

## **PETITION FROM RESIDENTS OF LORD STREET**

Report of the Director of Housing and Customer Service

### **1. SUMMARY**

A petition was received at the Bingham Street Housing Office on the 2 August 2010. The petition was signed by five residents living in a group of bungalows on Lord Street. The residents were complaining about the noise a neighbour's children were making when visiting.

### **2. RECOMMENDATION**

That the Local Housing Board South notes the petition and action taken to address the complaints.

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

- 3.1 The petitioners are complaining that the grandchildren of one of their neighbours visits every day and disturbs residents with their boisterous play. The petitioners believe that this is unacceptable and that Derby Homes should be taking action.
- 3.2 The Bingham Street Housing Manager interviewed the elderly resident. She advised the Manager that her two older grandchildren take it in turns to stay with her at week-ends to support her in her home and to help with shopping.
- 3.3 During the school holiday, the grandchildren visit more often. The Manager concluded that this is an acceptable arrangement by a caring family, who were trying to support their relative. As a result of their help, the tenant felt less isolated and did not need support from agencies.
- 3.4 The tenant was advised that she must ensure that her grandchildren are not causing problems for her neighbours when they visit. The petitioners have been informed.

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

- Consultation
- Financial and Business Plan
- Legal and Confidentiality
- 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 the Chief Executive, [phil.davies@derbyhomes.org](mailto:phil.davies@derbyhomes.org) - Tel 01332 711010**

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**Background Information:** None

**Supporting Information:** None