

## LOCAL HOUSING BOARD SOUTH 12 FEBRUARY 2009

### DIRECTORS' UPDATE – FEBRUARY 2009

This is a joint report prepared by the Director of Investment & Regeneration and the Director of Housing & Customer Service. The report provides Local Housing Board Members with a general overview and update on current issues.

#### Current Workloads and Pressures

##### New Build

We continue to get closer to building new homes. The leasehold issue has been resolved and we get closer to signing the grant agreement. We are still negotiating some financial issues with the Housing Corporation.

Our development contract with Strata is close to completion and we have agreed start and finish dates with them and are finalising the development costs, against the backdrop of anticipated reduced levels of sales income.

The CLG have agreed the transfer of land to Derby Homes.

We expect to sign all documents by the end of February 09 and start on site in April 09.

##### Future Bids

We are continuing to work with the regional Office of the HCA for more grant funding for new build. We are evaluating a number of sites to assess their viability. We hope to submit further bids to the Housing Corporation early next year. We are also discussing possible ways to acquire ex council homes that are on the market.

##### Estates Pride Large Scale Project Update

We are fulfilling our commitment to attend Housing Focus Groups (HFGs) to communicate effectively with them on progress of agreed projects; a number of these have now been completed.

We are recommending to the Council that remaining funding be spent on more estate based improvements.

##### Durley Close Flats – Alvaston

Demolition of the Isle of Wight flats has now started, we will continue to keep the Local Housing Board updated on the redevelopment proposals for the site.

## **Repairs Service**

ESD have appointed two consultants to tackle some of the issues on performance;

- action plans have been agreed following the operative away days
- A backlog of orders is being worked through
- Dates have been agreed for the introduction of handhelds for operatives and the migration to a consolidated pay structure.

## **Stock Condition Survey**

We have now appointed a firm to carry out a stock condition survey. The survey will help provide information on future investment need. This will be required for a future option appraisal that is planned to be carried out over the next 18 months. Both Derby Homes and the City Council agree that we need to consider options that lever in enough resources to maintain the stock to a modern standard into the future.

We are writing to all tenants that may be affected by the survey, the enquiry centre have been briefed on the process and will be able field any calls on the survey.

## **Compensation payments for missed appointments**

The Local Housing Board asked that I kept them updated on the number of compensation payments made through the repairs service. From 25 September 2008 to 26 November 2008, 28 payments were made. From the 26 November to the 26 January 2009 only 10 payments were made, performance in this area is improving as shown in the figures.

## **Investors in Excellence**

We are pleased to announce that Derby Homes has been awarded the Investors in Excellence Standard. This is an external accreditation which examines how we deliver services and the outcomes that we achieve. The Investors in Excellence Standard is reviewed bi-annually and we will use this framework alongside the new standards issued by the Tenant Services Authority to ensure that Derby Homes continues to improve the services delivered to tenants and leaseholders.

## **ISO9001**

In a similar vein to the above we are also pleased to be able to announce that after a recent inspection we have retained ISO900. This standard requires us to demonstrate consistent use of processes and documented procedures.

## **UPGRADE OF COMPUTER SYSTEMS**

In early January 2009 we completed the successful upgrade of our existing computer system. We are now operating on the most up to date platform and will soon be able to bring in improvements which will benefit our customers, one such example will be our ability to make more direct appointments with members of staff and keep much better records of complaints/queries made by customers.

We are pleased that despite a few internal teething problems there has been no inconvenience to customers.

As the upgrade continues work will be done with the Process Improvement Teams to implement the benefits of the new systems.

### **Recent Good News**

We have recently been awarded a grant through the Low Carbon Buildings programme phase 2, to fit photo-voltaic solar panels to the roof of Rivermead House. I will continue to update the Local Housing Board on the progress of this project. We have a pre-contract meeting planned for the 29<sup>th</sup> January and hope to complete the work by the end of May09.