



NCH update report – Appendix 1

Date: 13 March 2019

Presented by: Katie Sharp

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Grander Designs</p> <p>Mayfield Court is half way through with completion for the end of the financial year.</p> <p>Simone Gardens is due to start in January with works being undertaken by Engie.</p> <p>High rise living</p> <p>Southchurch Court</p> <p>The 16th floor at Southchurch will receive a sample upgrade providing a concept of what high rise living will look like in the communal areas. Works are due for completion in February. After feedback the design will set the blueprint for all highrise.</p>	Information

	<p>Sprinkler install Works to install sprinklers will start at the end of the calendar 2019.</p> <p>Surveying 1. Stock condition surveys continue. 2. EPC surveying - just a few left from the original cycle, a new cycle will start again as many are reaching their ten year expiration. 3. Structural surveys are complete with urgent work being passed to contractor partner, J Tomlinson to deliver under the management of Asset Management and smaller routine work being passed to CRaM..</p> <p>Roofing 1. 53 roofs completed. Citywide flat roofs are being planned in. 2. Next year work will be split between CRaM and a contractor.</p> <p>Windows and doors 1. 752 properties have received windows and 786 doors. 2. Fire doors have passed the series of tests set out by Government. Nationwide have completed global testing too, their doors have passed - awaiting on certification.</p> <p>Kitchen and bathrooms 357 properties have received new kitchens, bathrooms, requires and loft insulation. Current programme is due to end at the end of January. Next year CRaM will be given 200 kitchens and 200 bathrooms to complete - contractor to complete the balance of improvement works.</p>	
2	<p>Area Regeneration and Environmental Issues</p> <p>Tarbett Close, The Meadows Works have started on the balconies at Tarbett Close, Meadows - undersides have asbestos insulation board (AIB) - structural surveys are required. Soffits and fascia to be replaced as well. There is a mixture of NCH residents as well as private owner occupiers. Privates are being given the option of paying. The buildings are three storeys high. First two are being started in a couple of weeks and are booked in with the Health and safety Executive (HSE).</p>	Information

	<p>Clifton North The NCH Decent Neighbourhoods Team are working with housing and neighbourhood development colleagues to identify further schemes across the ward as the budget still stands at £107,505.92 which either needs to be spent or committed on schemes that will enhance, provide security and improve the environment of housing retained land. We are still negotiating ideas with Housing colleagues and Ward Members and we hope these will form part of this area committee report.</p> <p>Clifton South The Decent Neighbourhoods Team continue to work with colleagues to agree schemes for the environmental budget that stands at £65,356.58, which either needs to be spent or committed on schemes that will enhance, provide security and improve the environment of housing retained land. We have supported and suggested schemes and we are hoping these will be approved at this area committee.</p> <p>Bridge We have successfully identified and secured funding for a large number of environmental schemes in the bridge ward, largely around the new build sites where we will enhance the existing NCH stock and deliver external improvements such as fencing and boundary improvements. The extensive plans for the ward are extremely positive and we are delighted to be delivering such a high volume of schemes in this ward over the next few months. We hope this will set the tone for environmental projects over the coming years to improve the neighbourhoods within this ward. Works to the Bridgeway Shopping Centre commence early March and we are currently carrying out consultation and information sharing with residents and businesses in this area.</p>	
3	<p>Key messages from the Tenant and Leaseholder Involvement</p> <p>Become a Street and Block Champion</p> <p>We already have over 12 champions within Area 8 helping to make their neighbourhood a better place to live by being a champion for their street or block – but we want to have many more!</p> <p>Find out more by visiting the website</p> <p>http://www.nottinghamcityhomes.org.uk/get-involved/help-improve-your-neighbourhood/love-my-</p>	X

		<p><u>place/</u></p> <p>Tenant and Leaseholder Awards 2019</p> <p>Nominations for our fantastic Tenant and Leaseholder awards closed in December, with well over 110 nominations received.</p> <p>The award ceremony will take place on 21st March at the Council House, Old Market Square. The event will celebrate the tremendous work residents and community groups do across the city and shine a light on the many unsung heroes who make our estates and neighbourhoods great places to live.</p> <p>The Clifton Green Team has been shortlisted for Best Green Project.</p> <p>The Summerwood Community and Arkwright Meadows Community Garden (Nottingham Growers Network) has been shortlisted for Best Green Project.</p>	
4	<p>Tenant and Residents Associations updates</p>	<p>New Meadows Tenants and Residents Association (NEMTRA)</p> <p>NEMTRA Annual General Meeting (AGM) on Thursday 14th March 6.30pm at Queens Walk Community Centre</p> <p>Southchurch Court Flats Tenants and Residents Association</p> <p>The TRA are currently not active. The Tenant and Leaseholder involvement manager will soon be calling for a Special General meeting for resident, with a view of disbanding the group if we are unable to generate further interest for residents to get involved in their local Tenant and Resident group.</p>	X

		<p>OMTRA:</p> <p>Will be holding a consultation event at the Meadows Library, Wilford Grove, on Saturday 2nd March from 1:30pm until 3:30pm. The purpose of the event is to consult with residents with regards to their proposal in wanting to reclassify Old Meadows and Trent Embankment as a Conversation Area. Residents will have an opportunity to see plans and provide feedback on the proposals.</p>	
6	<p>Good news stories & positive publicity</p>	<p>Tenant Academy The new Tenant Academy prospectus for the period from January to June 2019 is now available providing a programme of free training to Nottingham City Homes' residents. Hard copies can be requested by calling 0115 74 691100, emailing involved@nottinghamcityhomes.org.uk or downloaded online at:</p> <p>http://www.nottinghamcityhomes.org.uk/get-involved/tenant-academy/</p> <p>The 2019 UK Housing Awards shortlist has been announced - and NCH are nominated in three categories.</p> <p>The categories are nominated for</p> <ul style="list-style-type: none"> •Best older people's landlord •Homebuilder of the year (<1,000) •Resident employment and training <p>To be nominated in these categories is, once again, fantastic recognition of all the hard work we're doing every day to meet the housing and employment and training needs of Nottingham residents.</p> <p>Winners will be announced at an awards ceremony on 1 May.</p> <p>Southchurch court In January, NCH staff took part in a training session delivered by Nottinghamshire Fire and Rescue</p>	X

	<p>Service (NFRS) at Southchurch Court. NFRS charged the dry riser to simulate a fire in one of the flats, and provided information about the response that they would provide in a major emergency. We wrote to residents before the exercise, and published it on social media. The exercise lasted for three hours and included the lifts being disabled, and the water hose and equipment from two fire engines being deployed and manually carried up 20 flights of stairs. The afternoon provided reassurance to all involved about our organisations' preparations for an emergency.</p> <p>Tenancy fraud We have recovered a three-bed property in the Brooksby Road area of Clifton. We received several reports from members of the local community to say that the property was unoccupied, so we contacted the resident, who claimed to be overseas and in other areas of the UK .They were rarely seen at the property On-going efforts resulted a family size house being recovered by NCH, which will now be let to a family in genuine housing need.</p>	
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Area report - Clifton North, Clifton South & Bridge

Generated on: 19 February 2019

AC8-1 Anti-social behaviour

Performance indicator and definition	Target	2018/19			2017/18	2016/17	Latest Note
		Value	Status	Long Trend	Value	Value	
% of ASB cases resolved by first intervention – Clifton <i>Note: This PI monitors how many ASB cases NCH resolved on the first intervention e.g. written warning. Data for this indicator is not available by ward and is reported by Housing Office.</i>	85%	81.93%			89.47%	89.52%	following a dip in performance we have picked this up and exceeded the KPI for this month.

<p>% of ASB cases resolved – Clifton</p> <p><i>Note: This PI measures the proportion of ASB cases NCH has successfully resolved. Data for this PI is not available by ward and is reported by Housing Office.</i></p>	99%	96.39%			97.89%	100%	<p>This target continues to be exceeded remaining at 100% for the last three months. The team work hard to tackle ASB and resolve issues effecting the communities</p>
<p>Number of new ASB cases – Clifton</p> <p><i>Note: Data for this PI is only available by Housing Office.</i></p>		80			102	107	
<p>Tenant satisfaction with the ASB service</p> <p><i>Note: . Overall tenant satisfaction with the ASB service - The average score (Percentage) for each survey question. Data for this indicator is not available by ward..</i></p>	87.00%	87.74%			87.25%	86.53%	<p>The % of customers either very or fairly satisfied with how their case of anti-social behaviour was handled in Q3 2018/19 is 88.1%. Performance in Q3 has exceeded the target of 87%.</p> <p>We are continuing to contact customers by telephone and this has continued to give better quality information about the service provided. 42 surveys were completed during Q3; this is a return rate of 41%</p> <p>The speed of the interview, the support provided by HPM's and advice given were the strongest performing areas. It is pleasing to see that support provided by HPM's and the advice given has improved when compared with Q2. The lowest performing area was ease of contacting a member of staff to report anti-social behaviour, with 83% of respondents either very or fairly satisfied, this is usually an area of strong performance, further analysis will be undertaken to understand the reasons for this.</p> <p>Positive feedback received in Q2 includes: "The Patch Manager was very good at keeping in contact, they were very understanding of the issue" "I am very happy with all of the support my HPM provided and I have not had any issues since the case has been closed" "I have no problems anymore, my HPM was good, they helped me out"</p>

AC8-2 Repairs

Performance indicator and definition	Target	2018/19			2017/18	2016/17	Latest Note
		Value	Status	Long Trend	Value	Value	
% of repairs completed in target – AC - Clifton North, Clifton South & Bridge <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.78%			93.86%	95.41%	WS-Nov 2018 Performance is slightly above target in Qtr. 1 at 96.78% .Repairs continue to develop the service to ensure we complete as many repairs as possible RFT and within target. Repairs are still going through significant changes in line with service standards, Terms, and conditions that will hopefully bring further improvements to this KPI.
% of repairs completed in target – Bridge Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.42%			94.28%	95.96%	WS-Nov 2018 Performance is slightly above target in Qtr. 1 at 96.42% .Repairs continue to develop the service to ensure we complete as many repairs as possible RFT and within target. Repairs are still going through significant changes in line with service standards, Terms, and conditions that will hopefully bring further improvements to this KPI.
% of repairs completed in target – Clifton North Ward <i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i>	96%	96.88%			93.01%	94.91%	WS-Nov 2018 Performance is slightly above target in Qtr. 1 at 96.88% .Repairs continue to develop the service to ensure we complete as many repairs as possible RFT and within target. Repairs are still going through significant changes in line with service standards, Terms, and conditions that will hopefully bring further improvements to this KPI.
% of repairs completed in target – Clifton South Ward	96%	97.04%			94.01%	95.3%	WS-Nov 2018 Performance is slightly above target in Qtr.1 at 97.4% .Repairs continue to develop the service to ensure we complete as many repairs as possible RFT and within target. Repairs are still going through significant changes in line with service standards, Terms,

<p><i>Note: This PI monitors the proportion of repairs being completed within agreed timescales.</i></p>							<p>and conditions that will hopefully bring further improvements to this KPI.</p>
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AC8-3 Rent Collection

Performance indicator and definition	Target	2018/19			2017/18	2016/17	Latest Note
		Value	Status	Long Trend	Value	Value	
<p>% of rent collected</p> <p><i>Note: This PI measures the amount of rent collected (including tenant arrears) as a percentage of rent due for the current year. Data for this indicator is not available by ward and is reported city wide.</i></p> <p><i>Trend shows as improving if value is over 100% as arrears are decreasing.</i></p>	100%	101.65%			100.56%	100.29%	<p>This performance indicator is well ahead of the target of 100%, although slightly behind the same point last year. The slight drop may be accounted for by the roll out of Universal Credit (UC) in Nottingham this quarter. There are currently just over 1,000 UC cases amongst NCH tenants with total arrears of £290,432. We are continuing our Rent First campaign to support tenants with making rent payments and managing their money.</p>
<p>% of tenancies ending due to eviction</p> <p><i>Note: This PI monitors the percentage of tenants being evicted due to rent arrears and is reported citywide.</i></p>	0.3%	0.2%			0.37%	0.36%	<p>This performance indicator is well within target. We have reduced evictions year-on-year and this year to date we have carried out 45 evictions, this compares with 81 at the same point last year.</p>

AC8-4a Empty properties - Average relet time

Performance indicator and definition	Target	2018/19			2017/18	2016/17	Latest Note
		Value	Status	Long Trend	Value	Value	
Average void re-let time (calendar days) – AC - Clifton North, Clifton South & Bridge <i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i>	25	27.47			24.87	30.65	See below
Average void re-let time (calendar days) – Bridge Ward <i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i>	25	26.62			14.71	36.72	The target was not met during this period. The Lettings and Voids team are now working through an action plan to minimise the time properties remain empty.
Average void re-let time (calendar days) – Clifton North Ward <i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i>	25	30.44			24.82	19.81	The target was not met during this period. The Lettings and Voids team are now working through an action plan to minimise the time properties remain empty.
Average void re-let time (calendar days) – Clifton South Ward	25	26.88			34.77	32.93	The target was not met during this period. The Lettings and Voids team are now working through an action plan to minimise the time properties remain empty.

<i>Note: This PI measures how long it takes NCH to re-let empty properties from the end of the old tenancy to the start of the new tenancy</i>							
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AC8-4b Empty properties - Lettable voids

Performance indicator and definition	Target	2018/19			2017/18	2016/17	Latest Note
		Value	Status	Long Trend	Value	Value	
Number of lettable voids – AC - Clifton North, Clifton South & Bridge <i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>		16			19	25	See below
Number of lettable voids – Bridge Ward <i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>		4			5	5	The number currently stands at seven The Lettings and Voids team are now co-located in the same office for the first time and this will lead to improved joint working to minimise the time properties remain empty
Number of lettable voids – Clifton North Ward <i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i>		1			4	3	The number currently stands at two The Lettings and Voids team are now co-located in the same office for the first time and this will lead to improved joint working to minimise the time properties remain empty.

<p>Number of lettable voids – Clifton South Ward</p> <p><i>Note: Lettable voids are empty properties available for re-letting. They will receive repair work and then be re-let to a new tenant.</i></p>		11			10	17	<p>The number currently stands at 14 The Lettings and Voids team are now co-located in the same office for the first time and this will lead to improved joint working to minimise the time properties remain empty</p>
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