

CITY BOARD
24 OCTOBER 2013

ITEM A6

HOUSING & LEASHOLDER FOCUS GROUPS & EQUALITY GROUPS ITEMS

Report of the Director of Housing & Customer Service

1. SUMMARY

This report provides the City Board with details of Customer Service Management (CSM) cases/issues raised at Housing Focus Groups, Leaseholder Focus Group and Equality Groups.

It also looks at the methods we use to contact tenants around the city and the success rate of contact.

2. RECOMMENDATION

The City Board is asked to note the content of this report.

3. MATTER FOR CONSIDERATION

3.1 During the September round of meetings, **14** issues were raised which have been passed on to the relevant housing office, of which **8** cases are still in progress or awaiting actions/responses. See appendix one for case details and the attendance analysis.

3.2 This round of meetings delivered key information on:

- **Customer Engagement and Community Development Strategy**

3.3 In total, 15 Estates Pride Quick Fix Bids were discussed and commented on.

3.4 At the meetings the main subjects discussed were:

Customer Engagement and Community Development Strategy - Following the Review of Housing Services report submitted to Derby City Council Cabinet in May. The Resident Involvement & Resource Centre Manager and the Head of Housing Management have put together a new strategy to address the issues that are explained in the report. We informed the Housing Focus Groups what is contained in the strategy and asked for their feedback which will be used to finalise the strategy.

We explained the current level of Resident Involvement and that this strategy will enable improvements to be made and a far greater reach to our customers.

Consultation - The issues we discussed raised interest with the tenants and leaseholders present, allowing them to engage and give their views.

Methods of contact - We use various methods of informing tenants about what we were discussing. The main aim here is to allow tenants to get involved in a way that suits them, rather than just inviting them to a meeting. We use targeted text messages (sent to people directly affected by the issues we are discussing), letters, Facebook and Twitter. A hyperlink to our website is included in all our communications that links directly to relevant content on our website. This hyperlink method generated 16 visit to the website content.

A total of 36 tenants and 3 Leaseholders attended the Housing Focus Groups. We also received a total of 4 SMS replies asking for more information and we followed these up with either a telephone call or a text.

4. CONSULTATION IMPLICATIONS

Consultation now takes place on our website, via SMS, Facebook and Twitter as well as at Housing Focus Groups. Where we receive comments across these different channels, wider consultation is carried out where appropriate, they are included in our feedback to managers and teams.

Where CSM cases are raised, feedback is given directly to the individual who raised it at the meeting/relevant groups.

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

Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

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Background Information:

Supporting Information: See attached appendix

Summary of the September 2013 round of Housing Focus Groups (HFGs)

Statistics

	Attendance		Invites		Communication as a Result	
			Postal	Text		
	Tenants	Leaseholders	Membership	Sent	Reply with HFG	Visits from SMS
North East HFG	6	0	61	157	0	13
North West HFG	16	1	65	186	2	1
South East1 HFG	5	1	61	171	1	2
South East2 HFG	3	0	64	124	1	0
South West HFG	6	1	89	158	0	0
Total	36	3	340	796	4	16

Below is a summary of the cases raised from each area and what actions have been undertaken. The status of each case is also indicated. All cases were reported between 10th and 19th September 2013. Issues vary from personal repair issues, to community issues and issues that are sometimes outside the remit of Derby Homes.

South East 1 Tuesday 10 September 2013
Humber Close Community Room

1 Closed 1 Currently Open

CASE	STATUS
82945 - Issues about benches in the Humber close drying area	OPEN: Under investigation
82750 - Tree issues around Nidderdale Court	CLOSED: An extensive tree survey has been previously carried out and no works had been recommended. Tenant advised that the requested works could damage the trees.

South East 2 Wednesday 11 September 2013
Glengarry Way Community Room

3 Closed 1 Currently Open

CASE	STATUS
82927 – Acorn Close parking issue	OPEN: Passed to Neighbourhood Officer Sharon Booth. Awaiting a decision.
82925 – Timing issue with communal lights between Arkle Green and Morlich Drive.	CLOSED: 1/10/13 Phoned Tenant and informed that there is no landlord electric supply, so we cannot put any extra communal lighting in. Tenant informed us that the two flats do not have individual security lights at present.

	New lights ordered 1/10/13. Tenant informed.
82929 - Timescales for new front doors on Acorn Close	CLOSED: The door contract will be working in the Shelton Lock area in 2016 - 2017
82931 - Improvements to Parking on Carron Close	<p>CLOSED: The proposed green is housing land and not adopted highways land. Housing Officer emailed Estates Pride Team to see if it was suitable for a quick fix bid to create parking spaces. Not possible, as it would require planning permission, take a long time and be too expensive for quick fix funding.</p> <p>Informed tenant and explained why it is not suitable for a quick fix bid. To be kept as a possible future large scale bid. This is not likely to be soon, as current large scale funding is already committed.</p>

South West Thursday 12 September 2013
Boyer Street Community Room

1 Closed

4 Currently Open

CASE	STATUS
82579 – Cyclists abusing the area at bottom end of Boyer Street, Signage required to prevent this.	OPEN: Visit carried out on the 18.9.2013. No cycling sign is on order.
82582 – Speed issues on Boyer Street request to install speed indicators on the street where appropriate.	OPEN: Email requesting this sent to Neighbourhood Team for consideration of the Speed Indicator Sign
82583 – Issues raised about brightness levels of street lighting on Finsley Walk and Caxton Street	<p>OPEN: There are 6 lighting columns located on Patmore Square. They are all 5 metre 'Deemed to Comply' units installed in 1995 and new Philips Iridium lanterns fitted in 2004. All columns received routine maintenance in October/November 2012. New lamps fitted last autumn, have a light source that is classed as 'white light'. Checked through the inventory data and no faults have been raised.</p> <p>Contacted contractor, Balfour's, to double check that columns have been fitted with the correct lamps. Chased again on 29.9.2013</p>
82590 – Improvement work suggestions for Abbey Street. Replace bushes with Tarmac and install anti-sit plates to wall?	CLOSED: not DH property or land. No further action required.
82591 – Tenant raised an issue about their bathroom flooring at their property	OPEN: Searched our records and nothing found. Emailed Tenant 17/9/13 to find out when she submitted her original complaint. No response as yet.

North East - Thursday 19 September 2013
Oakleigh Avenue Community Room

1 Closed

1 Currently Open

OPEN	STATUS
82948 – Improvement suggestions for Coniston Crescent	OPEN: Housing Officer met tenant on site. Options being considered.
82953 - Request for brick walls to front boundaries of bungalows, Coniston Crescent.	CLOSED: Site inspected. No necessity for brick walls. Will assess any land slip as and when it occurs.

North West Tuesday 17 September 2013
Colville Street Community Room

0 Closed

1 Currently Open

CASE	STATUS
82795 – Issue raised regarding thinning out of trees on Noel Street	OPEN: Response from DCC/DH arboriculturist: “The trees are due for inspection so it's likely we may be able to carry out some work. We don't as a rule thin trees out though as it only has very short term benefits depending on the species. I will let you know my findings.”

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