

LOCAL HOUSING BOARD NORTH
10 JUNE 2010

ITEM A3

QUESTIONS TO THE LOCAL HOUSING BOARD NORTH

We have promoted Questions for the Local Housing Boards through the last edition of Derby Homes News and at reception counters. We have received to date 9 questions for the Local Housing Board North, which are below. Each questioner will receive an individual written response, following this meeting.

From	Walker
Area	Chaddesden
Question	<ol style="list-style-type: none"> 1. The children of Boston Close always play outside near the cars and play games on the grass of Boston Close. There should be a park nearby for them to play. 2. I still think that the council is not doing much for the teenagers on Roosevelt Avenue as there are gangs. They should be clubs or something local for them instead of hanging around the shops.
Answer	<ol style="list-style-type: none"> 1. Boston Close is situated within easy walking distance to the Oregon Way play park. If there is an issue with cars being damaged or any anti social behaviour (ASB) please contact the Sussex Circus Local Office. 2. There has been intense multi agency work facilitated by the Neighbourhood Team to combat the problems around the Roosevelt Avenue area to stop the young people hanging around the Roosevelt shops: <ul style="list-style-type: none"> • We have removed the concrete bollards and replaced with metal bollards so as the young people have nowhere to sit and congregate, this was paid through Derby Homes Estates Pride funding • Estates Pride Funding has paid for a Neighbourhood Youth Worker to run the youth club at Chesapeake on a Friday night, this is well attended • The mobile youth bus also comes to Chesapeake on a Thursday night • Positive Activities for Young People (PAYP) and Young Addaction do outreach work in this area

	<ul style="list-style-type: none"> • The Chaddesden Neighbourhood Team obtained funding for CCTV for the local off-licence to combat underage drinking • Estates Pride funding has been given to Derby City Council Parks Department to upgrade the multi use games arena on Chesapeake • Young people identified who meet the relevant criteria have been referred to the Family Intervention Project • Agencies in the area make referrals to the ASB Team and letters are sent to parents to advise that their children are causing problems. If these problems continue then the young person is called in and asked to sign an acceptable behaviour contract (ABC) • Restorative Justice has also been carried out in the area where young people have had to litter pick and clean graffiti <p>The area is monitored at fortnightly Tasking meetings facilitated by the Neighbourhood Manager and any interventions that may be required are tasked to the relevant agency. The Police recently removed this area as one of their Policing Priorities in Chaddesden due to the fact there has been a significant decrease in calls for service to the area.</p>
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From	Hicks
Area	Mackworth
Question	Surely it would be in the interest to get damp patches 09-11-09 rectified a.s.a.p. It was reported that my bedroom wall was getting damp 09-11-09. Plasterers came on 20-11-09, but stated that they were unable to do 'Tanking' on outside wall. Contacted Council on 20-11-09 – 30-11-09 but still waiting.
Answer	Remedial repairs have been undertaken to rectify damp patches in the bedroom, as ordered in November 09. This appears not to have resolved the problem and we have now instructed a damp specialist to attend and undertake a full survey of the property. Any recommendations following the survey will be actioned.

From	liffe
Area	Mackworth
Question	We have asbestos pipes and guttering in which painters refused to paint, because it had been disturbed. Is this dangerous to our health?
Answer	<p>There is no risk to tenants from asbestos guttering and drainpipes. Asbestos cement is a product that is safe poses no significant risk during normal use. However, it is recommended sawing, cutting, scraping and sanding of asbestos cement be avoided.</p> <p>I understand that this is a Wimpy “No fines” property that was not refurbished during Homes Pride due to refusal by the previous tenant. When the painters came to paint it, their concern was the poor physical condition of the guttering. It was damaged and would have required considerable scraping and cleaning before painting.</p> <p>Our maintenance department has arranged for the guttering and drainpipes to be replaced.</p>

From	Houchin
Area	Brook Street
Question	Living in the City Centre I have no specified parking area for my vehicle. What can I do to park near my Edwards Street home without fear of traffic wardens and parking tickets?
Answer	<p>This block of flats is privately owned and Derby Homes leases two of the flat from the owners. The rear car park and garages are also privately owned and are only let to their tenants in the block unfortunately.</p> <p>If there is a residents’ parking scheme in the area then they could apply to the Council for a permit, but there would be a charge. Close to the block of flats is a Derby Homes run scheme in Henry Street which operates a car parking permit scheme in its car park. It may be possible to allow a permit to be issued for the use of this car park.</p>

From	Martin
Area	Chaddesden
Question	In my letter last time I wrote to ask if they could clean up the cuttings on my lawn after cutting them. I am pleased to say that the last time they came they cleaned them. Please can you let me know if this is going to continue as it was nice not to paddle them in the house each time I went out. Thanking you.
Answer	Vale Contract Services will always remove any grass from pathways as a result of the strimming process carried out on Garden Maintenance Scheme properties; this has been reiterated to them following receipt of this query.

From	Anderson
Area	Brook Street
Question	Outside painting my gates are looking a mess. It's a long time since they were done.
Answer	We have contacted the tenant and have arranged to visit on Friday to discuss the external painting. We have already explained to her that the programme for this area is due to start in 2012.

From	Richardson
Area	Chaddesden
Question	Is there tougher and swifter actions that the council can carry out to target anti-social tenants that are housed in an environment of established communities, because what normally happens, the anti-social tenant usually causes a lot of disruption to an already happy environment and the other tenants have to suffer and it takes in some cases a considerable amount of time to resolve.
Answer	<p>When Derby Homes receives a complaint of anti social behaviour (ASB), the nature and seriousness of the complaint determines the actions we take and the timescales in which we can effectively resolve or minimise the ASB.</p> <p>In all cases, we have to have evidence in place in order to take action. If we do not have evidence then it can make taking action very difficult. It can often take time for the evidence to be provided to Derby Homes. In some ASB cases, Derby Homes is required to work with other agencies like the Social</p>

	<p>Care, Drug and Alcohol Services, Family Intervention Project to address the anti social behaviour. This can then take some time to happen.</p> <p>If Derby Homes does not do the above, for example enters a case in court for legal/enforcement action, we would not be successful and we would incur costs that could have been avoided.</p> <p>We have however, streamlined our ASB procedures and processes so that action is taken as swiftly as possible. We have introduced action planning at the first interview with the complainant, which details what we can expect to achieve on each case and the actions that we are going to take. All this ensures that cases do not drag on needlessly. All ASB cases are audited on a monthly basis to ensure that unnecessary delays are not occurring.</p> <p>Noise complaints are by far our largest area of ASB complaints and in order to bring these cases to a quicker conclusion Derby Homes has invested in 2 noise monitoring units. These units gather the evidence needed to take noise cases forward.</p>
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From	Balshaw
Area	Brook Street
Question	<p>I have lived in my flat for 15 years and was told a long time ago that the storage heaters in the back would be changed. So far I for one have heard no more about this improvement. I wonder if you could give the tenants of the block some idea of when the heaters will be replaced. If this is not going to be anytime soon would it be possible for the existing ones to have an 'overhaul' as speaking to various neighbours quite a few do not work properly.</p>
Answer	<p>We are currently carrying out trials at Rivermead House and Bretton Avenue involving several forms of replacement heating for properties that have no gas supply. These include air source heat pumps, air to air systems, air to water systems, and electric radiators. The aim of these trials is to find the best replacement for the storage heaters in properties with no gas supply. Once we have established the most suitable replacement system we will commence a replacement programme, providing appropriate funding is available.</p>

From	Turner
Area	Mackworth
Question	Can the Derby Homes consider some persons to have a two bed flat to help provide respite care for parents to stay? They do not like putting me out of my bed to stay. Mum needs a rest sometimes. Parents are next of kin like children and learning difficulties persons.
Answer	If a medical need can be proven then the allocations policy does allow for a single person to be considered for a two bedroom flat. However the decision to allow a single person to occupy a two bedroom flat isn't made by Derby Homes. It will be made by an independent Doctor, and will be based solely on the medical evidence provided by the applicant.