

NCH update report 3



Time: 5.30pm

Date June 2017

Presented by: Kristian Murden / Nicky Jarvis

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>External wall insulation work is now complete – timeline photos are at the end of this report.</p> <p>Stock condition surveys continue across the city focussing on those where we have not been able to gain access previously. The surveys are also collecting energy performance information on the properties.</p> <p>Home improvement works in the form of new kitchens and bathrooms continue across the city as well as electrical rewires and roof replacements</p>	Information
2	Area Regeneration and Environmental Issues	<p>New Build</p> <p>Aspley Library / Stepney Court Contractor, Geda is now on site and works have commenced to construct a new library and 37 independent living apartments with associated communal space.</p> <p>Oakford Close</p>	Decision

		<p>21 new bungalows plus 1 communal building due for completion October 2017.</p> <p>Aslockton Drive One bungalow, this is completed and the keys are now with lettings ready to become someone's new home.</p> <p>Cranwell Road 11 new bungalows available 28th April 2017, with the houses available to let mid May 2017.</p> <p>Garage demolition</p> <p>May - Melbury Road June - Brindley Road</p> <p>We are working with the housing patch manager to consult with residents and clear sites.</p>	
3	Key messages from Tenant & Leaseholder Involvement	<p>Tenant and Leaseholder Awards 2017</p> <p>NCH successfully hosted its fourth annual Tenant and Leaseholder Awards ceremony on 29th March 2017. We had an outstanding amount of nominations for many local individuals, projects and community groups, for information on the 11 winners in each category visit the website below http://www.nottinghamcityhomes.org.uk/get-involved/tenant-awards-2017/</p> <p>My Neighbours, My Neighbourhood – Get Involved at NCH We're looking for resident volunteers to work with us to improve services. Experience and qualifications are not necessary as we can help</p>	

	<p>residents with everything they need to be successful by offering free training through the Tenant Academy as well as one to one support from the Tenant Involvement Team and local Housing Patch Managers.</p> <p>It's a great way for residents to give back to their communities and be there for other people who need extra support. There are a variety of opportunities available:</p> <p><u>Communications Panel Volunteer</u> – Help us make sure this newsletter, our website, events and publications are covering the issues that matter most to you.</p> <p><u>Equalities Panel Volunteer</u> – help us to offer services that meet everyone's different needs – and help us build strong communities based on mutual respect.</p> <p><u>Customer Excellence Panel Volunteer</u> – help us to review our services and work with us to identify ways we can improve.</p> <p><u>Complaints Panel Volunteer</u> – help us to understand how were doing and where we need to improve by making sure we're dealing with complaints correctly and that our services are fair.</p> <p><u>ACE Inspector</u> – help us to review our services and make recommendations to improve quality of our neighbourhoods</p> <p><u>Street or Block Champion</u> – be an important voice for your area, providing a valuable link between us and your neighbourhood.</p> <p>For further details, please contact: The Tenant Involvement Team on 0115 7469100 or email involved@nottinghamcityhomes.org.uk</p>	
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4	Tenant and Residents Associations updates	<p>BELSATRA continue to maintain a real focus in the community and are busy preparing their numerous summer activities for local children.</p> <p>Frinton Road Pocket Park has been completed and the group are now looking to seek further funding from partners to progress the scheme and develop it further.</p>	
5	Area Performance Figures	See attached Report	
6	Good news stories & positive publicity	<p>Positive outcome to a long running Anti-Social Behaviour Case on Denewood Crescent, which for many years caused serious nuisance for local residents. NCH entered the matter into Court and the evidence we gathered and presented allowed the District Judge to award us a 28 Day Possession Order on the property. This should be a relief to many of the residents in the locality.</p>	