



NCH update report – Appendix 1

Time: 1700

Date: February 2017

Presented by: Toni Smithurst

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>New Build Colwick Wood Completed. Tenants are in. Road name is Furlong Place.</p> <p>The Morley School site has been awarded Ultra-Site status by the Considerate Constructor Scheme, which means its being set as a beacon of best practice within the construction industry for excellence in site management. The first homes are forecast for completion in Spring 2017.</p> <p>LED Lighting Bentinck Court - NCH have appointed Shacklocks to upgrade communal</p>	Information

area lighting at Bentinck Court to LED (light emitting diode). In January they will start to upgrade the kitchen and bathroom lights in flats. Work will be on-going to the end of this financial year.

Homes in the Windmill Lane area that recently benefitted from the installation of external wall insulation through the European funded project RemoUrban have been offered the opportunity for a free home lighting upgrade offering to upgrade the lighting in the houses to LED (light emitting diode) - including fittings and bulbs. An electrician replaced the kitchen and bathroom lights with enclosed LED wet room fittings. The take up from 122 properties is very high.

External Wall Insulation

An event was held for Newark Crescent tenants and leaseholders on Wednesday 21 December. Work is due to start in February 2017 externally cladding the building. There is a cost to Leaseholders which is being worked out to take into account any available grants. The project is being delivered under RemoUrban.

The low rise blocks of Byron, Haywood, Keswick and Morley will also be upgraded through the RemoUrban project with external wall insulation and new heating.

Bentinck Manvers Kingston

Manvers pocket garden is now installed. Bentinck Court external area is next but planting cannot commence yet due to seasons.

Victoria Centre Roof Garden

Costs are being finalised. A specialist contractor is being used but unsure on a start date. Residents have been fully consulted. Materials will be hoisted to the roof – health and safety report needed.

		<p>Intercom replacement Total Integrated Solutions (TIS) have completed phase one of the door entry and intercom upgrade to Victoria Centre flats which involved cabling in the communal corridor areas. Flats accessed by lifts 4, 5 and 6 had new intercoms installed before Christmas. A few remaining outstanding due to access issues. This is phase two of the project. Phase three commences in January installing intercoms into the remaining flats.</p> <p>When TIS engineers were replacing cables in the communal hallways fibre optic cable was installed. There is no direct affect on residents but provides them with an option to change internet provider to Hyperoptic Ltd who offer super value for money.</p> <p>Passenger lift replacement In Autumn 2017 a project to replace passenger lifts at Victoria Centre will commence taking around three years to complete. We are aiming to hold an information event for residents early in the new financial year.</p> <p>Grander Designs at Bullace Court Contractors Keepmoat will be on site at Bullace Court, St Ann's at the end of January, when communal areas will be totally refurbished and a new canopy with signage will be installed at the front of the building. Scooter stores will be implemented too.</p>	
2	Area Regeneration and Environmental Issues	<p><u>Dales</u></p> <p>We have progressed with a design and initial costs for the Findern Green parking project. We are just waiting for the feedback from Elected Members following a period of consultation in the area and then we can agree a way forward. .</p>	Information

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 the end of spring 2017.

We have received positive feedback from the residents about our external improvements and they are being used positively by the tenants and residents of the block. We will hold a celebratory event in the spring/summer and carry out some consultation with occupants regarding the internal plans for the blocks.

Mapperley

We are currently costing options to improve the major wall on Dooland Drive as it is significantly damaged and decaying.

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.

St Ann's

In 2016 we sought approval for a large number of environmental schemes and these have now been delivered successfully across the ward.

We have also made some improvements to the Beverley Square area in relation to parking and this seems to have been well received.

We are exploring the options for new parking within the Sargent Gardens area and this is currently with NCC Highways for feasibility and costing.

Victoria Centre Roof Garden is to be installed over the spring/summer of 2017 and we are very much looking forward to delivering this project for the benefit of tenants and residents to this complex. We feel the garden will have

		<p>huge health and wellbeing benefits and we will keep the area committee updated of our progress.</p> <p>Massey Gardens/ Melville - we are also looking at continuing with the boundary improvements to this area in light of the success of the improvement works to Massey Gardens earlier this year.</p>	
3	Key messages from the Tenant and Leasehold Congress	<p>Tenant and Leaseholder Awards 2017 – nominations deadline Friday 20th January</p> <p>We're once again looking for your nominations for our fantastic Tenant and Leaseholder Awards – looking for the very best individuals, groups or initiatives that are improving the lives of residents and neighbourhoods and helping us to create homes and places where people want to live.</p>	X
4	Tenant and Residents Associations updates	<p>St Ann's North Tenants and Residents Association (STANNRA)</p> <p>Monthly public meetings held second Monday every month 6.30pm at the Wells Road Community Centre.</p> <p>A Family Christmas event held on Saturday 10th December at the Wells Road Community Centre.</p> <p>The AGM is scheduled for 10th April 2017.</p> <p>Sneinton Tenants Outreach Programme STOP TRA</p> <p>Bi monthly public meetings held at King Edwards Park Pavilion.</p> <p>The Sport England 'Doorstep Clubs' project is successful with good partnership work with Police, NCH, NCC.</p>	X

6	Good news stories & positive publicity	<p>Britten Gardens Green Space Regeneration</p> <p>Nottingham City Homes working with Groundwork Greater Nottingham have started improvements to the open space between the blocks on Britten Gardens and Beecham Avenue. The work is due to be completed in February with an open day event held in March.</p> <p>Swim or Fit for a £1</p> <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>Fit in the Community' Free Weekly Fitness Sessions:</p> <ul style="list-style-type: none"> • Legs, Bums & Tums, 6.00pm – 7.00pm at the Chase Neighbourhood Centre • Zumba, 6.00pm – 7.00pm at the Chase Neighbourhood Centre <p>Tenant Academy Training Courses</p> <p>Energy Champions Training, 10.00am – 12noon, Loxley House, Station Street, NG2 3NJ</p> <p>Click Silver for 60's</p> <p>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. Due to start in February, start date to be confirmed.</p>	X
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For a full list of courses and booking details contact the Involvement Team on 0115 746 9100 or the website below.

<http://www.nottinghamcityhomes.org.uk/get-involved/tenant-academy/>

Victoria Centre Tenant and Resident Group

The Housing Patch Manager and Tenant Involvement Officer have been working hard with residents of the Victoria Centre flats to help re-establish a community group. The events held so far have been successful and well received by the local tenants and residents, who are keen to revive a successful group and events.








Anti-Social Behaviour

Following the on-going anti-social behaviour at one of our properties in St Ann's, we have worked extremely well with our partner agencies Nottinghamshire Police and Community Protection to secure a possession order, to the relief of other tenants and residents.

We have been able to take fast action against one of our tenants for assaulting another tenant within the locality of their home.









We continue to build open, honest and mutually beneficial working relationship with partner agencies to continue to provide an outstanding service for all of our customers.

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%	88.36%			84.28%	78.95%	Performance should improve after staff given reminder briefing what constitutes "1st Intervention" and accurately recording on reACT
<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>	99%	96.58%			98.74%	100%	We have sustained performance and on target for November 2016
<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>		173			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
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		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%	94.26%			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%	96.09%			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%	94.84%			95.28%	97.58%	
Tenant satisfaction with the repairs service <i>Note: Data for this PI is only available citywide</i>	9.1	9.08			9.1	8.9	WS -Oct - 2016 Performance is in target for the month at 9.2% .With performance at 9.08 for the year 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
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		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%	101.22%			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%	0.42%			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>	25	29.47			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>	25	36.44			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>	25	15.13			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>	25	28.46			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>		27			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>		8			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>		2			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%	95.1%			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%	91.21%			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%	90.48%			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%	97.02%			95.9%	97.61%	Staff are working hard to maintain customer focus towards those tenancies that at are most risk