

## **DIRECTORS' UPDATE – SEPTEMBER 2010**

This is a joint report prepared by the Director of Investment & Regeneration and the Director of Housing & Customer Service. The report provides Local Housing Board Members with a general overview and update on current issues.

### **ALMO New Build**

Our first properties have now been handed over. These are two four bed houses at Penalton close, Allenton. We expect others to be handed over across the other sites over the next month.

All homes have achieved the Code 4 standard and are very energy efficient.

### **Capital Projects**

We have two large one-off projects in progress at the moment. Exeter house is being refurbished and brought back into use. The work is going well and the LHBs will be invited to a grand re-opening once the work is complete. Rebecca house is currently having all the bedsits converted into one or two bed flats. We did incur a small delay as a result of the main contractor going bust but have appointed another contractor to finish the work and good progress is being made on site. This work will make the block more sustainable into the future. Again, we will be happy to organise a visit to the block when the work is completed.

### **Community Energy Saving Programme (CESP)**

We have been negotiating with a number of fuel suppliers over the past few months to obtain grant funding for energy efficiency improvements to pre-war homes. We have secured just over £3m in grant funding to help us to insulate any un-insulated solid walled homes and to fit efficient heating systems to those that need them. A report is being prepared for Cabinet and we hope to start some of the work this Autumn.

### **Environmental Services Department Transfer**

The transfer has been completed successfully. Derby Homes now has a total workforce of over 450 and is now responsible for the direct delivery of over £9m worth of repairs and investment projects. The transfer went relatively smoothly with many operatives looking forward to working for Derby Homes.

We are currently focusing our effort on combining the teams and eliminating any wasteful duplication as we go. We are certain that we can improve the standard of services over time and are developing an action plan to help us to achieve this aim.

We have appointed a new Head of Repairs and he is due to start with us in October.

## **Resident Involvement**

During the last couple of months we have been consulting with Housing Focus Groups and Special Interest Groups on the new Local Standards. These standards are service focussed and concentrate on areas that matter to tenants and leaseholders. We are now at a point when the Local Standards will be formally accepted at the Tenants Conference on 8 September 2010 ahead of the 1 October 2010 deadline.

## **Derby Homes Website**

During August 2010 we have started to promote the use of the website, we are seeing the start of an increased usage and as at 23 August 2010 a total of 67 tenants have registered and used the on-line services. We will be starting to promote the use of this service and will be monitoring usage over the coming months.

## **Review of Anti-Social Behaviour Services**

The Community Safety Partnership is leading on a citywide review of how various agencies manage complaints of anti-social behaviour and how customers access those services. The agencies involved are the Council, Derby Homes, and the Police. The key areas of review at the present time are the practicalities of introducing one point of contact (telephone number) for reporting all problems of anti-social behaviour, the concept of a multi-agency team which manages all high-level cases of anti-social behaviour and an overview assessment of out of hours services. I do not envisage at this time that the management of anti-social behaviour will be transferred away from Derby Homes but I shall be reporting to the Local and main Boards of Derby Homes as this review progresses.