



NCH update report

Time: 17:00

Date: 19 September 2016

Presented by: Paul Howard

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>External wall insulation</p> <p>Delivery Partner – SBS. Works to social houses are nearing completion and works to private houses are still in progress. Scheme has been well received by tenants and homeowners and has progressed well. NCH are organising a customer journey event with some local residents during September to assess the impact of the project on customers and identify areas for improvement which can be used in future projects.</p> <p>Sheila Roper Centre</p>	Information

		<p>Improvement works to the community centre are ongoing with constructor partners donating their time and resources. To date new windows and doors have been installed. An electrical survey is due to take place to ensure the current infrastructure has capacity for the new ICT suite of twelve laptops donated by NCC. Community volunteers are being encouraged to paint the internal walls whilst two separate contractors will be repairing/renewing the roof and installing external wall insulation.</p> <p>There is additional potential funding through the M&S Energy Fund who will invite us to create a project page on their website at the start of August, the public will be able to vote and pledge on it from 1 September 2016. A marketing and PR plan is being devised to ensure maximum exposure. Results will be known in November.</p>	
2	<p>Area Regeneration and Environmental Issues</p>	<p>Wollaton East and Lenton Abbey.</p> <p>Work ongoing to Woodside Road to install the hardstanding and drop kerbs, to resolve the traffic and parking issues in this area. It is likely this project will run for a while, until complete as this has been set as a priority for this ward. NCH will be contributing to this project as part of our Decent Neighbourhoods Programme.</p> <p>Several security gates have been requested within the ward to help alleviate nuisance and fly tipping issues.</p> <p>Wollaton West.</p> <p>NCH to consider continuing the work to Capitol Court if further block paving is required at this site. Environmental funding will be requested at a later date if necessary.</p>	<p>Information</p>

3	Key messages from the Tenant and Leasehold Congress	<p>The secret of Nottingham City Homes' success over recent years has been genuine tenant and leaseholder involvement – seeking out our customers' views, and putting their interests at the heart of what we do.</p> <p>In the build-up to this year's NCH Tenant Fun Day on 17th September at Bulwell Academy, we will be working with teams across the business to deliver our first ever NCH Involvement Week running from the 12th September.</p> <p>We want to use this week to celebrate our success and increase awareness amongst staff, tenants, leaseholders, and partners about the many opportunities available and ways people can get involved in helping to 'make their neighbourhood an even better place to live'.</p>	X
4	Tenant and Residents Associations updates	<p>We are looking to hold a public meeting in October to look at the prospects of merging the Sheila Roper management committee, LARA and the Lenton Abbey fun day committee. We hope to hold an open day at the Sheila Roper Centre once the refurbishment is completed</p> <p>During NCH Involvement Week which commences 12th September there will be activities to encourage people to get involved and offer support to set up new TRA's.</p>	X
5	Area Performance Figures	See Appendix 2	X
6	Good news stories & positive publicity	<p>Two complicated and long standing anti-social behaviour cases resolved in the last quarter</p> <p>Regular Tenancy Visit regime has been launched and is addressing tenants in the wards who have not had a meaningful visit for a number of years</p> <p>Swim or Fit for a £1</p>	X

		<p>For £1 tenants and leaseholders can use the gym or attend fitness classes at any of the Nottingham City Council fitness centres. This offer is currently running alongside the very successful swim for a £1 running at any Nottingham city council swimming pools.</p> <p>For more information contact NCH Involvement Team on 0115 746 910 www.fitinthecommunity.com</p> <p>Tenant Academy All tenant Academy courses are free to NCH tenants and groups. A range of courses are available for tenants and leaseholders to access from Lunch and learn money matters, IT and construction skills to starting your own business.</p>	
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