

# NCH update report

Time: 5:00pm

Date: 23 February 2015

Presented by: LynnStanden/Paul Howard

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p><b>Decent Homes</b> Progressing well to end of financial year.</p> <p><b>Door replacement programme</b> All wooden doors will be replaced during financial year 2015-18 subject to access.</p> <p><b>Slate Roof Replacement</b> Programme continues to end of March 2015.</p>	Information
2	Area Regeneration and Environmental Issues	<p>Fencing &amp; Guttering Planned Programme - April/July/October/January.</p> <p><b>Capitol Court, Wollaton</b> Works are ongoing with test being undertaken to ensure the paint used adheres to the walls and is resilient.</p>	Information

3	<p>Key messages from the Tenant and Leasehold Congress(TLC)</p>	<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. 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 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>	X
4	<p>Tenant and Residents Associations updates</p>	<p>Lenton Abbey TRA is starting to plan an Easter event/AGM after the success of their 'Lenton Abbey Does Christmas' event. The next planning meeting will be in February. The new Tenant and Community Involvement Manager for the area, Lisa Dawkins has met with the group.</p> <p>Angela Stanton, volunteer caretaker at the Sheila Roper Community Centre, has been shortlisted for the Building Communities in the East Midlands Awards (ceremony is on 6<sup>th</sup> February) and the Tenant Participation Advisory</p>	Information

		Service (TPAS) Regional Awards (ceremony is on 6 <sup>th</sup> March), this is welcome recognition for her commitment to the Community Centre, TRA and local residents.	
5	Area Performance Figures	See Appendix 1	X
6	Good news stories & positive publicity	<p>Long-term partnership agreement signed with HOPE Nottingham in December 2014 to develop old allotment site on Wensor Avenue. Great partnership working by all agencies to make this happen</p> <p>Tenant of 11 RomilayClose evicted after long court battle for state of garden. Generated national publicity and positive outcome for Lenton Abbey estate.</p> <p>.</p>	Information