

**CITY BOARD  
22 DECEMBER 2011**

# ITEM A6

## **HOUSING & LEASHOLDER FOCUS GROUPS & EQUALITY GROUPS ITEMS**

Report of the Director of Housing & Customer Service

### **1. SUMMARY**

This report provides the City Board with details of unresolved Customer Service Management (CSM) cases/issues raised at Housing Focus Groups, Derby Leaseholder Focus Group and the Equality Groups.

### **2. RECOMMENDATION**

The City Board is asked to note the content of this report.

### **3. MATTER FOR CONSIDERATION**

- 3.1 During the November round of meetings no cases were raised as CSM cases.
- 3.2 This round of meetings was very informative to those who attended and featured updates from the City Board and a consultation on Rent Free Weeks.
- 3.3 However, there were no issues raised by tenants in respect of any issues with any of Derby Homes' services and as such there are no unresolved cases to report on.

### **4. CONSULTATION IMPLICATIONS**

Where cases are raised, feedback is given directly to the individual who raised it at the meeting/relevant groups. Wider consultation is carried out where appropriate.

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

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 the author, or Phil Davies, Chief Executive, [phil.davies@derbyhomes.org](mailto:phil.davies@derbyhomes.org) – Phone: 01332 888528

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Supporting Information: None.