



NCH update report

Time: 6:30pm

Date: Wednesday 25 September 2019

Presented by: Wade Adams

	Item	Executive Summary / Key Points	For information or decision
1	Capital Programme & major works	<p>Winwood Centre</p> <p>Opening ceremony was on 2 September with Cllr Woodings taking part in the ceremony with Nick Murphy from NCH and resident(s) from WinWood. Verbal update to be provided at Area Committee by Wade Adams from NCH.</p> <p>Woodthorpe and Winchester Court</p> <p>Improvement Works</p> <p>Work started in August in Woodthorpe & Winchester Courts and this is the final phase of improvement works to the ceiling, walls and flooring refurb. Work will begin with both foyer areas which will take around 4 – 6 weeks, then floors starting at the top of both courts working down. The programme is due to be completed by April 2020.</p>	Information

		<p>Sprinkler install Sprinkler install is nearing completion.</p> <p>Intercoms Last few intercoms are being installed at Woodthorpe Court (Winchester Court has been completed). Independent Living Coordinators and Housing Patch Manager will be available to provide to residents with additional support on how to use them if anyone is unsure.</p> <p>Door entry and CCTV plus LED Lighting This year they will be installed at Woodthorpe and Winchester Courts.</p>	
2	Area Regeneration and Environmental Issues	<p><u>Basford</u> The Major fencing scheme on Fenton Road starts in September.</p> <p><u>Berridge</u> We are asking area committee for the approval of their environmental budget towards a major fencing scheme on Hollis Street.</p> <p><u>Sherwood</u> We are progressing well with the security upgrade project to the properties near the prison. On Gunthorpe Drive.</p>	Information and Approval
3	Key messages from the Tenant and Leasehold Congress	<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</p>	Information

	<p>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>Women in Construction taster workshops</p> <p>FREE women-led workshops exploring what it's like to be a plumber, electrician, joiner, plasterer, gas engineer, painter and decorator, or bricklayer. There will be refreshments available throughout the full day workshops plus lunch will be provided. All sessions run from 9.30am until 2.30pm at our Harvey Road offices in Bilborough. Sessions run every month and last one for this year takes place on Tuesday 10 December 2019.</p> <p>Become a Street and Block Champion</p> <p>We already have over 90 champions city wide 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-place/</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>Tenant and Leaseholder Fun Day 2019</p> <p>Saturday 14th September, midday to 4pm at Bulwell Academy. Verbal update to be provided at Area Committee by Wade Adams from NCH.</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 2020 awards are now open:</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	<p>ELETRA meeting, Thursday 12th September, 6.30pm at the Edwards Lane Community Centre</p>	<p>Information</p>

	<p>Tenant and Residents Associations updates</p>	<p>Winwood Heights Community Group meeting on Tuesday 19th, 2pm at the new Winwood Centre</p> <p>SALTAR meeting Wednesday 25th September, 6.30 at the Pavilion, Stockhill Park</p> <p>ELETRA Halloween Party, Thursday 31st October 5pm – 9pm at Edwards Lane Community Centre</p> <p>Gardening session at Woodthorpe Park on Saturday 7th September, meeting at 10am outside the plant shop.</p> <p>Winwood Heights Community Group, Saturday Breakfast Club, 9 – 11am at the new Winwood Centre</p>	
5	<p>Area Performance Figures</p>	<p>See Appendix 2 below</p>	<p>Information</p>
6	<p>Good news stories & positive publicity</p>	<p>Anti-social behaviour customer satisfaction</p> <p>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></p>	<p>Information</p>

		<p><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 and the HPM kept ringing her with updates to let her know what was happening which she thought was 'fantastic' “</i></p>	
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