



NCH update report – Appendix 1

Date: 13 September 2017

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	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Maintaining decency continues around the City with new kitchens and bathrooms being renewed when required. Wood double glazed windows and slate roofs are being replaced through a planned programme of works.</p> <p>Radon Asset Management have met with a company to assess the work which will create a positive pressure to make air changes - this could be installing an air brick or putting a small fan in the loft to create a down draft. Work to start soon on 250 properties who will be written to. 7,500 surveys sent, 4,000 replies (53%), 250 need action(3%).</p>	Information

2	Area Regeneration and Environmental Issues	<p><u>Aspley</u> In June we approved further funding for the continuation of the Lindfield Road wall and railings project. We are currently working with NCH’s internal delivery team to agree a start date following a period of consultation with those tenants and residents who will receive the work.</p> <p><u>Bilborough</u> We have recently completed a major fencing scheme on the Wollaton Vale estate and this has been very well received by tenants. The fencing has uplifted the estate from a visual perspective and is a good investment into our stock as the fencing will last years without requiring maintenance, unlike the old timber that was taken out. We are requesting funding from this area committee to complete phase 2 of the project to deliver works to 3 further streets to continue with this project.</p> <p><u>Leen Valley</u> The NCH Decent Neighbourhoods Team needs to meet with NCC’s Neighbourhood Development Officer to scope out further works to Ashwell Gardens as we have delivered 2 phases of external improvements to this estate over the recent years and the estate would benefit from further works</p>	Information
3	Key messages from the Tenant	<p>My Neighbours, My Neighbourhood – Get Involved at NCH</p> <p>We’re always looking for resident volunteers to work with us to help us improve services. Experience and qualifications are not necessary as we can help residents with everything</p>	X

<p>and Leasehold Congress</p>	<p>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 our newsletters, our website, events and publications are covering the issues that matter most to our customers.</p> <p>Equalities Panel Volunteers – Help us to offer services that meet everyone's different needs – and help us build strong communities based on mutual respect.</p> <p>Customer Excellence Panel Volunteers – Help us to review our services and work with us to identify ways we can improve.</p> <p>Complaints Panel Volunteers – 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>ACE Inspectors – Our tenants and leaseholders can help us to review our services and make recommendations to improve quality of our neighbourhoods. ACE inspectors support the Customer Excellence Panel, by carrying out 'reality checks' on front-line services, such as the Customer Service Centre (CSC) and our housing officers and reception areas. Their work ranges from conducting mystery shopping to judging 'best garden' competition.</p> <p>Street or Block Champions – This is a new initiative for our tenants and leaseholders to be an important voice in their area, providing a valuable link between us and their neighbourhoods. To launch this new initiative we hosted a launch event at the Council House recently where we invited our tenants and leaseholders who expressed an interest</p>	
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	<p>to be involved. Over 40 of our tenants attended the event and we are hoping to recruit many more.</p> <p>-----</p> <p>NCH annual Fun Day - We've held our Fun Day for a number of years - it's the biggest event we organise for our residents with more than 600 people attending last year.</p> <p>There's going to be lots happening on the day to keep the whole family entertained. From have-a-go activities, demonstrations, entertainment, workshops, arts and crafts and food and refreshments. We've even got some of the animals from White Post Farm coming along.</p> <p>Our Fun Day will take place at Bulwell Academy on Saturday 16 September from 12 noon until 4pm.</p> <p>Best Garden Competition - The annual best garden competition has been held in Nottingham for more than 80 years. It recognises the genuine pride taken by our tenants and leaseholders in looking after their gardens. Our Ace Inspectors have recently been judging this year's competition. The winners will be invited to an awards ceremony at the council house in November.</p> <p>Families Fund Application Bid to Sport England working in Partnership with Notts County Fit In The Community. – If the NCH bid is successful we hope to encouraging families to exercise together in their local neighbourhoods. Green Spaces have been selected from our most deprived communities. Consultation has recently taken place within the locality of these areas to see what activities local residents would take part in on the green space near to their home. It is hoped that organisers can provide free or very low cost activities for local residents to take part in together as a family.</p>	
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West Area Committee – Area 3

4	Tenant and Residents Associations updates	DADTRA – The group have recently been informed that the use of the DADTRA House on Denewood Crescent will be used as a family home. The TLI Team are currently trying to find a suitable place, appropriate for the group’s needs.	X
6	Good news stories & positive publicity	Whitemoor - Day of Action 6th September 2017 Glenbrook Crescent Area – Resident Parking Scheme now in force Bilborough Survey – every 2nd Thursday monthly Broxtowe Surgery – every 2nd Wednesday monthly Bilborough Older Persons Tea and Cakes event – cancelled.	X

