

ESTATE AND FLAT INSPECTIONS – QUARTER 2

Report of the Head of Housing Management & Housing Options

1. SUMMARY

- 1.1 This report gives detail on the numbers of cases by type arising from monthly flat and estate inspections carried out by area for the last quarter.

2. RECOMMENDATION

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

3. MATTER FOR CONSIDERATION

- 3.1 The Operational Board have expressed their wish to reduce the frequency of the estate and flat inspection report from quarterly to six monthly to allow local teams to consider a more focussed approach to tackle the exceptional cases in their areas. These cases might be individual cases or may more commonly be an accumulation of similar type cases where the issues could impact on the area as a whole for example fly tipping.
- 3.2 The report shows the number and type of new cases opened and the number of cases in progress during the second quarter 1st July 2016 – 30th September 2016, it also shows the number of case in progress that are over 3 months old. The information presented in the table below shows the information for the City as a whole.
- 3.3 The number of new cases and type opened during this quarter and the previous 3 are shown for the City in graph format in Appendix 1.
- 3.4 **CITY WIDE**

Category Type	No of cases opened during this quarter	No of cases in progress	No of cases over 3 months old at 28/07/16
Fly tipping on Derby Homes managed land	241	0	0
Repairs ordered	91	0	0

Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	593	345	82
Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles	167	27	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	8	0	0
Parking i.e. inappropriate parking on grass	27	14	5
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	103	41	5
Abandoned vehicles on Derby Homes land	13	4	1

3.5 The table below shows the number and type of new cases opened and the number of cases in progress during the second quarter 1st July 2016 – 30th September 2016 it also shows the number of case in progress that are over 3 months old for the South West Management area.

3.6 The number of new cases and type opened for the South West Management area during this quarter and the previous 3 are shown in graph format in Appendix 2 with narrative from the Area Housing Manager.

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

Category Type	No of cases opened during this quarter	No of cases in progress	No of cases over 3 months old at 28/07/16
Fly tipping on Derby Homes managed land	164	0	0
Repairs ordered	53	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	155	39	2
Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles	122	10	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	7	0	0
Parking i.e. inappropriate parking on grass	10	3	1
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	41	9	1
Abandoned vehicles on Derby Homes land	4	1	1

3.8 The table below shows the number and type of new cases opened and the number of cases in progress during the second quarter 1st July 2016 – 30th September 2016 it also shows the number of case in progress that are over 3 months old for the North East Management area.

3.9 The number of new cases and type opened for the North East Management area during this quarter and the previous 3 are shown in graph format in Appendix 2 with narrative from the Area Housing Manager.

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

Category Type	No of cases opened during this quarter	No of cases in progress	No of cases over 3 months old at 28/07/16
Fly tipping on Derby Homes managed land	34	0	0
Repairs	11	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	166	93	20
Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles	23	8	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	1	0	0
Parking i.e. inappropriate parking on grass	6	3	1
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	35	15	0
Abandoned vehicles on Derby Homes land	2	1	0

3.11 The table below shows the number and type of new cases opened and the number of cases in progress during the second quarter 1st July 2016 – 30th September 2016 it also shows the number of case in progress that are over 3 months old for the North West Management area.

3.12 The number of new cases and type opened for the North West Management area during this quarter and the previous 3 are shown in graph format in Appendix 2 with narrative from the Area Housing Manager.

3.13 NORTH WEST MANAGEMENT AREA
Mackworth, Morley and Brook Street

Category Type	No of cases opened during this quarter	No of cases in progress	No of cases over 3 months old at 28/07/16
Fly tipping on Derby Homes managed land	3	0	0
Repairs	1	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	36	34	16
Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles	0	0	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	0	0	0
Parking i.e. inappropriate parking on grass	0	0	0
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	4	4	2
Abandoned vehicles on Derby Homes land	0	0	0

3.14 The table below shows the number and type of new cases opened and the number of cases in progress during the second quarter 1st July 2016 – 30th September 2016 it also shows the number of case in progress that are over 3 months old for the South East Management (1) area.

3.15 The number of new cases and type opened for the South East Management (1) area during this quarter and the previous 3 are shown in graph format in Appendix 2 with narrative from the Area Housing Manager.

SOUTH EAST (1) MANAGEMENT AREA
Allenton and Alvaston

Category Type	No of cases opened during this quarter	No of cases in progress	No of cases over 3 months old at 28/07/16
Fly tipping on Derby Homes managed land	18	0	0
Repairs	17	0	0

Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	114	86	13
Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles	14	8	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	0	0	0
Parking i.e. inappropriate parking on grass	5	3	1
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	23	13	2
Abandoned vehicles on Derby Homes land	3	1	0

- 3.17 The table below shows the number and type of new cases opened and the number of cases in progress during the second quarter 1st July 2016 – 30th September 2016 it also shows the number of case in progress that are over 3 months old for the South East Management (2) area.
- 3.18 The number of new cases and type opened for the South East Management (2) area during this quarter and the previous 3 are shown in graph format in Appendix 2 with narrative from the Area Housing Manager.

SOUTH EAST (2) MANAGEMENT AREA

Old Sinfin, New Sinfin, Osmaston, Chellaston and Littleover

Category Type	No of cases opened during this quarter	No of cases in progress	No of cases over 3 months old at 28/07/17
Fly tipping on Derby Homes managed land	22	0	0
Repairs	9	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	122	93	31
Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles	8	1	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	0	0	0
Parking i.e. inappropriate parking on grass	6	5	2
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	0	0	0
Abandoned vehicles on Derby Homes land	4	1	0

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

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

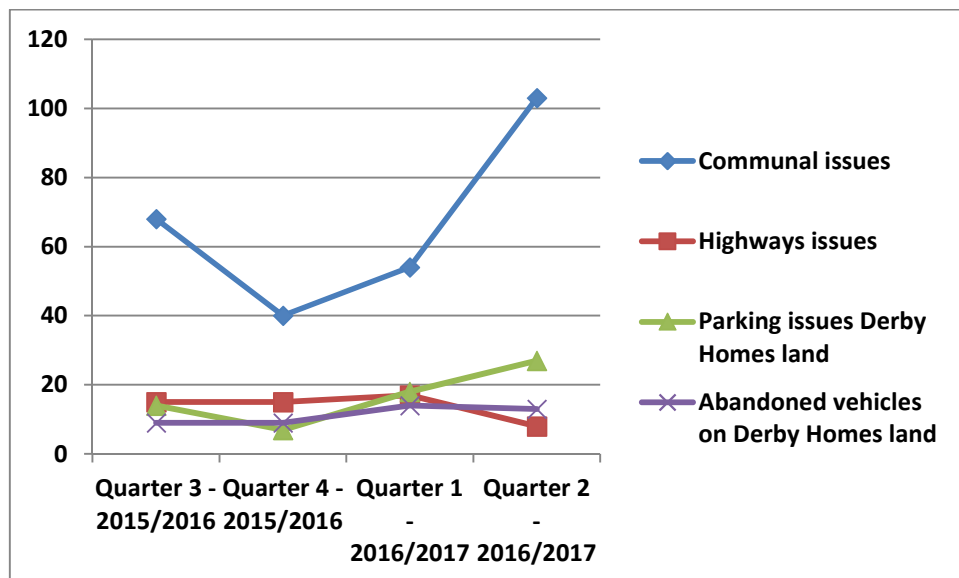
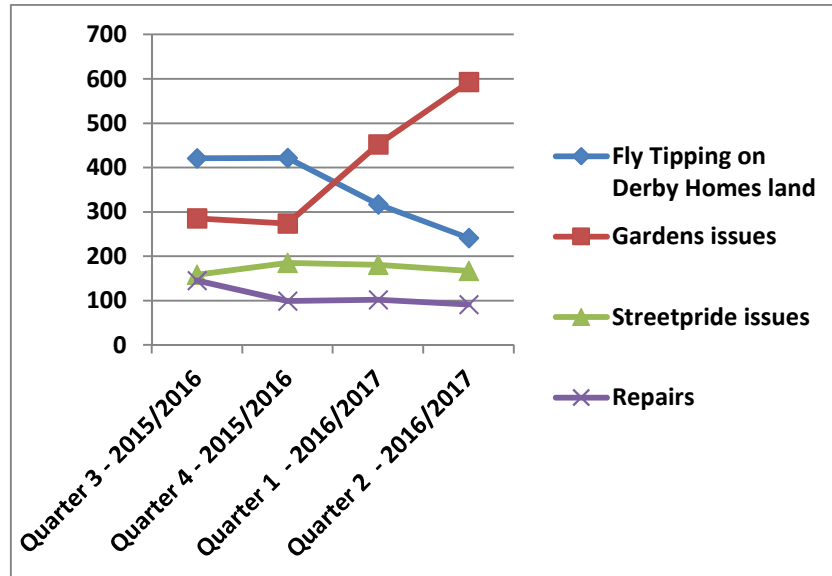
If Board Members or others would like to discuss this report ahead of the meeting please contact:

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

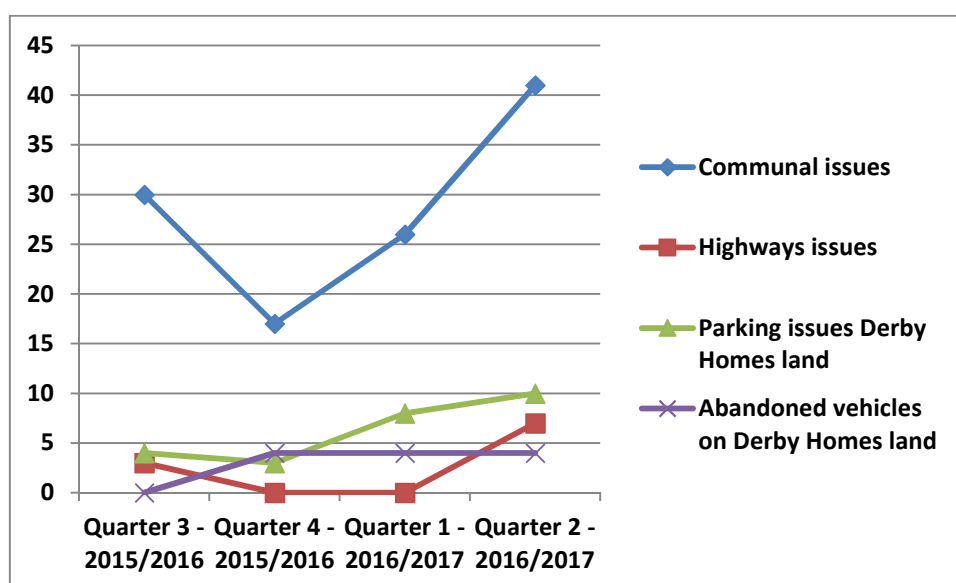
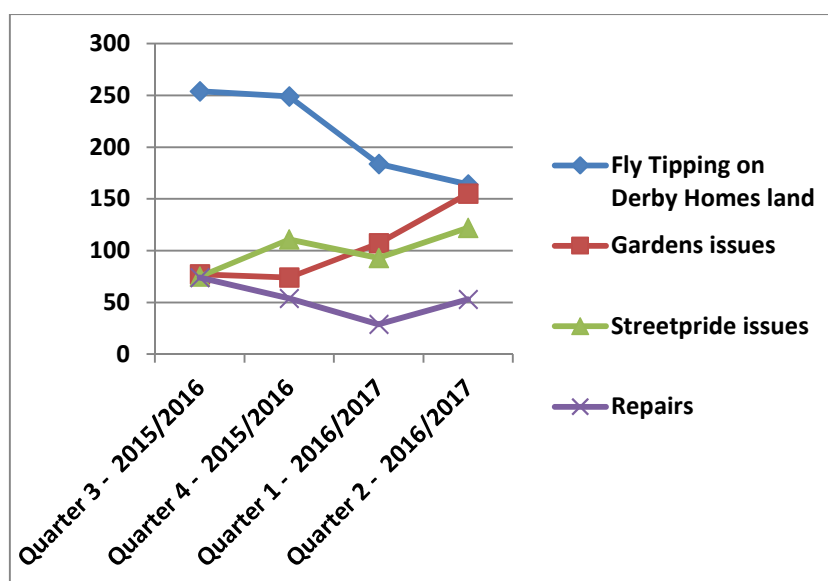
Background Information: None

Supporting Information: None

CITY WIDE NUMBER OF NEW CASES REPORTED OVER THE LAST FOUR QUARTERS



NUMBER OF NEW CASES REPORTED OVER THE LAST FOUR QUARTERS FOR THE SOUTH WEST MANAGEMENT AREA

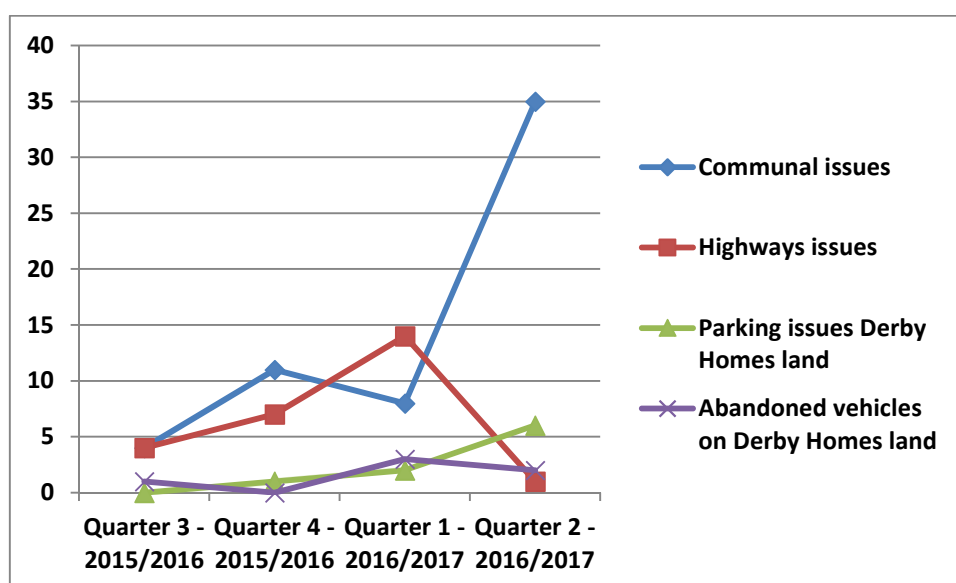
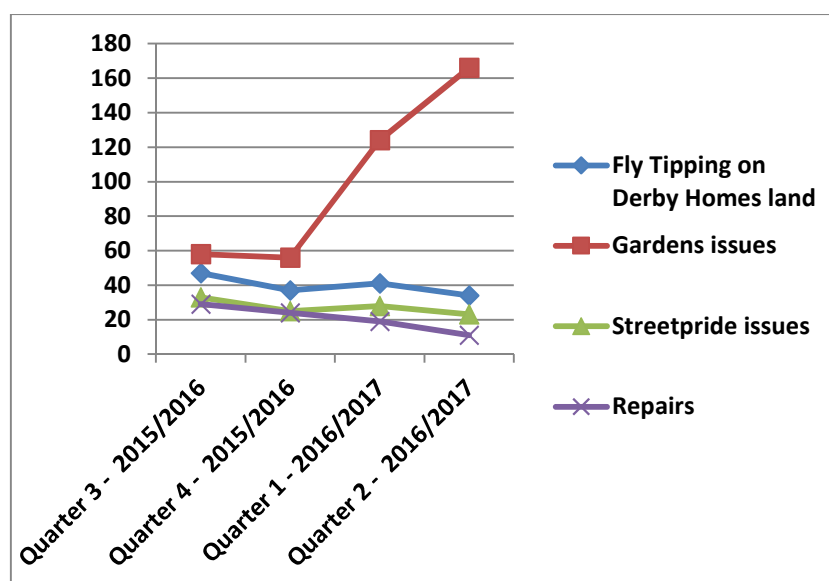


During quarter 1 and 2 given the time of year I expected to see an increase in the number of new garden cases. Not all tenants are keen on garden maintenance and this issue particularly becomes visual to the housing officers over these two quarters. It would appear though that we are tackling cases early enough and tenants are receptive to our request asking them sort out their garden areas because there are only just over 25% of new garden cases still in progress at the end of quarter 2.

I am also pleased to see that the new number of cases reported about fly tipping on DH land is reducing.

Over quarter 3 and 4 housing officers should be able to concentrate some of their time to consider pro-active work that might help reduce the cause of some of the problematic issues on their individual patches.

NUMBER OF NEW CASES REPORTED OVER THE LAST FOUR QUARTERS FOR THE NORTH EAST MANAGEMENT AREA

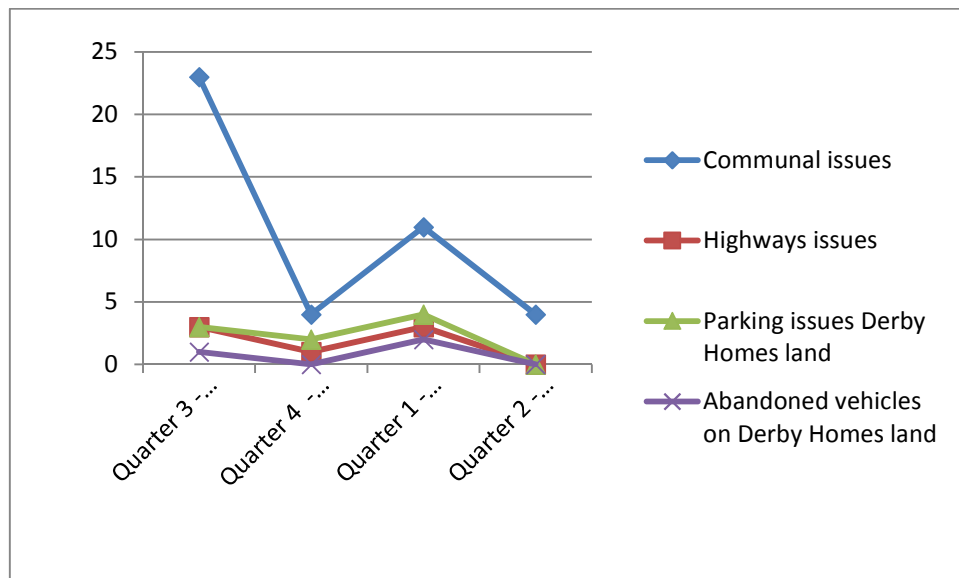
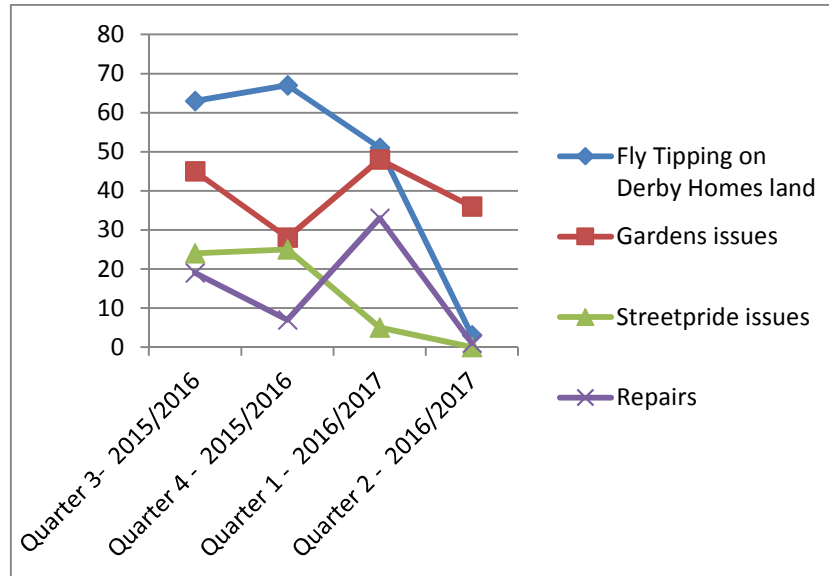


The increase in garden issues from quarter 1 to quarter 2 is expected as new garden cases are opened following our estate inspections. In most cases our tenants respond to our requests to maintain their gardens so I expect the number of cases in progress to fall considerably.

We have ran a few campaigns over the summer months aimed at litter and dog pooh and I am pleased to see that there has been a positive effect on the area which has resulted in a fall in both litter and fly tipping cases over the last two quarters. We have planned further campaigns which hopefully will maintain this reduction.

The communal area increase is due to the new reporting category that is specifically for trees and we have several areas in Chaddesden that have a number of trees. I expect this to fall in the next quarter.

NUMBER OF NEW CASES REPORTED OVER THE LAST FOUR QUARTERS FOR THE NORTH WEST MANAGEMENT AREA



Fly tipping is still an issue in the hotspot areas around the Morley estate and the drying areas around Brook Street office. When we identify fly tipping on our land we deal with this swiftly and proactively, ensuring the areas are cleared by the Estate Response Team and Street Pride and where possible, perpetrators are identified.

The Housing Officers work proactively to identify repairs whilst on estate inspections. These repairs are then passed to the Customer Service Team for processing. Due to the summer months, the numbers of repairs have decreased as predicted.

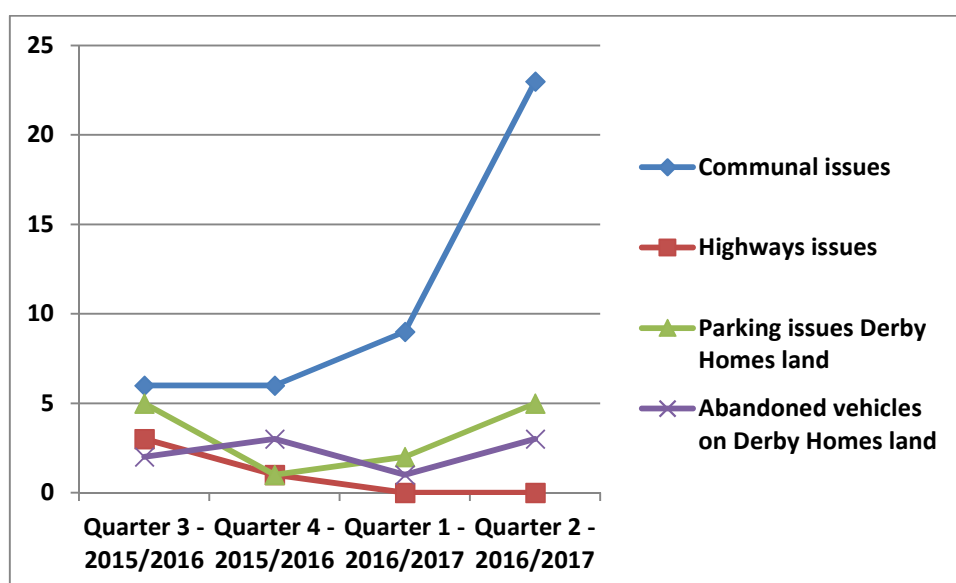
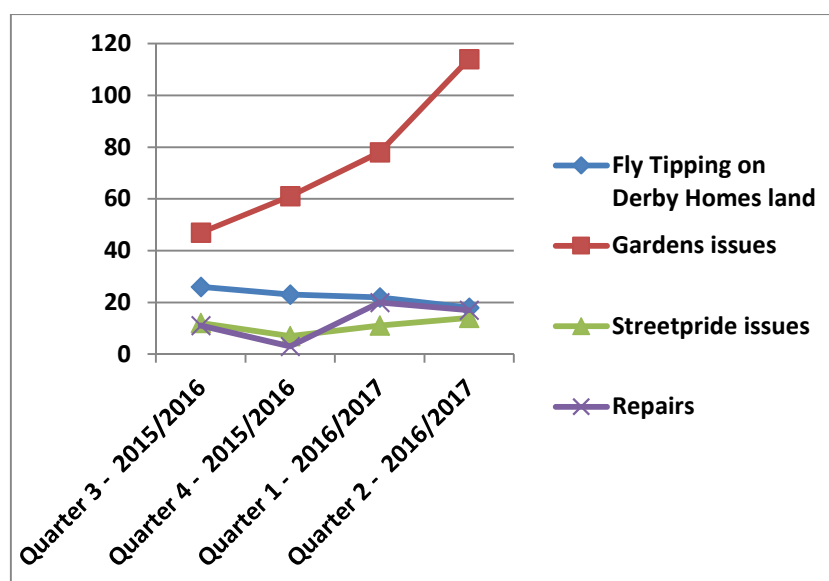
As predicted, through the Housing Officers monitoring their patches and working with the customers there has been a decrease in the number of garden cases within the area.

Highways maintenance issues over this quarter have followed the trend of quarter one and further decreased.

Parking issues have decreased this quarter. A new scheme was completed with the introduction of parking bays and a permit scheme at Downing House, Birdcage Walk. Due to the layout of the Mackworth estate further works are ongoing to identify possible hard standings to eliminate parking issues.

Communal area issues have shown a decline in the past quarter this is due to the proactive work undertaken by the Housing Officers.

NUMBER OF NEW CASES REPORTED OVER THE LAST FOUR QUARTERS FOR THE SOUTH EAST (1) MANAGEMENT AREA



Since the last report we expected an increase in reported fly tipping due to the bulky waste service funded by the Neighbourhood Boards finishing, this hasn't happened and there has been a slight decrease, hopefully this will continue.

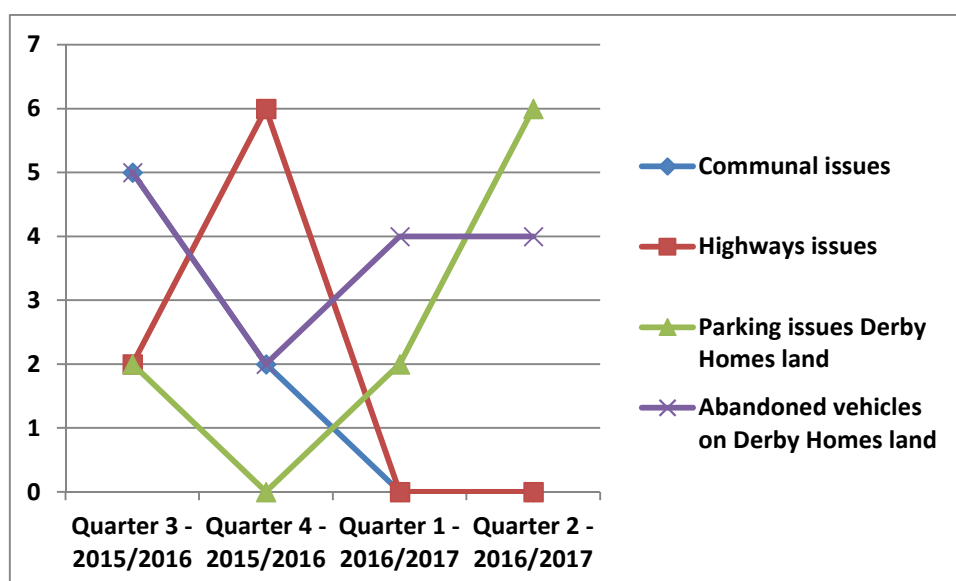
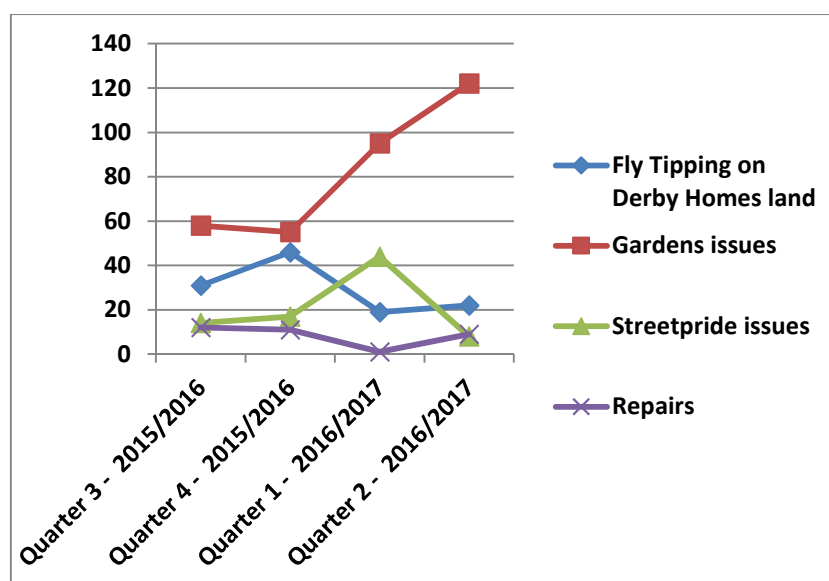
There has been a significant increase in garden cases as there was in quarter 2 2015/2016 these cases are for predominantly overgrown gardens and hedges. The Housing Officers will continue to proactively manage these cases to ensure the work is carried out, taking the necessary enforcement action for works to be completed.

Communal issues have also increased significantly; this is due to the new reporting category that is specifically for trees. Keldholme Lane Estate and the Cornish Estate specifically have a large quantity of trees.

Streetpride and Parking remain consistent and Housing Officers will continue to work with Neighbourhood Officers to manage Estates.

Repairs for quarter 2 are consistent but are subject to change depending on the time of year and there will be possible increase in quarters 3 and 4 as we approach winter.

NUMBER OF NEW CASES REPORTED OVER THE LAST FOUR QUARTERS FOR THE SOUTH EAST (2) MANAGEMENT AREA



Garden issues continue to be the main items picked up from estate inspections. These will start to fall off over the coming months as the peak time for gardens, especially overgrown ones, is over the summer months. Sometimes these cases are resolved quickly with letters sent, but where more formal action is required it can lead to a case remaining open longer.

Parking issues continue to be predominantly in New Sinfin. A lot of the inappropriate parking is on land not managed by Derby Homes so we have to work with colleagues in the council to try to address these issues. We are currently going through the planning process to provide a significant number of new parking bays around the estate, which will hopefully resolve a lot of the pressures on existing parking provision and prevent some of this unauthorised parking.