

DERBY HOMES LIMITED

MINUTES OF THE DEVELOPMENT AND REGENERATION COMMITTEE MEETING

Held on Thursday 25 September 2008

The meeting started at 4.30 pm

Board Members Present:

Iain MacDonald (Chair), Dennis Rees

Officers Present:

Phil Davies, Lorraine Watson, Shaun Bennett, Andrew McNeil

08/34 Apologies

Apologies for absence were received from Bob Osler.

08/35 Admission of Late Items

There were no late items.

08/36 Declarations of Interests

The Tenant Board Member declared his interest as a tenant (as defined in the Memorandum and Articles of Association) of Derby City Council.

08/37 Minutes of Previous Meeting

The minutes of the meeting held on the 31 July 2008 were accepted as a true and accurate record.

08/38 Matters Arising

Minute 08/33 – Selection of Development Partner for second Housing Corporation New Build Bid

The Committee was informed that the tender process had been put on hold until the outcome of the freehold/leasehold issues is known.

08/39 The Credit Crunch and Impact on Derby Homes New Build

The Committee considered a report on the credit crunch and its effect on Derby Homes current and future new build schemes. The issue was discussed at length. The Committee was advised that research had been carried out to ensure Strata can deliver the contract. Strata are comfortable that they can deliver, as the project is of a smaller manageable size. The Committee also discussed the feasibility of obtaining funding to purchase property / sites.

It was felt the best course of action was to wait to see how the market went and to keep in touch with local authorities as to what support might be available.

Agreed

The Committee noted the report.

08/40 Date & Time of next meeting

The date and time of the next meeting will be agreed by the Board at its meeting in October.

08/41 Confidential Business

Agreed

The Committee agreed that members of the public be excluded from the meeting during discussion of the following items on grounds that it involves the likely disclosure of confidential information as defined in Standing Order 20.2(f and h) of Part IV of the Derby Homes Governance Arrangements.

08/42 Development and Regeneration Update

The Committee received a report providing updates on various development and regeneration issues.

Housing Corporation Bid Update

Issues relating to the Grant Agreement have not as yet been resolved. It was agreed at the HRASWP meeting that a request be put forward to City Council to change the agreement from leasehold to freehold. Council Cabinet is due to meet at the end of the month, however, it may be delayed into the 3 or 4 week of October. Derby Homes

expects that it is likely to be resolved in its favour.

Planning has now been approved for two sites at Grampian Way and Rodney House. Further plans have been submitted for Martin Drive. An active consultation meeting was held at Sancroft Court with around 30 residents attending. Councillor Ruth Skelton was present. Objections were raised that the proposed three-storey housing was too near the road.

Britannia Court

The City Council have been unable to dispose of the property on the open market. Derby Homes was subsequently asked to explore plans for re-development. Plans have been submitted to the City Council and an options paper is to be put to the Cabinet. The Environmental Agency is currently consulting on increasing the restrictions on new developments in the flood plain. Britannia Court is in the area at highest risk of flood. A further offer from a private developer has been made to the Council.

Other Development Opportunities

The Government and the Housing Corporation have announced further funding is to be made available to help with the current problems in the housing market. The Government is to issue guidance and the Regeneration and New Business Manager is attending a training seminar on the packages on the 15 October. In addition, at this event rent to buy schemes, which are to be supported, are to be explored.

Derwent Community Team (DCT) Opportunities

New Build

The DCT has requested that Derby Homes looks at a site just south of the Gateway Centre. Derby Homes would develop, own and manage the homes and intend to use Strata Regeneration for this project.

A presentation on the proposal will be made to the Board of Derbyshire County Cricket Club, as the neighbours of the development site working closely with them.

Agreed

The Committee noted the report.

08/43 Update on the responses from Developers and Contractors regarding Office of Fair Trading (OFT) investigations

The Committee received a report on the responses received from developers and contractors that Derby Homes has worked with or is proposing to work with, that had been issued with a Statement of Objections by the OFT.

The Committee was advised that responses had been received from all contractors involved and all had signed to co-operate with OFT.

It was noted that legal advice may need to be sought.

08/44 Development Agent Contract with POD

The Committee received a report advising that POD has been selected to provide development agent support to comply with Housing Corporation requirements. The agreement is currently with Paul Hyland of Trowers & Hamlyn, for his opinion on the level of cover and to suggest any changes that are needed.

Agreed

The Committee noted and supported the agreement with POD.

08/45 Management Agreement for Leytonstone Drive Flats

The Committee received a report advising that Derby Homes has been approached by the owner of nine one bedroom new build flats at Leytonstone Drive, Mackworth, to carry out the management of the properties. Derby Homes has proposed a net rental agreement covering allocation, management and rent collection. Tenancies would be short-hold with the landlord being the owner. Derby Homes would arrange an out of hours emergency repairs service where the owner was unable to respond. The owner will agree to a 10 year management arrangement, subject to the Council's agreement. Councillor Troup is very supportive.

Agreed

The Committee

1. noted and supported the approach in managing the flats at Leytonstone Drive

2. noted the completion of negotiations with the developer, Paul Thornwill, is delegated to the Chief Executive under Derby Homes Governance Arrangements.

Date of next meeting

The date of the next meeting will be agreed by the Board at its meeting on 30 October 2008.

The meeting ended at 5.25 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 25 September 2008.

DERBY HOMES LIMITED

MINUTES OF THE RESOURCES & REMUNERATION COMMITTEE

Held on Thursday 20 November 2008

The meeting started at 6.00 pm

Board Members Present:

Iain MacDonald (Chair), Bob Osler, Dennis Rees, Mary Rowland

Officers Present:

Phil Davies, Lorraine Watson, Susan Hill

08/47 Apologies

Apologies were received from Paul Bayliss.

08/48 Admission of Late Items

There were no late items.

08/49 Declarations of Interests

The Tenant Board Members declared their interests as tenants (as defined in the Memorandum and Articles of Association) of Derby City Council.

08/50 Minutes of the Previous Meeting Held On Thursday 10 July 2008

The minutes of the meeting held on 10 July 2008 were accepted as a true and accurate record.

08/51 Actions and Matters Arising

Minute No 08/44 Employees' Award

The Chief Executive confirmed he had informed staff that the recommendation, approved by the Committee, to award staff had been made by the senior management team.

08/52 Derby Homes Management Accounts – Period 7

The Committee received the management accounts for Derby Homes for the seven months to October 2008.

The Committee was advised that the Operating Statement, contained in Appendix 1, showed a cumulative operating surplus of £442,000 and an explanation given of the income and expenditure variances shown in Appendix 2.

Agreed

The Committee noted the report and appendices.

08/53 Employee Survey Action Plan Feedback

The Committee received an updated report which detailed the latest actions to address issues flagged up in recent employee surveys.

The Chief Executive informed Committee that Derby Homes will be entering the Sunday Times Best 100 Companies at the end of 2010.

Agreed

The Committee noted the report.

08/54 Proposals For Spend of Funds Delegated to Chief Executive

The Committee received a report which tabled the proposals for spend of funds for each project. The funds are from the Budget Development for 2009/10 and the utilisation of 2007/08 reserves. The total funding available was £50,000 and the balance remaining to be allocated to further initiatives is £7,970.

Agreed

The Committee noted the report.

08/55 Proposals for Contingencies Spend

The Committee received a report on the proposed expenditure of development funding from reserves and proposed expenditure from surplus arising, which is £240,000, during 2008-09.

The Chief Executive provided brief details of each development funding and surplus arising during 2008-09. The Committee discussed using some of the contingency figure held in reserves to ask Local Housing Officers to help older tenants to fill in Winter Fuel Payments form. This will help older tenants facing hardship with fuel bills.

Agreed

The Committee agreed that Derby Homes should ensure the fullest take up of Winter Fuel Payments by elderly tenants.

08/56 Performance Monitoring

The Committee received a report submitted by the Performance Management Committee to highlight key performance issues arising from discussion of quarter 2, 2008/09 performance.

Agreed

The Committee noted the report.

08/57 Legal & Professional Fees 2007/08 – Use of Waivers

The Committee received a report on information relating to the appointment of consultants for legal and professional services during the financial year ending 31 March 2008. The report also showed instances where waivers had been completed for these services.

Agreed

The Committee noted the report.

08/58 Confidential Business

Agreed

Under Part IV of the Derby Homes Governance Arrangements, members of the public were excluded from the meeting during discussion of the following items on grounds that it involved the likely disclosure of confidential information as defined in Standing Order 20.2 (b and h).

08/59 Voluntary Early Retirement and Voluntary Redundancy – Approval Process

The Committee received a report on the arrangement in place to approve applications for Voluntary Early Retirement and Voluntary Redundancy. The report suggested that approval for applications, from employees at third tier or below, could be delegated to the Chief Executive.

The Committee only meets four times a year and approvals are required quickly, and therefore, many have been done through the Urgent Decision process. In one case, there was an error where this did not happen.

Agreed

The Committee

1. approved the decision in Appendix 1
2. did not agree with the recommendation that the Chief Executive be given delegated authority to approve future applications from employees at third tier or below, where the costs are less than £10,000, and the Committee should continue to make these decisions.

08/60 Mobile Telecommunications Strategy

The Committee received a report setting out the current strategy for procurement and distribution of mobile phones within Derby Homes. The report proposed the development of an updated strategy taking account of modern technology with increased functionality and the use of and criteria for issuing handsets with enhanced services enabled and also proposed a strategy for re-procuring the service.

The Committee discussed the option of having mobile phones that could also take photographs, as this would be useful for staff on site visits and, where appropriate, present photographic evidence for the Police. The Chief Executive also emphasised that mobile phones are of great benefit for the safety and security of staff.

Agreed

The Committee approved the proposals set out in paragraph 3.2 and 3.6 in the report and to look at the option of ordering mobile phones that take photographs.

08/61 Urgent Approval – Board Report ICT Facilities Management (FM) Contract

The Committee received a report, to be presented at the Board meeting on 27 November, setting out the results of the procurement exercise for ICT FM services. An extensive joint procurement exercise was completed and a preferred supplier was announced on 17 November 2008. This meant an Urgent Decision was required

authorising appointment of the preferred supplier in advance of the Board meeting on 27 November 2008.

Agreed

The Committee noted the report.

Date of next meeting

The next meeting will be held on Thursday 8 January 2009 at 6.00 pm at Cardinal Square.

The meeting ended at 7.20 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 20 November 2008.

DERBY HOMES LIMITED

MINUTES OF THE PERFORMANCE MANAGEMENT COMMITTEE MEETING

Held on Tuesday 5 August 2008

The meeting started at 6.00 pm

Board Members Present:

Sue Glithero, Tabani Ndlovu (Chair), Dennis Rees, Ken Whitehead

Officers Present:

Steve Bayliss, Phil Davies, Maureen Davis, Julie Eyre, Jaz Sanghera, Lee Wheatley, Val Watson

Appointment of Chair

The Committee agreed that Tabani Ndlovu should Chair the meeting.

Apologies

Apologies for absence were received from Maria Murphy and Margaret Wardle

08/49 Admission of Late Items

There were no late items.

08/50 Declarations of Interests

The Tenant Board Members declared their interest as tenants (as defined in the Memorandum and Articles of Association) of Derby City Council.

08/51 Minutes of Previous Meeting

The minutes of the meeting held on the 20 May 2008 were accepted as a true and accurate record with the exception of:

Minute 08/35 Equalities Performance Monitoring Information, which should read that the Committee commented on the % of BME applicants that expressed interest in a property or got it.

Minute 08/43 Derby Homes Strategic Risk Register, which should read that the Committee agreed to delete 'almost impossible' and 'likelihood' from the risk score.

Minute 08/44 Supported Living Team Management Information Report should read that Sue Glithero congratulated the team on the work that they do.

08/52 Matters Arising

Minute 08/35 Equalities Performance Monitoring Information

Sue Glithero stated that the Committee had requested a breakdown of BME tenants by percentages and/or numbers to allow comparison. This request was noted and will be reported at the next meeting.

Minute 08/36 Performance Monitoring Information – Year End 2007/08

Customer Service Standards – Tenants Top Ten Targets

The Chair asked why 7% of letters are not being acknowledged within the agreed customer service standard. The Chief Executive explained the various reasons why some correspondence is not responded to in time. It was acknowledged that new computer software, once installed and running, should resolve this matter.

Agreed

The next report to the Committee to include information on the new process for responding to correspondence.

Minute 08/37 Communications & Marketing Strategy

Dennis Rees commented that the Derby Homes web site is not user friendly and that tenants are struggling to navigate their way around it. The Chief Executive informed the Committee that he agreed the website worked better from the viewpoint of a housing manager than that of a tenant. The search engine was to be improved and he hoped this and other changes would make the website user friendly.

Agreed

An update on the development of the website to be brought to the next meeting.

08/53 Items from Part B to be discussed

The Committee agreed to discuss items B1 and B2.

08/54 Performance Monitoring Information Quarter One 2008/09

The Committee received a report providing up to date information on Derby Homes' performance against key performance indicators for Quarter 1 2008/09.

Service & Process Perspective

Day to Day Repairs

1 Week & 6 Week Repairs

It was noted that performance on completing 1 week and 6 week priority orders is falling well below target. The Chief Executive commented that Derby Homes has raised this issue with Environmental Services Department (ESD). The Chair asked if there is a timescale to rectify these issues. It was noted that Paul Robinson from ESD is to be invited to the next Board meeting in September and the Committee agreed to wait for the outcome of that meeting before deciding whether to invite ESD to a future Committee meeting.

Appointments

Dennis Rees raised concern at the deterioration of performance on appointments. The Chief Executive replied that this could be a training issue within the Enquiry Centre.

The Chair asked for the breakdown to include the lower priority appointments. He asked to drill down which appointments are missing in R3, R7/1W and that these are included in the next report.

Gas Servicing

Dennis Rees enquired if the locations in the table were from just one area. The Chief Executive replied that the work is carried out in a geographical order. Sue Glithero asked why, of the servicing carried out last year, 9 are currently outstanding. The Performance Manager responded that she will enquire and email the information to her.

Voids and Lettings

Total Passive Voids

The Chair queried the increase in the number of passive voids compared to Quarter 1 in 2007/08. The Chief Executive replied that Derby Homes is currently holding a lot of vacant properties that are awaiting a management decision with regard to their long term future, including the flats currently waiting to be demolished.

Active & Passive Voids by Duration

Sue Glithero commented that she had asked for a bigger breakdown of Active and Passive Voids in a standard layout.

Introductory Tenancies

It was noted that the table doesn't include 2007/08 figures.

Financial Perspective

Rent Arrears

It was noted that the graphs should include a trend from the previous year to be included in all commentaries. It was agreed that the Performance Team should work with the Arrears Team to include figures to show gap trends. It was acknowledged that rent arrears for current tenants are increasing. The Arrears Manager explained in detail how the arrears team is working to address the current economic pressures through their pro-active work with tenants. He added that there is a lot of activity and that there should be a change of direction within the next few months.

Sue Glithero added that it should be made clear that this is a housing benefit and not Derby Homes issue.

The Chair asked if the Arrears Manager could update the situation at the next meeting.

Customer Perspective

Customer Service Standards

Pre Vacancy Visits where Notice is Given

Dennis Rees asked why 100% is not being reached every time as this would improve the void target. The Performance Assistant replied that the data collected was not reliable but should be improved for Quarter 2.

Agreed

The Committee

1. approved actions to improve specific areas of performance, as proposed and outlined in Appendix 1 with the following amendments:
 - a. narrative on page 2 to be deleted
 - b. breakdown of appointments of day to day repairs to include the lower priority appointments, to drill down which appointments are missing in R3, R7/1W and that these are included in the next report
 - c. a bigger breakdown of Active and Passive Voids in a standard layout
 - d. Introductory Tenancies to include 2007/08 figures
 - e. all charts throughout the report to be consistent
 - f. commentary relating to complete emergency on page 18 to be deleted
 - g. traffic light trend arrows in appendix 3 to reflect traffic light colours
2. noted all performance information, as contained in the report.

08/55 Delivering Our Plans

The Committee received a report detailing Quarter 1 performance against targets contained in the Delivery and Business Plan and Service Plans 2008/09. The report provided information of targets not met for 2007/08 and proposed corrective actions were brought to the attention of the Committee.

The Performance Manager presented the report and added that the Performance Assistant has now been given access to update the intranet and website and that on line satisfaction surveys are now available to the public.

The Operations Manager added that target number 11 has now been agreed and will go to Council Cabinet hopefully in September.

Sue Glithero asked what 'ISO' in 3.1.1 stands for. The Performance Manager agreed to find out and let Sue know.

Agreed

The Committee

1. approved proposals to extend the deadlines of targets as detailed in Appendix 1 and 2
2. noted and commented on Quarter 1 performance on Delivery and Business Plan and Service Improvement Targets outlined in the report.

08/56 Equalities Performance Monitoring Information

The Committee received a report providing details of equalities monitoring during Quarter 1 2008/09 against a range of key services to ensure that services are delivered consistently and fairly. Data in relation to services is currently limited to ethnicity. This will be expanded during the course of 2008/09 to cover disability and gender.

Sue Glithero suggested that the Equalities Monitoring Report should follow the same format as the Performance Monitoring Report giving comparative results for the previous year.

Demographic Information

The Chair requested brackets are placed around percentage figures in Table 1 of the Appendix.

It was noted that the figures are the wrong way around in Table 1.2 and Sue Glithero requested a 3rd segment should be included in the pie chart for 'No Origin Information Given'

Arrears

The Committee queried the necessity of the different colours in Table 3, adding that charts should be consistent throughout the report.

Sue Glithero asked if the charts could contain both numbers and percentages throughout.

ASB

The Operations Manager stated that information is quite limited at present but will improve in future reports. She added the information shows BME tenants are less likely to complain and acknowledged this as a marketing issue. Sue Glithero raised this was noted at the last meeting and asked if anything had been done so far. The Performance Manager replied that the issue is ongoing but consultation is not yet completed.

Sue Glithero stated that table numbering needs to be consistent throughout the report.

Complaints

Sue Glithero remarked that Iraqi and Polish ethnicity should be in standard definition.

Equalities Employment Targets

The Committee requested Heads of Service and PO grades are separated.

The Chair suggested that the report is broken down into more than ethnicity and should highlight age, gender, disability etc. The Performance Manager replied that this is work in progress and will be reflected in future reports.

Sue Glithero asked if the agreed targets from Derby City Council and Derby Homes for 2008/09 have been received yet. The Performance Manager responded that she would find out and let Sue know.

Agreed

The Committee

1. approved proposals for the further development of this report and noted the detail contained and actions taken to date.

08/57 Anti-Social Behaviour Statistics

Derby Homes has adopted the Respect Performance Toolkit to measure instances of and actions in respect of anti-social behaviour. The toolkit has been in operation since April 2008. The Committee received a report giving the outcome of these performance measures for Quarter 1.

Dennis Rees commented that the statistics for the Tenants Top 10 Targets is very good but noted there are still 12% not receiving feedback. The Operations Manager replied that sometimes cases are not correctly logged by staff but this issue is improving.

The Committee acknowledged the value of the information in this report and looks forward to Quarter 2.

Agreed

The Committee approved the format of the information to be incorporated within the main performance monitoring report from Quarter 2.

08/58 Derby Homes Risk Register

The Committee received a report providing information on the first quarter updates for strategic and operations risk for 2008/09.

Sue Glithero requested updates are included in the register as an ongoing commentary each quarter.

The Chair questioned whether Target Risk Scores should be set at 'Critical'. It was agreed that the Senior Management Team will look into the logistics of re-wording the risk scores.

Agreed

The Committee

1. approved the strategic risk register update for Quarter 1 2008/09 with the following amendments
 - a. updates are included in the register as an ongoing commentary each quarter
 - b. abbreviations are not used without explanation
 - c. key dates are updated or added where appropriate
2. noted the operational risk register update for Quarter 1 2008/09 with amendments as above.

08/59 Standing Order 12

The Committee agreed to waive Standing Order 12 to allow the meeting to continue after 8.00pm.

08/60 Supporting People Management Information Report

The Committee received a report detailing management information for the Supported Living Team and Tenancy Support Team for Quarter 1 2008/09 to Performance Management Committee. The report provided information on the performance of both teams for the period from 7 April 2008 to 6 July 2008 in line with Supporting People's monitoring periods.

Dennis Rees raised concern regarding the targets not met. The Chief Executive replied that this is due to long term sickness, maternity leave and the departure of an employee. He added that cover should be provided for long term sickness and the issue is being addressed by managers.

Sue Glithero noted that service users are inflating BME figures in the charts again. The Performance Team to enquire how figures should be presented in accordance with Audit Commission requirements.

Sue Glithero asked for clarification of the legend data in Appointments Monitoring Q1 chart, page 12 of the Appendix and asked why there is a discrepancy in the figures. The Performance Team to investigate and let Sue know. Sue also commented that the Community Room Breakdown on page 18 of the Appendix is difficult to read and asked that this is produced in larger print in future reports.

Agreed

The Committee noted the contents of the report and asked that the teams are complimented on the presentation of the report and the quality of the service they deliver.

08/61 Customer Feedback Report – Quarter 1 2008/09

The Committee received a report providing detailed analysis of complaints received between 1 April 2008 and 30 June 2008. The report contained detail on the outcomes learnt from the Lessons Learnt Meetings. A Mystery Customer Audit was carried out during Quarter 1 and a summary of this audit was included in the report. The report also contained details on the customer satisfaction surveys undertaken during Quarter 1 and the learning outcomes from that period.

Sue Glithero raised the following comments on the report:

Overall Complaints by Ethnicity

Iraqi ethnicity shouldn't be listed separately

Overall Satisfaction including Return Rates

No key given

Page 9 - 18

No label for column 3 and can't read figures.

Dennis Rees asked if the feedback received from Mystery Customer Shoppers is fed back to relevant departments and to mystery shoppers who undertake the survey. He asked for reassurance that actions are dealt with and would like the results reported back to the Committee. The Performance Officer replied that the feedback is taken to the Lessons Learnt Meetings and reported to Heads of Service.

Agreed

The Committee

1. noted and commented on the information relating to the complaints process and monitoring arrangements
2. noted and commented on the information relating to the Mystery Customer Audit
3. noted and commented on the information collated from customer satisfaction surveys from Quarter 1
4. noted and commented on information relating to the 'Customer Journey'.

08/62 Confidential Business

Under Part 1V of the Derby Homes Governance Arrangements, members of the public were excluded from the meeting during discussion of the following items on grounds that it involved the likely disclosure of confidential information as defined in Standing Order 20.2 (j & h).

08/63 Maintenance Performance Sub Group Progress

The Committee received a report relating to the process of managing and monitoring the new Responsive Maintenance contract.

Agreed

The Committee noted the report.

08/64 Any Other Business

Sue Glithero thanked the Committee for their support as this was her last meeting.

The Chair noted the Committee's gratitude to Sue for her commitment and support to Derby Homes and the Performance Management Committee and wished her well in the future.

08/65 Date and time of next meeting

The date and time of the next meeting is to be agreed at the October Board meeting.

The meeting ended at 8.10 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 5 August 2008.

DERBY HOMES LIMITED

MINUTES OF THE LOCAL HOUSING BOARD NORTH MEETING

Held on 7 August 2008

The meeting started at 6.00 pm

Local Housing Board Members Present:

Sue Glithero, Dennis Rees, Gary Featherstone, Bet Cooney, Wilf Upton, Lyn Gadsby, Michael Brailsford, Brenda Wilkinson, Pat Evans, Jim Elks, Margaret Redfern (Chair), Phil Raffle

Officers Present:

Phil Davies, Shaun Bennett, Jackie Mitchell, Pete Matthews, Maureen Davis, Julie Eyre, Wendy Jessop, Steve Humenko

Contractor Partners Present:

Peter Harrison, Environmental Services Department

Others Present:

Sharon Curtis, Rethink

08/85 Apologies

Apologies for absence were received from Bob Osler, Gwen Stublely, Terry Rogerson and Brian Perry

Wilf Upton announced he was standing down as the Leaseholder Association's representative on the North Board and this would be his last meeting. He advised that Lyn Gadsby would take over his role.

The Chair thanked Wilf for the work he had done and hoped he would stay in contact with the Local Board.

The Chair welcomed new members to the meeting and asked everyone to introduce themselves. She also thanked those members who had stood down, for their contribution to the work of the Local Housing Board North.

The Chair drew members' attention to the copies of the Local Board Constitution & Terms of Reference and Board Members Code of Conduct that had been tabled for their reference and information.

08/86 Admission of Late Items

The Chair announced that the regular item on Housing Focus Groups and Derby Leaseholder Association Issues had been omitted from the agenda and would be discussed after item A5.

A late item on Proposals for Additional Investment was admitted as Item A11 on the agenda.

08/87 Declarations of any other business

There were no declarations of any other business.

08/88 Declarations of Interest

The Council Board Members were noted as declaring their interest in matters relating to Derby City Council.

The Tenant and Leaseholder Board Members declared their interests as tenants (as defined in the Memorandum and Articles of Association) of Derby City Council.

08/89 Minutes of Previous Meeting

The minutes of the meeting held on the 5 June 2008 were accepted as a true and accurate record, with the exception of Minute 08/78 Development Update in the North Area. The last sentence under Derbyshire Blocks should read: Derby City Council and not Derby Homes.

08/90 Matters Arising

Minute 08/67 Estates Pride Quick Fix Bids

A report on Youth Inclusion Projects, including work with Enthusiasm and the Community Safety Partnership, will be discussed at the Housing Investment Conference on 23 September and a report brought back to the October meeting of the Local Housing Board North.

Minute 08/77 Anti Social Behaviour Reports

A quarterly report will be brought to the October meeting of the Local Housing Board North.

Minute 08/81 (AOB) Vehicle Control Service (VCS)

A detailed report is being prepared on the service provided by VCS and will be brought to a future meeting of the Local Housing Board North.

08/91 Questions from members of the public

There were no questions from members of the public.

08/92 Items from Part B to be discussed

Agreed

The Local Housing Board agreed to discuss Items B3, B4 and B5 on the agenda. All other items to be noted but not discussed.

08/93 Items from representatives of Contractor Partners

There were no items from representatives of Contractor Partners.

Michael Brailsford raised concern that Derby Homes had given his telephone number to contractors without his permission in order for them to arrange an appointment to carry out repair to his home. He felt that Derby Homes should have contacted him.

The Director of Investment and Regeneration advised that this information is provided to contractors in order to provide a seamless service to tenants. He appreciated Michael's concerns, however, generally he wished to continue with this practice as contractors are Derby Homes' partners and have a specific role to contact tenants and arrange mutually convenient appointments. He advised Michael and any other tenants to notify Derby Homes if they do not want their phone numbers given to any third parties.

The Local Board asked who Derby Homes' main partners are. The Director of Investment and Regeneration advised:

- Derby City Council Environmental Services Department (ESD)
- Vinshires
- Chubbs Locks
- Barron McCaan
- Dyno Rod
- Vale

He added that there were strong legal contracts in place with these organisations and good working relationships existed based on mutual trust. Any breach of trust would be looked at seriously.

08/94 Items from Housing Focus Groups and Derby Leaseholder Association

Derby Leaseholder Association

Wilf Upton advised of a problem in a block of flats in the Spondon area where there were 3 dogs in a property causing problems for other residents.

The Tenant Involvement Officer advised that Derby Homes was looking into the issue of pets in flats as part of the project for improving the management of flats and referred to a report at Item A8 of the agenda. She said there was no quick fix for this problem but had received tremendous response to the consultation on the project, particularly tenants who wanted Derby Homes to look at introducing a pets' policy.

Bet Cooney added that there was also a problem with dogs in her area and she was happy to encourage residents in the area to co-operate with the consultation exercise.

Dennis Rees stated that he wished to see a policy for every block of flats.

Sue Glithero asked if there was a current policy in place to prevent dogs running around the estates. The Operations Manager advised that there is a policy covering the reasonable keeping of pets.

08/95 Proposal to lease properties to Rethink

At the 5 June 2008 meeting, the Local Housing Board received a report outlining a request received from an organisation called Rethink, to lease ten properties to provide supported accommodation for their clients. The Local Board requested further information to enable further consideration of the request.

Sharon Curtis, from Rethink gave a presentation on the background and services provided by Rethink and provided responses to Local Board Members' questions.

Margaret Redfern requested sensitive allocation of properties in the Derwent area in view of a recent incident that had occurred in the area that had been brought to the Local Board's attention at previous meetings.

The Chief Executive enquired if Rethink would be willing to work with Derby Homes to provide advice, support and training for staff dealing with tenants with mental health problems. Sharon advised that Rethink would be willing to do this.

Agreed

The Local Housing Board supported the proposal in principle and recommended it to the Council.

08/96 Estate Pride Quick Fix Bids

The Local Board considered an update report on the bids for funding from the quick fix fund within Estates Pride, in response to known problems, in particular to reduce crime, nuisance and vandalism.

During discussion of the bids, the following comments and suggestions were made:

Mercaston Road – it was suggested that in view of the level of investment being injected into the area, shopkeepers, and particularly the Chinese Take-Away, be asked for a commitment to help keep the area clean and tidy. It was agreed that Regeneration and Local Housing Office teams monitor the situation. A query was raised as to whether the existing gates adjacent to the take-away were to be moved forward. The Director of Investment and Regeneration undertook to look into this.

Cobden Street archway – it was suggested that the existing metal fencing should be recycled and used for the Highgate Green proposal. However, The Director of Investment and Regeneration advised the fencing would not be suitable in this particular instance, but he would look at whether the suggestion could be implemented elsewhere.

Sue Glithero requested that future reports include the number of people who are affected or have been consulted as well as the number who responded.

The report also included an update on bids previously approved in 2008/9 and relevant changes made.

Agreed

The Local Housing Board

1. approved bids for funding outlined in paragraphs 3.1- 3.4 at

- Mercaston Road
- Alison Close
- Cobden Street archway
- Highgate Green garages

2. noted the update on the works outlined in paragraph 3.5 of the report
3. requested an update at the next meeting on the status of all 2008/9 bids.

08/97 Consultation Update

The Local Board received a report providing an update on progress of projects around improving the management of flats, focusing on four key areas:

Audit of flats and communal areas
De-designation
Good Neighbour Agreements
Pets Policy

It was noted that further report will be brought back to the October meeting on the final outcome of consultation on these areas.

The report advised that a joint officer working group had been established and the Local Board was invited to nominate a representative to join the group.

Concerns were raised about confidentiality on any voting slips for changes to policies. The Operations Manager assured the Local Board this would be taken into consideration.

Agreed

The Local Housing Board

1. noted the establishment of a joint officer working group but did not nominate a member to represent them on the group
2. noted the progress made to date in all the four areas identified.

08/98 Forward Plan Items for Discussion

The Local Board received a report proposing consideration be given to re-introducing a twelve month forward plan of items for discussion and consideration.

Agreed

The Local Housing Board agreed the following topics be considered at future meetings

- Estate Walkabouts
- New Build
- Update on the Community Watch Patrols and Youth Work
- Work of Housing Officers, Supported Living Team and other front line staff.

It was noted that Anti Social Behaviour and Neighbourhood Working would be discussed at the forthcoming Housing Investment Conference on 23 September.

08/99 Local Housing Board Away Day

The Local Board received details of the arrangements made for the Away Day to be held on Thursday 18 September 2008 at the Resource Centre, Gower Street.

The arrangements included discussion on the role of the Local Housing Boards, communication and relationship between the Local Boards and Housing Focus Groups and the Code of Conduct for Board Members.

Phil Raffle advised that the date of the Away Day clashed with a Neighbourhood Management away day. The Governance Services Manager agreed to look into whether this would have implications for the Local Board Away Day and undertook to advise members accordingly.

Agreed

The Local Board approved the arrangements for the Away Day to be held on Thursday 18 September 2008.

08/100 Proposals for Additional Investment

The Local Board received a report highlighting the need to prioritise and fund a range of work to council housing. The report contained proposals for allocating a proportion of the reserve held within the Housing Revenue Account to fund:

- an energy efficiency programme, including 650 new heating systems with integrated solar hot water and energy display units for every tenant - £1m a year for the next 3 years
- disabled adaptations – an additional £800K
- under-occupation initiative £200K for 3 years to provide an incentive of £1,000 per transfer, plus removal costs.

The main Board had approved the proposals, subject to consultation with the Local Housing Boards.

Agreed

The Local Housing Board recommends the Council allocate the surplus from within the Housing Revenue Account to carry out the work proposed in the report during 2008-10.

08/101 Performance Monitoring

The Local Board received a report submitted by the Performance Management Committee to highlight key performance issues arising from discussion of Quarter 1, 2008/09.

Agreed

The Local Housing Board noted the report.

08/102 Directors' Update

The Local Board received an update report providing a general overview and update on current issues.

Agreed

The Local Housing Board noted the report.

08/103 Update on Compensation Scheme for Missed Appointments

The Local Board received an update report on the implementation of the compensation scheme for missed appointments through the repair service provided by the Environmental Services Department.

Agreed

The Local Housing Board

1. noted the progress on the scheme
2. requested that updates on missed appointments and claims are included in the Directors' reports.

08/104 Development Update in the North Area

The Local Board received an update on the progress of a number of ongoing developments in the North area of the City at:

- Britannia Court
- Derbyshire Blocks
- New Deal for Communities area
- Derby Homes New Build

It was noted that demolition of the Derbyshire Blocks had now been concluded.

Agreed

The Local Housing Board noted the report.

08/105 Feedback on Complaint Regarding a Property in the Derwent Ward

The Local Board received a report in response to a complaint from Margaret Redfern, regarding the standard of a void dwelling in the Derwent area.

Agreed

The Local Housing Board noted the report.

08/106 Draft Minutes of the Derby Homes Board on Thursday 29 May 2008

The Local Board received the minutes of the Derby Homes Board meeting held on Thursday 29 May 2008.

Agreed

The Local Housing Board noted the minutes of the Derby Homes Board meeting held on Thursday 29 May 2008.

08/107 Draft Minutes of the Derby Homes Board on Thursday 31 July 2008

The minutes were not available for this meeting and will be carried forward to the next meeting.

08/108 Any Other Business

There was no other business.

08/109 Confidential Business

Agreed

The Local Housing Board agreed to exclude members of the public during consideration of the following item on grounds that it involves the likely disclosure of confidential information as defined in Standing Order 20.2(c).

08/110 Petition – Anti Social Behaviour

The Local Board considered a report regarding a petition received from residents living in an area in the North of the City about the behavior of a neighbouring tenant.

Agreed

The Local Board noted the report and action taken.

Date of next meeting

The next meeting will be held on Thursday 2 October 2008 at 6.00 pm at Cardinal Square.

The meeting ended at 7.50 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 7 August 2008.

DERBY HOMES LIMITED

MINUTES OF THE LOCAL HOUSING BOARD NORTH MEETING

Held on Thursday 2 October 2008

The meeting started at 6.00 pm

Board Members Present:

Jim Elks, Gary Featherstone, Lyn Gadsby, Sue Glithero (Chair), Brian Perry, Phil Raffle, Dennis Rees, Terry Rogerson, Pamela Toone, Roy Webb,

Officers Present:

Shaun Bennett, Maureen Davis, Jackie Mitchell, Mark Jessop, Julie Walker, Pete Matthews, Terry Willis, Mark Crown, Paula Barsby, Steve Bayliss

Partner Organisations Present:

David Finn, Head of Youth Service, Derby City Council

08/111 Apologies

Apologies for absence were received from Bob Osler Gwen Stubley Margaret Redfern, Brenda Wilkinson

Dennis Rees advised the Local Housing Board of Gwen Stubley's ill health. The Local Board passed on their best wishes to Gwen.

08/112 Admission of Late Items

There were no late items. However, Shaun Bennett, Director of Investment & Regeneration advised that item B3, Feedback from the Housing Investment Conference, has been moved to Part A of the Agenda, and will be considered as item A14. Item A9 on the agenda will be considered as Item B3.

08/113 Declarations of any other business

There were no declarations of any other business.

08/114 Declarations of Interests

The Council Board Members were noted as declaring their interest in matters relating to Derby City Council.

The Tenant and Leaseholder Board Members declared their interests as tenants (as defined in the Memorandum and Articles of Association) of Derby City Council.

08/115 Minutes of the Previous Meeting

The minutes of the meeting held on the 7 August 2008 were accepted as a true and accurate record with the exception of Minute 08/85 Apologies, which should include Roy Webb.

08/116 Matters Arising

Minute 08/96 Estates Pride Quick Fix Bids

Mercaston Road - Shaun Bennett advised that he was awaiting the outcome of the consultation process to see if there was a desire to move the gates forward.

Metal Fencing – Derby Homes will consider the locations for recycling metal fencing as an when it is moved.

Minute 08/97 Consultation Update

It was noted that the Local Board had not nominated a member to represent them on the working group looking at the Flats Audit. Lyn Gadsby has been nominated as the South Board representative and offered to feedback to the North Board.

Minute 08/100 Proposals for Additional Investment

Shaun Bennett advised the Council has requested us to look at charging a service charge for fitting solar panels. He will be discussing the proposal with the Council and will report back in due course.

08/117 Questions from members of the public

There were no questions from members of the public.

08/118 Items from Part B to be discussed

Agreed

The Local Board agreed to discuss item B1. All other items on Part B of the agenda were noted, but not discussed.

08/119 Items from representatives of contractor partners

There were no items from contractor partners' representatives.

08/120 Items from Housing Focus Groups and Derby Leaseholders Association

Brian Perry informed the meeting that the Housing Focus Groups' Facilitators had recently met and agreed to take future meetings out to estates, rather than hold them at the DACP offices. Terry Rogerson added that the DACP offices was not a suitable venue for tenants living at Mackworth.

08/121 Local Housing Board Forward Plan: Home Decoration Scheme

The Local Housing Board received a presentation from Mark Jessop, Maintenance Operations Manager, on the Home Decoration Scheme.

Agreed

The Local Housing Board noted the presentation and agreed to receive an update in 6 months time.

08/122 Estates Pride Quick Fix Bids

The Local Housing Board considered bids for funding from the Quick Fix fund within Estates Pride and an update on bids previously approved.

Agreed

The Local Housing Board

1. approved the following bids:

- 1. Kickz Project, Derwent** – To deliver a 12 months football project to the young people living in the Derwent area for 3 sessions per week, for the duration of 3 hours per session. Two of these sessions are football based and the third session is flexible and can take the form of various different sports/activities, or educational workshops such as substance misuse and the dangers of guns and weapons.

2. **Climbing Wall project, City wide** – To enable children and young people, aged 8 to 19 years, living on Derby Homes estates to access the mobile climbing wall facility in their neighbourhoods.
3. **Makenzie Street** – Replace wooden fencing pales that have been broken and fit a third arras rail in the middle of the fence.
4. **Community Watch Patrol** – Additional Community Watch Patrol for Derby North for a period of one year only.

2. Noted the update on works outlined in paragraph 3.5 of the report.

08/123 Good Neighbour Agreement

The Local Housing Board considered the draft Agreement which aims to promote positive behavior in communities and extend the current range of tools already in place to address anti-social behavior.

In response to a query about non-council tenants who are causing nuisance on our estates, the Local Board was advised that Derby Homes can take action against them.

All tenants in flats will be asked to sign up to the agreement initially, with a view to extending it to all new tenants in the future. Leaseholders can also be asked to sign up to the agreement.

Agreed

The Local Housing Board North agreed to recommend to the Council the implementation of Good Neighbourhood Agreements for flats with a view to extending to all new tenants in Derby Homes managed properties.

08/124 Policy for keeping Pets in Flats and Supported Living Accommodation

The Local Board North had requested Derby Homes to review the Pets Policy in flats and supported living accommodation. Following an initial report presented to their meeting in April, and further consultation with tenants and leaseholders, the Local Board considered a revised policy for approval.

The report advised that a review of all blocks of flats will be undertaken over the next 12 months to consult with tenants on the local conditions of tenancy. Any proposals to introduce 'no dogs' conditions will be brought back to the Local Board for approval.

Agreed

The Local Housing Board approved the Pets Policy and recommended its implementation to the Council and that the Policy is extended to all properties managed by Derby Homes.

It was also agreed that the review of all blocks should be undertaken within 6 months if possible.

08/125 Car Parking Permit Scheme

At its meeting in June, the Local Housing Board requested a review of the charges for the residents' car parking permit scheme.

The report advised the current charge is £1.41 per week over 48 weeks, equating an annual charge of £67.68. The current charge made by the Council for their parking permit scheme is £25 a year per household and £50 for each additional permit. The Council does not have a facility for non-residents to buy permits.

Because Derby Homes charges more for permits than the Council, and evidence shows the scheme is working well, it was felt there was no grounds for increasing the charge.

Brian Perry felt that the charge should be increased to cover wear and tear and to provide for future investment in the maintenance of the car parks.

Agreed

The Local Housing Board

1. agreed to increase the charge for residents car parking permits at the annual rate of inflation, as a minimum
2. requested that a report be taken to the next meeting of the Local Housing Board South.

08/126 Standing Order 12

The Local Board agreed to waive Standing Order 12 to enable the meeting to continue after 8.00 pm.

08/127 Local Housing Boards Away Day

The Local Board received a report proposing alternative options for their away day and a method of communication between the Local Housing Boards and Housing Focus Groups.

A vote was held to identify a preferred option for the away day. The results were:

- Option A (full day) – 5 votes
- Option B (Saturday morning) – 1 vote
- Option C (weekday evening) – 3 votes

Agreed

The Local Housing Board agreed

1. to hold their away day on a week day from 9.30 am – 4.00 pm, subject to consultation with the South Board; the total majority vote will be actioned
2. to introduce reports from the various Performance Improvement Teams, user groups and Housing Focus Groups to enable tenants' issues to be dealt with at the Local Boards, as outlined in the report.

08/128 Feedback from the 2008 Housing Investment Conference Estates Pride

The Local Housing Board was provided with feedback on the Estates Pride funding issue discussed at the Housing Investment Conference held in September. The report focused particularly on options for how the remaining £4m funding is spent.

The Local Board voted to decide which option to recommend with Option 3 receiving the majority of 8 votes. The matter will be considered by the South Board and a recommendation made to the main Board for recommendation to the Council.

Agreed

The Local Housing Board agreed Option 3 - to extend neighbourhood working in the amber areas for three years, but using funding already allocated and to ask the Council to consider adopting the same approach in the priority areas and agree to provide 50% of the funding required to extend the YIP and work with the Community Safety Partnership (CSP) to secure other sources of match funding to make up the remaining 50%. This would commit £336k for the YIP and leave £3.664m for physical improvement work.

08/129 Rent Arrears

The Local Board received a report detailing the level of rent arrears owed by current tenants

Dennis Rees expressed concern with the current level of arrears in the North area, which at 21 September 2008 were £573,155, 25.5% above the target of £428,727.

Maureen Davis explained some of the factors contributing to the increase in arrears and the actions being taken to reduce the arrears.

Agreed

The Local Housing Board noted the content of the report.

08/130 Anti Social Behaviour – Quarter 1

The Local Housing Board received a report containing the outcome of performance measures for instances of and actions taken in respect of anti social behavior in Quarter 1.

Agreed

The Local Housing Board noted the content of the report.

08/131 Introductory Tenancies

The Local Housing Board received a report explaining changes to the way Derby Homes manages Introductory Tenancies.

Agreed

The Local Housing Board noted the report.

08/132 Development Update in the North Area

The Local Housing Board received an update on the progress of a number of ongoing developments in the North area of the City. The developments included Britannia Court, the Derbyshire Blocks, New Deal for Communities area and Derby Homes New Build.

Agreed

The Local Housing Board noted the report.

08/133 Draft Minutes of the Derby Homes Board meeting held on 31 July 2008

The Local Housing Board received the draft minutes of the Derby Homes Board meeting held on 31 July 2008.

Agreed

The Local Housing Board noted the draft minutes of the Derby Homes Board meeting held on 31 July 2008.

08/134 Any other business

Members gave a vote of thanks to Sue Glithero, who was retiring from the Derby Homes Board at the end of October, for all her work on the Local Board North.

08/135 Confidential Business

Agreed

The Local Housing Board agreed to exclude members of the public during consideration of the following item on grounds that it involves the likely disclosure of confidential information as defined in Standing Order 20.2 (cj) of Part IV of Derby Homes Governance Arrangements.

08/136 Consultation on the Closure of Arthur Neal House

The Local Housing Board received a report on the proposals and consultation process for the closure of Arthur Neal House.

Agreed

The Local Housing Board noted the report.

Date of next meeting

The date of the next meeting will be confirmed after Derby Homes AGM in October.

The meeting ended at 8:20 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 2 October 2008.

DERBY HOMES LIMITED

MINUTES OF THE LOCAL HOUSING BOARD SOUTH

Held on Thursday 14 August 2008

The meeting started at 6.00 pm

Local Housing Board Members Present:

Alice Buckle, David Batey, Paul Bayliss (Chair), Carol Boon, Stuart Boon, Susan Boon, Neal Burrows, Lyn Gadsby, Trevor Lamb, Tabani Ndlovu, Mary Rowland, Ken Whitehead, Jack Wray

Officers Present:

Steve Bayliss, Mark Crown, Phil Davies, Wendy Jessop, Maureen Davis, Matt Hands, Val Watson

Derby City Council Environmental Services Department Present:

Mick Hill from Environmental Services

Observers:

Ian Veitch

08/87 Apologies

Apologies were received from Win Buchan and Maria Murphy.

The Chair formally thanked previous Community Panel representatives and welcomed Housing Focus Group Representatives and David Batey to the meeting. He explained Local Housing Board meeting protocol and asked everyone to introduce themselves.

08/88 Admission of Late Items

There were no late items

08/89 Declarations of Any Other Business

There were no declarations of any other business.

08/90 Declarations of Interests

The Council Board Members were noted as declaring their interest in matters relating to Derby City Council.

The Tenant and Leaseholder Board Member declared her interest as a tenant (as defined in the Memorandum and Articles of Association) of Derby City Council.

08/91 Minutes of the meeting held on 12 June 2008

The minutes of the meeting held on the 12 June 2008 were accepted a true and accurate record with the exception that minute 08/69 South West HFG should read 'had not had their hedges cut this year'.

08/92 Matters Arising

Minute 08/69 Housing Focus Groups and Derby Leaseholder Association Issues

The Board asked for an update report on car parking facilities to be brought to the next meeting.

Minute 08/78 Estate Walkabouts

Mary Rowland enquired when publicity posters will be placed in the local housing offices. The Operations Manager replied that she would investigate and let Mary know.

Minute 08/80 Untidy Gardens

Trevor Lamb raised concern that action on untidy gardens is not being treated consistently across the City. The Chair suggested that the issue could be discussed following the meeting and would be further investigated if Trevor still had concerns.

08/93 Question from members of the public

There were no questions received from members of the public.

08/94 Any items from Part B to be discussed

Agreed

The Local Housing Board agreed to discuss B2.

08/95 Housing Focus Groups and Derby Leaseholder Association Issues

Derby Leaseholder Association

Lyn Gadsby asked if there was any funding available to clean communal bins in the flats and if not asked if this could be considered by Derby Homes. The Maintenance Manager replied that Derby Homes is about to put out a cleaning tender and stated that this could be added to the wish list to see if it is affordable.

08/96 Update on Current Performance of the Home Decoration Scheme (HDS)

The Local Board received an update report on current issues regarding the customer feedback on the home decoration scheme.

Jack Wray raised concerns about the Decoration Scheme, adding that contractors are not turning up for appointments. The Maintenance Manager responded that Derby Homes is aware that there are flaws in the current service and that problems need to be addressed before the scheme is extended. The Chief Executive added that the Decoration Scheme could be a potential business opportunity for Derby Homes once the highlighted issues have been resolved. He noted that the service has improved but not yet to the standard required. Mick Hill confirmed that Environmental Services are currently reviewing the scheme to improve the service.

It was noted that a further report will be brought to the meeting in October.

There were no other items for representatives from contractor partners.

Agreed

The Board

1. noted the report
2. approved the inclusions points raised in paragraph 3.2 of the report.

08/97 Estates Pride QuickFix Bids

The Local Board received an update report on the bids for funding from the Quick Fix fund within Estates Pride in response to known problems, in particular to reduce crime, nuisance, and vandalism.

Bids for funding were as follows:

1. **Block 21 – 35 Merrill Way** – improve the lighting externally and in the communal internal store room. Remove wall inside the bin store.
2. **Coldstream Walk, Sinfin** – renew the rear closeboard fencing to property.
3. **Carron Close and Rothesay Close** – remove bar and post fencing to six areas.
4. **Richmond Road** – supply and fit 1.8m high black bow top fencing and access gates, adjacent to property.
5. **Booth Street** – fit cranked extensions to the top of the posts with line wires through to prevent footballs going through.
6. **Victory Road** – supply and fit black metal fencing to electricity substation and Osmaston Road.
7. **Cowper Street** – supply and fit new non-standard close board timber fencing to lintel height of garage. Apply anti-vandal paint and fit signs.

Agreed

The Board:

1. approved the bids, listed above, for funding
2. noted the update on the works outlined in paragraph 3.8 and any relevant changes made.

08/98 Consultation Update

The Local Board received an update report on progress of the current projects around improving the management of flats and consultation with all stakeholders.

The Project Manager presented the report informing the Local Board that the intention is to have a more intensive management of the flats. She explained the type of issues that could require a block of flats to need significant improvement and the reasons that they may have got into the state where they require such urgent attention and added that these flats will be inspected on a monthly basis. The Operations Manager advised that this is the first systematic inspection Derby Homes has carried out and that it gives us a focus on where we need to be.

The Chief Executive explained that flats are Derby Homes' most loyal customers based over the years, and are very vulnerable to change in respect to cleanliness and loyalty. Things can change within a block of flats within just one year with the arrival of a new tenant or departure of an existing one.

Tabani Ndlovu asked how much it will cost to improve the flats and where is the funding going to come from. The Chief Executive replied that it may not cost a lot of money apart from staff time; he added that it is part of the condition of tenancy for tenants to clean the flats.

Neal Burrows referred to the appendix in the graph and asked for more detail in future reports.

The Project Manager continued that the Good Neighbour and Pets Policy have had a very good response with 52 registered comments on the website. The Local Board was asked to register their comments if they have not already done so.

Agreed

The Local Board

1. noted the establishment of a joint officer working group and nominated Lyn Gadsby to join the group as a representative of the Local Housing Board South
2. noted progress to date in all areas of the report.

08/99 Local Housing Board Away Day 2008

The Local Board received a report to inform members of the arrangements made for the away day on Thursday 18 September 2008.

The Tenant Involvement Officer stated that the output of the away day was to look at personal development opportunities. The Chief Executive asked member to think about what training they would like to receive.

Agreed

The Board

1. approved the arrangements for the Local Housing Boards away day on Thursday 18 September 2008
2. requested another bullet point be added to Board Members Code of Conduct agenda 'What opportunities are available from becoming a Board Member'.

08/100 Proposals for Additional Investment

The Local Board received a report highlighting the need to priorities and fund a range of work to council housing in Derby. The report was agreed by the Board on 31 July 2008, subject to consultation with the Local Housing Boards.

The Chief Executive informed the Local Board that ALMO subsidiary runs out in 2010 and we will then have £5m less funding than we have now.

Agreed

The Local Board agreed to recommend to the Council to allocate the surplus from within the Housing Revenue Account (HRA) to carry out the work proposed in the report during 2008 – 10.

08/101 Performance Management

The Local Board received a report submitted by the Performance Management Committee to highlight key performance issues arising from discussion of quarter 1 2008/09.

Agreed

The Local Housing Board noted the report.

08/102 Update on Compensation Scheme for Missed Appointments

The Local Board received an update report on the implementation of the compensation scheme for missed appointments through the repair service through the Council's Environmental Services Department.

Tabani Ndlovu noted his approval that the scheme will be funded from the Contractor's profit element.

The Local Board enquired what happens when a tenant is not available. The Maintenance Manager replied that appointments are made wherever possible, he added that plans are underway for all contractors from Environmental Services Department (ESD) to be issued with hand held devices which will enable them to be updated immediately if a job is cancelled or for them to update if a tenant is not available, this will mean that contractors will have a better chance of being allocated another appointment thus reducing wasted time.

Lynn Gadsby asked if this will apply to sub-contractors used by ESD. Mick Hill responded that only ESD contractors will be issued with them at present.

Trevor Lamb enquired how tenants can prove appointments made verbally over the phone, such as when it is necessary to change the time and date of an appointment. It was suggested that tenants request confirmation by letter, email or text to a mobile phone.

The possibility of penalising appointment breakers was discussed. The Maintenance Manager added that there are a large number of appointments broken but not necessarily a large proportion in comparison to the number of appointments carried out. The Local Board requested that the Maintenance Manager and Mick Hill look at the statistics of appointments broken and bring the information back to a future meeting.

Agreed

The Local Board noted and discussed the report.

08/103 Development Update in the South Area

The Local Board received an update report outlining the current position on various development projects in the South of the City.

Agreed

The Local Board noted the report.

08/104 Minutes of the Derby Homes Board meeting held on 29 May 2008

The Local Board received a copy of the draft minutes of the Derby Homes Board meeting held on Thursday 29 May 2008.

Agreed

The Local Board noted the draft minutes of the Derby Homes Board meeting held on Thursday 29 May 2008.

08/105 Draft Minutes of the Derby Homes Board meeting held on 31 July 2008

The draft minutes were not available and will be included on the agenda for the next meeting.

08/106 Confidential Business

Under Part 1V of the Derby Homes Governance Arrangements, members of the public were excluded from the meeting during discussion of the following items on grounds that it involved the likely disclosure of confidential information as defined in Standing Order 20.2 (c)

08/107 Petition – Boyer Street

The Local Board received a report advising of a petition received on 25 June 2008. The petition was signed by 20 residents of the Boyer

Street housing complex. The petitioners were objecting to the noise from a group who had hired the community room on Saturday and Sundays. The group were singing accompanied by musical instruments.

The Local Board suggested that the group is asked if they would like to perform to the residents at over the Christmas period.

Agreed

The Local Board noted the report.

08/108 Any Other Business

The Chair informed the meeting that he had recently visited Paula Solowij in hospital and suggested that a letter of best wishes and a speedy recovery be sent to her on behalf of the Local Board.

The Chair noted that this was the last meeting that would be minuted by Val Watson and on behalf of the Local Board wished her luck in her new post.

Date of next meeting

The next meeting will be held on Thursday 9 October 2008 at 6.00 pm at Cardinal Square.

The meeting ended at 7.15pm.

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CHAIR

Signed as true and accurate record of the meeting held on Thursday 14 August 2008.

DERBY HOMES LIMITED

MINUTES OF THE LOCAL HOUSING BOARD SOUTH

Held on Thursday 9 October 2008

The meeting started at 6.00 pm

Local Housing Board Members Present:

David Batey, Paul Bayliss (Chair), Carol Boon, Stuart Boon, Susan Boon, Win Buchan, Alice Buckle, Neal Burrows, Lyn Gilbey, Trevor Lamb, Tabani Ndlovu (left at 7.30 pm), Mary Rowland, Ken Whitehead, Jack Wray

Officers Present:

Phil Davies, Susan Hill, Steve Humenko, Maria Murphy, Val Watson, Terry Willis

Derby City Council Officers Present:

Errol Harriott, Environmental Services Department
David Finn, Head of Youth Service

08/109 Apologies

Apologies were received from Harry Margett.

The Chair and Local Housing Board members introduced themselves to Derby City Council officers.

08/110 Admission of Late Items

There were no late items. The Chair advised that item B4, Feedback from the Housing Investment Conference, should be an item in Part A of the Agenda.

08/111 Declarations of Any Other Business

There were no declarations of any other business.

08/112 Declarations of Interests

The Council Board Members were noted as declaring their interest in matters relating to Derby City Council.

The Tenant and Leaseholder Board Members declared their interest as a tenant (as defined in the Memorandum and Articles of Association) of Derby City Council.

08/113 Minutes of the meeting held on 14 August 2008

The minutes of the meeting held on 14 August 2008 were accepted as a true and accurate record.

08/114 Matters Arising

Minute 08/80 Untidy Gardens

Trevor Lamb informed the Local Housing Board that he had not been given any information regarding his concerns on untidy gardens. The Director of Housing and Customer Service will ask the Housing Operations Manager to contact Trevor.

08/115 Question from members of the public

There were no questions received from members of the public.

08/116 Any items from Part B to be discussed

Agreed

The Local Housing Board agreed to discuss all the items in Part B.

08/117 Any Items For Representatives from Contractor Partners

There were no items for Representatives from Contractor Partners.

08/118 Housing Focus Groups and Derby Leaseholder Association Issues

Derby Leaseholder Association

Neal Burrows raised concerns on behalf of other leaseholders at their meeting about the standard of contract cleaning, repairs, clearing of guttering and alleged damage by contractors. The Director of Housing and Customer Service advised that a meeting has been arranged with Neal Burrows to discuss these issues with herself and the Director of Investment and Regeneration. A report will be prepared for the next

leaseholders meeting and the Local Housing Boards.

Agreed

The Local Housing Board noted that that a report on leaseholders' issues would be taken to the next meetings of the Leaseholders Association and Local Housing Boards.

08/119 Forward Plan Item For Discussion: Home Decoration Scheme

The Local Housing Board received a presentation from Terry Willis, Repairs Manager, on the Home Decoration Scheme.

Jack Wray raised concerns that around his area residents are not receiving the home decoration service and how could this be improved. The Chair commented that the scheme was not cost effective. The Director of Housing and Customer Service replied that the service could be a lot better but on the whole it is a very good service but Derby Homes is not charging enough to deliver this service. Further options will be brought back to a future meeting of the Local Housing Boards either to increase the cost, lengthen the time between rooms being decorated or a combination of both.

The Chair suggested a further report to be brought back in 12 months time.

Agreed

The Local Housing Board agreed to a further report in 12 months time.

08/120 Estates Pride Quick Fix Bids

The Local Housing Board received a report on bids for funding from the Quick Fix fund within Estates Pride, in response to known problems, in particular to reduce crime, nuisance, and vandalism.

Agreed

The Local Housing Board:

1. approved bids, for funding as follows:

- 1. Climbing Wall project, City wide** – To enable children and young people, aged eight to 19 years, living on Derby Homes' estates to access the mobile climbing wall facility in their neighbourhoods.
- 2. Spencer House** – Supply and fit metal bow topped fencing on top of brick wall and supply new metal gates. Supply and fit 1.8m high bow top fencing adjacent to car park gates.

2. noted the update on the works outlined in paragraph 3.3 and any relevant changes made.

08/121 Good Neighbour Agreement

The Local Housing Board received a report on the draft Agreement which aims to promote positive behavior in communities and extend the current range of tools to address anti-social behavior.

Initially the Good Neighbour Agreements will be introduced in all blocks of flats and sheltered housing schemes. Further consultation will then be undertaken with all tenants with a view to extending the Agreement to all tenants.

The Chair suggested that in the signature section of the Agreement it should include 'Agree to be a good neighbour'. He also suggested adding to the list of examples under 'What is anti-social behaviour': 'or Derby Homes' properties' to the paragraph 'Parking vehicles inconsiderately, or abandoning vehicles, or keeping untaxed vehicles in the street'

The Local Housing Board raised concern that the Agreement only affected new tenants and not current tenants and that the Agreement should be a part of the conditions of tenancy, so that it includes all tenants, leaseholders and new tenants. The Director of Housing and Customer Service replied that it is a legal matter to alter the tenancy agreement and the recommendation will need to be changed.

Tabani Ndlovu suggested that 'Your agreement with Derby Homes' was too strong, including the word 'now' in the first paragraph.

Agreed

The Local Housing Board recommended that

1. the Board recommends to the Council the implementation of Good Neighbourhood Agreements for flats
2. the Good Neighbourhood Agreement is included in the Tenancy Agreement and extended to all new tenants in Derby Homes managed properties in the first instance and all types of accommodation in due course and, if possible, to retrospectively implement this with all tenants.

08/122 Policy For Keeping Pets in Flats and Supported Living Accommodation

The Local Housing Board South had requested Derby Homes to review the Pets Policy in flats and supported living accommodation. An initial report was presented on 10 April 2008, and following further consultation with tenants and leaseholders, the Local Housing Board considered a revised policy for approval.

The report advised that a review of all blocks of flats will be undertaken over the next 12 months to consult with tenants on the local conditions of tenancy. Any proposals to introduce 'no dogs' conditions will be brought back to the Local Housing Board for approval.

Win Buchan requested clarity on 'You must ask Derby Homes' permission to keep a pet...' whether permission was required if tenants wanted an additional pet(s). The Director of Housing and Customer Service said she will look into this as some consideration will be required on ownership of pets and type of pets, for example, snakes.

Neal Burrows advised that leaseholders' leases require the declaration of pets. He added that this policy was a positive step in the right direction and suggested under the 'Duty of Care' list to exclude 'leaving dogs on their own for long period of time'. The Director of Housing and Customer Service agreed to give this consideration.

Agreed

The Local Housing Board

1. approved the Pets Policy and recommended its implementation to the Council, subject to further amendments, as discussed above, by the Director of Housing and Customer Service
2. agreed that the Pets Policy is extended to all properties managed by Derby Homes.

08/123 Local Housing Board Away Day

The Local Housing Board received a report suggesting alternative options for an away day and to agree a method of communication between the Local Housing Boards (LHBs) and Housing Focus Groups (HFGs).

The Local Board was asked to consider and agree one of the options in paragraph 3.2. Members took a vote to agree the preferred option. The results were:

Option A (full day) – 3 votes
Option B (Saturday morning) – 7 vote
Option C (weekday evening) – 1 votes

Neal Burrows informed the Local Housing Board that he will be unable to attend on a Saturday because of other commitments, and therefore, sends his apology.

The Chair requested a report back on the outcome of the away day to the next Local Housing Board meeting.

Agreed

The Local Housing Board agreed

1. to hold the away day on a Saturday morning from 10.00 am until 1.00 pm, including lunch, as a team building/networking session.
2. to introduce reports from the various Performance Improvement Teams, user groups and HFGs to enable tenants' issues to be dealt with at the Local Housing Board, as outlined in the report.

08/124 Rent Arrears 2008/09

The Local Housing Board received a report on the level of rent arrears owed by current tenants. The report detailed the factors which Derby Homes believe are contributing to the increase in arrears and the actions being taken to control the problem. The Director of Housing and Customer Service explained that the additional staff recruitment in the Arrears Team had taken longer than would normally be expected. All new posts within the team are on contracts which include evening work to facilitate more telephone contact up to 7.00 pm.

Agreed

The Local Housing Board noted the report.

08/125 Standing Order 12

The Local Housing Board agreed to waive Standing Order 12 to enable the meeting to continue after 8.00 pm.

08/126 Anti Social Behaviour – Quarter 1

The Local Housing Board received a report containing the outcome of performance measures for instances of and actions taken in respect of anti social behavior in Quarter 1.

Neal Burrows enquired what actions are taken to target the harassment statistics. The Director of Housing and Customer Service

replied that Derby Homes is looking at ways of working better with Derby City Council's Environmental Services Department to resolve the issue of noise complaints, diary sheets are monitored and issued to tenants, Community Watch Patrol assist, even though they have limited resources, and an Environmental Officer works with Derby Homes. She suggested that Noise and Harassment should be another item on the forward plan.

Agreed

The Local Housing Board

1. noted the report
2. agreed to add Noise and Harassment to be included on the forward plan.

08/127 Introductory Tenancies

The Local Housing Board received a report explaining changes to the way Derby Homes manages Introductory Tenancies.

Agreed

The Local Housing Board noted the report.

08/128 Feedback From The 2008 Housing Investment Conference Estates Pride

The Director of Housing and Customer Service reminded the Local Board that the report should have been on Part A of the agenda, for approval. The Local Housing Board was provided with feedback on the Estates Pride funding issue discussed at the Housing Investment Conference held in September. The report focused particularly on options for how the remaining £4m funding is spent.

The Local Housing Board took a vote to decide which option to recommend. The results were:

- Option 1 – 1 vote
- Option 2– 0 vote
- Option 3 – 10 votes

Agreed

The Local Housing Board agreed Option 3 - to extend neighbourhood working in the amber areas for three years, but using funding already allocated and to ask the Council to consider adopting the same approach in the priority areas and agree to provide 50% of the funding required to extend the YIP and work with the Community Safety

Partnership (CSP) to secure other sources of match funding to make up the remaining 50%. This would commit £336k for the YIP and leave £3.664m for physical improvement work.

08/129 Directors' Update – October 2008

The Local Housing Board received a report which provided a general overview and update on current issues.

Agreed

The Local Housing Board noted the report.

08/130 Development in the South Area Update

The Local Housing Board received an update on the progress of a number of ongoing developments in the South area of the City. The developments included Grove House, Isle of Wight blocks – Alvaston, Rodney House & Sancroft Court, City Training Site – Grampian Way, Sinfen, Osmaston - master planning, Exeter House and Derby Homes New Build.

Agreed

The Local Housing Board noted the report.

08/131 Minutes of the Derby Homes Board meeting held on 31 July 2008

The Local Board received a copy of the draft minutes of the Derby Homes Board meeting held on Thursday 31 July 2008.

Agreed

The Local Board noted the draft minutes of the Derby Homes Board meeting held on Thursday 31 July 2008.

08/132 Any Other Business

The Chief Executive reminded the members of the date of the Housing Tour to Loughborough on Tuesday 21 October, leaving Cardinal Square at 4.30 pm, and the AGM on Thursday 30 October 2008 at the Spot Conference Centre, starting at 2.00 pm. Everyone was welcome to attend.

Date of next meeting

The next meeting will be held on at Cardinal Square.

The meeting ended at 8.15pm.

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CHAIR

Signed as true and accurate record of the meeting held on Thursday 9 October 2008.