

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 unresolved Customer Service Management (CSM) cases/issues raised at Housing Focus Groups, Derby Leaseholder Focus Group and the Equality Groups.

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 six cases were raised as CSM cases.

3.2 At the time of writing this report, there are some cases that have yet to be input onto the Academy system. This is due to the timing of the meetings and report deadline.

3.3 Of the cases so far, five of these remain open at the time of writing this report, action is taking place on all of them.

- Two are awaiting feedback from partner organisations
- Two are awaiting feedback from officers
- Various orders have been raised to resolve other issues

3.4 All open cases are contained within the attached appendix.

3.5 In total, the six issues can be split into the following types of issues:

Enquiries

- Recycling at Parker Street
- How often is dashboard rent updated?

3.6 Communal issues

- No hearing loop at Rebecca House following refurbishment
- Outstanding external repair

3.7 Personal issues/service requests

- Various issues at Eden St

3.8 Neighbourhood/non-Derby Homes issues

- Lighting – Moved PFI lighting column

4. CONSULTATION IMPLICATIONS

Feedback on all cases logged onto Academy is given directly to the individual who raised it at the meeting or at the relevant groups. Wider consultation is carried out where appropriate.

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 the author, or Phil Davies, Chief Executive, phil.davies@derbyhomes.org – Phone: 01332 888528

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Background Information: None.

Supporting Information: None.

	Case Number	Case Status	Action Date	Responsible User	Notedate
HSG FOCUS NWEST	71 126	O	12-Sep-11	LAURA SPENCER	12-Sep-11
12-Sep-11	A tenant at Quarn Gardens raised an issue regarding lighting around the area the original column was moved on PFI, now very dark, Brian Perry suggested contacting Nick Perry at Balfour Beatty as he had a similar issue. Passed to Laura Spencer to investigate.				
12-Sep-11	Brian Perry has emailed me with the contact details of Nick Perry from Balfour Beatty to contact regarding this issue HO to contact Nick Perry to see if any additional lighting can be added to the area.				
13-Sep-11	Email sent to Balfour Beatty. Hi Nick, I attended a Housing Focus Group meeting last Tuesday night, at the meeting a resident from Quarn Gardens raised the issue that since the original lighting column was moved on PFI the area is now very dark. Brian Perry suggested contacting yourself as he had a similar issue. I am happy to meet you on site to show you the area in question. Kind regards Laura				
13-Sep-11	Telephone call received today in response to email to Nick at Balfour Beatty. Advised that he will get one of his engineers out to the area to check the acceptable limits of lighting. This visit will obviously take place in the dark and if additional lighting is needed it will be sorted. Nick said his engineers will be out in the next couple of day s, HO asked Nick to update with findings. HO contacted Mrs Hitchcock with update advised will let her know once Nick has got back to me.				
HSG FOCUS NWEST	71 127	O	12-Sep-11	LAURA SPENCER	12-Sep-11
12-Sep-11	A resident of Parker Street asked HO for update regarding recycling being implemented. HO took to the last HFG a bid to reduce the size of large drying area at Parker Street, to halve it into a smaller separate drying area and separate area for recycling, as the recycling area near the shops on Parker Street has recently been taken away. HO advised resident at meeting that this issue is still being looked into, as there is little point in DH doing the work until Waste Management has agreed to install recycling facility in area. This has been agreed in principle by Waste Management but no definite plans have been put in place. Val Lambert has a meeting with Waste Management on Tuesday 13 September 2011 to raise issue again and to try and get scheme implemented asap. Will update after meeting.				
HSG FOCUS NWEST	71 136	O	12-Sep-11	GAYNOR SLADEN	12-Sep-11
12-Sep-11	At the focus group a resident raised an issue that the hearing loop has gone missing from the community room at Rebecca House since all the work had been completed he wanted to know if this was going to be replaced as there are some deaf tenants in Rebecca House this has been passed to Gaynor Sladen in supported living to investigate.				
HSG FOCUS NWEST	71 137	C	12-Sep-11	LISA WATERS	12-Sep-11
12-Sep-11	A tenant reported at the meeting that he had been waiting for some lagging to be replaced to a pipe on the outside of his block for several months. Laura Spencer has re raised the order with the enquire centre this has gone on an external repair priority so the job is not given an appointment but has a date of 4 October for when the work should be done by. Laura has phoned the tenant to let him know this				
HSG FOCUS NWEST	71 138	O	12-Sep-11	MURRAY CHAPMAN	12-Sep-11
12-Sep-11	At the meeting a resident raised a problem that when he had logged onto the new dashboard on 6 September it was only showing his rent up to 15 August he wanted to know if this was correct or should it be updated on a more regular basis. Murray Chapman was at the meeting and said that he would look into this				

HSG FOCUS SE1	71 276	O	15-Sep-11	TRACY O CONNOR	16-Sep-11
16-Sep-11	8/9/11 HFG mtg @ Slindon Croft: A tenant raised the following issues: 1) weeds are growing through the new black metal fencing at the bottom of Eden St. 2) residents at the top of Eden St are filling their black bin with newspapers & therefore putting garden waste in the black bin used by the residents at the bottom of Eden St. 3) there is smoke damage on the porch ceiling following a fire in the binstore/meter cupboard.				
16-Sep-11	Email sent to Nick Keane asking who land is at the bottom of Eden St.				
16-Sep-11	Email sent to Streetpride asking what the black bins in the drying areas are for.				
16-Sep-11	CSM 71335 raised for the caretakers to wash down the smoke damaged porch ceiling.				