

**CITY BOARD**  
**18 OCTOBER 2012**

# **ITEM A6**

## **HOUSING AND LEASHOLDER FOCUS GROUPS AND EQUALITY GROUPS ITEMS**

Report of the Director of Housing & Customer Service

### **1. SUMMARY**

- 1.1 This report provides the City Board with details of Customer Service Management (CSM) cases/issues raised at Housing Focus Groups, Derby Leaseholder Focus Group and the Equality Groups.
- 1.2 It also looks at the methods we use to contact tenants around the City and the success rate of contact.

### **2. RECOMMENDATION**

The City Board is asked to note the content of this report.

### **3. MATTER FOR CONSIDERATION**

- 3.1 During the September round of meetings, 17 issues were raised which have been passed on to the relevant housing office and there are currently 10 cases awaiting response. See appendix one for case details.
- 3.2 This round of meetings delivered key information on:
  - Complaints Procedure Review
  - Repairs Performance Information
  - Electric Focal Point Fires
  - Energy Efficiency
  - Volunteer Opportunities
  - Welfare Reforms
  - Derby Homes Events -Big Chat 2 - “Back to The Future” at Derby QUAD - 1 November 9:30am – 2pm
- 3.3 In total, 14 Estates Pride Quick Fix Bids were discussed and commented on.
- 3.4 This was the fourth round of meetings facilitated by Tenant Board Members. The South West of the City is currently without a Board Member so facilitation was done by the Resident Involvement team.
- 3.5 At the meetings the main subjects discussed were:
  - Complaints Procedure Review and the changes to the procedure.

- Day to Day Repairs and Gas Servicing Performance. Understanding the importance of keeping repairs appointments or letting Derby Homes know if there is a reason the appointment cannot be kept.
  - Electric Focal Point Fires. In the future we will giving tenants the option for a focal point fire where new gas central heating systems are fitted.
- 3.6 We informed those who attended how to contact our Welfare Reforms team if they are worried or know anyone who may be affected. We also reminded everyone of Derby Homes' new telephone number.
- 3.7 We highlighted that tenants and leaseholders can visit the Derby Homes' website, where they can read online versions of the topics we discussed, also promoting our online services.
- 3.8 All of the things we discussed raised interest with the tenants and leaseholders present, allowing them to engage and give their views.
- 3.9 We use various methods of informing tenants about what we discussed. The main aim here is to allow tenants to get involved in a way that suits them, rather than just inviting them to a meeting. We use targeted text messages (sent to people directly affected by the issues we are discussing), letters, Facebook and Twitter. A hyperlink to our website is included in all our communications that links directly to relevant content on our website. This hyperlink method generated 33 visits to the website content.
- 3.10 A total of 41 tenants and one Leaseholder attended the Housing Focus Group meetings. We also received a total of 27 SMS replies asking for more information and we followed these up with either calls or texts.

#### **4. CONSULTATION IMPLICATIONS**

- 4.1 Consultation now takes place on our website, via SMS, Facebook and Twitter as well as at Housing Focus Groups. Where we receive comments across these different channels, they are included in our feedback to managers and teams.
- 4.2 Where CSM cases are raised, feedback is given directly to the individual who raised it at the meeting/relevant groups. Wider consultation is carried out where appropriate.

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

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 the author.

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Background Information: None.

Supporting Information: None.

## Summary of the September round of Housing Focus Groups (HFGs)

## Statistics

Housing Focus Group	Attendance		Invites			Communication as a result	
			Postal	Text		Reply with HFG	Visits from SMS
	Tenants	Lease-holders	Membership	Sent	Not Delivered		
North East	9	0	64	377	76	11	4
North West	13	0	53	402	91	2	8
South East1	2	0	54	361	72	1	3
South East2	9	0	58	545	107	5	6
South West	8	1	85	469	133	8	12
<b>Total</b>	<b>41</b>	<b>1</b>	<b>314</b>	<b>2154</b>	<b>479</b>	<b>27</b>	<b>33</b>

## Summary of outcomes from each area

## North East – 3 Closed

## 3 Currently Open

## Issues raised

1. **77114** – Issue raised regarding Scarborough Rise Shops in a poor state - Open
2. **77117** – Various issues reported regarding property on Stratford Road – Open
3. **76927** – Coniston Crescent Community Room Lighting issues – Open
4. **76938** – Reports of scratched vehicles in Morpeth Gardens – Closed
5. **76936** – Various issues reported regarding Paths and Steps in Knutsford Green, Morpeth Gardens, Coniston Crescent, Newark Road - Closed
6. **76924** – Wall repair required on Newark Road – Closed

## North West – 4 Closed

## 2 Currently Open

## Issues raised

1. **76872** – Shed roof leak investigation - Open
2. **76873** – Issue raised regarding a tenant – Closed
3. **76880** – Various issues raised regarding Quarn Way – Open
4. **76884** – Trees causing TV interference – Closed
5. **76885** – Wobbly Slabs – Closed
6. **76891** – Bin removal and request for sign being erected - Closed

**South East 1 – 0 Closed****0 Currently Open**

No issues to report

**South East 2 – 0 Closed****4 Currently Open**

1. **76942 – Various** Issues Raised regarding the Elton Road area – Open
2. **76947** – Issue raised regarding Kitchen Replacement on Victory Road – Open
3. **76948** – Issue raised regarding the Water Harvester costing electric – Open
4. **76950** – Compliment received regarding recent work carried out at the property - Open

**South West – 0 Closed****1 Currently Open**

1. **77023** – Various issues regarding Yates Street - Open