



NCH update report

Time: 5:30 pm

Date: 21 June 2018

Presented by: Paul Howard

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Works to the communal areas and flats at Sutton House are due to be completed in June.</p> <p>The Woodlands</p> <p>Pine View/Willow View - Witness tests are taking place in May on the new passenger lifts to assess reliability. Once we are satisfied the lifts are functioning and working safely they will be open for residents to use. The second lift in each building will then be closed off ready for replacement.</p> <p>Ash and Oak View passenger lifts - maintenance problems are being addressed and the passenger lift company being monitored. Call outs have reduced. A review of call out types has found that many caused by the fail safe mode which activates if the lift door has been open too long.</p> <p>Sprinkler installs at Pine View are going well, we anticipate to complete the majority in July. Access has been very good, where we are experiencing problems we are working closely with the tenancy estate management team to gain access. Refusal of the fire enhancement work is not an option. Pre</p>	Information

		<p>work induction meetings with residents have started at Oak View and core drilling work has started in the communal corridor areas. Our in house construction, repairs and maintenance team will be working in partnership with current contractors, Marlow from June to start installing at Oak View.</p> <p>Intercoms will be installed at a later date once the specification has been agreed and signed off.</p>	
2	<p>Area Regeneration and Environmental Issues</p>	<p>Hopedale Close</p> <p>Work to complete the nine new properties on former Hopedale Close garage site is due to be completed towards the end of June 2018.</p> <p>Arboretum Regeneration Company (ARC)</p> <p>Costs for the project are being refined before it is agreed and signed off.</p> <p>Arboretum</p> <p>NCH Decent Neighbourhoods Team, NCH Housing team and the NCC Neighbourhood Development Officer are finalising the fencing works to this estate and then we will be looking at what improvements can be made to the open and green spaces across this estate. We will present further information to future Area Committee's.</p> <p>Dunkirk & Lenton</p> <p>NCH have recently delivered the works to Coleby Avenue and replaced the overgrown hedges with new bespoke metal railings and upgraded the footpaths. This has improved both appearance and security. The blue</p>	<p>Decision</p>

		<p>railings in the surrounding area are being painted black to create a uniformed finish across the area.</p> <p>Radford & Park.</p> <p>We have now moved our focus to the high rise blocks at the Woodlands and are considering options for improving and enforcing parking to this area. Parking is a major issue for residents in the 5 blocks so we are acting upon the feedback given and aiming to present plans for improvement to future Area Committee's.</p>	
3	<p>Key messages from the Tenant and Leasehold Congress</p>	<p>The NCH Make a Difference fund</p> <p>We aim to inspire and support local community groups to make a difference through projects that will have a lasting and positive impact in communities. Groups can apply for between £250 and £2,000 of funding. It's available to tenants' and residents' associations or local community groups who, for example, may want to deliver an event or activity or kick start a community project. Ideally, we look to support projects, events and initiatives that contribute towards improving the lives of our residents in different ways. If you know of any groups that may benefit from this funding, please encourage them to email involved@nottinghamcityhomes.org.uk with a brief outline of what they'd like to do.</p> <p>Tenant Involvement Recognition</p> <p>NCH have won the UK Housing Award for Excellence in Tenant Involvement, for the way in which we include tenants in decision making from Board level down.</p>	X

		<p>We also won the TPAS Central Region award for Excellence in Tenant Engagement and will go forward to the TPAS National Awards Final.</p> <p>The work done has been recognised at national level.</p> <p>Tenant and Leaseholder Awards 2018</p> <p>Our Tenant and Leaseholder Awards shine a light on the many unsung heroes who make our neighbourhoods great places to live. The winners of our 2018 Awards have been announced – showcasing the tremendous work residents and groups do across the city.</p> <p>To find out who the winners were visit http://www.nottinghamcityhomes.org.uk/get-involved/tenant-awards/</p> <p>Nominations for the 2019 awards are now open, and you can make your nomination until Friday 30th November.</p> <p>Best Garden Competition</p> <p>Nottingham’s Best Garden Competition has been held every year for more than 80 years</p> <p>The 2018 competition is now open for entries and the categories are:</p> <ul style="list-style-type: none">• Area categories• Best container display• Best community garden• Best edible garden• Best school garden	
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4	Tenant and Residents Associations updates	<p>Tenant Academy</p> <p>The Tenant Academy prospectus for the period from March to June 2018 is still available: http://www.nottinghamcityhomes.org.uk/get-involved/tenant-academy/</p> <p>Upcoming courses include:</p> <ul style="list-style-type: none"> • Basic bookkeeping – 14 June, bookable online • Money Management – 13th June, 10am – 3pm at Nottingham Community Housing Association Mansfield Road, NG1 3GY • Practical DIY skills – 15th June and 12 October, bookable online • Surplus cook and eat lessons – 19 July, bookable on line 	X

		<p>Fit in the Community – Fitness Sessions</p> <p>SweatFit – Saturdays, 11.00 – 1.00pm at Lenton Abbey Park A guided bike ride, 1st Saturday of each month, 12.00 – 1.00pm Line Dancing, Monday 1.00 – 2.00pm at Wollaton Park Centre</p>	
5	Area Performance Figures	See Appendix 2	X
6	Good news stories & positive publicity	<p>NCH won three awards at the recent Housing Awards ceremony including the coveted Landlord of the Year award. The panel particularly focused on tenant involvement for example in our community mediation service and also the composition of our board and levels of tenant satisfaction.</p> <p>The last corporate plan has now concluded and some of the achievements include:</p> <ul style="list-style-type: none"> • Record level of satisfaction with asb service • Continuing improvements in standard of stock across the city • Setting up of subsidiary to manage market rent properties • 647 new homes built or under construction • Refurbished 30 of our Independent Living Schemes to a higher standard • Delivered a successful fit in the community programme to improve the health and well-being of residents 	X

		<ul style="list-style-type: none">• Introduced street and block champions	
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