

### **ESTATE AND FLAT INSPECTIONS FOR THE PERIOD 1 October 2022 to 31 March 2023**

Report of the Head of Housing Management

#### **1. SUMMARY**

- 1.1 Inspections are carried out to pick up on estate management issues, at an early stage, and to ensure our estates, including any communal areas, are well kept thus helping towards creating great places for our customers to live.
- 1.2 We publicise our routine estate and flat inspections on our website and through the Derby Homes newsletter. In our blocks of flats, we also publicise the date of the inspection and when the next inspection is due; this information is displayed on the noticeboards situated in the communal area of each block of flats.
- 1.3 We encourage our customers to talk to us about issues of concern, in the area that they live, so we can work together to look at solutions.
- 1.4 This report gives detail of the number of cases, by type, commonly arising from flat and estate inspections for the period 1 October 2022 to 31 March 2023.

#### **2. RECOMMENDATION(S)**

- 2.1 That Operational Board notes the content of the report and appendices.

#### **3. REASON FOR RECOMMENDATION(S)**

- 3.1 To ensure the Operational Board is informed of the number of cases arising from the estate and flat inspections for the period.

#### **4. MATTER FOR CONSIDERATION**

- 4.1 The report shows, in table format, the number and type of cases opened and the number of cases still in progress for the period 1 October 2022 to 31 March 2023; it also indicates, the number of cases in progress that are over 3 months old; this information is shown for the city, as a whole, and by each management area.
- 4.2 Comparable graphs showing information for this period and the previous reporting period for the city, as a whole, and each management area, are shown in appendices attached to this report.

- 4.3 In the appendices to this report, we have also highlighted issues that were raised by customers and have shown how we are able to find a solution, to help resolve the issues reported.

The table at 4.4 shows the information for the city.

Appendix 1 to this report, shows the comparable graphs for the city for this period and the previous reporting period 1 April 2022 to 30 September 2022.

#### 4.4 CITY WIDE

Category Type	Number of cases		
	Opened 1 October 2022 to 31 March 2023	In progress	Over 3 months old on 31 March 2023
Fly tipping on Derby Homes managed land	147	0	0
Repairs requested	465	0	0
Gardens i.e., including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	277	205	10
Streetpride issue i.e., including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, streetlights, trees, abandoned vehicles	16	0	0
Highways Maintenance i.e., street signs, overgrown hedges which are obstructing footpaths	11	0	0
Parking i.e., inappropriate parking on grass	10	2	0
Communal areas i.e., cleaning, grounds maintenance, trees, overgrown grass, graffiti, and potential improvements	125	24	17
Abandoned vehicles on Derby Homes land	13	3	1

The table at 4.5 shows the information for the management area covered by the Stockbrook Street Housing Team.

Appendix 2 to this report shows the comparable graphs for this management area, and the previous reporting period 1 April 2022 to 30 September 2022.

#### 4.5 Stockbrook Street Housing Management Team Areas: Stockbrook Street, City Centre, Austin, Normanton, Mickleover, Littleover, Mackworth and Morley

Category Type	Number of cases		
	Opened 1 October 2022 to 31 March 2023	In progress	Over 3 months old on 31 March 2023
Fly tipping on Derby Homes managed land	77	0	0
Repairs requests	106	0	0
Gardens i.e., including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	46	37	3
Streetpride issue i.e., including fly tipping on land not managed by Derby Homes, dog fouling,	6	0	0

graffiti, household waste, litter, streetlights, trees, abandoned vehicles			
Highways Maintenance i.e., street signs, overgrown hedges which are obstructing footpaths	3	0	0
Parking i.e., inappropriate parking on grass	3	0	0
Communal areas i.e., cleaning, grounds maintenance, trees, overgrown grass, graffiti, and potential improvements	60	4	3
Abandoned vehicles on Derby Homes land	5	1	1

The table at 4.6 shows the information for the management area covered by the Sussex Circus Housing Team.

Appendix 2 to this report, shows the comparable graphs for this management area and the previous reporting period 1 April 2022 to 30 September 2022.

#### 4.6 **Sussex Circus Housing Management Team** **Areas: Sussex Circus, Cowsley, Chaddesden Park, Spondon and Brook Street**

Category Type	Number of cases		
	Opened 1 October 2022 – 31 March 2023	In progress	Over 3 months old on 31 March 2023
Fly tipping on Derby Homes managed land	25	0	0
Repair requests	102	0	0
Gardens i.e., including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	35	33	4
Streetpride issue i.e., including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, streetlights, trees, abandoned vehicles	0	0	0
Highways Maintenance i.e., street signs, overgrown hedges which are obstructing footpaths	0	0	0
Parking i.e., inappropriate parking on grass	0	0	0
Communal areas i.e., cleaning, grounds maintenance, trees, overgrown grass, graffiti, and potential improvements	11	7	4
Abandoned vehicles on Derby Homes land	0	0	0

The table at 4.7 shows the information for the management area covered by the Allenton Housing Team.

Appendix 2 to this report, shows the comparable graphs for this management area and the previous reporting period 1 April 2022 to 30 September 2022.

#### 4.7 **Allenton Housing Management Team** **Areas: Allenton, Alvaston, Old Sinfen, New Sinfen, Osmaston and Chellaston**

Category Type	Number of cases		
	Opened 1 October 2022 to 31 March 2023	In progress	Over 3 months old on 31 March 2023
Fly tipping on Derby Homes managed land	45	0	0
Repairs requests	257	0	0
Gardens i.e., including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	196	135	3
Streetpride issue i.e., including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, streetlights, trees, abandoned vehicles Streetpride issue i.e., including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, streetlights, trees, abandoned vehicles	10	0	0
Highways Maintenance i.e., street signs, overgrown hedges which are obstructing footpaths	8	0	0
Parking i.e., inappropriate parking on grass	7	2	0
Communal areas i.e., cleaning, grounds maintenance, trees, overgrown grass, graffiti, and potential improvements	54	13	10
Abandoned vehicles on Derby Homes land	8	2	0

## 5. OTHER OPTIONS CONSIDERED

Not applicable.

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

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

For more information please contact:

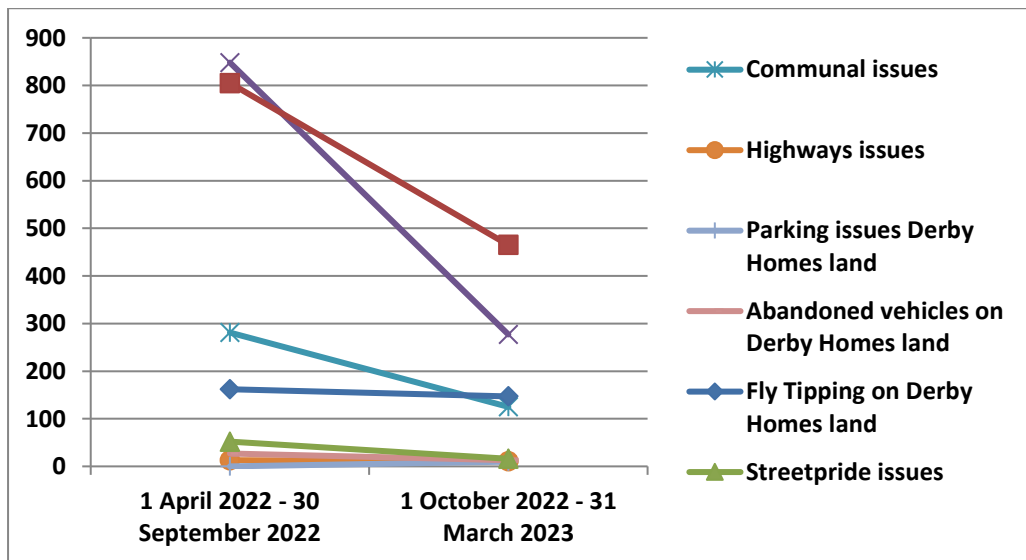
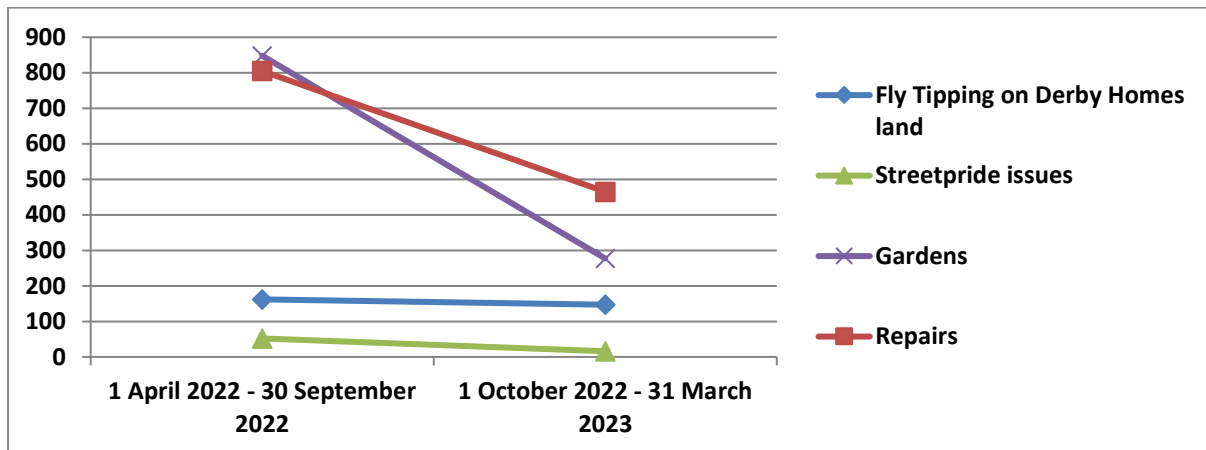
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Background information:	N/A
List of appendices:	Appendix 1, 2, 3 and 4

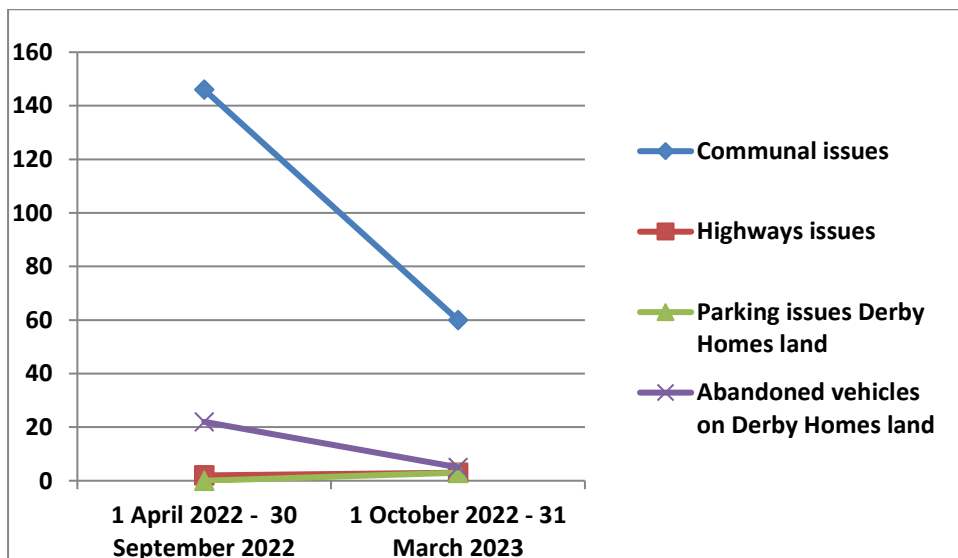
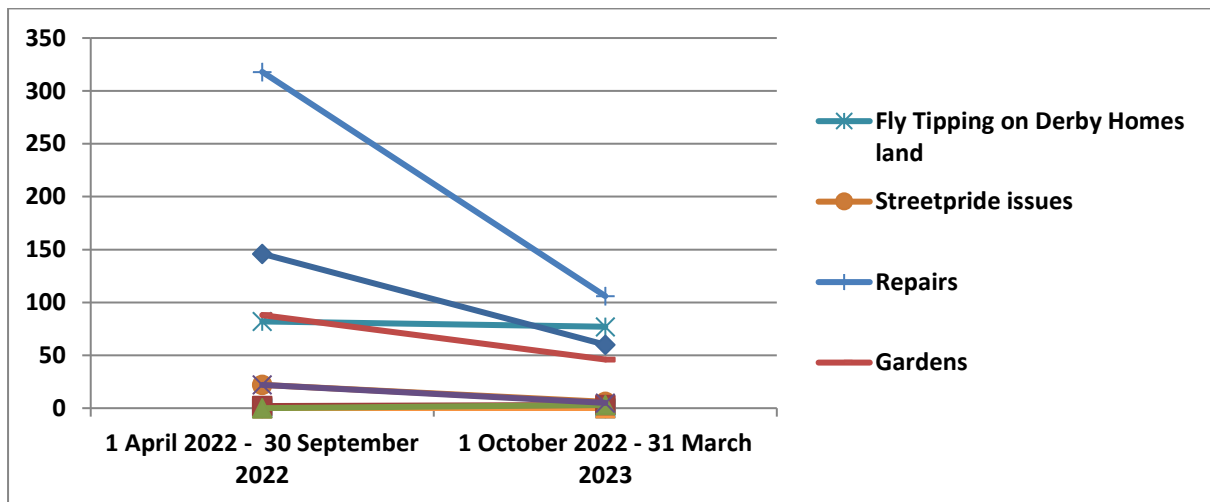
This report has been approved by the following:

Managing Director	Maria Murphy	26.05.2023
Governance (checked)	Jane Haywood	16.05.2023

**Comparable graphs for the city, for the period 1 October 2022 to 31 March 2023 and the previous reporting period 1 April 2022 to 30 September 2022**



**Comparable graphs for the Stockbrook Street Housing Management Team for the period 1 October 2022 to 31 March 2023 and the previous reporting period 1 April 2022 to 30 September 2022**



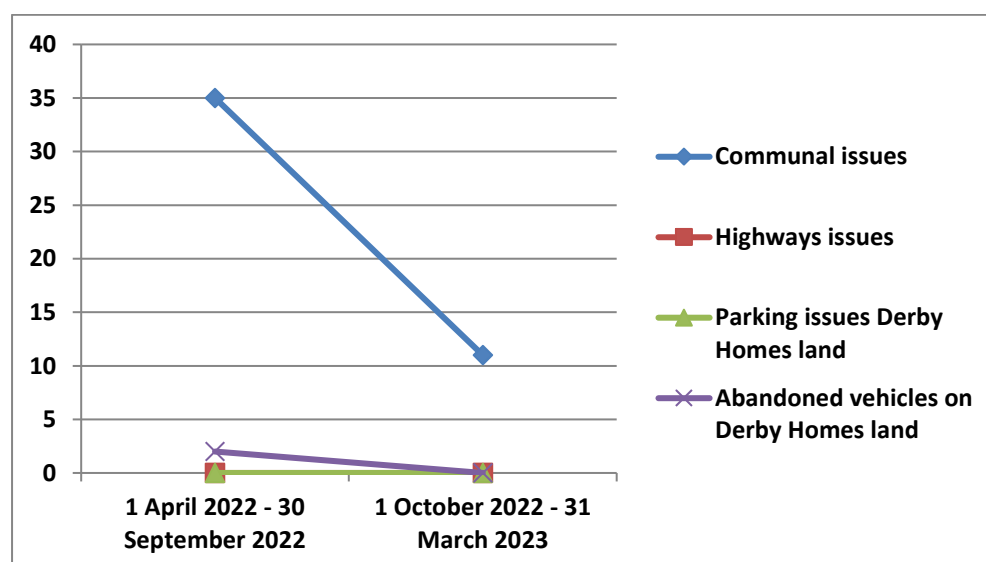
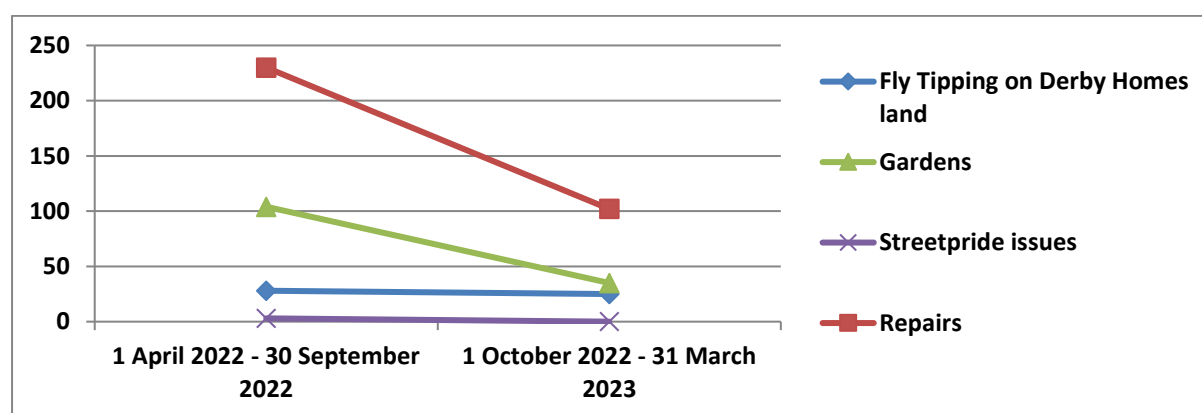
Issues raised by customers	Solutions
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Rebecca House - The area suffers fly-tipping, the recycling bins are misused. Area used as a cut through and encourages fly tipping.

A bin store is planned; this will help reduce fly tipping. The bin store will benefit from a lock entry with walls high enough to deter people throwing items over.

### Appendix 3

**Comparable graphs for the Sussex Circus Housing Management Team for the period 1 October 2022 to 31 March 2023 and the previous reporting period 1 April 2022 to 30 September 2022**



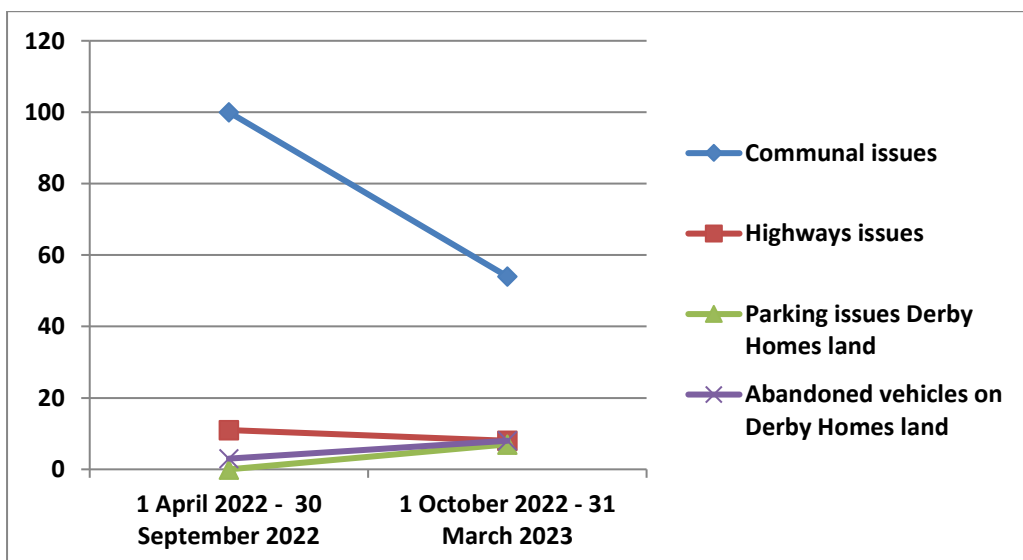
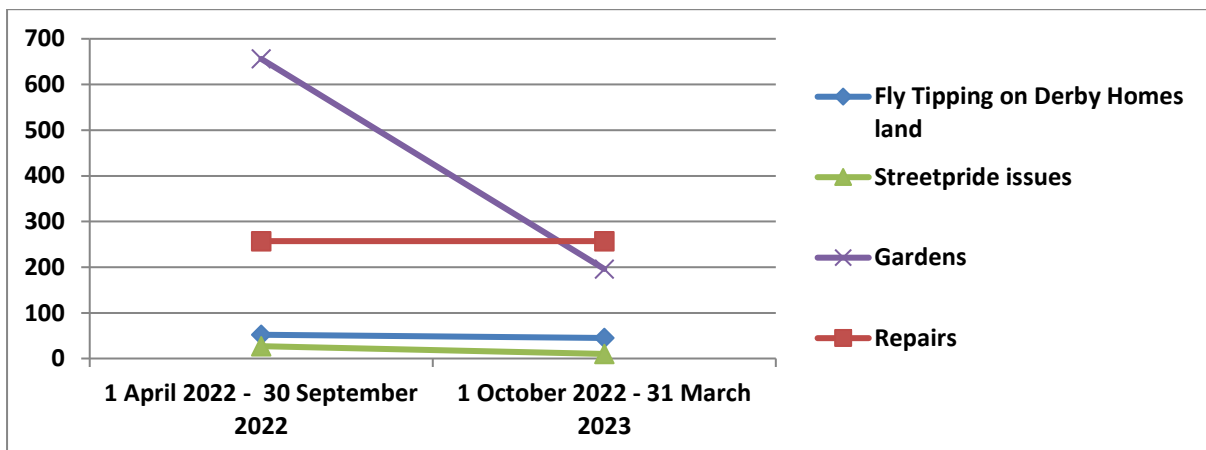
Issues raised by customers	Solutions
Residents complaining about nowhere to store buggies and pushchairs in flats, causing issues in maintaining sterile areas.	Approval given to pilot installation of storage units in communal outdoor areas of flats, to allow residents to store buggies and pushchairs in a safe and secure area.



Concerns around fire safety in flats around cricket ground.	Door knock and leaflet campaign, to encourage clearing of clutter and safe use of balconies and drying areas.
Individual issues, raised by two different residents with complex needs, which has given rise to anti-social behaviour complaints.	Arranged for garden clearance and additional fencing to be put up to resolve the issues.

#### Appendix 4

**Comparable graphs for the Allenton Housing Management Team for the period 1 October 2022 to 31 March 2023 and the previous reporting period 1 April 2022 to 30 September 2022**



Issues raised by customers	Solutions
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Issue raised by resident via the councillors, about car park on Stonebroom Walk that it is being used by people visiting the local pub.	The car park has been marked and an additional resident only parking sign is to be installed to help deter misuse.
Report of fly tipping near DH garages by local tenants and garage tenants.	Officers worked with Streetpride and PPO's to control the fly tipping in this area, by completing regular checks and monitoring. Resulted in perpetrator being found and FPN issued.
Customer requested an alteration to dropped kerbs/existing access points on their street, as they were difficult to navigate and too steep.	Consultation with Streetpride was made and the work was completed, improving the access to this area.
Report of a damaged street name sign with graffiti.	The graffiti was cleaned off the sign; therefore, making the sign readable and safe again.
Report of play equipment looking tired and unsightly.	Work completed to re-paint the equipment and remove graffiti.
Request from customers for extra street signs to be fitted on blocks of flats. Only one sign was in place which directed people to the first block only.	Signage erected on each block resolving the navigation issue.