

DIRECTORS' UPDATE – DECEMBER 2012

This is a joint report prepared by the Director of Investment & Regeneration and the Director of Housing & Customer Service. The report provides City Board Members with a general overview and update on current issues.

New Build

The Osmaston Community Association of Residents (OSCAR) is making good progress with the Homes and Communities Agency (HCA) to secure community led funding to build new homes on the Glossop Street site and the surrounding area. The bid has been approved by the HCA. 80 homes will be built with half of these being for rent and owned by OSCAR. Derby Homes have been appointed development agent and will also manage the homes on OSCAR's behalf through a management contract.

The larger regeneration of Osmaston is still progressing and the Council's Regeneration Team is working closely with Derby Homes and the local community to select a delivery partner for the regeneration of the Rolls-Royce sites. Derby Homes are forming partnerships with remaining bidders to enable us to manage, maintain and possibly own any affordable homes.

We have planning approval for 17 bungalows on two sites in Derwent and work is planned to start in December 2012.

Asset Management/Planned Maintenance

Our new grounds maintenance and cleaning contractor Sodexo has been getting to grips with service delivery over the past few months. They have had to contend with recruitment processes and poor weather in the early weeks of the contract. We are working hard to ensure the service meets our expectations and will be working closely with tenants and leaseholders to achieve this. We are seeing improvements and are planning some significant replanting of shrubs during the winter period.

Energy Efficiency

We are making good progress across pre-war estates with the Community Energy Saving Programme (CESP) and will complete all work within the next few months. Many homes will benefit from extra insulation and new heating systems. Grant funding for this work may top £4M by the end of the current programme. This will then be superseded by further grants through the Energy Company Obligation (ECO) this will enable us to complete insulation to all solid walled homes in areas not currently benefiting from CESP.

Repairs Team Update

Performance across all areas of repair work remains good, in addition we are starting to see our costs for work to empty homes reduce this year.

Services funded by Supporting People

The City Board is already aware of reductions to the Supporting People budget from 2013/14. The tendering procurement process for the new contracts was due to start on 19 November 2012. This has now been further delayed and we have been informed that this is due to further financial pressures within the Supporting People budget for 2014/15.

We have prepared and been discussing new proposals with the City Council for a reconfigured service for vulnerable tenants to replace both the Supported Living Service and Tenancy Support Service. Funding for this service would be based on a housing benefit eligible property charge, similar to former rent-add-on principle.

I expect that these discussions will conclude within the next few weeks and that we will start consulting with existing service users early in the new year.

Derby Homes remains fully committed to providing an enhanced level of Housing Management Services that will enable vulnerable tenants to sustain their tenancies and comply with their tenancy agreements.

Moving to the Council House

Our front line customer services will be moving into the newly refurbished Customer Service Centre in the Council House over the weekend of 15/16 December 2012. This replaces the temporary Customer Service Centre currently based in Albion Street. Derby Homes' employees will be on hand Monday to Friday in the new Customer Service Centre to deal with any Derby Homes related enquiries.

Our Enquiry Centre will continue to operate between 8.00 am and 8.00 pm Monday to Friday and 9.00 am – 12.00 noon on Saturday mornings.

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