



Appendix 1 - NCH update report

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Decent Homes Progressing well to end of financial year.</p> <p>Door replacement programme All wooden doors will be replaced during financial year 2015-18 subject to access.</p> <p>Slate Roof Replacement Programme continues to end of March 2015.</p> <p>HIMOs Work is in progress.</p>	Information
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</p> <p>Demolition to be completed this Financial year</p> <p>1-96 Willoughby Ct (Dunkirk and Lenton) Soft strip has started. Demolition to commence at the end of January.</p>	Information

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		<p>New Build</p> <p>Palmer Court, Lenton - Independent Living accommodation – phased completion during Spring 2015.</p> <p>Handover of new build properties in Radford is delayed to March 2015.</p> <p>Infill sites</p> <p>Garages on Hopedale Close to be demolished followed by a development of ten units commencing next financial year.</p>	
3	Key messages from the Tenant and Leasehold Congress (TLC)	<p>The TLC has been in place for approximately 12 months now. Reforming TLC was part of the overarching NCH Involvement restructure and through successful partnership working with the City Council, there is now a recognised TLC / NCH tenant voice at ‘area’ level.</p> <p>TLC have influenced and shaped many key developments over this period e.g. customer priorities and budget setting e.g. rent setting for 2015/16 and the Responsible Tenant Reward Scheme; the Repairs Agreement; Cash Collection arrangements; the ‘Tenant Fun day’ - September 2014; NCH Corporate Plan 2015+.</p> <p>TLC have also supported all Customer Excellence Panel Service Reviews and approved the Service Review Plan for 2014/15.</p> <p>TLC has also received key information on Customer Panel activity (Equality, Communications, Customer Excellence and Complaints), Community information and activities; NCH Board and Board sub-committees through</p>	Information

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		<p>joint meetings; regular updates from Performance and Service Improvement Committee (PSIC) via TLC nominated representative; NCH Four Star Promises; Social Housing Equality Framework; Anti-Social Behaviour – new powers and tools and major new projects e.g. ‘City of Football’ programme, Fit in the Community etc.</p> <p>TLC is currently in the process of reviewing its practices for the future.</p>	
4	Tenant and Residents Associations updates	<p>Bramcote Walk area Tenants and Residents Association (BRAMTRA) is unfortunately on hold due to the ill health of key member, Trevor Morrison. Housing Patch Manager (HPM) and Tenant and Community Involvement Manager (TCIM) to work alongside the group to discuss the future and what support can be offered.</p> <p>Plans are underway for an Involvement roadshow in March.</p> <p>Engagement has started through the Somali Women’s Organisation, with other local females taking part in ‘Fit In the Community’ activities; the first two sessions have gone really well. An initial meeting has been held at Forest Fields Primary School where a diverse group of parents have asked for similar sessions and engagement work has started between NCH and the school.</p>	Information
5	Area Performance Figures	See Appendix 2	Information
6	Good news stories & positive publicity	2 weeks of action took place in Arboretum Area in October and led to significantly improved appearance in this area. Good partnership working.	Information

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		Consultation now completed for planned community garden in Canning Circus area. Engagement day planning for March in Area 4 (Radford and Park) underway	