

Case	Title	Name	Entry	Notes
HSG FOCUS SE158 534	MRS	OZOLS	17-Feb-10	<p>HFG MTG 18/1/10 : Mrs Ozols TEL 754139 (167 Eden St) asked if the gritting bin which is locked in the drying area could be put somewhere communally for people to use at any time during bad weather. She also asked for recycling bins as they currently have none (thinks a suitable location would be by the railings at the bottom). Also asked for new fencing to the front of her property (which backs on to waste land) as current one falling down.</p> <p>17-Feb-10 27/1/10 Inspected fencing which is a little wobbly in one place but seems quite secure.</p> <p>17-Feb-10 17/2/10 Email from Tracy O'Connor to Murray Chapman :At the HFG last night we had a discussion around grit bins.</p> <p>17-Feb-10 Highways assess request from grit bins and then they have a scoring criteria. If they assess a need for a bin they will provide and maintain. Obviously they do not maintain bins that have been put in by Derby Homes. A HFG bid was agreed to provide another bin at Eden St after this has been requested by tenant in this area. I advised the HFG whilst the bin will be provided the issues about who fills with grit and who grits these areas is being looked at by Derby Homes and a procedure for this is to be put in place. When you have more information about this can you let me know so we can feed this back to HFG at a later date."</p>

Email from Tracy O'Connor Can you update your CSM" to say bin agreed to be bought out of HFG money. Can you look at where we can site this, in a drying area may be best please liaise with the tenant that requested this.

17-Feb-10 I will get Guy to raise an order on oracle for this and put you down as a contact for the location. Please explain a procedure is being worked on for who provides the grit and who grits areas and once we have more info on this we can feedback. Thanks.

17-Feb-10 Guy can you raise an order to provide a grit bin at Eden St to liaise with Karen Knutton at Bingham St office ref where the bin will be situated on Eden St. The cost of the bin being £175.00 as per quote provided by Highways. Please let me have a copy of the order cost code is the HFG budget. "HSG FOCUS SE1"

25-Feb-10 C/C left with daughter?

25-Feb-10 T/C from Mrs Ozols: explained that HFG will buy a grit bin but will not maintain it - it will be the residents responsibility to buy grit & put it down when its icy. Explained that Highways do not class as a priority area & Derby Homes do not have the resources to maintain. Mrs Ozols asked why the existing grit bin was moved into the drying area? Think it might have been due to access for residents with scooters. Told her I would look into but at the very least I will arrange for her to have a key to the drying area in question.

11-Mar-10 Enquired about the existing grit bin with Tracy O who says that it may not have grit in it at the moment. Murray Chapman will be doing a review soon & will decide where/usage of them.

11-Mar-10 T/C to Mrs Ozols : advised her that there will be a review on the grit bins by Senior Management & I 'll keep her updated.

HSG FOCUS SE255 775 MRS ZARRA

01-Oct-09 A request was made for 2 disabled parking bays to be marked out in the Communal car park at Acorn Close. This will be looked into.

07-Oct-09 Awaiting response from Kaite Illsley to see if the parking areas are adopted highway or not, as if they are we cannot install a bay. If they are not adopted, I will do a site visit with Mick Bayley to discuss options.

15-Dec-09 Received conf of what is adopted highway and site visit done with Dave Draper to see best location for bay. Awaiting his recommendations

17-Dec-09 Phonecall from Dave Draper to say it will be £700-800. So have still asked for recommendations, but won't be enough in budget to do work until April. So will take the costs and recommendations back to HFG in April to check they are happy to commit that much money, when the location is not exactly where they wanted it anyway.

18-Dec-09 Email received from Dave to say cost is £600. Checked with Val, and there may just be enough in the budget to get done this year. However, as its not in the preferred location, sent consultation letter out with costs and location in to gauge response

02-Feb-10 Consultation came back positive and they want the work doing. Quotes now obtained from Dohertys at £600, funding was already agreed at the HFG when it was requested, so can now place order for work.

19-Feb-10 Order placed, awaiting start date of work from Dohertys

HSG FOCUS SE255 790	MRS	SPELLMAN	01-Oct-09 Anti-social behaviour and inconsiderate use of the Acorn Close parking area by non residents. Discussed and agreed to try a notice saying for use of Derby Homes and residents only. Unanimously agreed to purchase this from the Group's funding and as big and bold a sign as possible is wanted.
			07-Oct-09 Regen agreed to this work. I have emailed Hina on 30.9.09 to ask her to obtain a quote for the sign
			07-Oct-09 Emailed Hina again today with a photo of the entrance to the parking area where I feel a free standing sign would be of the greatest benefit.

15-Dec-09 Various emails to and from Mary Holmes re the ordering of the sign. On 24.11.09 I emailed Mary the specifications for the sign and asked her to let me know when the quote arrived so I can raise order. Awaiting quote

17-Dec-09 Emailed Mary to see if quote has arrived yet

02-Feb-10 I got no response from last email to Mary, I have emailed her again today to chase the quote

19-Feb-10 No response again from Mary. Emailed today to ask if the quote had been obtained or not

19-Feb-10 Response from Mary to say she will chase it up

22-Feb-10 On 19.2.10 Mary has sent a request to Marketing for a quote for the sign. It doesn't look like this work has been done following all my previous emails

HSG FOCUS SE256 254	MR	WOOLLEY	22-Oct-09 received information from Mr wooley 71 Victory rd at the focus group stating that No 88 is parking on the grass to his garden and to the rear of the property. Without permission from Derby Homes Photos taken of parking and letter sent to Mr Mrs Raven- 2nd letter sent 22.10.09 with appointment for 30.10.09 @ 10 am at old sinfin lho- Steve Astle to Inform Mr Wooley of what is being done
---------------------	----	---------	---

30-Oct-09 Mr Raven has failed to turn up for the appointment
- telephoned and left msg for Mr raven to ring me
and to re- arrange appointment

02-Nov-09 did not turn up for appointment - letter was to be
sent but received tele call from Mrs Raven statin
g that the car to the rear has gravel and drive ga
tes - no permit for this informed her that letter
requesting permit for driveway is required and tha
t she is not allowed to park on the grass to the f
ront of the property- letter to be sent confriming
this

18-Dec-09 Estate inspection carried out - not parking on fr
ont - still monitoring as other in street are park
ing on front and letters sent

HSG FOCUS SW 58 953	MS	WHEWELL	05-Mar-10 Acknowlegdement not required as acknowledged at th e meeting
			05-Mar-10 Gill asked if the new fencing on Abbotts Barn Clos e will be put round Gerrard Street. Paula to conta ct Gill and discuss
			08-Mar-10 phoned miss whewell left 2 messages was no respons e she has phoned appointment booked to look at fen cing on the 10.03.2010 at 11.00am