



NCH update report

Time: 18:00

Date: Tuesday 3 September 2019

Presented by: Luke Walters

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Works to complete fencing schemes at Bellevue Court and Shelford Rise are now complete.</p> <p>2050 Properties The Works are ongoing at West Walk - foundations complete for all bungalows, houses and flats. Planning permission is in progress for next the next phases.</p> <p>Furthermore, In conjunction with works on the EnergieSprong and Sneinton Courts external works to improve footpaths, boundary walls and fencing have been identified for funding from the Environmental Budget.</p>	Information
2	Area Regeneration and Environmental Issues	<p>Victoria Centre</p> <p>Passenger lifts The lift replacement programme is going well and on target for completion in March 2020. Communication has recently been sent out to all tenants &</p>	Information

	<p>residents with an update and further updates planned as the upgrade progresses.</p> <p>Bin chute Martech specialist engineers will be carrying out the repair to the damaged bin chute and will lead on negotiations with Intu to arrange access to commence the necessary works.</p> <p>Access to the damaged area of chute has been the primary issue for the following reasons:-</p> <ul style="list-style-type: none">•The area of chute is located within the public access shopping Mall of the Victoria Centre and repairs cannot be carried out from any other location.•The Service duct containing chute has been encased by Intu within a bespoke glass case which has further limited access to the ducting•Intu have been reluctant to consent to any works taking place within the public access area and placed prohibitive conditions on working closely to the bespoke glass casing•Three Specialist contractors have declined to carry out the works due to the location and inaccessibility•Martech Engineering have priced and confirmed plans to complete the repair and relining of the chute - But this is reliant on access via the Upper mall area of the shopping area•A meeting has been requested with Intu to discuss their requirements around carrying out the proposed works <p>Window Replacement We are still working on designs. Once finalised these will be displayed at an information event for tenants & residents prior to installation.</p> <p>Improvement works Across the Ward</p>	
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		<p>Following evaluation of tender returns J Tomlinson's have been appointed as the contractor to replace kitchens, bathrooms and roofs where required. Work will start during September and pre-work induction meetings with residents are taking place during August.</p>	
3	<p>Key messages from the Tenant and Leasehold Involvement</p>	<p>Tenant Academy The new Tenant Academy prospectus for the period from July to December 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>https://www.nottinghamcityhomes.org.uk/get-involved/tenant-academy/</p> <p>Courses include the following</p> <ul style="list-style-type: none"> • Food Safety Level 2 • One Day Emergency First Aid Courses • Practical face painting workshop <p>Women in Construction taster workshops Nottingham City Homes are providing free women-led workshops with an opportunity to find out what it's like to be a plumber, electrician, joiner, plasterer, gas engineer, painter and decorator, or bricklayer?</p> <p>Participants will gain new skills, meet new people and have fun!</p> <p>Refreshments and lunch are provided for all, and childcare can be provided for NCH residents.</p> <p>Places are limited so please call 07904 583 937 or email Women in Construction to reserve your place. The workshops run from 9.30am until 2.30pm and are held at Nottingham City Homes, Harvey Road, Bilborough,</p>	<p>Information</p>

	<p>Nottingham, NG8 3BB</p> <p>The remaining 2019 workshop dates are:</p> <ul style="list-style-type: none">•Tuesday 24 September•Tuesday 29 October•Tuesday 26 November•Tuesday 10 December <p>More information available at https://www.nottinghamcityhomes.org.uk/get-involved/women-in-construction/</p> <p>Become a Street and Block Champion</p> <p>We already have over 20 champions within Mapperley Dales & St Ann's 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 vising the website</p> <p>http://www.nottinghamcityhomes.org.uk/get-involved/help-improve-your-neighbourhood/love-my-place/</p> <p>The New Wells Road Community Centre</p> <p>The Tenant and Leaseholder Involvement Team in partnership with Nottingham City Council are currently in the process of trying to form a management committee to look after the Community Centre once built</p> <p>Best Garden Competition</p> <p>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.</p>	
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		<p>Our involved residents have recently been judging this year's competition.</p> <p>The winners will be invited to an awards ceremony at the Council House in November.</p> <p>Fun Day 2019 This year's Nottingham City Homes Fun Day will be held on Saturday 14th September, 12:00 to 16:00 at Bulwell Academy.</p> <p>This year's event promises to be the biggest we have ever hosted as we celebrate 100 years of Social Housing.</p> <p>There will be a mix of fantastic activities and entertainment suitable for young and old as well as lots of useful information and advice from us and our partners.</p> <p>Tenant and Leaseholder Awards Nominations for the 2019 awards are now open, and you can make a nomination until Friday 30 November.</p> <p>These prestigious awards are all about shining a light on the many unsung heroes who make our estates and neighbourhoods great places to live.</p> <p>We want to hear about, and celebrate; the tremendous work residents and community groups do across the city.</p> <p>To make a nomination complete the online nomination form or you can email your nomination, or call us on 0115 746 9100.</p>	
4	Tenant and Residents Associations updates	<p>St Ann's North Tenants and Residents Association (STANNRA) The group are currently not meeting but remain active; the group will reconvene again once the new Wells Road Community Centre has been built.</p>	Information

		<p>Sneinton Tenants Outreach Programme STOP TRA Bi monthly public meetings held at King Edwards Park Pavilion. The next meeting is on 25th September at 18:30</p>	
5	Area Performance Figures	See appendix 2	Information
6	Good news stories & positive publicity	<p>Anti-social behaviour customer satisfaction Data for the first quarter of the ASB satisfaction surveys April-June 2019 has now been received and results are above target for the Ward, satisfaction for the Ward is at 92.3% (target 88.5%)</p> <p>Some customer feedback as follows</p> <p><i>“they listened to me, they encouraged me to follow the right process and to not get angry, they advised me and they guided me through the process and where very understanding’</i> <i>“Handled the case 'efficiently' and in good time to get the problem solved “</i></p> <p><i>“tenant was very happy with the service, she said shes never previously had to complain about anything so she was a bit anxious as to how it would go , but it went very well .The HPM Christine Treanor kept ringing her with updates to let her know what was happening which she thought was 'fantastic' “</i></p>	Information