

OPERATIONAL BOARD
29 JUNE 2016

ITEM B5

ESTATE AND FLAT INSPECTIONS FOR THE PERIOD 1 OCTOBER 2016 – 31 MARCH 2017

Report of the Head of Housing Management & Housing Options

1. SUMMARY

- 1.1 This report gives detail of the number of cases by type arising from monthly flat and estate inspections for the period 1 October 2016 – 31 March 2017.

2. RECOMMENDATION

That Operational Board notes the content of the report and the appendices.

3. REASON FOR RECOMMENDATION

To ensure the Operational Board is able to monitor performance in key service areas and request additional information where areas of concern/interest arise.

4. MATTER FOR CONSIDERATION

- 4.1 The report shows in table format the number and type of cases opened and the number of cases still in progress for the period 1 October 2016 – 31 March 2017. It also indicates the number of cases in progress that are over 3 months old. This information is shown for the city as a whole and then by each management area.

The table at 4.2 shows the information for the City as a whole.

The number of cases and type for this period and the previous 6 months, 1 April 2016 – 30 September 2016, is also shown for the City in graph format in Appendix 1.

4.2 CITY WIDE

| Category Type | No of cases | | |
|--|--|----------------|-------------------------------------|
| | Opened 1 Oct 2016 - 31 Mar 2017 | In progress | Over 3 months old at 04/04/17 |
| Fly tipping on Derby Homes managed land | 454 | 0 | 0 |
| Repairs ordered | 172 | 0 | 0 |
| Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas | 638 | 169 | 30 |
| Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, | 294 | 25 | 0 |

| | | | |
|--|-----|----|---|
| graffiti, household waste, litter, street lights, trees, abandoned vehicles | | | |
| Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths | 18 | 1 | 0 |
| Parking i.e. inappropriate parking on grass | 41 | 15 | 2 |
| Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements | 288 | 6 | 1 |
| Abandoned vehicles on Derby Homes land | 36 | 6 | 1 |

The table at 4.3 shows the information for the South West Management Area.

The number of cases and type for this period and the previous 6 months, 1 April 2016 – 30 September 2016, is also shown for the South West Management Area in graph format in Appendix 2 with narrative from the Area Housing Manager.

4.3 **SOUTH WEST MANAGEMENT AREA** **Stockbrook Street, Austin, Mickleover and Normanton**

| Category Type | No of cases | | |
|---|--|----------------|--|
| | Opened 1 Oct 2016 - 31 Mar 2017 | In progress | Over 3 months old at 04/04/17 |
| Repairs ordered | 73 | 0 | 0 |
| Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas | 138 | 23 | 2 |
| Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles | 179 | 11 | 0 |
| Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths | 4 | 0 | 0 |
| Parking i.e. inappropriate parking on grass | 6 | 1 | 0 |
| Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements | 102 | 1 | 0 |
| Abandoned vehicles on Derby Homes land | 22 | 3 | 0 |

The table at 4.4 shows the information for the North East Management Area.

The number of cases and type for this period and the previous 6 months, 1 April 2016 – 30 September 2016, is also shown for the North East Management Area in graph format in Appendix 3 with narrative from the Area Housing Manager.

4.4 **NORTH EAST MANAGEMENT AREA**
Sussex Circus, Cowsley, Chaddesden Park and Spondon

| Category Type | No of cases | | |
|---|--|----------------|--|
| | Opened 1 Oct 2016 - 31 Mar 2017 | In progress | Over 3 months old at 04/04/17 |
| Fly tipping on Derby Homes managed land | 71 | 0 | 0 |
| Repairs | 33 | 0 | 0 |
| Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas | 193 | 34 | 3 |
| Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles | 39 | 2 | 0 |
| Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths | 5 | 1 | 0 |
| Parking i.e. inappropriate parking on grass | 14 | 1 | 0 |
| Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements | 123 | 3 | 0 |
| Abandoned vehicles on Derby Homes land | 5 | 0 | 0 |

The table at 4.5 shows the information for the North West Management Area.

The number of cases and type for this period and the previous 6 months, 1 April 2016 – 30 September 2016, is also shown for the North West Management Area in graph format in Appendix 4 with narrative from the Area Housing Manager.

4.5 **NORTH WEST MANAGEMENT AREA**
Mackworth, Morley and Brook Street

| Category Type | No of cases | | |
|---|--|----------------|--|
| | Opened 1 Oct 2016 - 31 Mar 2017 | In progress | Over 3 months old at 04/04/17 |
| Fly tipping on Derby Homes managed land | 32 | 0 | 0 |
| Repairs | 6 | 0 | 0 |
| Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas | 71 | 8 | 2 |
| Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned | 11 | 2 | 0 |

| | | | |
|--|----|---|---|
| vehicles | | | |
| Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths | 0 | 0 | 0 |
| Parking i.e. inappropriate parking on grass | 4 | 2 | 0 |
| Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements | 42 | 0 | 0 |
| Abandoned vehicles on Derby Homes land | 6 | 2 | 1 |

The table at 4.6 shows the information for the South East (1) Management Area.

The number of cases and type for this period and the previous 6 months, 1 April 2016 – 30 September 2016, is also shown for the South East (1) Management Area in graph format in Appendix 5 with narrative from the Area Housing Manager.

4.6 SOUTH EAST (1) MANAGEMENT AREA Allenton and Alvaston

| Category Type | No of cases | | |
|---|--|----------------|--|
| | Opened 1 Oct 2016 - 31 Mar 2017 | In progress | Over 3 months old at 04/04/17 |
| Fly tipping on Derby Homes managed land | 28 | 0 | 0 |
| Repairs | 46 | 0 | 0 |
| Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas | 157 | 69 | 16 |
| Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles | 21 | 4 | 0 |
| Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths | 5 | 0 | 0 |
| Parking i.e. inappropriate parking on grass | 10 | 6 | 2 |
| Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements | 11 | 1 | 1 |
| Abandoned vehicles on Derby Homes land | 1 | 1 | 0 |

The table at 4.7 shows the information for the South East (2) Management Area.

The number of cases and type for this period and the previous 6 months, 1 April 2016 – 30 September 2016, is also shown for the South East (2) Management Area in graph format in Appendix 6 with narrative from the Area Housing Manager.

4.7 SOUTH EAST (2) MANAGEMENT AREA
Old Sinfin, New Sinfin, Osmaston, Chellaston and Littleover

| Category Type | No of cases | | |
|---|--|----------------|--|
| | Opened 1 Oct 2016 - 31 Mar 2017 | In progress | Over 3 months old at 04/04/17 |
| Fly tipping on Derby Homes managed land | 49 | 0 | 0 |
| Repairs | 14 | 0 | 0 |
| Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas | 79 | 35 | 7 |
| Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles | 44 | 6 | 0 |
| Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths | 4 | 0 | 0 |
| Parking i.e. inappropriate parking on grass | 7 | 5 | 0 |
| Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements | 10 | 1 | 0 |
| Abandoned vehicles on Derby Homes land | 2 | 0 | 9 |

5. OTHER OPTIONS CONSIDERED

Not applicable.

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

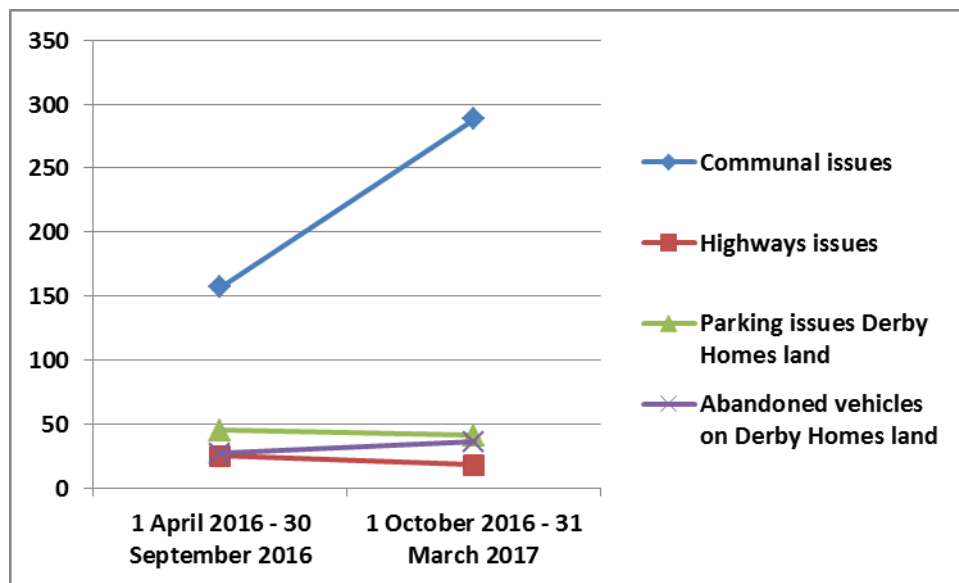
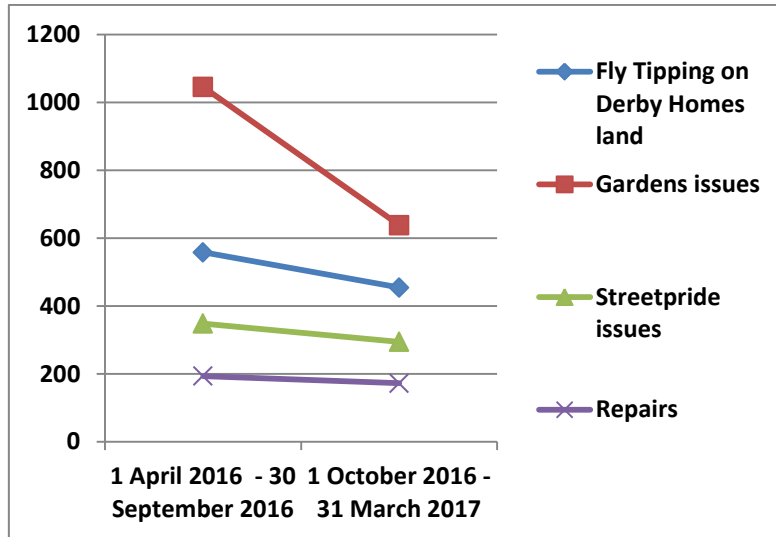
Consultation
Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

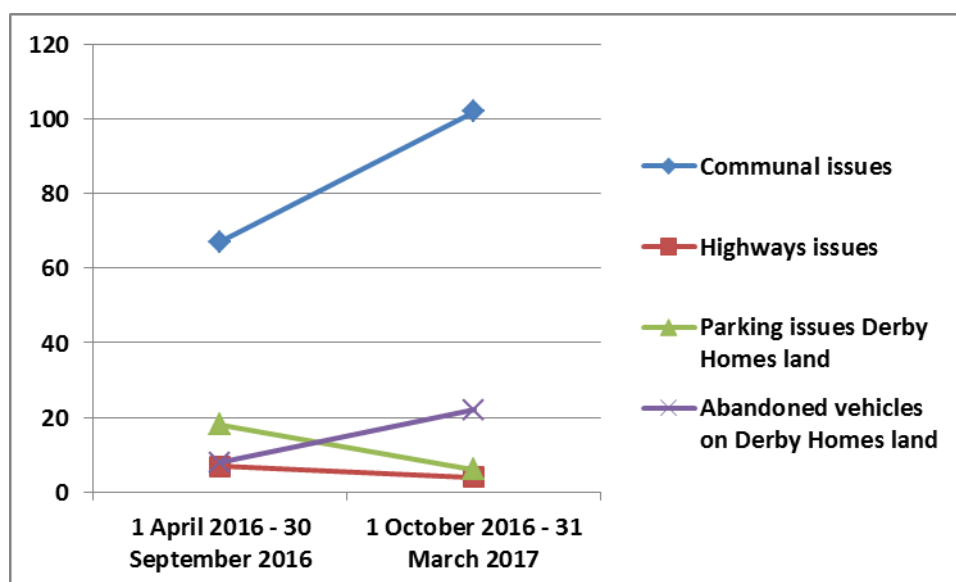
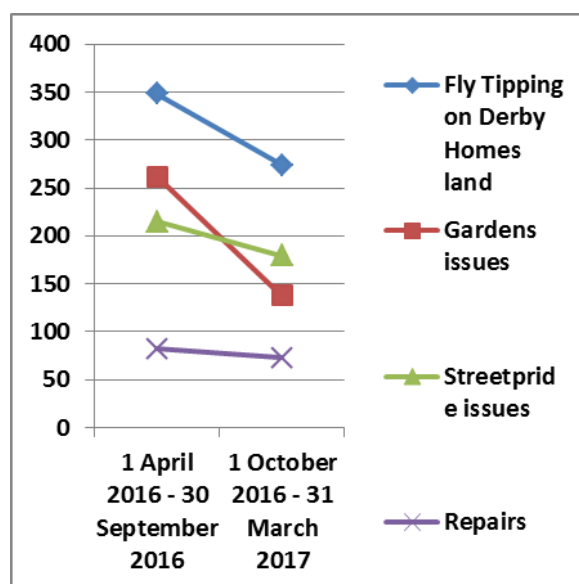
Tracy O'Connor Area Housing Manager / 01332 888722 / tracy.o'connor@derbyhomes.org

Background Information: None
Supporting Information: None

CITY WIDE NUMBER OF CASES REPORTED OVER THE PERIOD 1 APRIL 2016 – 31 MARCH 2017



**NUMBER OF CASES REPORTED OVER THE PERIOD
1 APRIL 2016 – 31 MARCH 2017
FOR THE SOUTH WEST MANAGEMENT AREA**



During quarter 3 and 4 there has been a drop in the number of garden cases that have been picked up by housing officers when they carry out estate inspections. This is mainly due to the time of the year and the grass and hedges are not growing but I hope as well it is because our tenants know they have to keep their garden areas tidy or we will tackle any issues.

The issues we tend to pick up in relation to garden issues during this period tend to be more litter related than actual poor garden maintenance. Housing Officers will

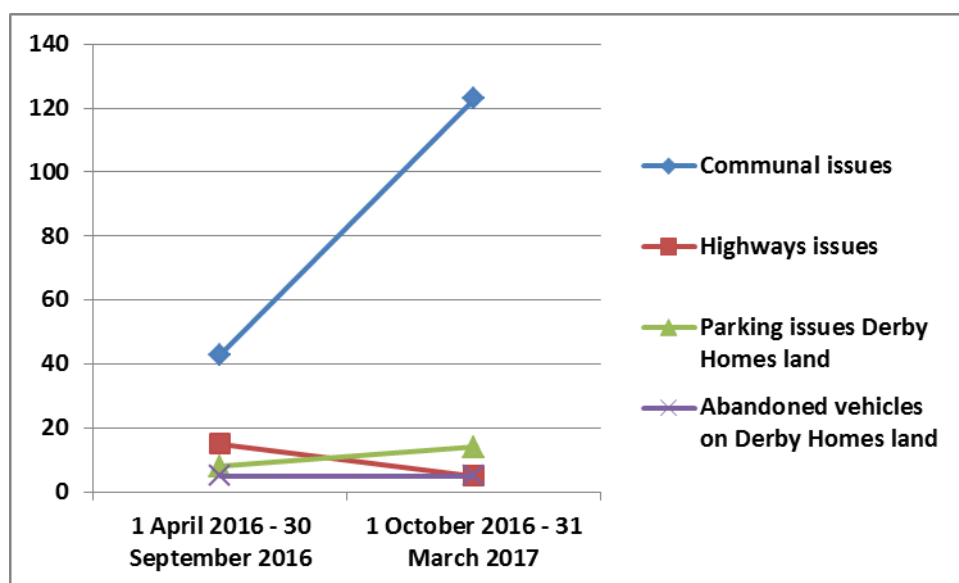
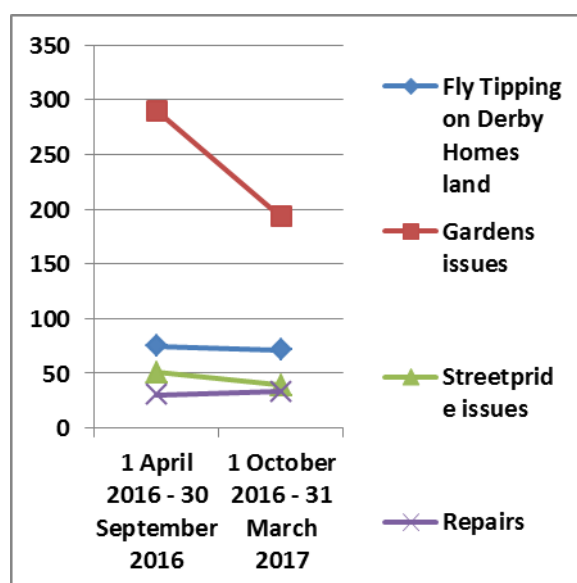
encourage our tenants to dispose of litter and large items appropriately. Housing officers monitor these type of issue until they are satisfied all is as it should be and that are estates and the areas managed by our tenants are neat and tidy.

We have also been able to carry out a small project to support our tenants with hedge cutting work around some streets on the Austin estate. We did this because we recognise that some of our tenants were struggling with this activity. This kind of project does improve relationships between Derby Homes and their tenants because our tenants do appreciate the help provided and then strive to keep their hedges neat and tidy in the future.

I am also pleased to see that there continues to be a drop in the number of cases reported around fly tipping on Derby Homes land and to the Council as this is a big issue in this area of the city.

I am confident from these figures that housing officers in partnership with others are moving case forward and resolving issues as quickly as possible.

**NUMBER OF CASES REPORTED OVER THE PERIOD
1 APRIL 2016 – 31 MARCH 2017
FOR THE NORTH EAST MANAGEMENT AREA**



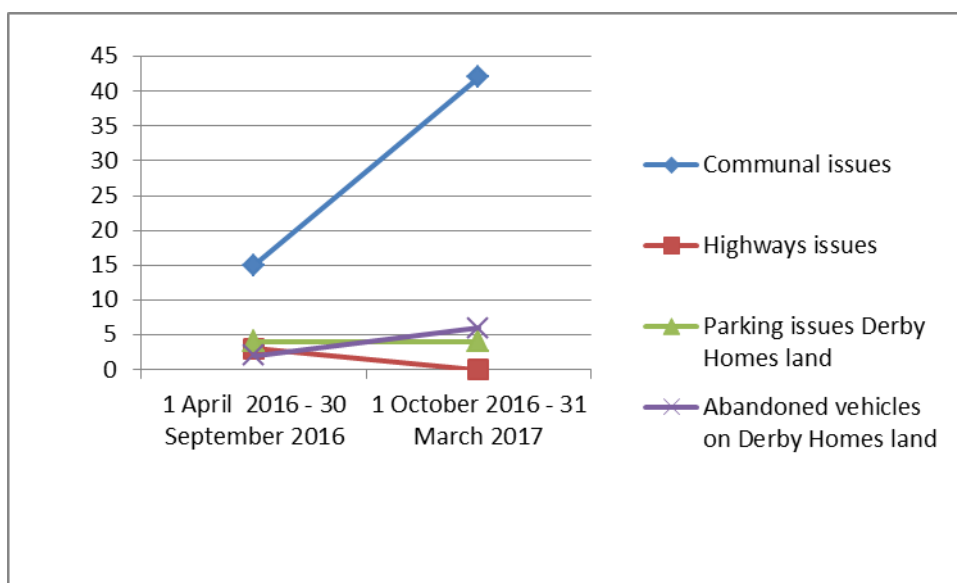
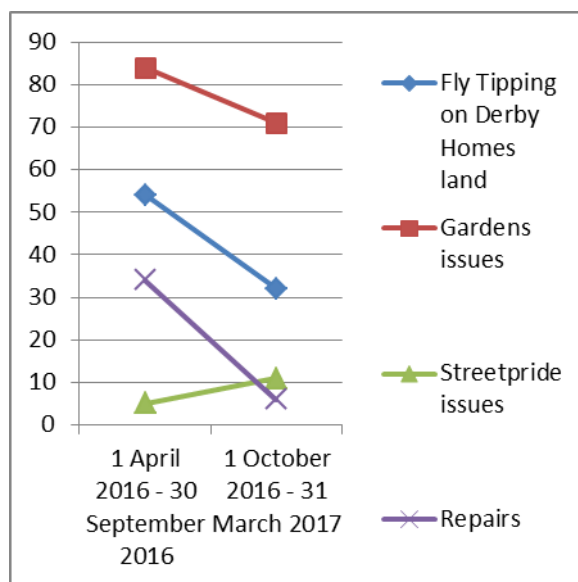
In reference to the first chart you can see a level of consistency in that the fly tipping, repairs, Streetpride have more or less stayed at the same level over the last 6 months.

Garden issues have shown a significant decrease due to seasonal changes.

In reference to the second chart the only increase is in the communal issues this is due to the proactive work done within the communities where we have conducted litter pick events and got into schools and built up an understanding of litter and recycling and how they impact on the environment.

The rest of the issues have stayed the same if not decreased a small amount

**NUMBER OF CASES REPORTED OVER THE PERIOD
1 APRIL 2016 – 31 MARCH 2017
FOR THE NORTH WEST MANAGEMENT AREA**



Fly tipping is still an issue in the hotspot areas around the Morley estate and the drying areas around the Brook Street office. There has been a reduction over the last 6 months in areas identified due to the excellent proactive work of the Estate Response Team and Street Pride.

The number of repairs passed to the Customer Services Team has decreased this may be due to customers accessing our service directly.

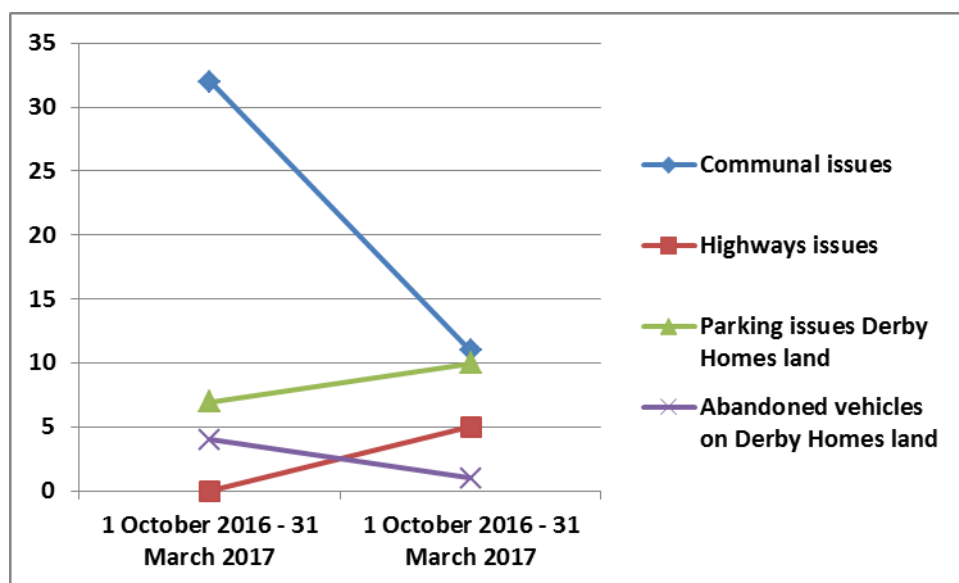
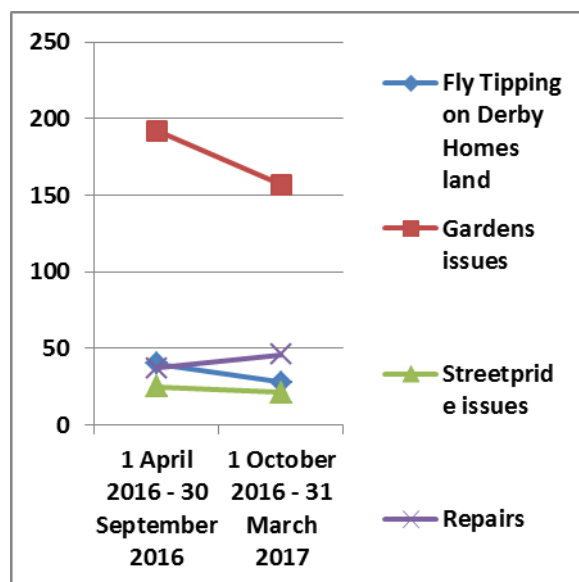
Garden issues have decreased due to the lack of growth over the winter months. However customers have also responded to our requests to maintain their gardens and therefore the amount of cases opened has reduced.

Street Pride and Parking issues have remained consistent.

Communal areas have increased but are dealt with immediately by Housing officers whether they have been identified on Estate Inspections or via the Customer Service Team.

Abandoned vehicles on Derby Homes land have increased over the last 6 months and may stay open a little longer whilst we try to identify the ownership of the vehicle.

**NUMBER OF CASES REPORTED OVER THE PERIOD
1 APRIL 2016 – 2017
FOR THE SOUTH EAST (1) MANAGEMENT AREA**



There has been a decrease in fly-tipping and a significant drop in communal issues since the last report. Housing Officers have worked proactively with the Neighbourhood Officer utilising Estate Response Officers and compactor days to combat fly tipping and ensuring residents are aware of the consequences of fly tipping.

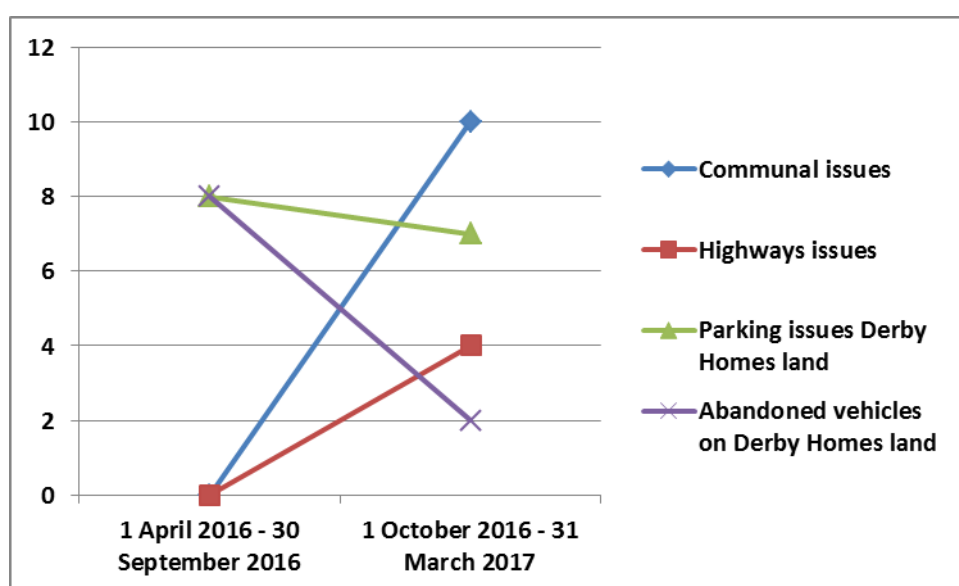
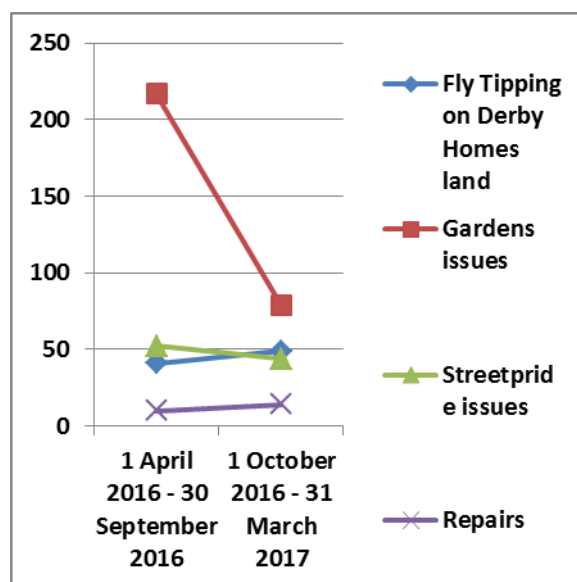
The decrease in garden cases is to be expected throughout the winter months, however Housing Officers are now tackling overgrown gardens and high hedges as

the weather is getting better, ensuring appropriate enforcement action is being taken.

Keldholme Lane Estate car parks had been identified as a problematic area for abandoned vehicles; this has reduced due to proactive management with Housing Office and Local Councillors.

Parking Issues on Derby Homes Land has also increased slightly however again looking to tackle this with Estates Pride funding and the hardstanding programme

**NUMBER OF CASES REPORTED OVER THE PERIOD
1 APRIL 2016 – 31 MARCH 2017
FOR THE SOUTH EAST (2) MANAGEMENT AREA**



We have a number of ongoing garden cases which are over 3 months old. In the main these are cases where we are not just going down the enforcement route but rather where tenants are working with us to make improvements to the situation. Sometimes it is easier to progress a case to enforcement if the tenant makes no efforts to rectify a situation. Where a tenant does make improvements we have to work with them to give them time to improve the state of their garden. These cases are predominantly around items of rubbish being stored in gardens, rather than overgrown gardens, which we see less of over the winter months.

We have seen a decline in parking issues in New Sinfen despite the fact that work on the additional parking bays has not yet started. However, we are seeing more abandoned vehicles and inappropriate use of parking areas in Shelton Lock. The Housing Officer is pro-actively dealing with these, trying to establish ownership of the vehicles, and if unable to do so getting Environmental Health to remove them.