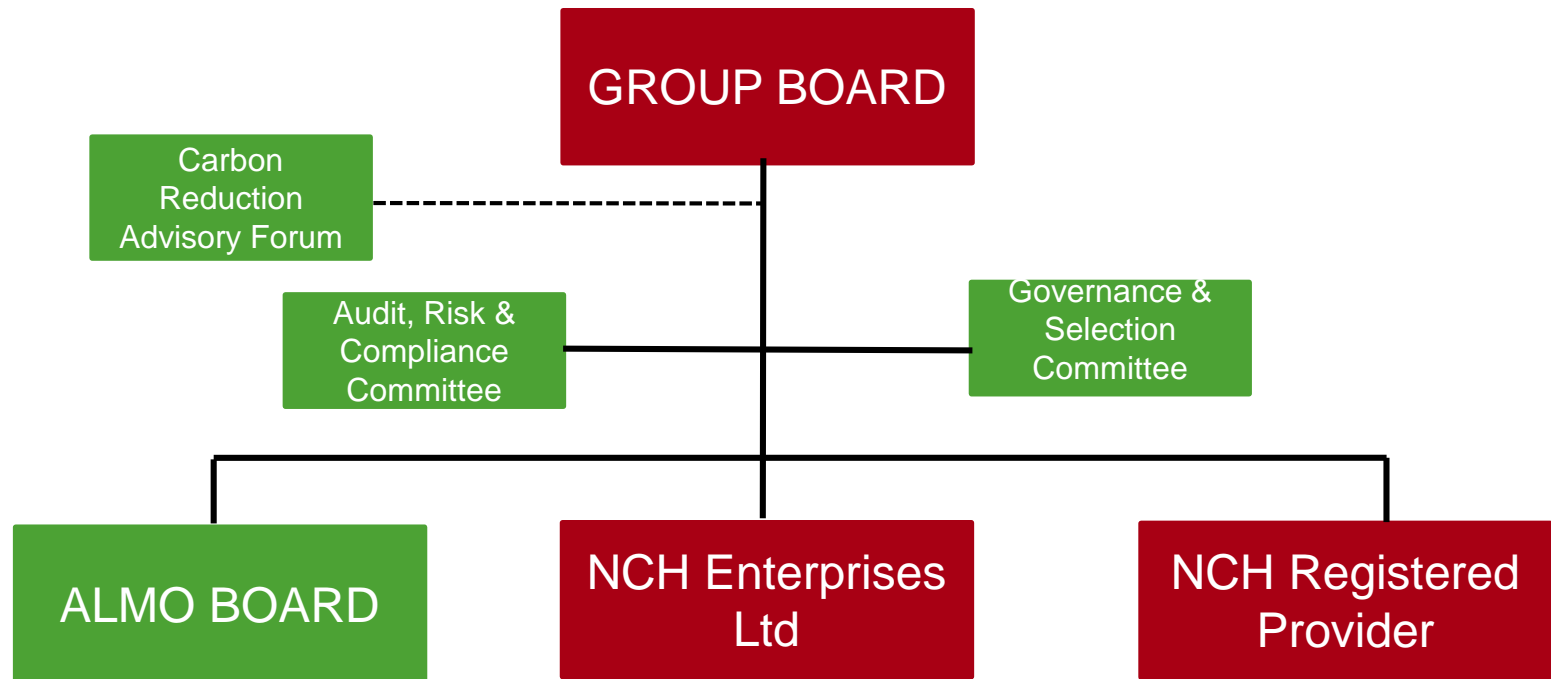


Stephen Feast NCH Director of Transition

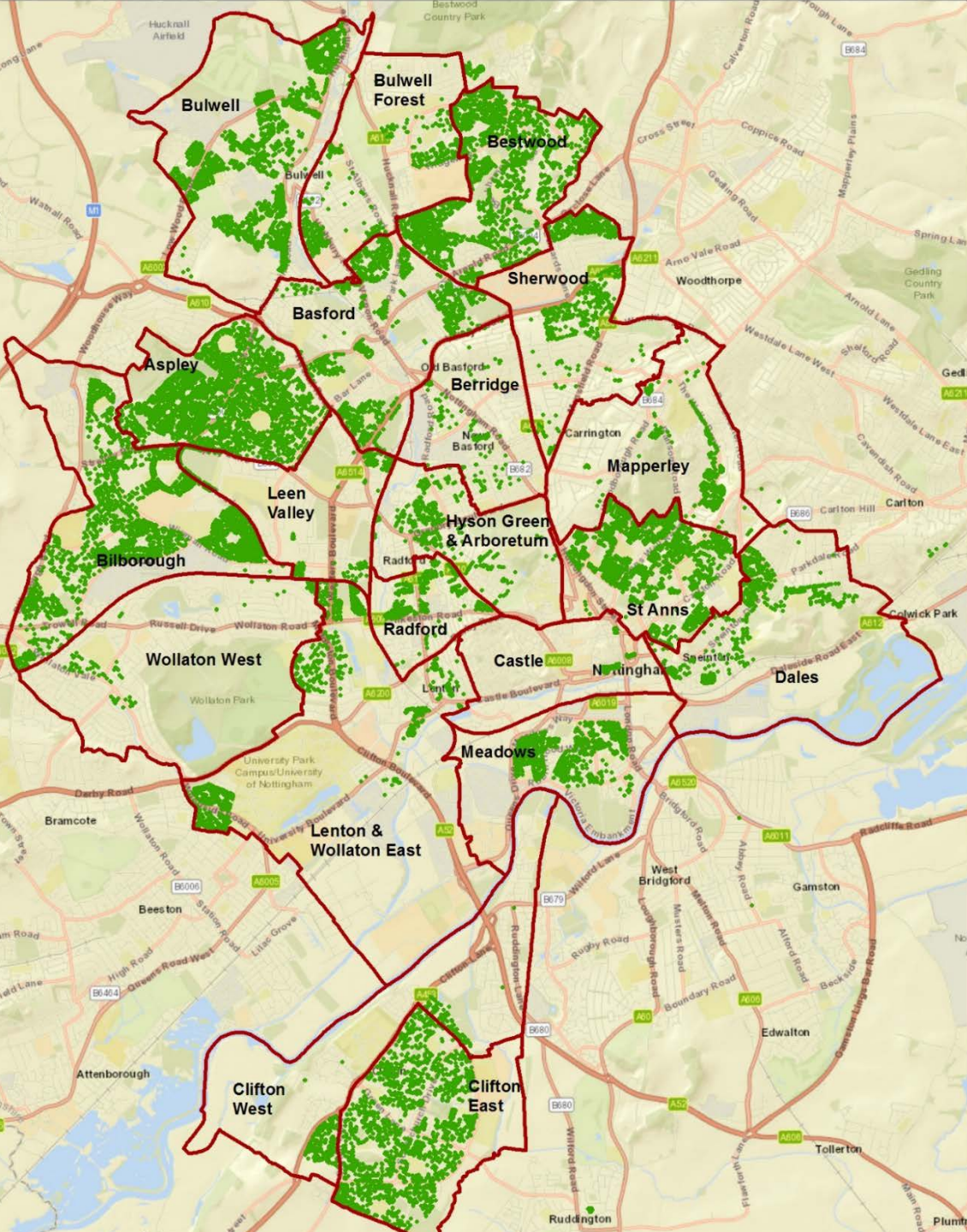
Companies Governance Executive Sub-Committee 20 September 2022

Group Structure Chart



Services include:

- i. Homelink / lettings
- ii. Tenancy and Estate Management
- iii. Repairs and Maintenance
- iv. Asset Management
- v. Independent Living
- vi. Assistive technology
- vii. Rents and tenancy sustainment
- viii. Leaseholder services



Nottingham's Council housing across the City

25,359 council tenancies
1,359 leasehold properties

Operating Environment



- i. Councils decision to in-source the housing service
- ii. Requirements of IAB
- iii. Cost of Living Crisis
- iv. Covid impact / The new normal
- v. Managing and maintaining the existing stock
 - a) building safety
 - b) carbon neutral
 - c) support for vulnerable tenants
 - d) white paper / regulation
- vi. Demand for council / affordable housing



Tenant Satisfaction

% Of tenant are satisfied with	2021/22	Rolling Average 12 Months
Overall Satisfaction with Service	88%	88%
Value for Money for Rent	88%	88%
Value for Money of Service Charge	78%	79%
Easy to Deal With	85%	84%
Quality of their Home	84%	84%
Neighbourhood as a Place To Live	85%	85%
Repairs and Maintenance	80%	81%
Home Safe and Secure	91%	90%
Ground and Maintenance	71%	71%
Opportunities to Participate	93%	93%
NCH Listens To Tenants Views and Acts Upon Them	71%	71%

Building Safety



Compliance Area	No. of Properties Affected	No. Complying	Percentage Compliance
Gas Safety Domestic	23,379	23,379	100.00%
Electrical Installation Condition Report (EICR)	25,110	24,939	99.32%
Fire Risk Assessments	268	268	100.00%
High Risk Actions (Overdue)	0	0	100.00%
Inspections of Communal Areas with Asbestos	252	252	100.00%
L8 Risk Assessments	97	96	98.97%
Passenger Lifts	55	55	100.00%
LOLER Inspections	55	54	98.18%

Service Highlights



- Housing to Health scheme has rehoused 38 people since April with a further 84 currently being supported
- 78 families have been permanently rehoused from our temporary accommodation service
- Delivered £214K of energy vouchers and £325K of shopping vouchers through the Household Support Fund
- Completed the 5 years Grander design scheme – upgrading communal areas in 59 Independent Living Schemes

Key Service Improvement Projects



- i. Reducing the number of empty homes available and the income lost due to empty homes
- ii. Repairs – responsive, planned and programmed – to improve customer satisfaction and right first time completion
- iii. Improving the availability and contactability of Housing Patch Managers
- iv. Reviewing the criteria for accessing Independent properties



Questions and Discussion?