

**CITY BOARD  
21 JUNE 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 new 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 May round of meetings 17 issues were raised and two improvement ideas were put forward. Out of these, the improvement ideas have been passed on to the relevant housing office and there are currently 16 cases awaiting response. See Appendix 1 for case details.
- 3.2 This round of meetings delivered key information on:
  - New contractor for grounds maintenance and cleaning Sodexo
  - Supported Living community room closures
  - Derby Homes Tenant Panel
  - Becoming a member of the main Board or City Board
  - Derby City Council Trees Management
  - Planned Repairs Team improvements in the North East Area
- 3.3 In total, five Estates Pride Quick Fix Bids were discussed and commented on.
- 3.4 This was the second round of meetings that were facilitated by Tenant Board Members, where possible. This took place in both meetings in the North. We still hope to continue this local representation to the meetings in the South of the City.
- 3.5 We took this opportunity to use newer 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 inviting them to a meeting.

- 3.6 We highlight that people can now visit the website, where they can read online versions of the topics we discuss and raise awareness of our other online services.
- 3.7 We do this using targeted text messages (sent to people directly affected by the issues we were 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.
- 3.8 In May, this technique produced a total of 80 visits to the news post on our website, which more than doubles the number of people we've potentially reached this time.
- 3.9 A total of 73 tenants and one Leaseholder attended the Housing Focus Group meetings. We also received a total of nine SMS replies asking for more information. 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/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:

Consultation  
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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Background Information:

Supporting Information: See attached appendix

Here is a summary of the last round of Housing Focus Groups (HFGs)

## Statistics

	Attendance		Postal	Text			Web Visits	
	Tenants	Leaseholders	Membership	Sent	Failed	HFG Reply		
North East HFG	12	0	58	159	30	2	Staff DCC Members Facebook Twitter SMS	41
North West HFG	20	0	40	298	80	5		3
South East1 HFG	12	1	49	156	40	2		8
South East2 HFG	7	0	56	106	25	0		2
South West HFG	22	0	77	135	35	0		26
<b>Total</b>	<b>73</b>	<b>1</b>	<b>280</b>	<b>854</b>	<b>210</b>	<b>9</b>		<b>80</b>

## Summary of outcomes from each area

### North East

Issues raised

1. 74896 - Site visit required to discuss fencing & gates for the £60k HFG budget.  
**Open**
2. 74897 - Home visit req'd to discuss intercom/horizon unit. Also ongoing issues with 11a and possibility of recycling points & new gates & fences for the £60k budget.  
**Open**
3. 74878 – after new fencing had been fitted the old fencing has been left behind  
**Open**
4. 74843 – Tenant reported internal telephone for the door intercom wasn't working correctly, the screen was all distorted.  
**Closed** *a repair has been reported*

### North West

Issues raised

1. 74877 – Various Issues raised regarding the tenant not receiving Derby Homes News and no HFG info in flats  
**Open.**
2. 74881 – Tenant not happy that they received 5 Texts in one day and concerned about the cost to Derby Homes  
**Open**
3. 74886 – Various repair issues raised surrounding the Door, Light Fitting,& plug socket  
**Open**
4. 74894 – Tenant raised various kitchen issues, concerned that gas service could not be fully completed due to the location of the flue. kitchen needs skimming, 3

inspectors have visited and the tenant doesn't know what is going to be done, this is related to the arson attack and fire damage.

**Open**

5. 74910 – Issue with mess left around the walkways on Whitecross Gardens

**Open**

### **South East 1**

1. 74594 issue raised about Eden street parking and rotary dryers

**Open**

2. 74593 - Issue raised about Ms Simms garden, as yet it has not been cut back by Grounds Maintenance

**Open**

3. 74588 Issue raised about filed lane drying area floor tiles are loose

**Open**

### **South East 2**

1. 74623 - insufficient size of car park – Sinclair Close

**Open**

2. 74625 – children playing football on the green and the tenant wondered if the car park could be extended to detract this activity

**Open**

3. 74628 – Tenant reported fly tipping at Cromarty Close

**Open**

### **South West**

#### **Improvement ideas**

1. 74882 - Tenant reported broken gate at HFG meeting. Advised that Housing Officer will visit and inspect and raise repair.

**Open**

2. 74883 - Tenant would like to know if Chubb are servicing burglar alarms.

**Open**

3. 74884 - Tenant advises that pathways are covered in moss and slippery on Madeley Court.

**Open**

4. 74885 – Tenant reported that gutters are overflowing on Holly Court advised that this should be reported to repairs.

**Open**