

**CITY BOARD  
30 AUGUST 2012**

# ITEM A6

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

Report of the Director of Housing & Customer Service

### **1. SUMMARY**

- 1.1 This report provides the City Board with details of Customer Service Management (CSM) cases/issues raised at Housing Focus Groups, Derby Leaseholder Focus Group and the Equality Groups.
- 1.2 It also looks at the methods we use to contact tenants around the City and the success rate of contact.

### **2. RECOMMENDATION**

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

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

- 3.1 During the July round of meetings, 11 issues were raised which have been passed on to the relevant housing office and there are currently 6 cases awaiting response. See appendix 1 for case details.
- 3.2 This round of meetings delivered key information on:
  - Derby Homes change of telephone number
  - Council House Refurbishment
  - Tenant Rewards Scheme Consultation and Good Neighbour Award Nominations
  - Welfare Reforms
  - Retirement Living Campaign
  - Supported Living Community Room update
  - Becoming a member of the main Board or City Board
  - Derby Homes Events:
    - Olympicnics** 24-26 July
    - Big Chat 2 - 'Back to the Future'** a conference for Tenants Leaseholders and Partners on 1 November 9.30am – 2pm
- 3.3 This was the third round of meetings facilitated by Tenant Board Members. The South West of the City is currently without a Board Member so facilitation was done by the Resident Involvement team.
- 3.4 At the meetings the main subjects discussed were the Council House Refurbishment and Tenant Rewards Consultation. These issues both raised

interest with the tenants and leaseholders present giving their views of the changes to the Council House and also how the Tenant Reward Scheme may or may not incentivise tenants to pay their rent.

- 3.5 We informed people that they can now visit the Derby Homes website, where they can read online versions of the topics we discussed and we raised awareness of our other online services.
- 3.6 We use various methods of informing tenants about what we were discussing. The main aim here is to allow tenants to get involved in a way that suits them, rather than just inviting them to a meeting.
- 3.7 We use targeted text messages (sent to people directly affected by the issues we are discussing), letters, Facebook and Twitter. A hyperlink to our website is included in all our communications that links directly to relevant content on our website. This hyperlink method generated 12 visits to the website content.
- 3.8 A total of 49 tenants and one leaseholder attended the Housing Focus Group meetings. We also received a total of ten SMS replies asking for more information and we followed these up with either calls or texts.

#### **4. CONSULTATION IMPLICATIONS**

- 4.1 Consultation now takes place on our website, via SMS, Facebook and Twitter as well as at Housing Focus Groups. Where we receive comments across these different channels, they are included in our feedback to managers and teams.
- 4.2 Where CSM 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.

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Background Information: None.

Supporting Information: None.

## Summary of the July round of Housing Focus Groups (HFGs)

## Statistics

	Attendance		Invites			Communication as a Result	
			Postal	Text			
	Tenants	Leaseholders	Membership	Sent	Not Delivered	Reply with HFG	Visits from SMS
North East HFG	5	0	64	474	110	6	12
North West HFG	20	0	53	504	88	4	
South East1 HFG	16	0	54	309	69	0	
South East2 HFG	4	0	58	446	79	0	
South West HFG	4	1	85	104	36	0	
<b>Total</b>	<b>49</b>	<b>1</b>	<b>314</b>	<b>1837</b>	<b>382</b>	<b>10</b>	

## Summary of outcomes from each area

## North East – 2 Closed

## 0 Currently Open

## Issues raised

1. **75851** - Tenants at Cambridge St would like to know when their kitchens will be replaced also when will their front and back garden be maintained. They also raised that two glass doors to lounge and doors are in poor condition - **Closed**
2. **75853** – Tenant raised issues at the HFG - When will bathroom be replaced and the hedge to the bungalows on Buckingham Ave are very overgrown. - **Closed**

## North West – 0 Closed

## 5 Currently Open

## Issues raised

1. **761016** – Rebecca House - various communal issues raised - **Open**
2. **76113** – 13 Sims Ave – tenant would like to know if her property will be getting a new front door and fencing to front elevation. - **Open**
3. **76112** – Parker Street Flats – when the bins are emptied they are not being returned to the binstore. - **Open**
4. **76111** – Parker Street Flats – Small drain blocked to gable end of the building. - **Open**
5. **76110** – Quarn Gardens – Drain cover broken, gutters blocked and leaking. - **Open**

## **South East 1 – 1 Closed**

## **1 Currently Open**

1. **75687** – Tenant at Nidderdale Court would like a home visit regarding grass verges around the estate would like to know which ones are DH responsibility and which ones are Council owned. - **Closed**
2. **75688** – Tenant at Nidderdale Court about repairs to a shower. Would like an update as to what is happening, workmen arrived 4 weeks ago and never returned. - **Open**

## **South East 2**

No issues to report

## **South West – 3 Closed**

## **0 Currently Open**

1. **75802** Tenant reported issues with recycle bins, collections and Contamination - **Closed**
2. **75803** Tenant reported guttering blocked to property - **Closed**
3. **75804** Tenant from Gerard St asked for a Housing Officer to talk to them about a damaged gate post as tenants struggle to open gate – it is believed the gate to be damaged by children climbing over it. Tenant was also very pleased with the new fencing that has gone in. - **Closed**