

CUSTOMER PRIORITIES QUARTER 3

Report of the Head of Housing Management & Housing Options

1. SUMMARY

- 1.1 This report details performance against the 10 Customer Priorities to the end of Q3 2016/17. The Customer Priorities have been created after speaking to 2253 customers during a large scale door step campaign.

2. RECOMMENDATION

To note and comment on the content of this report.

3. REASON(S) FOR RECOMMENDATION

- 3.1 To ensure the Operational Board is updated on performance against the 10 Customer Priorities.

4. MATTER FOR CONSIDERATION

- 4.1 There are 10 Customer Priorities, below is a summary of the main actions carried out in relation to these. Full updates on each Customer Priority can be found in Appendix 1.

Priority Actions

4.2 Priority 1 We will develop and deliver a proactive litter campaign

We are working with Neighbourhood Officers to deliver educational talks about litter and recycling. Currently we are working with schools in Chaddesden and Spondon.

We have been successful in dealing with tenants who dump litter and items in the garden as the evidence can be seen. These cases are dealt with by speaking to our tenants and setting actions for them to clear. However, if tenants do not cooperate they are made aware that action could be taken against them.

We have had two litter picks in Chaddesden and a Citizens and Councillors on Patrol (COPS) in Derwent

4.3 Priority 2 We will increase awareness of and community confidence in, our response to noise nuisance in your communities

We are actively promoting use of our Noise App on all noise nuisance cases citywide. This forms part of the Action Planning process when we get a new case. This is appropriate in around 85-90% of noise nuisance cases. We will

continue to promote the app through our nuisance/ASB roadshows. We have developed a separate section on the ASB page of Derby Homes' website promoting the use of this app.

This service was also promoted earlier in the year in an edition of Derby Homes News and we will continue to do so in future editions.

4.4 Priority 3 We will promote responsible pet ownership

During quarter 3 we have received 94 pet permit requests. During this quarter 70 have been dealt with and 24 are yet to be decided upon.

Housing Officers have opened 6 cases during quarter 3 2016/2017 of which 5 have been closed. These cases are related to actions taken against owners. There is one case, from a previous quarter, which we have worked in partnership with the police on and we are monitoring it until all issues have been concluded.

4.5 Priority 4 We will commit £100k to target improved parking schemes over the next 24 months. We will strengthen partnership working with Police and others to take enforcement action illegal parking where necessary

At present we have no customer cases, CSMs, recorded for parking issues as all cases have been resolved. In order to address parking problems in Mackworth, we have an ongoing program of installing hardstandings. There are currently no open cases regarding parking in the area.

Downing House parking scheme is now in operation. We will monitor to see if we have any issues with it over the next 6 months.

4.6 Priority 5 We will provide comprehensive support to tenants moving into new build properties including a customer relations single point of contact during the first 12 months of your new tenancy

We are carrying out a 6 month visit with customers to establish any issues with their newly built home. This is an ongoing process to allow us to ensure that we are building new homes to fit the needs of our customers.

All queries regarding New Build Houses are directed by Customer Service Team to a single point in The Development Team.

4.7 Priority 6 We will complete an LED lighting upgrade to all communal areas of flats, to improve energy efficiency, and reduce the frequency of replacement bulbs

Since the completion of the scheme in June 16 we have carried out a review of three blocks completed. This review was carried out from Sept 13-14 and from Sept 15-16 to see the difference in cost.

Despite changes in the cost of electricity we believe there has been a cost saving in the region of 15%. We would like to carry out a review of a longer period to see what true savings are made. We believe there have been savings in the cost of maintenance as since the fitting of the LED lighting, repair costs have reduced drastically. Again we will be carrying out a review for a longer period.

When we are in a position to review the costs of maintenance and the energy saving results for 6 months, we will look to publish the results.

4.8 Priority 7 Following the review of the Voids lettable standard, we will carry out additional works and improvements on difficult to let properties and areas to enable us to potentially let properties quicker and reduce void rent loss

The gas and electrical teams have been using tablets for some time now. The introduction of the mobile software has been a huge success, leading to a reduction in paper based admin and allowed the IT records to be updated accurately and in a timely manner.

4.9 Priority 8 We will help our customers and stakeholders to maximise their income through promoting the availability of advice and support, such as welfare benefits advice, money management and debt counselling

Posters continue to be displayed at ASDA stores in Sinfen and Spondon offering support. These are easily updated to deliver relevant messages around paying rents to also include, payment options, welfare reform issues and payment incentives.

Furthermore we are working towards a new Financial Inclusion Strategy which will encompass best ways to raise tenant awareness to services. The strategy will be ready at the end of the financial year.

4.10 Priority 9 We will work to improve your homes to a higher standard than the governments' decent homes standard

A regular programme of maintenance and painting for the outside of homes is in place and will continue around the city.

We only use Double-glazed windows and high security external doors with multi-point locks. Tenants are offered a choice of styles and colours. We continue to provide a tenant's showroom displaying the range of kitchens and bathrooms available to ensure we improve the standard of our estates there will be Estates Pride improvements and renovation of communal areas.

4.11 Priority 10 We will listen to children and young people to improve and develop our services

We use a variety of methods to engage a broad range of children and young people (CYP), including the commissioning of the junior warden scheme, the youth board and specialist youth services from enthusiasm. We also link into the CYP participation network amongst other CYP forums and frameworks including Derby City Councils Voices In Action.

The Derby Homes Youth Board continues to work alongside the Operational Board, providing the thoughts of young people living on our estates. They have been assisted in the creation of the Derby Homes Annual Report. They continue to work on specific projects such as assisting the Customer Engagement team with the Community Rooms renovations scheme.

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

- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk
- Policy Review
- Financial and Business Planning Implications

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

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Background Information: None

Supporting Information: None