

**OPERATIONAL BOARD
12 DECEMBER 2019**

ITEM B8

ESTATE AND FLAT INSPECTIONS FOR THE PERIOD 1 APRIL 2019- 30 SEPTEMBER 2019

Report of the Head of Housing Management

1. SUMMARY

- 1.1 This report gives detail of the number of cases by type arising from monthly flat and estate inspections for the period 1 April 2019 – 30 September 2019.

2. RECOMMENDATION

That Operational Board notes the content of the report and the appendices.

3. REASON FOR RECOMMENDATION

To ensure the Operational Board is informed of the results of estate and flat inspections for the period.

4. MATTER FOR CONSIDERATION

- 4.1 The report shows in table format the number and type of cases opened and the number of cases still in progress for the period 1 April 2019 – 30 September 2019. It also indicates the number of cases in progress that are over 3 months old. This information is shown for the city as a whole and then by each management area.

Comparable graphs showing information for this period and the previous reporting period for the City as a whole and each management area are shown in attached appendices to this report.

The table at 4.2 shows the information for the City as a whole.

Appendix 1 to this report shows the comparable graphs for the city as a whole for this period and the previous reporting period 1 October 2018 – 31 March 2019.

4.2 CITY WIDE

Category Type	No of cases		
	Opened 1/04/2019 – 30/09/19	In progress	Over 3 months old at 30/09/19
Fly tipping on Derby Homes managed land	338	0	0
Repairs ordered	1242	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	1668	1084	15
Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles	145	0	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	43	1	1
Parking i.e. inappropriate parking on grass	0	0	0
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	264	42	19
Abandoned vehicles on Derby Homes land	23	2	2

The table at 4.3 shows the information for the Management Area covered by Stockbrook Street Housing Office.

Appendix 2 to this report shows the comparable graphs for this management area and the previous reporting period 1 October 2018 – 31 March 2019 with comments from the Area Housing Manager.

4.3 STOCKBROOK STREET HOUSING OFFICE MANAGEMENT AREA Stockbrook Street, City Centre, Austin, Normanton, Mickleover, Littleover, Mackworth and Morley

Category Type	No of cases		
	Opened 1/04/2019 – 30/09/19	In progress	Over 3 months old at 30/09/19
Fly tipping on Derby Homes managed land	133	0	0
Repairs ordered	407	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	367	214	4
Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles	54	0	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	13	0	0

Parking i.e. inappropriate parking on grass	0	0	0
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	98	9	5
Abandoned vehicles on Derby Homes land	10	1	1

The table at 4.4 shows the information for the Sussex Circus Housing Office Management Area.

Appendix 3 to this report shows the comparable graphs for this management area and the previous reporting period 1 October 2018 – 31 March 2019 with comments from the Area Housing Manager.

4.4 **Sussex Circus Housing Office Management Area** **Sussex Circus, Cowsley, Chaddesden Park, Spondon and Brook Street**

Category Type	No of cases		
	Opened 1/04/2019 – 30/09/19	In progress	Over 3 months old at 30/09/19
Fly tipping on Derby Homes managed land	96	0	0
Repairs	385	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	412	236	3
Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles	41	0	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	24	0	0
Parking i.e. inappropriate parking on grass	0	0	0
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	77	13	7
Abandoned vehicles on Derby Homes land	4	0	0

The table at 4.5 shows the information for the Allenton Housing Office Management Area.

Appendix 4 to this report shows the comparable graphs for this management area and the previous reporting period 1 October 2018 – 31 March 2019 with comments from the Area Housing Manager.

4.5 **Allenton Housing Office Management Area**
Allenton, Alvaston, Old Sinfin, New Sinfin, Osmaston and Chellaston

Category Type	No of cases		
	Opened 1/04/2019 – 30/09/19	In progress	Over 3 months old at 30/09/19
Fly tipping on Derby Homes managed land	109	0	0
Repairs	450	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	889	634	8
Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles	50	0	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	6	1	1
Parking i.e. inappropriate parking on grass	0	0	0
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	89	20	7
Abandoned vehicles on Derby Homes land	9	1	1

5. OTHER OPTIONS CONSIDERED

Not applicable.

The areas listed below have no implications directly arising from this report:

Consultation
Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

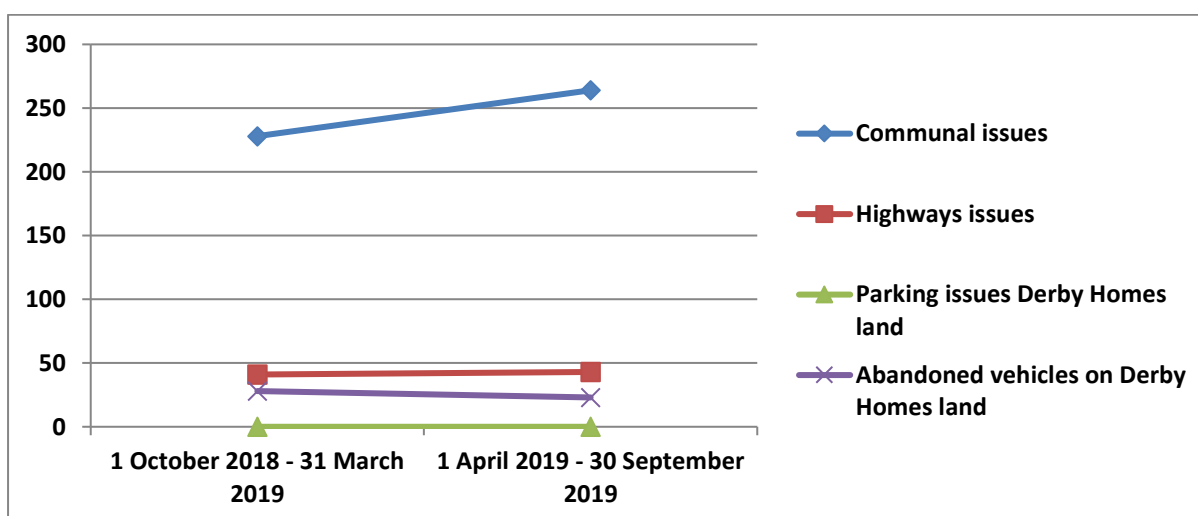
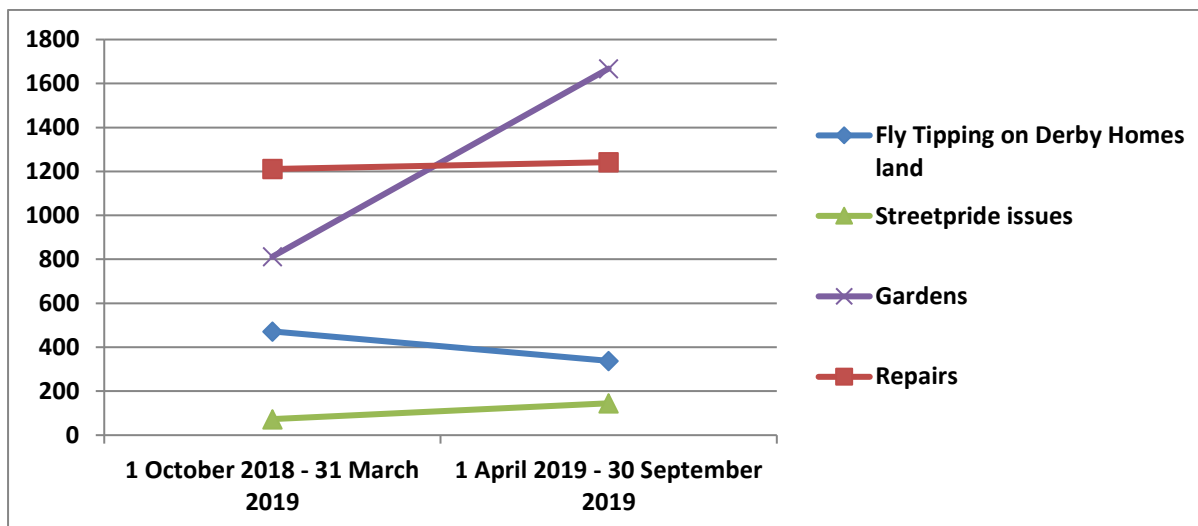
If Board Members or others would like to discuss this report ahead of the meeting please contact:

Tracy O'Connor Area Housing Manager / 01332 888722 / tracy.o'connor@derbyhomes.org

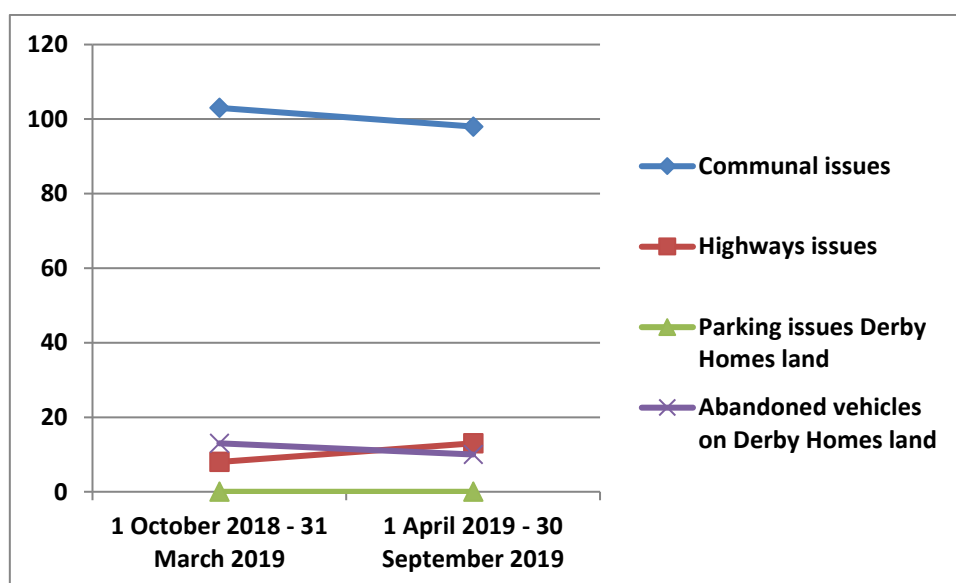
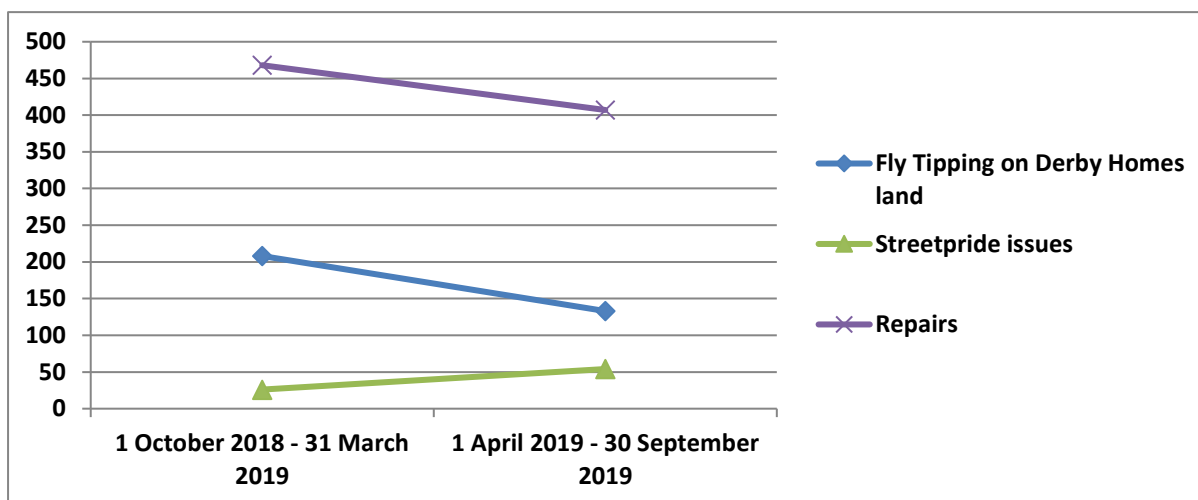
Background Information: None

Supporting Information: None

**Comparable graphs for the City as a whole for the period 1 April 2019 -
October 2019 and the previous reporting period 1 October 2018 – 31 March
2019**



Comparable graphs for the Stockbrook St Office for the period 1 April 2019 - October 2019 and the previous reporting period 1 October 2018 – 31 March 2019

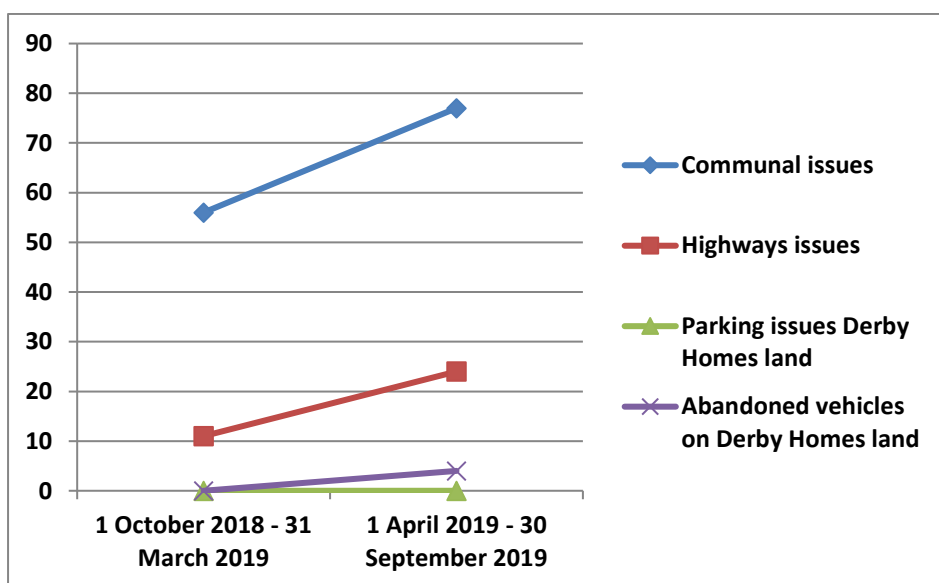
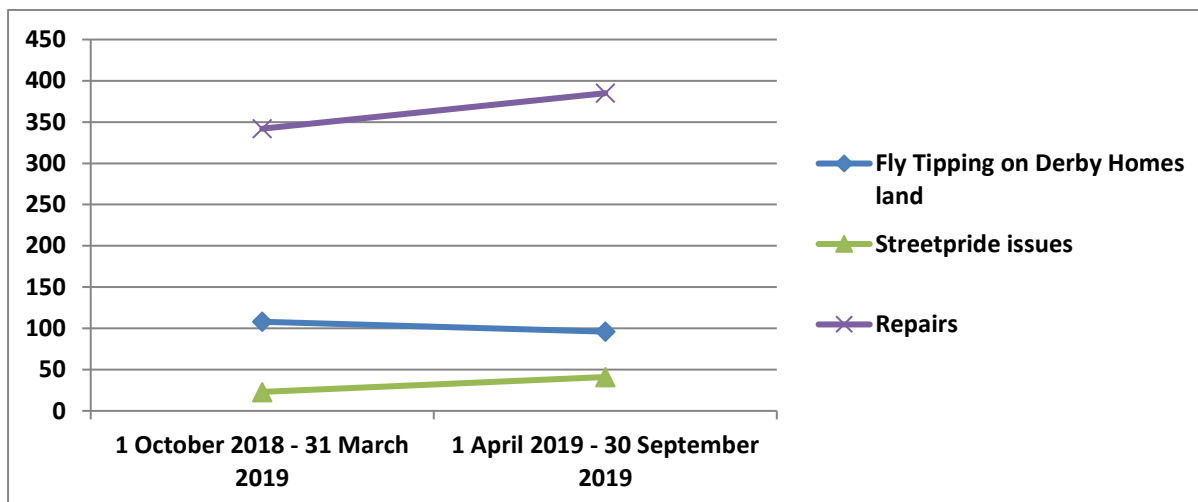


Comments from Area Housing Manager Paula Solowij

Fly-tipping has decreased quite substantially and the compactors events in the Abbey & Mackworth Wards may have helped reduce fly tipping in the area.

Garden cases generally increase during this period, which is to be expected during the growing season, however most tenants do respond swiftly to a reminder to improve their gardens.

Comparable graphs for the Sussex Circus Office for the period 1 April 2019 - October 2019 and the previous reporting period 1 October 2018 – 31 March 2019



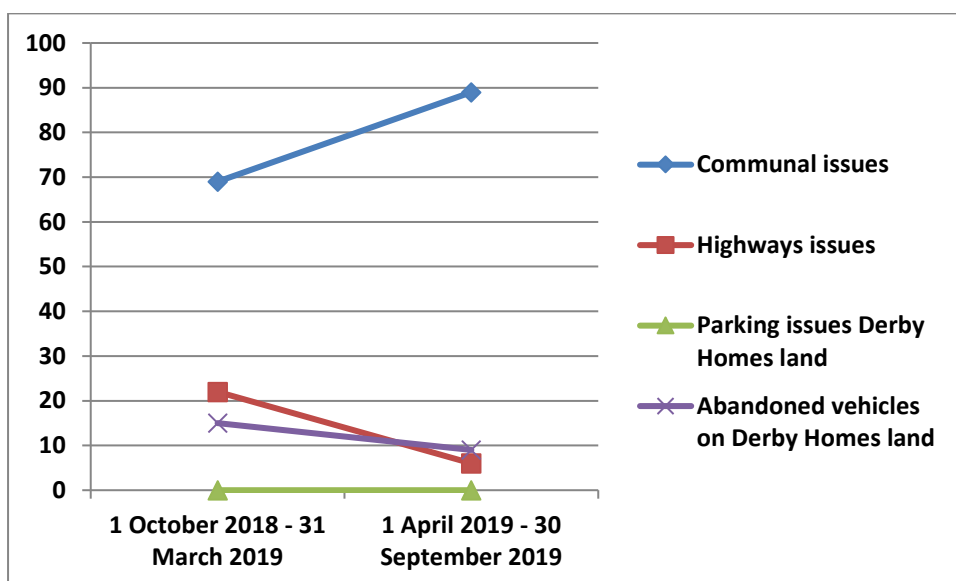
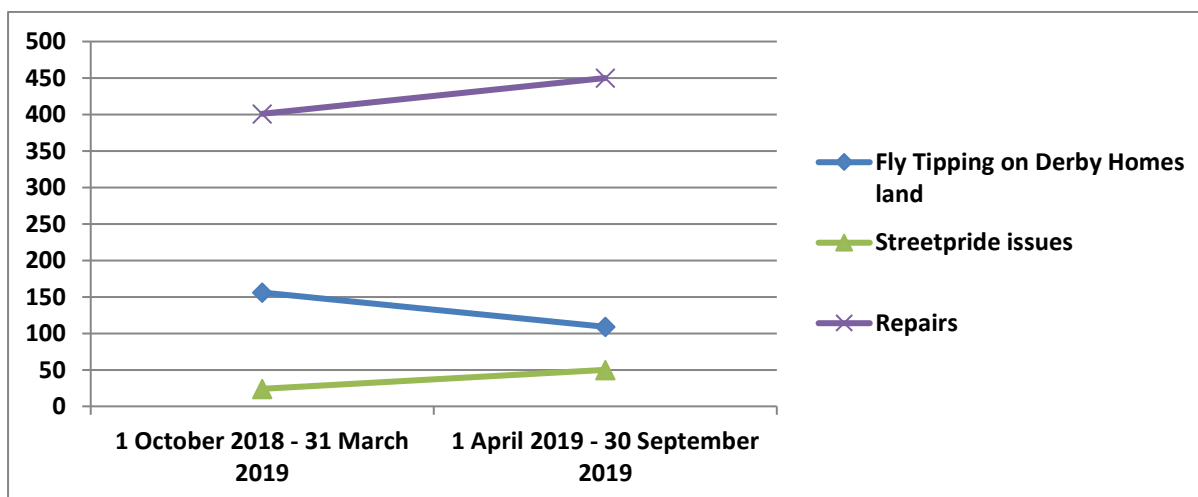
Comments from Area Housing Manager Graeme Walton

Fly tipping on Derby Homes land continues to be a relatively low level problem and has shown a slight decline. A new programme of Compactor Events is planned for the remainder of the financial year which will hopefully help to see this as a continuing trend. Repairs and Streetpride issues identified from our patch inspections remain at a fairly static level.

Parking and abandoned vehicles are not an issue in this area at the moment although we expect that parking issues may increase in Chaddesden with the start of the new football season. If this happens we may look at creating new permit schemes on our car parks in this area.

Communal issues have increased and this is mainly due to the large number of flats we have in this office area. Staff continue to be proactive on their patch and flat inspections on identifying and following up on these issues, reporting matters through to other departments as and when required.

Comparable graphs for the Allenton Office for the period for the period 1 October 2018 – 31 March 2019 and the previous reporting period 1 April 2018 – 30 September 2018



Comments from Area Housing Manager Lorraine Howe

Fly tipping has seen a decrease; Patch Managers have carried out some targeted campaigning on our Hot Spot areas sending letters and leaflets to residents regarding the consequences of fly-tipping. Compactor Days have started again in September and we will continue to work closely with Neighbourhoods and PPOs. All reported fly-tipping on Derby Homes land is dealt with immediately by our Estate Response Officers.

Streetpride has seen a slight increase. Estate Officers continue to be proactive on their estate inspections, reporting issues through to relevant teams and agencies.

Communal issues has seen an increase since the last report which is to be expected as it is the summer months and we do get more reports of overgrown trees, hedges and grass in communal areas.

Garden cases are high in this area but that is down to the type of estates/properties which is managed by Allenton LHO they are predominantly houses with large gardens and boundary hedges. As the statistics show the cases opened are quickly closed after work has been completed and we only have 8 cases which are over the 3 months stage.

Highway issues and Abandoned Vehicles have seen a slight decline in cases.