

Appendix 1



NCH update report

Time: 1700

Date: October 2016

Presented by: Toni Smithurst

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>RemoUrban Windmill Lane, Sneinton complete apart from a small number of access issues. Feedback from customers has been very positive with many finding they do not need their heating on. A programme to install LED lighting in properties with external wall insulation is being collated.</p> <p>Hemmingway Designs submitted design for Newark Crescent after a site visit. Consultation event to be held for residents with help from Sneinton Alchemy. Event for 2050 residents to be organised. Hemmingway Designs</p>	Information

also visited these properties. Possible community growing opportunity for both projects.

Victoria Centre

Engineers started onsite week commencing 10 October working in the corridors on each floor taking out old cables and putting in new ones for the intercom upgrade. Work in corridors will continue throughout the project and access to individual flats will be required. This is a six month project.

Passenger lift replacement is due to commence during 2017. A planning meeting is scheduled for the end of October in preparation for this large project to ensure residents are communicated with thoroughly throughout.

As part of the ten year inspection programme the passenger lifts received some maintenance work at the beginning of October.

Highwood House

Subject to funding two flats in the complex will be receiving equalities act work to make them more accessible. Corridor walls will be have anti-graffiti paint applied. Passive fans were installed last year in the living areas but residents keep turning them off, new fans are being installed to remove the ability for them to be turned off.

Sample checks of water systems in tenant homes will be undertaken in Independent living schemes across the City to the end of the financial year. This is to confirm that water stored in water tanks and pipework is clean and hygienic.

Stock condition and energy performance surveys continue Citywide targeting homes where we have little or no information, this could be due to previous no access. This information helps plan future works including a programme of maintaining decency continues across the City replacing windows, doors,

		<p>kitchens and bathrooms where needed.</p> <p>Grander designs to Courtney Court is part way through. Scooter store facility due to commence at Bullace Court in November.</p>	
2	<p>Area Regeneration and Environmental Issues</p>	<p><u>Dales</u></p> <p>Findern Green parking scheme has been passed to NCC Highways team to design and quote. We have received a preliminary price and design and these have been shared with Elected Members for consideration. We need to carry out consultation with local residents before any decisions are made.</p> <p>BMK – NCH are currently carrying out external improvements to all 3 tower blocks following the huge success of the external wall and balcony project delivered last winter. We will be complete with the external areas before winter.</p> <p>Tatton Park Garden – we have recently installed a RHS Gold Award Medal garden into Manvers Court and this will be a very nice addition to the block for residents to enjoy and use the external spaces positively.</p> <p><u>Mapperley</u></p> <p>We are currently costing options to improve the major wall on Dooland Drive as it is significantly damaged and decaying.</p> <p>We are also looking to secure some funding towards the improvements to Kingsthorpe Court within the Dooland Drive area. We recognised that there is a block of 5 houses within this area that look tired in light of the new build project that has been delivered nearby.</p> <p><u>St Ann's</u></p> <p>NCH have recently completed boundary improvement project to Massey</p>	<p>Information</p>

	<p>Gardens within the ward and this will complement the huge investment work already undertaken to the Stonebridge area of the ward. We are now looking at a phase 2 of this project for the next financial year to finish Massey Gardens and complete the same works to Melville Gardens too.</p> <p>At last Area Committee we got approval for a large number of environmental schemes and these are now being planned into our delivery schedule and we aim to have these delivered over the winter months.</p> <p>NCH have asked NCC to look at ideas to improve the parking within the Beverley Square area and we will report back to subsequent committee's with their comments and ideas.</p> <p>Victoria Centre Roof Garden project is now in the detailed design stages and we have undertaken consultation with residents and there is a good sense of positivity around this project. We are awaiting costs from our contractor and then we will move into construction planning phase of this project. Once delivered, we will hold an official opening event, inviting all key people to attend.</p> <p>Colwick Woods - new build of eight two bedroomed houses Work is nearing completion.</p> <p>Morley School site Contractors Robert Woodhead are onsite, the 39 properties are due for completion in 2017. Progress photos below.</p>	
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3	<p>Key messages from the Tenant and Leasehold Congress</p>	<p>TPAS Accreditation Nottingham City Homes has successfully achieved Landlord reaccreditation from the Tenant Participation Advisory Service (TPAS) in resident Involvement. The award acknowledges that NCH are leaders in best practice nationally when it comes to keeping our customers informed and involved by delivering NCH News to every household four times a year, our growing use of social media, our annual Tenant Fun Day which attracts some 600 people and the Tenant and Leaseholder Awards that showcases the work of individuals and community groups across the city. In addition we were recognised for our tenant representation on the NCH board and through tenants directly helping to improve services through our customer panels, neighbourhood inspections and tenant scrutiny.</p> <p>Tenant and Leaseholder Awards 2017</p>	X

		Once again we're looking for nominations for the NCH Tenant and Leaseholder Awards 2017. Every year we recognise individuals and groups who go that extra mile for members of their community. There are 11 award categories and 8 of these are open to the wider community to nominate projects. The closing date for nominations is Friday 6 th January.	
4	Tenant and Residents Associations updates	<p>St Ann's North Tenants and Residents Association (STANNRA)</p> <p>Monthly meetings public meetings held second Monday every month 6.30pm at the Wells Road Community Centre.</p> <p>Successful Community Planting event held on 15th October.</p> <p>Children's Christmas Party arranged Saturday 10th December at the Wells Road Community Centre, 2.00pm – 5.00pm.</p> <p>Sneinton Tenants Outreach Programme STOP TRA</p> <p>Bi monthly public meetings held at King Edwards Park Pavilion.</p> <p>King Edwards Park Community Allotment Open Day food growing well with plans in place for next year's growing season. Top soil being ordered following advice and visit from the Royal Horticultural Society.</p> <p>More space being made available for growing food due to response from local community group.</p>	X
6	Good news stories & positive publicity	Following incident of vandalism and theft at Stonebridge City Farm apprentices from NCH helped to mend the broken sheds, repair the broken chicken coop, replace damaged fencing and even help out the farm with some clearance work. Robert Woodhead made donations of power tools made to Stonebridge City Farm. A further offer of labour has been made when their Joinery contractor commences on site at Morley School.	X

Britten Gardens Green Space Regeneration

Nottingham City Homes working with Groundwork Greater Nottingham have started improvements to the open space between the blocks on Britten Gardens and Beecham Avenue. An event will be held when the works have been completed.

Community events

Blue Bell Hill School Community Fireworks Event on Thursday 3rd November, 4.00pm – 8.00pm. NCH will be having a stall to promote volunteering and training opportunities.

Friends of Coppice Park Fireworks event on Friday 4th November, 6.00pm. NCH along with NCC and Metropolitan Housing are supporting this event.

Swim or Fit for a £1

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.

For more information contact NCH Involvement Team on 0115 746 910
www.fitinthecommunity.com

Fit in the Community' Free Weekly Fitness Sessions:

	<p>Tenant Academy Training Courses</p> <p>Sound As a Pound – Money Talks Lunch and Learn</p> <p>Wednesday 23rd November, 10.00am – 3pm at Nottingham Community Housing Association, Sheridan Court, 64 Mansfield Road, Nottingham, NG1 3GY</p> <p>IT for Universal Credit This course is aimed at supporting tenants who will have to apply for future welfare benefits on line</p> <p>Click Silver for 60's It and internet safety training for people aged 60 and over. This six week course will allow participants to learn at their own pace with a personal mentor. The next course starts on Weds 11 January 2016.</p> <p>For a full list of courses and booking details contact the Involvement Team on 0115 746 9100 or the website below.</p> <p>http://www.nottinghamcityhomes.org.uk/get-involved/tenant-academy/</p>	
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Area report - St Ann's, Dales & Mapperley Performance

Generated on: 17 October 2016



Appendix 2







AC6-1 Anti-social behaviour

Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>% of ASB cases resolved by first intervention – St Ann's</p> <p><i>Note: This PI monitors how many ASB cases NCH resolved on the first intervention e.g. written warning. Data for this indicator is not available by ward and is reported by Housing Office.</i></p>	85%	90.65%			84.28%	78.95%	Performance has been sustained at 100% through continued Tem reviews and monitoring with HPM's
<p>% of ASB cases resolved – Stanns</p> <p><i>Note: This PI measures the proportion of ASB cases NCH has successfully resolved. Data for this PI is not available by ward and is reported by Housing Office.</i></p>	97.8%	97.2%			98.74%	100%	Presently on target, staff have maintain good performance
<p>Number of new ASB cases – St Ann's</p> <p><i>Note: Data for this PI is only available by Housing Office.</i></p>		127			156	158	.
<p>Tenant satisfaction with the ASB service</p> <p><i>Note: . Overall tenant satisfaction with the ASB service - The average score (out of 10) for each survey question. Data for this indicator is not available by ward..</i></p>	8.5				7.1	7.51	Tenant satisfaction with the ASB service has improved. We received the highest scores for the support provided, ease of reporting, and willingness to report ASB in the future. CommUNITY mediation service will be launched in the summer to support early intervention and is expected to positively impact on customer satisfaction To further drive performance improvement we will continue to undertake regular case supervision and regular case quality checks.







AC6-2 Repairs



Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
% of repairs completed in target – AC - St ann's, Dales & Mapperley <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%						
% of repairs completed in target – Dales Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%				95.4%	97.81%	
% of repairs completed in target – Mapperley Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%				95.59%	97.91%	
% of repairs completed in target – St ann's Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%				95.28%	97.58%	
Tenant satisfaction with the repairs service <i>Note: Data for this PI is only available citywide</i>	9.1	9.06			9.1	8.9	WS- Sept -2016 Performance is below target for the month at 9.05% but has increased from last months 8.72%.We continue to look at introducing service improvements through the repairs modernisation and monitor customer satisfaction data to highlight and inform these service improvements. These improvements have been added to an action plan that covers the whole of R&M to improve customers satisfaction with the service. We are also currently piloting new customer service cards.

AC6-3 Rent Collection









Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>% of rent collected</p> <p><i>Note: This PI measures the amount of rent collected (including tenant arrears) as a percentage of rent due for the current year. Data for this indicator is not available by ward and is reported city wide.</i></p> <p><i>Trend shows as improving if value is over 100% as arrears are decreasing.</i></p>	100%	99.58%			100.25%	100.56%	<p>Following the rent free week in August when our collection rate improved as tenants still paid despite the reduced debit, we had a reduced collection in September. At 99.58% the collection rate was £220,000 off a 100% return. It is also slightly behind last year's position of 99.8%. Arrears as a % of debit is 2.45% against a target of 2% - this is £470,000 above where we need to be to hit the target. However as the debit reduced by 1% this year, this is an increasingly difficult target to attain. The numbers of Universal Credit cases continues to increase - with the total standing at just over 200, the arrears on these cases totals £109,014 currently. Equally the amount of Housing Benefit we receive continues to decrease, at a rate of approximately £20,000 each week. This means that we have more rent to actually physically collect from tenants. Although more people are coming off benefit they are taking up low paid jobs that are not permanent with regular hours and therefore their income is liable to fluctuate. This makes it difficult for people to budget and as a result we have increased arrears. Additionally there is still the problem of Court fees standing at £325 - as a consequence we are entering cases at a much higher level. Judges will often adjourn cases, allowing the debt to increase but Housing Benefit backdates are now severely restricted.</p>
<p>% of tenancies ending due to eviction</p> <p><i>Note: This PI monitors the percentage of tenants being evicted due to rent arrears and is reported citywide.</i></p>	0.45%	0.45%			0.43%	0.56%	<p>This indicator will be on target by the end of the financial year. WE are currently only 0.02% behind target and as we are not carrying out any further evictions during March we will be on target. We have done 101 evictions so far this year and at this point last year we had done 129.</p>

AC6-4a Empty properties - Average relet time






Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>Average void re-let time (calendar days) – AC - St ann's, Dales & Mapperley</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i></p>		30.62			24.15	25.28	<p>Void performance summary: There are currently 22 empty properties in the Area Committee 6 area. The average time to relet properties in the Area Committee 6 area is 26 days. There have been 358 new lettings this year. The city wide time to let empty properties is 26. Our voids processes have recently undergone a review. In the long term this should result in an improvement in performance. There are still some long term/hard to let properties in the system which have an adverse effect on performance. The longest a property has been empty in this area is 11 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area</p>
<p>Average void re-let time (calendar days) – Dales Ward</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i></p>		39.76			27.28	31.72	<p>Void performance summary: There are currently 6 empty properties in the Dales ward area. The average time to relet properties in the Dales ward area is 32 days. There have been 89 new lettings this year. The city wide time to let empty properties is 26. Our voids processes have recently undergone a review. In the long term this should result in an improvement in performance. There are still some long term/hard to let properties in the system which have an adverse effect on performance. The longest a property has been empty in this area is 6 weeks. The lettings service houses around 200 families each month around the city.</p>
<p>Average void re-let time (calendar days) – Mapperley Ward</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i></p>		11			17.83	14.16	<p>Void performance summary: There are currently 2 empty properties in the Mapperley ward area. The average time to relet properties in the Mapperley ward area is 17 days. There have been 21 new lettings this year. The city wide time to let empty properties is 26. Our voids processes have recently undergone a review. In the long term this should result in an improvement in performance. There are still some long term/hard to let properties in the system which have an adverse effect on performance. The longest a property has been empty in this area is 1 weeks. The lettings service houses around 200 families each month around the city.</p>

<p>Average void re-let time (calendar days) – St Anns Ward</p> <p><i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i></p>		30.52			23.84	24.19	<p>Void performance summary: There are currently 16 empty properties in the St Anns ward area. The average time to relet properties in the St Anns ward area is 24 days. There have been 269 new lettings this year. The city wide time to let empty properties is 26. Our voids processes have recently undergone a review. In the long term this should result in an improvement in performance. There are still some long term/hard to let properties in the system which have an adverse effect on performance. The longest a property has been empty in this area is 11 weeks. Our lettings teams are working hard to find appropriate tenants for this property and others in the area</p>
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AC6-4b Empty properties - Lettable voids

Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of lettable voids – AC - St ann's, Dales & Mapperley <i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>		29			43	24	
Number of lettable voids – Dales Ward <i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>		7			12	6	
Number of lettable voids – Mapperley Ward <i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>		5			1	2	
Number of lettable voids – St Anns Ward <i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>		17			30	16	

AC6-4c Empty properties - Decommissioning

Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of empty properties awaiting decommission – Dales Ward <i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i>		0			0	0	
Number of empty properties awaiting decommission – Mapperley Ward <i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i>		0			0	0	
Number of empty properties awaiting decommission – St Anns Ward <i>Note: This PI shows the number of empty properties which will not be re-let and includes those being decommissioned and / or demolished.</i>		0			0	5	

AC6-5 Tenancy sustainment

Performance indicator and definition	Target	2016/17			2015/16	2014/15	Latest Note
		Value	Status	Long Trend	Value	Value	
Percentage of new tenancies sustained - AC - St ann's, Dales & Mapperley <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96%	95.16%			95.39%	96.54%	Performance is just below the target. We are now starting to investigate the reasons behind NTQ to obtain a clearer picture to sustain tenancies.
Percentage of new tenancies sustained - Dales Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	90%			93.81%	94.12%	Performance is just below the target. We are now starting to investigate the reasons behind NTQ to obtain a clearer picture to sustain tenancies.
Percentage of new tenancies sustained - Mapperley Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	95.24%			95.46%	94.87%	
Percentage of new tenancies sustained - St Anns Ward <i>Note: This PI measures the number of new tenants who are still in their tenancy 12 months later.</i>	96.5%	97.08%			95.9%	97.61%	Staff are working hard to maintain customer focus towards those tenancies that at are most risk