

LOCAL HOUSING BOARD NORTH
4 JUNE 2009

ITEM A3

QUESTIONS TO THE LOCAL HOUSING BOARD NORTH

We have promoted Questions for the Board or Local Housing Boards through the last edition of Derby Homes News and at reception counters. We have received to date 16 questions for the Local Housing Board North. The first ten were dealt with at the last meeting. Below are answers to remaining 6 questions. Each questioner will receive an individual written response, following this meeting.

Item No. 1	Received on: 18/02/09	Date Information Supplied: 11/05/09
From	Mrs Wood	
Address	Mackworth	
Question	When will we be getting fencing in our area? People treat it like a dog toilet!.	
Answer	The Local Housing Office has access to funding for environmental improvement works through the Estates Pride Quick Fix. Fencing is considered to be a priority in this area and the local office staff will be contacting the tenants to discuss these improvements either directly or via their 'Walk and Talks' programme which is scheduled for July this year.	

Item No. 2	Received on: 11/02/09	Date Information Supplied: 12/05/09
From	Mr Taylor	
Address	Mackworth	
Question	Is it possible to have a bench at the back of the flats on Ashbourne Road, so I can sit outside in the Summer. It would be greatly appreciated, thank you.	
Answer	It may be possible to do this. The Local Housing Office will contact the Mr Taylor and investigate the possibility of locating a bench in the garden area and consult with the other tenants and leaseholders.	

Item No. 3	Received on: 13/02/09	Date Information Supplied: 12/05/09
From	Mr Ellis	
Address	Sussex Circus	
Question	Can we have a bus shelter on Mansfield Road, junction of Stratford Road please? What is going to happen to the old play area at the top of Perth Street? At the moment it is a muddy mess?	
Answer	The work programme for 2009/10 for the installation of bus shelters has already been agreed by the City Council. The funding has been allocated and the work has started and cannot now be altered.	

	<p>The location can be investigated and this can come through the Neighbourhood Forum as a priority and it will be put forward to the work programme for 2010/11.</p> <p>If you require any further information please contact the Council's Public Transport Co-ordinator on 641738.</p> <p>The play area at the top of Perth Street was closed about 12 months ago and relocated to the new piece of open space just off St Andrews View. The old play area site has been put back to grass – there are no plans to do anything else.</p> <p>The project was carried out after consultation with local residents, which found that the majority supported the relocation of the play area.”</p>
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Item No. 4	Received on: 13/02/09	Date Information Supplied: 12/05/09
From	Mr Gray	
Address	Allestree	
Question	I live in Allestree and we are finding it hard to get to our car. We are both disabled. This has been reported before by other tenants. There is lots of grass, delivery vans cannot get up to deliver goods as they get bogged down, if we can get our car a bit nearer it would be a big help, we have been here 6 months.	
Answer	Delivery vans should not be driving over grassed areas as this does cause damage to the grass. The local Housing Office will arrange to visit the tenants in this street and assess what assistance they may need to help with getting access to their car.	

Item No. 5	Received on: 30/03/09	Date Information Supplied: 18/05/09
From	Ms Overton	
Address	Brook Street area	
Question	<p>Our black rubbish bin is very dirty and smelly. Would you be able to arrange for it to be cleaned?”</p> <p>“Also I am keen to join the recycling scheme and would ask when the flats on Parker Street are to be issued with brown and blue bins.</p>	
Answer	<p>Wheelie bin cleaning services are not provided by the council but there are a number of private companies operating across the city who will do this for a small charge. We have provided the tenant with details of how to contact these companies.</p> <p>We are committed to working with the Council and improving recycling facilities at blocks of flats. Funding has been allocated within Estates Pride, progressing the work requires individual inspection of each block to assess the suitability for such facilities to be installed. We do not yet have a programme for works to take place at Parker Street but will contact the tenants with further details in the future.</p>	

Item No. 6	Received on:	Date Information Supplied:
From	Mrs Salt	
Address	Breadsall	
Question	<p>I and the tenants of Knutsford Green, Morpeth Gardens, Hawkshead Road, Coniston Crescent and Stretford Road would like to know why the Care Links are being removed. After all we are the people who are being care for by Derby Homes, or suppose to be. I have seen the litter which have come from Chubb and thought it was rather threatening and no explanation. Surely we are entitled to the reason why. It's a life line to all of us. Also when are the flats on Knutsford Green having their doors and windows done.</p>	
Answer	<p>We visited Mrs Salt on 20 May 2009. We have explained the process that has led to the removal of the call equipment from the properties.</p> <p>As part of the ongoing review of the Supported Living Service (SLS) we have reviewed the needs of all of those service users receiving monthly visits. A full needs assessment is carried out in case and where the service user is assessed as having no needs as defined by the Supporting People requirements we are decommissioning them from the SLS and removing the call equipment that is still installed in the properties from when this was formerly a sheltered housing scheme. All of this has previously been reported to Board and Local Boards as part of the ongoing review of service.</p> <p>We have spent a great deal of time trying to communicate this message effectively with individuals and their relatives, both face to face and in writing. We accept that this has been a complex process and will continue responding to enquiries to try and resolve concerns on an individual basis.</p> <p>There is a fault on the door at Mrs Salt's property and this has been referred to the maintenance surveyor who is arranging for repair works to be carried out. We will also feed back to local residents on the timetable for the general replacement of doors and windows in the area.</p>	