

DIRECTORS' UPDATE – OCTOBER 2011

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

We are continuing in our attempts to build new homes. We are currently in discussion with the Homes and Communities Agency (HCA) and Derby City Council to agree a way forward for the Glossop Street site following the departure of the travellers. The larger regeneration of Osmaston is still progressing and the Council's Regeneration Team are working closely with Derby Homes and Oscar on various options.

Further discussion with the Council and the local community will be taking place over the next few weeks.

Asset Management

We are working on a new Asset Management Strategy as part of the Business Plan supporting the review of the HRA. Shaping our investment priorities from feedback from tenants we hope to be able to maintain all homes to a good standard into the future.

Community Energy Saving Programme (CESP)

We are making good progress across pre-war estates and will complete all work within the next 12 months. Many homes will benefit from extra insulation and new heating systems.

Solar Panels

The programme is going very well and over 50 systems are now being fitted every week. Many tenants are noticing a difference and are saving as much as £1 every day on electricity bills. We are hoping to obtain a further allocation of £2m for this work.

Repairs Team Update

We have ordered our first batch of new vans for the Repair Team and are looking forward to operating them with plenty of commonly used materials on board. This will help us to provide a reliable, efficient service to tenants. I was pleased to see overall satisfaction with repairs come in at 94% for August.

Derby Homes Awards

John Birch, our Victim and Witness Support Officer has been commended for his level of commitment and evident compassion supporting a number of residents through an extremely serious and lengthy court case for anti-social behaviour. John's work will be recognised at the Social Landlords Crime and Nuisance Group Annual Conference Dinner on 1 November 2011. This is another external award which recognises our seriousness in tackling anti-social behaviour on our estates and supporting residents through the process.

Website

More and more tenants are registering on Derby Homes Website. Over 630 tenants have now discovered the convenience of accessing their own personal details on line. We are continuing to publicise the benefits of self-service and are pleased at the growing numbers of customers who have shown confidence in the website.

Travellers Site – Russell Street

The Russell Street site was formally handed over to Derby Homes on 20 September 2011, on the same day we completed a successful move of all of the travellers from Glossop Street onto the new site. The Glossop Street site has been secured by Derby City Council who is now leading on proposals for the development of the vacated site.

Tenants & Staff Conference

On 21 September 2011, working with the Derby Association of Community Partners we held the first joint tenants and staff conference. The focus of the day was to highlight the value of volunteers and to promote volunteering opportunities.

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 – Phone: 01332 888528

Authors: Maria Murphy / Director of Housing & Customer Service / 01332 888522/

maria.murphy@derbyhomes.org

Shaun Bennett/Director of Investment & Regeneration/01332

888524/shaun.bennett@derbyhomes.org

Background Information

Supporting Information