

Answers to Questions from the last meeting on 5th September 2007

Contractor Issues

How can issues such as health and safety be raised with the contractor?

- Any issue concerning the programme can be raised directly with the contractor at the site office.
- Residents can also issues with the Bilborough Housing Office – these will then be referred with the contractor straight away.
- Site meetings are held with the contractor every 4 to 6 weeks; these are attended by Nottingham City Homes, the City Council, the Architect and the Clerk of Works. Health and Safety is a standing item on every agenda.

At previous meetings we raised concerns about the contractor starting early on site. Has this been addressed?

- Nottingham City Council requests that all contractors comply with its “Good Contractor Scheme”. Under these arrangements;
 - Mon – Fri; works will not commence until 7.30 each morning
 - Saturdays; 8.00 – 12.00pm
 - Sundays; no work without all residents being notified beforehand

Residents have expressed concerns about storage of materials on site.

The contractor makes every effort to ensure that compounds and material storage areas are secure at all times. Previous problems at the garage site to the rear of numbers 20 to 26 Brindley Road were resolved the day after the last meeting.

Programme past, present and future

How many properties are being refurbished in 2007/2008?

9 properties will be refurbished this financial year; 4 on Stotfield Road, 4 on Brindley Road and 1 on Byley Road.

How will properties be chosen in future?

- We will be interviewing all tenants in unmodernised properties over the next few weeks to find out who wants their properties to be done first. We will start this process by talking to tenants on Brindley Road.
- This will enable us to plan the future programme far better than we have in the past.
- This will also mean we will be able to give tenants far more notice of when they will be moving and to find a suitable decant property.

What is the position at the moment?

Linsdale Close

- 10 properties refurbished
- 2 privately owned

Stotfield Road

- 49 properties refurbished
- 19 privately owned
- 4 in 2007/8 programme
- 1 to be refurbished

Byley Road

- 1 property refurbished
- 5 privately owned
- 1 in 2007/8 programme

Brindley Road

- None refurbished to date
- 16 privately owned
- 4 in 2007/8 programme
- 34 still to be refurbished

Cockington Road

- 3 properties refurbished
- 31 privately owned
- 32 still to be refurbished

Earls Close

- None refurbished to date
- 4 privately owned
- 8 still to be refurbished

Birchover Road

- None refurbished to date
- 3 privately owned
- 2 still to be refurbished

Miscellaneous questions

Are tenants who have had their homes refurbished satisfied with the process and their new properties?

We will find out by asking the tenants concerned! A survey will be undertaken of all tenants in homes that have been refurbished so that we can improve future programmes wherever we can.

Will my repairs still be done if my property has not been refurbished yet?

We would confirm again that NCH will continue to arrange and complete all urgent and day to day repairs up to the time you move into your temporary accommodation.

When will the decent homes programme come to Bilborough?

- So far no properties in Bilborough have been improved under the decent homes programme. The nearest areas where decent homes work has been done are Wollaton and Aspley.
- The future decent homes programme will be dependent on the outcome of the inspection of NCH in June 2008. A revised programme is currently being drawn up in negotiation with the City Council and it is hoped this information will be available by the end of this year.

Why are unmodernised properties still being let?

- Wherever possible, properties that become empty will be included in current refurbishment programmes.
- We will have a clearer idea of how future programmes will be phased once we have looked at the results of the questionnaire. This will make it easier for NCH to decide whether or not to allocate an unmodernised property.
- Because of the high demand for family-type houses in this area it may still be necessary to let some unmodernised homes in the future however.
- Where this happens all such properties will be structurally surveyed before letting and all new tenants will be advised the property will be included in a replacement programme in the future.

Why are rents still increasing on properties that have yet to be modernised?

- City Council rents are individually calculated in accordance to the facilities in the property (such as number of bedrooms, presence of central heating etc.)
- For the past few years council rents have been increasing each year in order to bring them in line with other registered social landlords (such as housing associations) by 2010.

Why does it often take several weeks to start working on a property after the tenant has been decanted?

This is very frustrating for us too! Before works can begin the gas and electricity supplies at the property have to be made safe. The electricity and gas companies can take several weeks to do this essential work. We have challenged them about this and we are doing all that we can to improve this situation.

Why was the site compound moved from Stotfield Road to Brindley Road earlier this year?

- As most of the properties on Stotfield Road had been modernised and the compound had been in place there for several years it was decided to move the compound to a site more central for future programmes.
- It is appreciated that this has led to a number of complaints from residents about the works operatives and vehicles moving from one part of the estate to the other but the contractor is now keeping this to a minimum wherever possible.
- This movement will reduce further as the works programme will now shift away from Stotfield Road towards Brindley Road.

If you have any additional questions please feel free to call:

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