

UPDATE ON FLAT INSPECTIONS

Report of the Director of Housing and Customer Service

1. SUMMARY

This report provides the Local Housing Board with an update on flat evaluations carried out during July 2010.

2. RECOMMENDATION

That the Local Housing Board notes the report

3. MATTER FOR CONSIDERATION

3.1 The Local Housing Board received a report in June 2010 outlining flat audits carried out during April 2010 and proposed actions to be taken.

3.2 The general areas identified within the audit are as follows:

- Standard of cleanliness within the block
- Internal inspection of stores including bin stores
- Health & Safety issues
- Communal and Grounds Maintenance issues

3.3 It has been agreed that monthly evaluations will take place using an appropriate scoring criteria resulting in blocks being scored using a traffic light system i.e. green being acceptable, amber to be monitored and red which will require immediate attention.(See appendix 1 –scoring criteria)

3.4 Only one block in the south of the city has been identified as red. This is 46-52 Southcroft.

3.5 The following is a list of issues raised and a list of actions proposed/taken.

Block	Issues	Actions
Southcroft 46-52	This block is not on the cleaning contract – Stairwell, floors and windows very dirty.	All residents have been written to twice insisting they clean the communal areas. The block has since been reinspected and the condition is still the same. A further letter will be sent informing residents that their block

		will be added to the Cleaning contract.
	Drying area-weeds and moss evident	Orders raised for Grounds Maintenance Contractors to clear weeds and moss.
	Pales missing from fence	Orders raised to renew pales
	Guttering to block requires cleaning Possible subsidence to rear of building	Orders raised for Area Property Surveyor to investigate
	Large overgrown tree to the rear of the block	Issue passed to Grounds Maintenance to investigate and report back

- 3.6 All the blocks designated as red have appropriate actions put in place and will be visited at least once a week to ensure the issues are being resolved.
- 3.7 The previous audit carried out in April 2010 identified 11-25 Crayford Road as a red block, due to actions taken by the Housing Officer this block has now become amber.
- 3.9 All blocks will continue to be inspected and scored on a monthly basis. The Local Housing Board South will receive information bi-monthly on the outcome of these audits.

4. ENVIRONMENTAL IMPLICATIONS

Monthly audits and targeted management of flats improve the living standards and sustainability for all residents living in flats.

5. EQUALITIES IMPACT ASSESSMENT

All members of the community are consulted and their needs taken into account

6. HEALTH & SAFETY IMPLICATIONS

Some health and safety risks are removed through regular audits.

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

- Financial and Business Plan
- Legal and Confidentiality

- Personnel
- Risk
- Policy Review

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive, phil.davies@derbyhomes.org - Tel 01332 711010

Author: Steve Astle Housing Manager 01332 718771 Email steve.astle@derbyhomes.org

Background Information: None

Supporting Information: None

Flat Inspection Sheet

Category	Low 1 (green)	Medium 2 (Amber)	High 3 (Red)
First Impression External Inspection of front of building	All clear of litter No cobwebs lights clean No marks on windows	Some litter evident Marks on entrance door or windows	Litter/rubbish evident Cobwebs around lights Door & windows require cleaning
Lobby Foyer Stairwell Walls Doors Corridors & landings	Clean walls / ceilings No evidence of litter No scuff marks No dirt / swept Mopped and clean To a good standard	Minor scuffs on floors / doors/walls Dust on stairs or corridors Small amount of rubbish	Dirty stairs / Corridors Litter Drugs / alcohol Paraphernalia Rubbish or large items evident
Internal Trip hazards	Clear of all trip hazards Apart from mats outside front doors	Minor trip hazards i.e mats in corridors & some plants	Lots of trip hazards i.e mats, plant containers, chairs & carpets
Bin stores or Chute As applicable	Clean bin store No evidence of fly tipping No litter No leaves Well maintained Chute unblocked in good state of repair	Small amounts of litter Area in need TLC Chute minor blockage Some rubbish in surrounding area	Chute blocked Bin area dirty Evidence of rubbish discarded i.e settees or fridges
Drying area	Clear of weeds and moss Rotary or lines in good condition	Minor weeds / moss Small amount of leaves/litter Some strings broken to rotary lines	Weeds / moss quite evident rotary and line Missing Rubbish evident
Communal grounds boundary fence and gates	No damage to gates or fences	Minor damage to fence / gates i.e pales missing broken gate catches	Fencing damaged Gates/posts broken or rotten
External & Internal Repair & Maintenance issues	To include all doors, windows, gutters down pipes and paths etc Minor issues	To include all doors, windows, gutters down pipes and paths etc Some larger issues i.e downpipes or gutters loose or broken, smaller cracks to paths, window boarded	To include all doors, windows, gutters down pipes and paths etc i.e internal walls poor, doors damaged, downpipes guttering missing, paths very bad/damaged/rotten windows
Shrub beds	Shrub/flower beds well maintained	Shrub/flower beds need attention/some weeds evident but likely to be restored with routine maintenance	Shrubs/flower beds/grassed areas overgrown/weeds evident
Grassed areas	Grassed areas well maintained	Grassed areas need attention likely to be restored with routine maintenance	Grass overgrown requires cutting
Litter	Area around the block clear No sign of litter/rubbish	Area around the block Some evidence of litter/rubbish	Area around the block - High build up of litter/fly tipping
Graffiti	No graffiti inside or outside of the block	1-2 lots of Graffiti evident either inside or outside of the block	More than 2 lots of graffiti evident either inside or outside of the block