



NCH update report

Time:

Date: 14th February 2018

Presented by: Nicky Jarvis/Kristian Murden

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>High rise At the start of the new financial year a programme to clean bin chutes will be collated this will include replacing hoppers and smoke flaps. Dates are to be agreed.</p> <p>Engagement events for high rise residents are being arranged (dates to be agreed). Work will then commence to install a new intercom, personal address system and sprinklers to high rise across the City via a planned programme of works. Details about the communication system are attached.</p> <p>Damp and mould Compared to last year the number of damp and mould surveys has reduced. The Reduce Mouldy campaign with leaflet and DVD is proving to have an affect with residents taking note of the advice provided. (www.reducemouldy.co.uk)</p>	Information

		<p>Maintaining decency Kitchens and bathrooms continue to be changed across the City through a planned programme of work.</p> <p>Wooden double glazed windows are being upgraded to UPVC across the City as are the old style doors through planned programmes of work.</p> <p>Planned programmes of work are created via the on-going stock condition and EPC surveys taking place around the City.</p> <p>Roofing Planned programme of work to replace some of the clay roofs in the Aspley area to start next financial year.</p> <p>Radon Work has started by installing positive air vents to 250 properties on the list. The concept is to introduce fresh, filtered air into a house at a continuous rate, encouraging movement of air from inside to outside.</p>	
2	Area Regeneration and Environmental Issues	<p>New build</p> <p>Strelley Library/ Stepney Court - The timber frame is now complete and the roof fully up and installed. The windows and curtain walls are being finalised with the building water tight. The next stages of the project will see the mechanical and electrical first fix and internal boarding start.</p> <p>Melbury - This is the 1.39ha site of the former Melbury Primary School. Pre-site investigations have been complete, and NCC are now looking at selling</p>	Information

		the land.	
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>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 we’re doing and where we need to improve by making sure we’re dealing with complaints correctly and that our services are fair.</p>	X

		<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 and Block Champions - We're looking for people who are passionate about where they live, who want to improve where they live, want to give something back to their community, help others and help us improve the housing services for them and their neighbour's.</p> <p>Being a Street or Block Champion is all about making a difference in their local area. There are lots of ways they can help. Some may only take a short amount of time, others could take a bit longer. As well as making a difference to their local area our Champions will receive free training and mentoring, will be able to meet new people and make friends, develop their skills and enhance their CV.</p> <p>Love Strelley - Planning is soon to begin for the Love Strelley event. The purpose of the event is to welcome new tenants who have recently moved into one of the new build properties at the Cranwell Road development site. The event will be an opportunity to bring new and existing tenants together. Information on a wide range of services will be on hand along with fun and engaging activities for the whole family to enjoy. The Love Strelley Event will be held at some point in February and a date for the event will be set soon.</p>	
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4	Tenant and Residents Associations updates	<p>DADTRA – The TLI Team are currently trying to find the TRA group a new base and are currently awaiting a response from the manager at the Broxtowe Childrens Centre as to see if they have the capacity to allow the group to meet and work from the centre.</p> <p>BELSATRA – The TRA group will be hosting their Energy Saving Advice day on the 13th January from 2pm – 4pm. Nottingham City Homes will be present at this event, providing energy saving advice to local residents</p>	X
5	Area Performance Figures	See attached	X
6	Good news stories & positive publicity		X