



NCH update report

Time: 6:00pm

Date: Wednesday 29 November 2017

Presented by: Wade Adams

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Maintaining decency</p> <p>We continue to replace single glazed and wooden double glazed windows across the City as well as installing composite doors where needed. Kitchens and bathrooms continue to be renewed when they come to the end of their natural lifespan whilst appeals for new kitchen and bathrooms are increasing in volume. There is flexibility to incorporate them in the current programme within 8 to 10 weeks. Last property for financial year 2017-8 will be opened in February.</p> <p>Woodthorpe Winchester Courts (Winwood Heights)</p> <p>Individual resident pre-work induction meetings are underway. Mast climbers are being erected; the current rendering will then be removed starting at Woodthorpe at the beginning of October followed by Winchester a month later. Mid November will see the new insulation being attached to the building then rendered.</p>	Information

	<p>Residents will be provided with seven days' notice prior to the internal works including installation of sliding door to the balcony area and heating upgrade. Before the heating is changed power will be isolated 48 hours beforehand to allow the bricks to cool down. During the time residents will be offered the use of a heater.</p> <p>A brand new extra care scheme which will sit in between the two existing 15-storey blocks. The extra care scheme will include new communal facilities for all residents to use. Extra care schemes are designed to support older residents as they begin to feel the need for an extra level of support so they can remain living in their own home. The 44 individual apartments in the new scheme will allow residents to continue to live independently, but as their needs increase over time, so too can the level of care offered to them. This extra level of care will also be offered to residents in the existing blocks, as and when they are in need of it.</p> <p>Collectively, the existing tower blocks and the new building will form a brand new retirement village, Winwood Heights. The village will contain over 224 one and two bedroom flats within three interconnected brand new or fully refurbished courts.</p> <p>Passenger lifts Woodthorpe and Winchester Courts - an escalation review on reliability, call out timings and site survey has been made to Rubax our passenger lift partner contractor.</p>	
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		<p>Fire risk enhancement works</p> <p>Surveys to all high rise bin chutes are completed and has identified that each hopper needs to be replaced as the seals are broken. The chutes themselves are fine but require cleaning. Work to the high rise chutes will be complete this financial year. Low rise bin chute surveys will happen next through a planned programme of work.</p> <p>A proposal from the fire risk assessments is to install sprinklers into all the high rise across the City including the following upgrades - intercom, fire alarm, smoke detectors plus PA system. This will be a two year project starting in 2018 to the value of £8m.</p> <p>Site survey of high rise louvers has found they are full of debris. There will be a planned programme for a one off clean then on-going create hatches for on-going maintenance.</p>	
2	Area Regeneration and Environmental Issues	<p>Decent neighbourhoods</p> <p>Carver Street boundary fencing upgrade will be knee high metal fencing - Consultation is still taking place with the private residents, we are obtaining their consent to allow the works to proceed.</p> <p>Alderton Road - complete. Looking at the next street we could possibly do which will have the biggest impact on the estate. Same position as before.</p> <p><u>Berridge</u></p> <p>Carver Street was approved at the last committee and we are currently liaising with the private properties to obtain consent to install the new metal railings.</p>	Information

		<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>	
3	Key messages from the Tenant and Leasehold Congress	<p>NCH Annual Fun Day – This year’s Fun Day on Saturday 16th September broke all previous records with more than 1300 people attending – more than twice as many as last year.</p> <p>There were lots of fun activities for people from all ages and backgrounds along with important information from NCH and our partners. The feedback from customers and partners has been overwhelmingly positive.</p> <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>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>	Information

		<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> <hr/> <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 on 9th November.</p>	
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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 5th December, 6.30pm and the AGM on Monday 5th February, 6.30pm.</p> <p>Winwood TRA The group meet bi monthly and they are also working very closely with residents of Woodthorpe and Winchester to keep them informed of the proposed works to flats and the surrounding area.</p> <p>Christmas Event Tuesday 5th December, 2.00pm Winwood Community Centre.</p>	Information
5	Area Performance Figures	See below in Appendix 2	Information
6	Good news stories & positive publicity	<p>Tenant Academy</p> <p>The new Tenant Academy prospectus for the period from September 2017 to February 2018 is available online at: http://www.nottinghamcityhomes.org.uk/get-involved/tenant-academy/</p> <p>Upcoming highlights include:</p> <ul style="list-style-type: none"> • Mock interview skills – 14 November • Sound as a Pound – 15 November • Food Safety Level 2 – 13 December, the training must be used for community value 	Information