

## **DIRECTORS' UPDATE – DECEMBER 2010**

This is a joint report prepared by the Director of Investment & Regeneration and the Director of Housing & Customer Service. The report provides Local Housing Board Members with a general overview and update on current issues.

### **New Build**

We have now taken possession of eight out of the ten new homes through ALMO new build. We expect the last two, on Martin Drive in January 2011.

The new homes built through LA new build are also due to be handed to us in January 2011, 34 homes in Osmaston and Chaddesden. We are busy allocating these in accordance with agreed lettings plans.

All homes have achieved the Code 4 and 5 standard and are very energy efficient.

### **Capital Projects**

The refurbishment work at Exeter House is now complete, all flats are now back in use and the building has been cleaned up and painted.

Rebecca house is currently having all the bedsits converted into one or two bed flats. We expect to complete the work by the end of January 2011. This work will make the block more sustainable into the future.

We are making good progress across pre-war estates with the new new kitchen and bathroom programme. Over 700 kitchens will be renewed this year and we are working through Derwent, Alvaston and are due to start in Osmaston soon.

### **Community Energy Saving Programme (CESP)**

We have secured just over £3m in grant funding to help us to insulate any un-insulated solid walled homes and to fit efficient heating systems to those that need them. The programme will benefit just over 1,600 un-insulated pre-war homes and many others will benefit from heating upgrades, total investment will top £6m and we expect to complete the work over the next 18 months.

### **Repairs team update**

We are currently focusing our effort on combining the teams and eliminating any wasteful duplication as we go. We are certain that we can improve the standard of services over time and are developing an action plan to help us to achieve this aim.

Our new Head of Repairs has started and is already making a big impact improving the way we work.

Our Public Buildings works team face some uncertainty over the next few months as the Council reconsiders the way this service is delivered. We are working hard to improve the efficiency of this area of work and hope to be given to chance to continue.

### **Resident Involvement**

We are now starting to contact tenants and leaseholders who have expressed an interest in being part of Derby Homes Scrutiny Panel. Over the next few weeks we will be interviewing those people who are still interested and will be starting training in the New Year. There is a requirement on us to be operating the Scrutiny Panel from April 2011 and at present we are on track to achieve this.

### **Derby Homes Website**

We are continuing to work with customers to further improve our website. One of the main comments received is that the log-in process is too long and complicated. We have responded to these comments and are working with the web developer to introduce a new single sign-on process which will make it easier for tenants to access their tenancy information and make on-line enquiries about a range of services.

### **Enquiry Centre Accreditation**

The centre that provides a wide ranging enquiry service for Derby Homes customers has achieved accreditation to the Customer Contact Association (CCA) Global Standard©. In assessing Derby Homes for the accreditation, CCA considered the processes the housing organisation has in place to deliver an effective customer experience. We are really proud of this achievement and have now joined a group of over 200 contact centre operators who are leaders in delivering consistency, efficiency and continual improvement within their contact centres.

### **United Credit Union**

The United Credit Union was officially launched in early November 2011 at a ceremony held in the Mayors Parlour. The new stall within the Eagle Centre is due to open shortly and this will provide a central location which we are already promoting to our tenants and leaseholders. We have successfully bid for a grant from the Financial Services Authority to support the running costs of the ICT within the base, on top of the Housing Focus Group donations this will now enable the credit union to sustain its presence for the foreseeable future.

### **Derbyshire Fire & Rescue Service – Home Fire Safety Assessments**

At a time of public sector financial constraints we are pleased to be able to reassure our tenants that we will continue carrying out Home Fire Safety Assessments for all new tenants. We have reached an agreement with the Fire Service for all of our Housing Officers to receive training and ongoing support to continue delivering this service through Derby Homes. This is a great example of partnership working to preserve an important service area.

### **Closure of Cash Offices – Bingham Street & Sussex Circus**

On 25 November 2010 the Board agreed to close the above cash offices subject to consultation with users. We are currently discussing this with all users of the two cash offices and inviting comments on the proposals. In addition adverts have been posted in the local press and Derby Homes News asking for comments by 23 December 2010.