

DERBY HOMES LIMITED

MINUTES OF THE OPERATIONAL BOARD MEETING

Held on Thursday 18 October 2018

The meeting started at 6.00 pm

Operational Board Members present:

Jim Elks, Tony Holme, Bob MacDonald (Chair), Dennis Rees, Jsan Shepherd

Officers present:

Annabelle Barwick, Steve Bayliss, Murray Chapman, Patricia Hatton, Richard Holman, Holly Johnson, Jim Joyce, Clare Mehrbani, Sophie Reynolds

Others in attendance:

Derby City Council Street Pride: Simon Aikten, Jayne Davis, Sam Kelly

18/102 Apologies

Apologies for absence were received from Rob Cooper and Jackie Mitchell.

18/103 Admission of late items

The Chair admitted a late item on Customer Engagement and Community Development Van Proposal. The item was added as item A9.

18/104 Declarations of interests

The Tenant and Leasehold Board Members declared their interests as tenants and leaseholders (as defined in the Memorandum and Articles of Association) of Derby City Council.

18/105 Chair's Announcements

The Chatterbox Café, at St Martin's Church, will be opening soon.

18/106 Minutes of the previous meeting

The minutes of the meeting held on the 30 August 2018 were accepted as a true and accurate record.

18/107 Matters Arising

18/88 Petition – John Lombe Drive

The Operational Board asked if the allocation of parking permits to residents has been reviewed.

They were advised that the new parking contract has been awarded but the staff present did not know if permits had been allocated as yet and an update would be emailed to board members following the meeting.

18/108 Questions from members of the public

There were no questions from members of the public.

18/109 Presentation: Communal Cleaning

The Operational Board received a presentation from Street Pride regarding communal cleaning.

The Operational Board asked how often the supervisor checks the cleaning. They were advised that if complaints are received about specific areas then these are monitored.

Communal areas are cleaned on a weekly basis. Currently the communal areas in blocks around St Clare's Close are cleaned a few days before the bins are collected. Street Pride will look into whether it is possible to rearrange cleaning to take place after the bin collection day.

The windows in communal areas are cleaned, but tenants who live in the flats are responsible for cleaning their own windows. If this is not done, then Derby Homes can do this on their behalf and the resident would have to pay a service charge.

Agreed

The Operational Board noted the content of the presentation.

18/110 Part B Supplementary Questions.

Questions raised in advance of this meeting are attached to these minutes.

The Operational Board did not raise any supplementary questions.

18/111 Operational Board Forward Plan

The Operational Board considered the Forward Plan December 2018 - April 2019.

Consultation is taking place with leaseholders, therefore the leaseholder policy will be brought to the Operational Board in February.

Agreed

The Operational Board noted the Forward Plan.

18/112 Estate Maintenance Large Scale Programme 2018-19 Update

The Operational Board considered an update on the Estate Maintenance Large Scale Programme 2018-19. Derby Homes allocates funds each year from its Estates Pride capital and revenue allocation to deliver improvement works that are identified by Tenants, Councillors, Local Housing Office staff and other local agencies/partners.

A revised list of schemes was attached to the report at Appendix 1.

It was noted that potholes and parking appear to be a city wide issue but schemes are in place to increase parking spaces around the City where needed.

The Operational Board suggested that the car park on St David's Close be reviewed as it is not currently in use.

Agreed

The Operational Board approved the updated Estates Pride Programme 2018-19.

18/113 Customer Complaints & Compliments Policy

The Operational Board considered a report which explained the Complaints, Comments & Compliments policy had been reviewed in accordance with Derby Homes key policy review schedule. The review also proposed amendments to the Compensation Policy and Vexatious Policy, in line with the revised Complaints, Comments & Compliments policy.

The revised Complaints, Comments and Compliments policy aligns to the Customer First Strategy, makes it easier for customers to make a complaint by reducing the number of complaint stages and reflects advice from the Housing Ombudsman in relation to designated people.

The policy also aligns with the Social Housing Green Paper theme – Effective resolution of complaints.

The Operational Board suggested that the policy should make clear that discretionary compensation will be applicable to leaseholders (page 30) and highlighted typing errors that needed to be rectified (pages 27 and 35).

Agreed

The Operational Board

1. noted the changes incorporated in the new policies
2. approved the Complaints, Comments and Compliments Policy and the revised Vexatious and Compensation policies, subject to the amendments discussed above.

18/115 Discretionary Allocations Policy Review

The Operational Board considered the revised Discretionary Allocations Policy and Procedure. In addition, a consultation process was carried out to obtain the views of customers and their views have been incorporated into the policy.

The review concluded that generally the current policy and procedure is fit for purpose and only required minor amendment.

The Operational Board raised concerns regarding the low number of consultation responses received. They were informed that the consultation process is still in the pilot stage and it is hoped to target more tenants in future surveys.

It was confirmed that the policy is relevant to all board members, depending on the circumstances.

Agreed

The Operational Board approved the Discretionary Allocations Policy and Procedure 2018-2021.

18/116 Pets Policy

The Operational Board considered a report regarding a review of the implementation of the current Pets Policy since it was introduced in June 2015 and also detailed a review of the current Pets Policy based on

experience and feedback from customers during the recent consultation exercise.

The Operational Board was advised that the policy does partially apply to leaseholders and will be adapted to reinforce that only the legal aspects will apply to leaseholders.

The Operational Board asked for the policy to be amended to explain that it is now a legal requirement for all dogs to be microchipped.

Officers will check if microchipping of dogs is included in the tenancy agreement.

Agreed

The Operational Board approved the Pets Policy, subject to the amendments above and that owners be required to keep dogs on leads in communal areas.

18/117 Home Release Policy

The Operational Board considered a report which provided details on the review of the Home Release Policy and included feedback through the recent consultation exercise.

Agreed

The Operational Board approved:

1. the Home Release Policy
2. an uplift to the lump sum payment part of the incentive to £560 from the date of this meeting to March 2020, after which time annual increases will be in line with annual rent increases
3. extension of the Policy to incentivise people to free up properties by moving to the private sector.

18/118 Derby Churches Night Shelter Grant 2018/19

The Operational Board considered a report requesting a contribution to support Derby Churches' Nightshelter extreme Winter weather provision for 2018/19. The report outlined the success of the nightshelter provision in recent years, providing Derby's street homeless with overnight accommodation during the colder months.

Agreed

Subject to Derby City Council's consent, the Operational Board agreed to contribute £10,000 in 2018/19 to support the Derby Churches' Nightshelter extreme Winter weather provision for 2018/19.

18/119 Customer Engagement and Community Development Van Proposal

The Operational Board considered a report requesting approval to replace Derby Homes' 'events vehicle'. The existing van is over 14 years old and unlikely to pass its next MOT in May 2019. It is not economic to repair. The report proposed replacing the vehicle and sought the views of the Operational Board.

The Operational Board asked if the cost of a replacement van of £70,000 was to be funded from existing budgets surplus or reserves. This information was not available at the meeting and would be circulated to the Chair and Vice Chair.

Agreed

The Operational Board agreed in principle to replace the events vehicle, of up to £70,000, subject to the Chair and Vice Chair receiving a satisfactory response to the query above regarding funding.

The following items were noted by the Operational Board but not discussed.

18/119 Service Update

The Operational Board received a joint report prepared by Heads of Service. The report provided a general overview and update on current issues.

18/120 Multi Use Building

The Operational Board received a report which provided proposals for the future use of 152 – 154 Addison Road, a building which has previously been used as a base for the Osmaston Community Resident Association (OSCAR).

18/121 Customer Engagement and Community Development Update

The Operational Board received a report detailing updates on the progress of the Customer Engagement Programme, through the Customer Engagement and Community Development team.

18/122 Rent Arrears and Welfare Reform Update

The Operational Board received a report which gave details on:

- Week 22 (w/e 02.09.18) position on rent arrears
- Detail of Discretionary Housing Payments
- Welfare Reform and how Derby Homes is mitigating the impact.

18/123 Anti-Social Behaviour Quarter 1

The Operational Board received a report on key statistics for Derby Homes Anti-Social Behaviour service for the first quarter of 2018/19.

18/98 Draft Minutes of Derby Homes Board meeting held on 18 October 2018

The Operational Board received the draft minutes of the Derby Homes Board meeting held on 18 October 2018.

Date of next meeting

The next meeting will be held on Thursday 13 December 2018 at 6.00 pm in the Large Training Room at London Road.

The meeting ended at 7.50 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 18 October 2018.