

DERBY HOMES LIMITED

MINUTES OF THE CITY BOARD MEETING

Held on Thursday 22 December 2011

The meeting started at 6.00 pm

Board Members Present:

Mike Ainsley, Win Buchan, Jim Elks, Tony Holme, Wendy Jessop, John Keith, Harry Margett, Brian Perry, Janice Platt, Margaret Redfern, Dennis Rees (Chair), Ray Theobald, Bob Troup, Ian Veitch.

Officers Present:

Shaun Bennett, Paul Cole, Phil Davies, Maureen Davis, Jim Joyce, Tony Muldoon, Maria Murphy, Carl Willis, Julie Wren.

Others Present

Gill Young, Sue McConnell, Ann Turnbull

11/127 Appointment of Chair and Vice Chair

The City Board members were asked to elect a Chair and Vice Chair for the year. Dennis Rees received 11 votes and Paul Bayliss received two.

Agreed

The City Board elected Dennis Rees as Chair and Paul Bayliss as Vice Chair of the City Board 2012/13.

11/128 Apologies

Apologies for absence were received from Paul Bayliss, Lynn Gilbey, Patrick Molson, Bob Osler, Ken Whitehead, Jack Wray.

11/129 Admission of Late Items

There were none.

11/130 Declarations of Interests

The Council Board Members were noted as declaring their interest in matters relating to Derby City Council.

The Tenant and Leaseholder Board Members declared their interests as tenants (as defined in the Memorandum and Articles of Association) of Derby City Council.

11/131 Minutes of Previous Meeting

The minutes of the meeting held on the 13 October 2011 were accepted as a true and accurate record with the exception that Brian Perry was spelt incorrectly and he did not attend the last meeting.

11/132 Matters Arising

Minute 11/111 Review of Community Rooms –No objections had been received from Derby City Council on the closing of the Centurion Walk and Churchside Walk common rooms. The residents will be notified of the closures in the new year.

Minute 11/114 Repairs Update – The Head of Repairs has provided a further update under item B6 of the agenda.

Minute 11/118 Timetable for Procurement of Grounds Maintenance and Cleaning Contract – The tender has gone out and is due back in January. The successful contractor is due to start on site in April. The successful contractor will be invited to a future City Board meeting.

Minutes 11/126 Late Items – Margaret Redfern is still waiting for a list of the properties in Derwent that are on the kitchen and bathroom replacement programme. The Director of Investment and Regeneration will send this information through to her.

11/133 Questions from members of the public

There were no questions from members of the public.

11/134 Any items from Part B to be discussed.

The City Board agreed to discuss items B7, B9 and B10. All other items were noted but not discussed.

11/135 Items from Contractor Partners

The Director of Investment and Regeneration provided the City Board with an update on the Capital programme.

Agreed

The City Board noted the content of the presentation.

11/136 Housing and Leaseholder Focus Groups' Items

The City Board received a report detailing unresolved Customer Service Management (CSM) cases/issues raised at Housing Focus Groups, Derby Leaseholder Focus Group and the Equality Groups.

Win Buchan informed the City Board that at the last Leaseholder meeting they had decided to continue with evening meetings rather than during the day but because of potential bad weather and dark evenings the next meeting will take place in March.

Agreed

The City Board noted the report.

11/137 Training for City Board Members

The City Board received a report listing training courses available.

Agreed

The City Board noted the report.

11/138 Estates Pride Quick Fix Bids

The City Board received a report on bids for funding from the Quick Fix fund within Estates Pride, in response to known problems, in particular to reduce crime, nuisance and vandalism.

The Chair advised the City Board of a late Housing Focus Group bid not contained in the report. This is to provide bow-top fencing to an area on Addison Road next to the Oscar Headquarters costing £2,260. The Community Initiatives Officer informed the City Board that the fencing would help prevent anti-social behaviour (ASB) preventing young people from hanging around outside the building. It will also maximize and make safe the area outside so that children attending various groups can play outside. There are also plans to have a war memorial installed so the fencing will also keep this secure. The fencing already in place will be retained.

Tony Holmes asked if the remaining amount of £126K would be spent. The Chair advised that can be carried over.

Agreed

The City Board approved the following bids:

1. **Morley Street, Mackworth** – Supply and fit 1.8m high black metal bow top fencing and lockable gate.
2. **Hampshire Road, Derwent** – Supply and fit 1.8m high black metal bow top fencing, one single and one set of double lockable gates adjacent to 1 Worcester Crescent. Cut back overgrown vegetation to alley way adjacent to 28 Hampshire Road and fit 1m high bow top fencing on cranked extensions to the wall and supply a 1.8m single lockable gate.
3. **149 Beaufort Street, Derwent** – Supply and fit 1.8m high recycled plastic close board fencing.
4. **85 Beaufort Street, Derwent** – Supply and fit 1.8m high recycled plastic close board fencing, one single and one set of double gates.
5. **2 – 36 King's Mead Close, Derby** – Supply and fit 1m high bow top fencing, three single and one set of double gates. Supply and fit 1m high fencing on cranked extensions to brick wall.
6. **31 – 47 Byron Street, Normanton** – Dig out and remove shrub beds and tarmac area.
7. **Adjacent to 28 Yates Street, Normanton** – Supply and fit 1m high black metal bow top fencing, one set of double gates and one cast iron black bollard.
8. **Glengarry Way, Sinfen** – Remove wooden fencing and gates and supply and fit 1.8m high bow top fence and lockable gate. Improve the existing lighting.
9. **Hartshorne Road, Littleover** – Supply and fit 1.8m high fencing, two 1.8m high black metal bow top singles gates and one set of double gates. Paint anti climb paint to the fascia boarding of the sheds and garages and supply 4 signs.
10. **Addison Road (verbal request)** – bow-top fencing to an area on Addison Road next to the Oscar Headquarters costing £2,260

11/139 Tenant Review Panel Responses

The City Board received a report containing responses to the issues and recommendations raised from the first inspection of Derby Homes' services by the Tenant Review Panel.

The Director of Investment and Regeneration advised the City Board that work is taking place to put together a system which can work alongside Optitime (appointment scheduling systems) This should be in place and live by the end of February 2012.

Gill Young raised the implementation of charging tenants for missed appointments. She said a tenant who works full time had arrived home to find a letter with an appointment the next day stating that they must phone before 12 noon that day if they are not going to be in. In addition the voicemail received is distorted and difficult to understand. She suggested that more time is taken before implementing these charges to avoid bad publicity.

Tony Holmes said that where there has been agreement from a tenant on an appointment time and they are then not in it is correct that Derby Homes should charge them.

Gill Young asked if Derby Homes could also publicise that a tenant can put in a claim if an appointment made is not kept.

The Chair advised the City Board that the charging of tenants for missed appointments would be implemented but not until all systems are in place and Derby Homes' are confident they are working.

Agreed

The City Board noted the noted the report.

11/140 Tenant Review Panel – Proposal

The City Board received a report detailing a proposal for changes to the way the Review Panel is recruited.

John Keith asked why the membership of the current Tenant Review Panel had dropped from 6 to 2. The Resident Involvement Officer replied that this is a big commitment and tenants find it difficult to get to various locations and to attend meetings at certain times. Gill Young agreed and added that people do not realise the commitment required.

Agreed

The City Board approved the proposal that the Review Panel is recruited from tenants who are already engaged and active with Derby Homes with each existing tenant body offered an opportunity to co-opt a member onto the Review Panel.

11/141 Non-Core Activity Reviews

The City Board received a report summarising the outcome of reviews undertaken in the following service areas:

- Furnished Tenancy Scheme
- Garden Maintenance Scheme
- Internal Decoration Scheme

Furnished Tenancy Scheme

The Director of Housing and Customer Service explained that currently the costs for providing and maintaining furnished tenancies are charged to the Management fee, however the income from the service charge is credited to the Council's Housing Revenue Account (HRA).

The recommendation is to align the spending and income. A further recommendation is that the Council reduces the charge by 75% for tenants who have had a furniture pack for over 5 years.

Ray Theobald asked what the take up is of furnished tenancies. The Director replied that there are just over 4,000 but not all are fully furnished.

The Chair agreed in principal with the recommendations but asked for clarification on the number of furnished tenancies.

Agreed

The City Board agreed

- 1) to retain the Furnished Tenancy Scheme and
- 2) to make recommendations to the Council as outlined in the report.

Garden Maintenance Scheme

The Director of Housing and Customer Service reported that at present there are 507 tenants receiving the garden maintenance service and the service is operating at a loss.

The Grounds Maintenance contract is presently out to tender. The recommendation is to await the conclusion of the procurement process and then reassess the charges for this service from April 2012. The outcome will be brought to the City Board meeting. The Chief Executive commented that this is not allowing enough time.

Harry Margett advised that the assessment will have been carried out in time for the next City Board meeting in February.

The Chair said that it is important to get a good price from the Contractor with a good standard of service. He added that he was happy to agree to the recommendation as it is a valuable service.

Agreed

The City Board agreed

- 1) to retain the Garden Maintenance Scheme

- 2) to recommend to the Council that the service charge is reviewed for implementation in April 2012 based on the new contract price for grounds maintenance.

Internal Decoration Scheme

The Director of Housing and Customer Service reported that there are currently 1,478 tenants receiving the Home Decoration service. Only 75% of these opt to have a room redecorated each year. If 100% opted to do this then Derby Homes would be operating this service at a considerable loss.

It is proposed to consult with tenants on the scheme on which of two options they would prefer. These are:

- Keep the charge at its current level but reduce the frequency of the decorating to perhaps 1 room every 18 months rather than one every 12 months, or
- Keep the charge at its current level and decorate 2 rooms every 3 years

Agreed

The City Board agreed

- 1) to retain the home decoration scheme
- 2) to consult with service users on options to vary the frequency of decoration carried out.

11/142 Non-Core Activity Review – Concierge Service

The City Board received a report detailing the outcome of the consultation with residents on the review of the Concierge Service and charges.

The Director of Housing and Customer Service advised that a request had been received from residents attending open meetings to amend the original proposal to include a fourth option for Concierge cover from 8.00 pm to midnight and cover on Friday and Saturday evenings. Letters were sent to residents containing the proposal and a voting form. The outcome showed that the majority are in favour of option 4.

The Director advised that any changes made will be followed up with satisfaction surveys. This information will be brought back to the City Board and closely monitored.

The Chief Executive explained Derby Homes needs to save £1M by 2015 and various options need to be looked at to make these savings.

Agreed

The City Board agreed to recommend option 4 to the Council as the residents preferred option.

11/143 Non-Core Activity Review – Tenants Resource Centre

The City Board received a report reviewing the future of the Tenants Resource Centre currently based at St. Peter's House. The Chief Executive advised the City Board that the current lease runs out in July 2012.

Win Buchan raised an issue with Health and Safety at the London Road site that improvements will need to be made prior to the move such as with the lighting and pathways. The Director of Investment and Regeneration replied that they will do their best to have this work carried out before the move.

Agreed

The City Board agreed

- 1) The Tenant Resource Centre is retained but moved to London Road before July 2012 and that notice is served to terminate the lease at St. Peter's House from July 2012
- 2) A new Service Level Agreement is agreed between Derby Homes and the DACP that includes a plan for future succession.

11/144 Derby Homes Draft Operating Budget 2012/13 and Forecasts

The City Board received a report presenting the draft operating budget for Derby Homes in 2012/13 and forecasts for 2013/14 and 2014/15 to be considered by the City Board.

The Head of Finance advised that he has split the information into 2 sections for Maintenance and Management.

Agreed

The City Board noted the content of the report.

11/145 Standing Order 12

The City Board agreed to waive Standing Order 12 to allow the meeting to continue after 8.00 pm.

11/146 Review of Constitution

The City Board received a report in response to a recommendation, arising from the review of the Governance Arrangements, to review the terms of reference of each committee and panel of the Board. The City Board was asked to consider the proposed changes to their Constitution, attached to the report.

Agreed

The City Board noted the amendments and recommended the Constitution to the Governance Services Committee for approval by the Board.

11/147 Capital Repairs – Tenants in Rent Arrears

The City Board received a report containing a proposal to defer kitchen and bathroom replacement works for tenants in arrears.

Agreed

The City Board agreed to defer this report until further discussion is held with the Council.

11/148 Directors' Update – December 2011

The City Board received a report containing a general overview and update on

- New Build
- Asset Management
- Community Energy Saving Programme (CESP)
- Solar Panels
- Repairs Team Update
- Under-Occupation
- Changes to Office Opening Hours

Agreed

The report was noted but not discussed.

11/149 Performance Monitoring Quarter 2 – 2011/12

The City Board received a report detailing quarter 2 performance against targets contained in the Monthly Indicator Link.

Agreed

The report was noted but not discussed.

11/150 Complaints and Satisfaction Report with Equalities Monitoring

The City Board received a report detailing analysis of complaints received between 1 July 2011 and 30 September 2011. The report also provides analysis of complaints received in relation to Equality and Diversity.

Agreed

The report was noted but not discussed.

11/151 Performance Monitoring – Local Offers Quarter 2 – 2011

The City Board received a report detailing Quarter 2 performance against the Local Offers set by the Tenants and Leaseholders of Derby Homes.

Agreed

The report was noted but not discussed.

11/152 Casual Vacancies – City Board Members

A report was received to inform the City Board of the vacancies and process to recruit City Board Members in the South East and South West until 11 October 2012. The DACP has nominated Ray Theobald to the casual position of South East City Board Member with immediate effect until the AGM on 11 October 2012. Arrangements for the recruitment of two Members in the South West, until the AGM on 11 October 2012 will commence shortly.

Agreed

The report was noted but not discussed.

11/153 Repairs Update

The City Board received a report containing an update on recent progress and developments within the Repairs Team.

Agreed

The report was noted but not discussed.

11/154 Review of Customer Access

The City Board received a report explaining the progress on the implementation of Derby Homes Customer Service Strategy.

Tony Holme commented that the use of emails is not included within the list

of the services we provide. He asked if Derby Homes' encourage the use of emails. The Director of Housing and Customer Service advised that this service is publicised. All letters and correspondence sent out contain an email address.

Janice Platt commented on the difficulty she has experienced in getting through to the Enquiry Centre. The Director of Housing and Customer Service suggested that she takes part in Derby Homes' telephone monitoring.

Agreed

The City Board noted the report.

11/155 Derby Homes Doorstep Play Areas

The City Board received a report updating them on Lottery funding successfully bid for in 2009 by the Regeneration Team to improve six Derby Homes' doorstep play areas.

Agreed

The report was noted but not discussed.

11/156 DACP Customer Journey Report

The City Board received a report summarising the findings of two recent customer journey exercises looking at the Enquiry Centre and the Ready to Let Void process.

Harry Margett reported on the improvement in voids but raised an issue with lack of communication between housing officers and the contractors.

Agreed

The City Board noted the report.

11/157 Enquiry Centre

The City Board received a report providing analysis of calls taken by the Enquiry Centre and detailing how Derby Homes intends to improve efficiency and performance.

Agreed

The report was noted but not discussed.

11/158 Non-Core Activity Review – Junior Wardens

In September 2011 a Youth and Community Development Consultant completed a review of Derby Homes' Junior Warden Service. The City Board received a report containing an action plan to address the recommendations made.

Agreed

The report was noted but not discussed.

11/159 Minutes of the Derby Homes Board held on 27 October and 28 November 2011 (draft)

The City Board noted the minutes of the Derby Homes Board held on 27 October and the 28 November 2011.

The Chair thanked the City Board for their attendance and wished all a Happy Christmas.

Date of next meeting

The next meeting will be held on Thursday 16 February at 6.00 pm at London Road.

The meeting ended at 8.10 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 22 December 2011.