



NCH update report

Time: 6:00pm

Date: Wednesday 27 September 2017

Presented by: Wade Adams

| | Item | Executive Summary / Key Points | For information or decision |
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| 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>Woodthorpe and Winchester Courts Removal of storage area ceiling covering at Woodthorpe and Winchester currently taking place.</p> <p>Individual resident pre-work induction meetings are underway with the project starting on 21 August. New build will also commence on this day. There have been some issues around parking which we are working to resolve to ensure the safety of residents and staff. The left hand passenger lift at Winchester Court has been out of order for over a week with one fault masking another. We realise this is not acceptable for residents so the issue has been escalated this to the contractors Directors.</p> | Information |

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| 2 | Area Regeneration and Environmental Issues | <p><u>Berridge</u> Carver Street boundary fencing upgrade was approved at the last committee and we are currently liaising with the private properties to obtain consent to install the new metal knew high railings. Consultation to start at the end of September.</p> <p><u>Sherwood</u> We will be considering a further street after Alderton Road to deliver more works of this nature with an approval at Novembers Area Committee.</p> | Information |
| 3 | Key messages from the Tenant and Leasehold Congress | <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 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><u>Equalities Panel Volunteers</u> – Help us to offer services that meet everyone's different needs – and help us build strong communities based on mutual respect.</p> | Information |

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| | | <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 to be involved. Over 40 of our tenants attended the event and we are hoping to recruit many more.</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</p> | |
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| | | <p>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> | |
| 4 | Tenant and Residents Associations updates | <p>ELETRA The group now meet bi monthly at the Edwards Lane Community Centre. The next meeting is on Monday 2nd October, 6.30pm.</p> <p>NCH and NCC are in process of replacing old community notice boards in the area with brand new ones for the benefit of the community.</p> <p>Winwood TRA The group meet bi monthly and they are also working very closely with residents of Woodthorpe and Winchester Courts to keep them informed of</p> | Information |

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| | | the proposed works to flats and the surrounding area. | |
| 5 | Area Performance Figures | See Area 5 Report below | Information |
| 6 | Good news stories & positive publicity | <p>Fire Safety at Woodthorpe and Winchester Court</p> <p>The local team have been working very hard in July and August in conjunction with our Estate Services Team to enforce our sterile corridor policy. Lessons have been learnt about the way communication was done and we will shortly be moving onto working on our low rise properties in the area.</p> | Information |