

## **DIRECTORS' UPDATE**

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

### **Demolition of 18/20 Victory Road**

We have demolished 18/20 Victory Road and secured the site. The Derby Homes Board has approved a donation to the Derbyshire Children's Holiday Centre in Skegness to the value of the demolition work as requested by Derby Demolition; a ceremony to hand over the cheque is being arranged as I write this report.

We now await the result of a planning application to build 5 new homes on the site.

### **New build update**

Progress on the new bungalows in Derwent has been steady over the past few weeks, despite a break-in at the site on Stratford Road, we still aim to complete before Christmas.

We have a steady stream of new sites working their way through the consultation and planning process and are preparing tender documents for a scheme of 29 new homes across 9 sites with more to follow. I would like the Board to consider in-house delivery of new build and will bring a detailed report back to a future meeting.

The OSCAR new build project for 95 new homes on the Elton Road site is live on site.

### **Project update**

The refurbishment of Oakvale House is progressing very well, the £1M refurbishment is being delivered by our in-house team and 25 one bedroomed flats and a two bedroomed house will be completed by mid November 2013. We have remodelled the block, converted bedsits onto one bedroomed flats by a combination of small extensions and knock throughs and created a flat within what used to be a very large communal lounge. The entrance to the block has also been reversed, on site parking provided and a scooter store will feature in the finished product. An open day has provisionally been booked for the 22 November 2013.

### **Supply Chain Procurement**

Work has been progressing for several months in terms of procuring a 'fit for purpose', forward looking, and innovative 10 year materials contract.

We have recently undertaken the Pre-Qualification Questionnaire process and shortlisted 4 companies, who will be invited to tender via a competitive dialogue process.

The invitations to tender have been issued, and dialogue is planned to be carried out throughout November.

## **Performance**

Performance remains extremely good in all areas of the repairs team. At the end of August all day to day performance indicators were exceeding target, with customer satisfaction at 99.61%. Gas servicing at the end of quarter 1 remained at 100%.

Void performance is also very good, at the end of August the team had completed 609 properties, compared to 526 for the same period last year; taking on average 15.8 days to complete the works balanced with an average cost of £1,635.

## **Electrical Condition Inspection Reports (ECIR)**

The team is working extremely hard to ensure that the backlog of ECIRs is completed. At the 20 August the team had completed 4,685 ECIRs against a target of 4,113. Historically, access to undertake such work has proved extremely problematic, however by assigning a dedicated planner and combining ECIRs with gas servicing appointments has helped significantly. At present we do not foresee any issues in completing all 8,971 tests by the end of March 2014.

## **Investment update**

We have re-procured a new door supplier and have recommenced our programme to fit new high security composite doors to all homes within five years.

We used the Efficiency East Midlands framework to select a contractor to externally insulate and render the cast iron homes in Osmaston. This will help the existing homes to blend in with the new homes being built around them and will also reduce fuel bills for the tenants. A brick effect render will be applied at a cost of just under £7K per home.

## **Welfare Reform**

A further event has been held to help introduce and facilitate mutual exchanges. We are continuing to work with tenants across a range of landlords within the city who are living in homes which are either too big or too small for their needs. Many tenants who have been affected by the Under Occupation charge, introduced in April 2013 have expressed an interest in moving to a smaller home. Derby City Mutual Exchange Service (DMEX) has been set up to create a forum to support such tenants. Our second event was held on 19 October 2013 following the success of the earlier one in August 2013. A verbal update on the success of this event will be provided at the Board meeting.

It is clear that the impact of welfare reform is starting to show in an increase in rent arrears. We are continuing to work with our colleagues in Derby City Council Housing Benefit team to support our tenants who may qualify for Discretionary Housing Payments to ease the financial suffering that the new regulations have created.

There has been a significant increase in applications for Discretionary Housing Payments and the team has assured Derby Homes that they will be up to date with processing by end October 2013.

## Availability of New Homes

We are starting to market the new two bedroom bungalows being built at Max Road and Coniston Crescent. Marketing material has been sent out to all older tenants who are currently under occupying in the Chaddesden area and we will be looking to use a proportion of these new properties as move-on accommodation which will free up family homes in the area.

We have also started to market the new accommodation at Rose Homes (Oakvale House). We will be working with a local estate agent to engage with the local Normanton and Peartree Community as well as doing direct marking with community groups and identified individuals living in the locality.

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

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