

ESTATE AND FLAT INSPECTIONS FOR THE PERIOD
1 October 2020 – 31 March 2021

Report of the Head of Housing Management

1. SUMMARY

- 1.1 This report gives detail of the number of cases by type arising from monthly flat and estate inspections for the period 1 October 2020 – 31 March 2021.

2. RECOMMENDATION

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

3. REASON FOR RECOMMENDATION

To ensure the Operational Board is informed of the results of estate and flat inspections for the period.

4. MATTER FOR CONSIDERATION

- 4.1 The report shows in table format the number and type of cases opened and the number of cases still in progress for the period 1 September 2020 – 31 March 2021. It also indicates the number of cases in progress that are over 3 months old. This information is shown for the city as a whole and then by each management area.

Comparable graphs showing information for this period and the previous reporting period for the City as a whole and each management area are shown in attached appendices to this report.

The table at 4.2 shows the information for the City as a whole.

Appendix 1 to this report shows the comparable graphs for the city for this period and the previous reporting period 1 April 2020 – 30 September 2020.

4.2 CITY WIDE

Category Type	No of cases		
	Opened 01/10/20 – 31/03/21	In progres s	Over 3 months old at 31/03/21
Fly tipping on Derby Homes managed land	198	0	0
Repairs requests	230	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	246	214	24

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	19	0	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	2	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	107	27	11
Abandoned vehicles on Derby Homes land	15	3	3

The table at 4.3 shows the information for the Management Area covered by Stockbrook Street Housing Office.

Appendix 2 to this report shows the comparable graphs for this management area and the previous reporting period 1 October 2020 – 30 September 2020 with comments from the Area Housing Manager.

4.3 **STOCKBROOK STREET HOUSING OFFICE MANAGEMENT AREA** **Stockbrook Street, City Centre, Austin, Normanton, Mickleover, Littleover, Mackworth and Morley**

Category Type	No of cases		
	Opened 01/10/20 – 31/03/21	In progress	Over 3 months old at 31/03/21
Fly tipping on Derby Homes managed land	118	0	0
Repairs requests	97	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	46	35	7
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	7	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	65	13	6
Abandoned vehicles on Derby Homes land	8	2	2

The table at 4.4 shows the information for the Sussex Circus Housing Office Management Area.

Appendix 3 to this report shows the comparable graphs for this management area and the previous reporting period 1 October 2020 – 30 September 2020, with comments from the Area Housing Manager.

4.4 **Sussex Circus Housing Office Management Area** **Sussex Circus, Cowsley, Chaddesden Park, Spondon and Brook Street**

Category Type	No of cases		
	Opened 01/10/20 – 31/03/21	In progress	Over 3 months old at 31/03/21
Fly tipping on Derby Homes managed land	53	0	0
Repair requests	84	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	80	73	14
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	9	0	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	2	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	9	1	1
Abandoned vehicles on Derby Homes land	2	0	0

The table at 4.5 shows the information for the Allenton Housing Office Management Area.

Appendix 4 to this report shows the comparable graphs for this management area and the previous reporting period 1 October 2020 – 30 September 2020 with comments from the Area Housing Manager.

4.5 **Allenton Housing Office Management Area** **Allenton, Alvaston, Old Sinfen, New Sinfen, Osmaston and Chellaston**

Category Type	No of cases		
	Opened 01/10/20 – 31/03/21	In progress	Over 3 months old at 31/03/21
Fly tipping on Derby Homes managed land	27	0	0
Repairs requests	49	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	120	106	3

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	3	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	33	13	4
Abandoned vehicles on Derby Homes land	5	1	1

5. OTHER OPTIONS CONSIDERED

Not applicable.

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

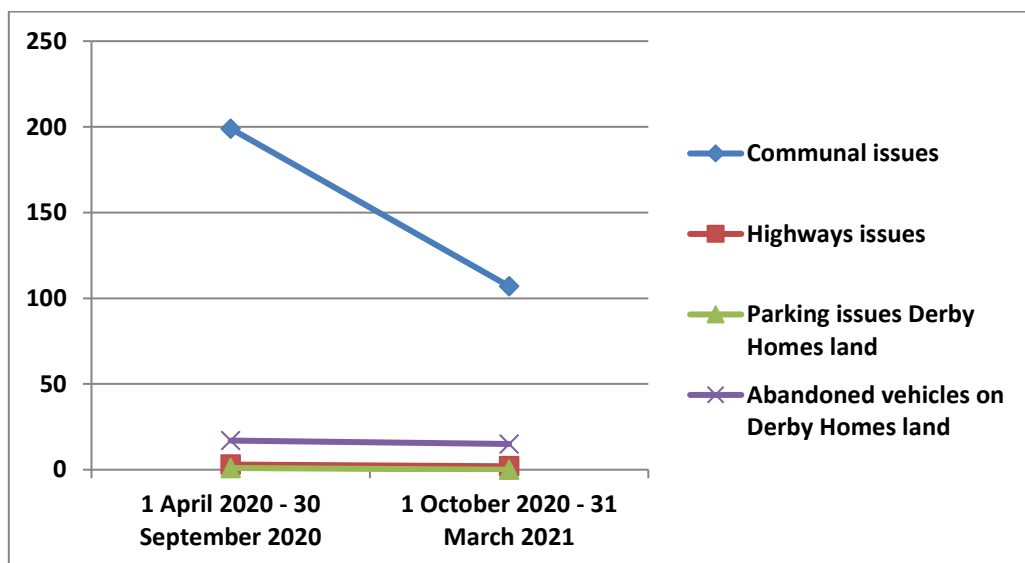
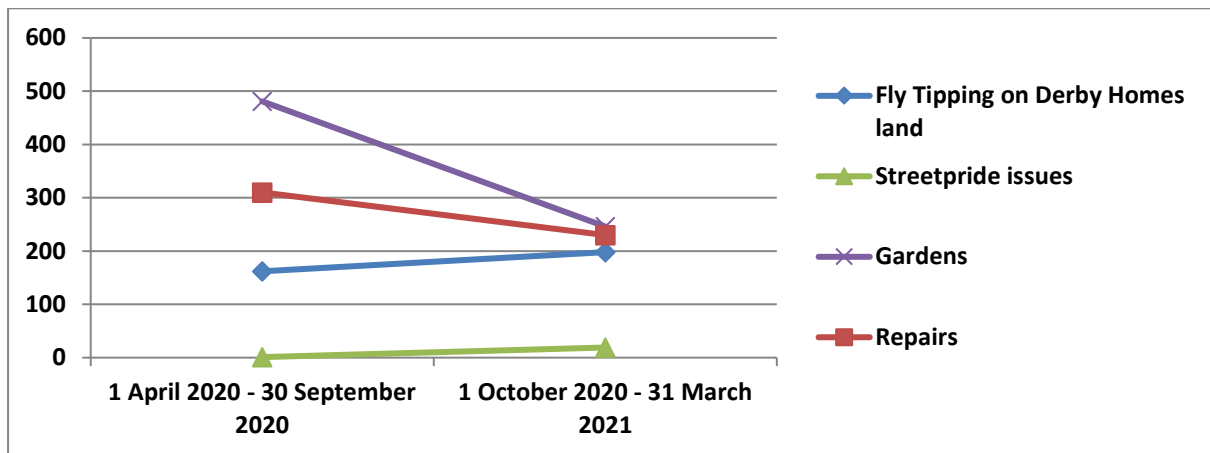
If Board Members or others would like to discuss this report ahead of the meeting please contact:

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

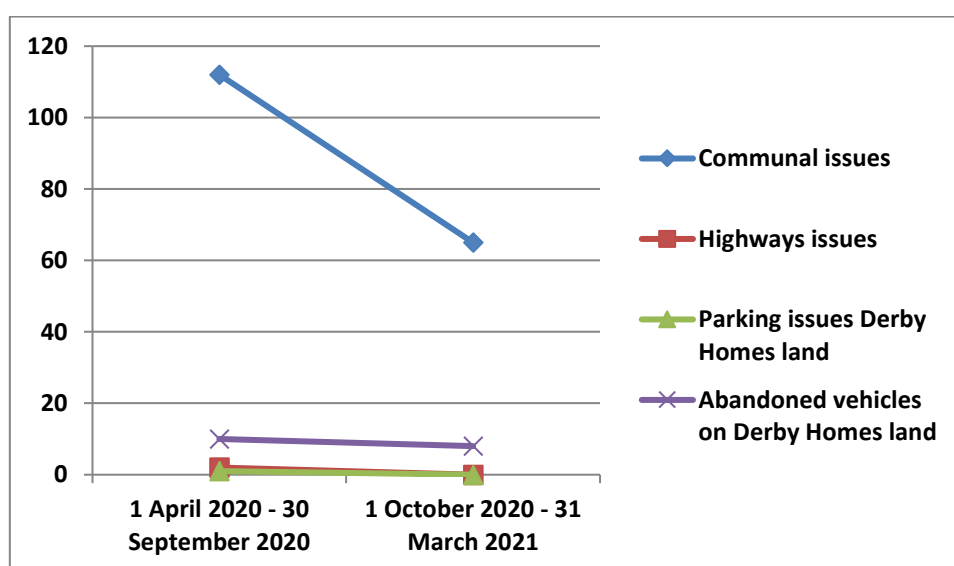
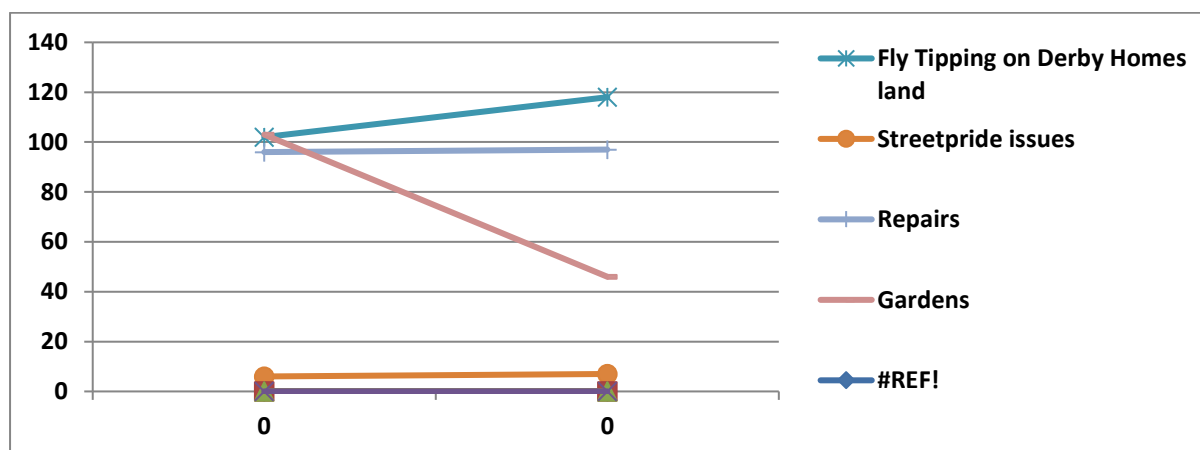
Background Information: None

Supporting Information: None

**Comparable graphs for the City for the period 1 October 2020 – 31 March 2021
and the previous reporting period 1 April 2020 – 30 September 2020**



Comparable graphs for the Stockbrook Street Housing Office for the period 1 October 2020 – 31 March 2021 and the previous reporting period 1 April 2020 – 30 September 2020



Comments from Area Housing Manager Paula Solowij

The number of Fly Tipping cases picked up over the last six months has only increased by 16 cases.

We have had an issue with fly tipping and littering throughout the whole of the Stockbrook Street area. Each week our Estate Response Officers carry out a sweep of the area following the general waste collection by StreetPride, clearing the drying areas and other fly tipping hotspots where we know rubbish regularly accumulates. Derby Homes and DCC Neighbourhoods Team continue to work together to try and resolve these issues, although lockdown has meant that the compactor days have not

resumed as hoped and households seem to be generating more waste at the present time.

We will continue the weekly visits from our Estate Response Officers, but we are also going to commence more proactive engagement where there is evidence that households are not managing their waste responsibly. The Public Protection Officers will provide support and advice before considering enforcement action.

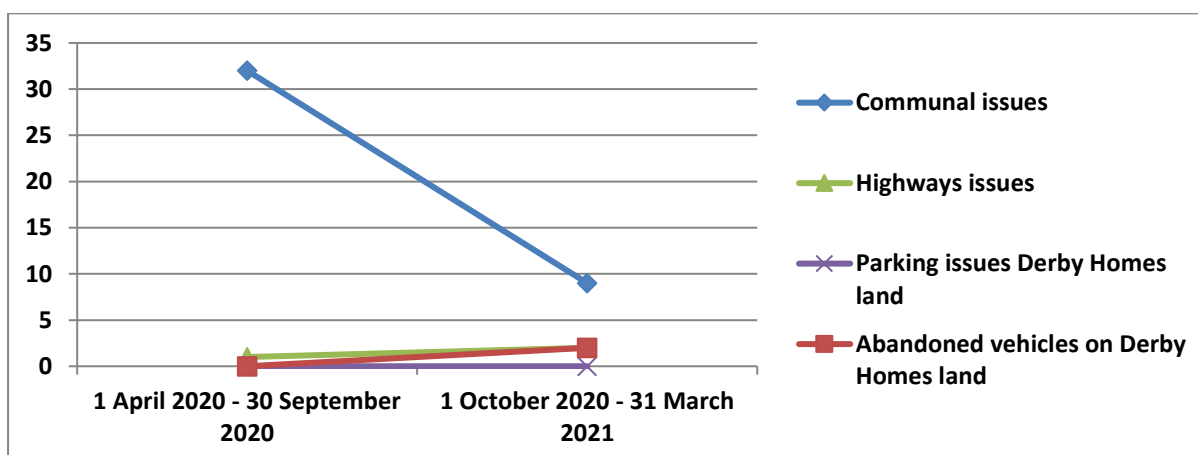
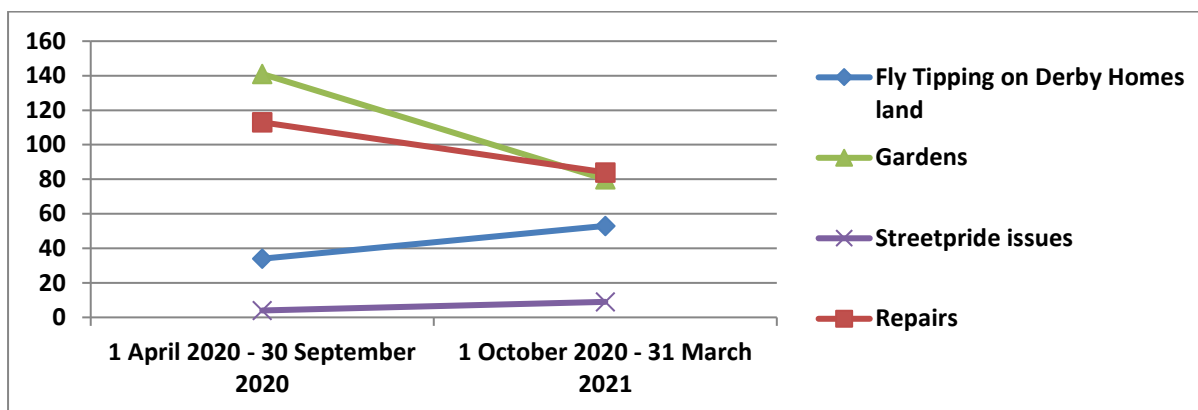
The Estate Response Officers deal immediately with any fly-tipping cases raised. If we find evidence amongst the rubbish that identifies the perpetrator, we will work in conjunction with the Public Protection Officers to tackle the issue.

The Estate Officers and Neighbourhood Officer are working on trying to improve the public's perception of the area, generating a sense of pride amongst residents. More work can be done on this once lockdown restrictions have eased.

The number of garden cases has decreased due to the winter period from 103 cases to 65. The number of cases will increase once the growing season starts. We do have 7 cases open that are over 3 months old and have been working with the Public Protection Officers to issue encouraging words of advice as the gardens are not in such a severe state for us to consider any form of legal action .

Abandoned Vehicle cases have reduced, we do deal with them as quickly as possible. We do have a case that is over 2 months old, this case is more complex in nature however the tenant is working alongside us to resolve the issues.

Comparable graphs for the Sussex Circus Housing Office for the period 1 October 2020 – 31 March 2021 and the previous reporting period 1 April 2020 – 30 September 2020



Comments from Area Housing Manager Graeme Walton

Fly tipping cases have increased by 19 over the previous 6 month total. Fly tipping tends to take place in known hotspots which are on a regular inspection regime by Housing Office staff or the Estate Response Officers, who have a weekly list of hotspots on each patch which they patrol and clear up tipped rubbish promptly. We also work closely with the Council's Public Protection Team so that where evidence of who has carried out the fly tip is found; we will look to issuing fixed penalty notices. Lockdown has meant that the planned compactor days have not taken place, and access to Raynesway tip is still by appointment only so this could well have had a knock on effect on the amount of fly-tipping across the city.

Untidy gardens cases have fallen by 61 on the previous 6 months which is typically what we see over the winter period, mainly because the growing season has come to an end so there are less issues with overgrown grass and hedges. We continue

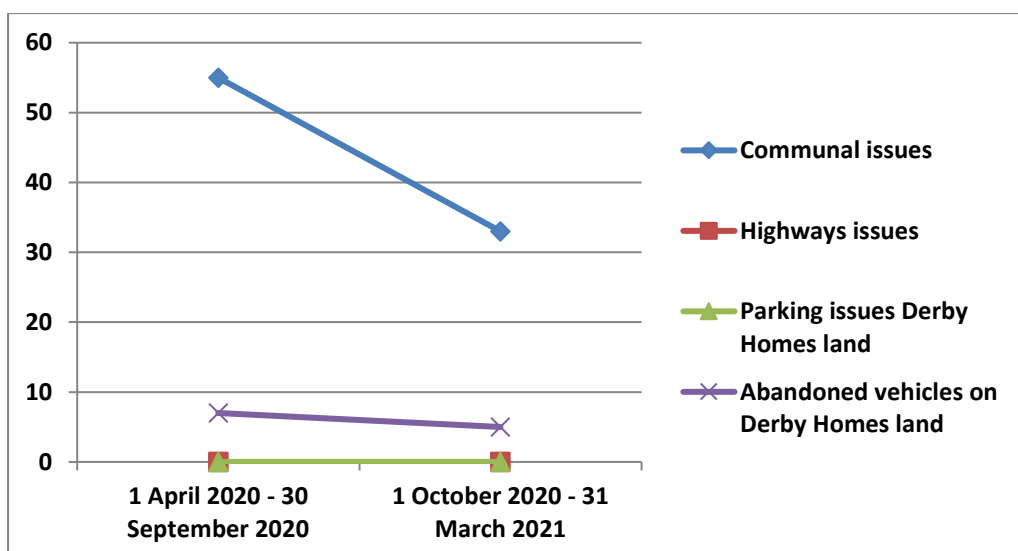
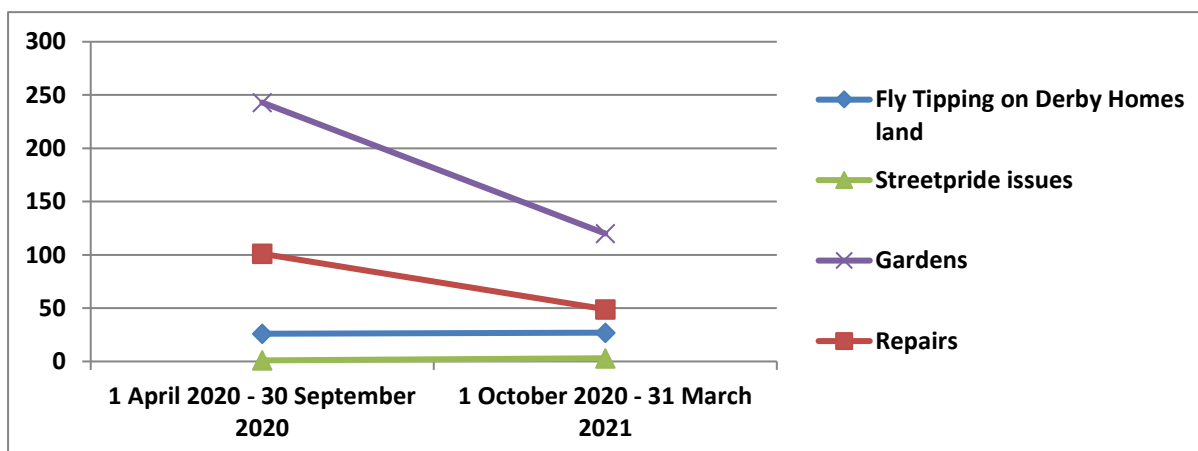
to work with residents where rubbish and other items are stored in gardens to try to get these resolved.

Streetpride issues and Highways issues have shown a slight increase on the previous 2 quarters, whilst repairs issues have declined slightly.

Communal area issues have declined significantly from 32 to 9 over the past 6 months. Regular flat inspections ensure that any communal area issues are dealt with quickly and effectively. This sends a clear message out to residents. We want to ensure they are complying with our policies which are aimed at keeping people living in our blocks of flats safe.

Whilst we have had a couple of abandoned vehicle cases in the past 6 months there have been no new parking issues cases. Many of the parking issues in the Sussex Circus management area are controlled by permit parking in our car parks. In some areas we have problems with match day parking, during Covid this hasn't been an issue due to supporters not being able to attend matches. However, where these issues do exist in normal times Highways have introduced Traffic Regulation Orders to prevent problems. We are also mindful that in future we may also have to introduce permit parking on our land within these areas to protect our residents parking rights.

Comparable graphs for the Allenton Housing Office for the period 1 October 2020 – 31 March 2021 and the previous reporting period 1 April 2020 – 30 September 2020



Comments from Area Housing Manager Tracy O'Connor

It has been an unusual year but during the last 6 months the schedule of estate inspections and flat inspections have continued. As normal for this reporting period the number of garden cases tends to drop because little to no garden maintenance is required to tenants garden that have been maintained well over the Summer months. However, we still are still tackling garden issues where the gardens were not managed well over the Summer months or where tenants have failed to keep the garden areas free from waste.

Fly tipping cases have reduced, this maybe because of the Public Protection Officers becoming more prominent in our areas and they may be picking up issues directly and dealing with these. As a result, Derby Homes officers are seeing less fly tipping incidents, so are reporting less.

The number of repair requests has also dropped during this period and this maybe as a result of only essential repairs being carried out during this reporting period.