

**ESTATE AND FLAT INSPECTIONS FOR THE PERIOD
1 APRIL 2017 – 30 SEPTEMBER 2017**

Report of the Head of Operations

1. SUMMARY

- 1.1 This report gives detail of the number of cases by type arising from monthly flat and estate inspections for the period 1 April 2017 – 30 September 2017.

2. RECOMMENDATION

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

3. REASON FOR RECOMMENDATION

To ensure the Operational Board is informed of the results of estate and flat inspections for the period.

4. MATTER FOR CONSIDERATION

- 4.1 During October 2017 we moved to a new Housing Management system, officers have been trained on the new system and will become accustomed to using it to record work.
- 4.2 In August 2017 we moved from 5 to 3 management areas but we have reported over the 5 areas for this report. The next report will look different because we will be reporting over the new 3 management areas.
- 4.3 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 April 2017 – 30 September 2017. 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 then by each management area.
- 4.4 The table at 4.5 shows the information for the City as a whole. The number of cases and type for this period and the previous 6 months, 1 April 2017 – 30 September 2017, is also shown for the City in graph format in Appendix 1.

4.5 CITY WIDE

Category Type	No of cases		
	Opened 1 Apr 2017 - 30 Sep 2017	In progress	Over 3 months old at 1 Oct 2017
Fly tipping on Derby Homes managed land	454	0	0
Repairs ordered	126	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	1045	147	28
Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles	176	0	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	8	0	0
Parking i.e. inappropriate parking on grass	34	5	2
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	362	48	4
Abandoned vehicles on Derby Homes land	21	7	2

4.6 The table at 4.7 shows the information for the South West Management Area. The number of cases and type for this period and the previous 6 months, 1 April 2017 – 30 September 2017, is also shown for the South West Management Area in graph format in Appendix 2 with narrative from the Area Housing Manager.

4.7 SOUTH WEST MANAGEMENT AREA Stockbrook Street, Austin, Mickleover and Normanton

Category Type	No of cases		
	Opened 1 Apr 2017 - 30 Sep 2017	In progress	Over 3 months old at 1 Oct 2017
Fly tipping on Derby Homes managed land	334	0	0
Repairs ordered	73	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	234	34	9
Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles	99	0	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	7	0	0
Parking i.e. inappropriate parking on grass	10	0	0

Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	92	24	4
Abandoned vehicles on Derby Homes land	5	3	2

- 4.8 The table at 4.9 shows the information for the North East Management Area. The number of cases and type for this period and the previous 6 months, 1 April 2017 – 30 September 2017, is also shown for the North East Management Area in graph format in Appendix 3 with narrative from the Area Housing Manager.

4.9 **NORTH EAST MANAGEMENT AREA**
Sussex Circus, Cowsley, Chaddesden Park and Spondon

Category Type	No of cases		
	Opened 1 Apr 2017 - 30 Sep 2017	In progress	Over 3 months old at 1 Oct 2017
Fly tipping on Derby Homes managed land	23	0	0
Repairs	11	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	367	45	7
Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles	27	0	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	0	0	0
Parking i.e. inappropriate parking on grass	5	0	0
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	127	12	0
Abandoned vehicles on Derby Homes land	9	1	0

- 4.10 The table at 4.11 shows the information for the North West Management Area. The number of cases and type for this period and the previous 6 months, 1 April 2017 - 30 September 2017, is also shown for the North West Management Area in graph format in Appendix 4 with narrative from the Area Housing Manager.

4.11 **NORTH WEST MANAGEMENT AREA**
Mackworth, Morley and Brook Street

Category Type	No of cases		
	Opened 1 Apr 2017 - 30 Sep 2017	In progress	Over 3 months old at 1 Oct 2017
Fly tipping on Derby Homes managed land	39	0	0
Repairs	25	0	0

Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	147	23	1
Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles	3	0	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	0	0	0
Parking i.e. inappropriate parking on grass	4	0	0
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	85	5	0
Abandoned vehicles on Derby Homes land	2	0	0

- 4.12 The table at 4.13 shows the information for the South East (1) Management Area. The number of cases and type for this period and the previous 6 months, 1 April 2017 – 30 September 2017, is also shown for the South East (1) Management Area in graph format in Appendix 5 with narrative from the Area Housing Manager.

4.13 **SOUTH EAST (1) MANAGEMENT AREA**
Allenton and Alvaston

Category Type	No of cases		
	Opened 1 Apr 2017 - 30 Sep 2017	In progress	Over 3 months old at 1 Oct 2017
Fly tipping on Derby Homes managed land	29	0	0
Repairs	10	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	203	35	10
Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles	16	0	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	0	0	0
Parking i.e. inappropriate parking on grass	5	2	1
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	28	5	0
Abandoned vehicles on Derby Homes land	4	3	0

4.14 The table at 4.15 shows the information for the South East (2) Management Area. The number of cases and type for this period and the previous 6 months, 1 April 2016 – 30 September 2016, is also shown for the South East (2) Management Area in graph format in Appendix 6 with narrative from the Area Housing Manager.

4.15 **SOUTH EAST (2) MANAGEMENT AREA**
Old Sinfin, New Sinfin, Osmaston, Chellaston and Littleover

Category Type	No of cases		
	Opened 1 Apr 2017 - 30 Sep 2017	In progress	Over 3 months old at 1 Oct 2017
Fly tipping on Derby Homes managed land	29	0	0
Repairs	7	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	94	10	1
Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles	31	0	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	1	0	0
Parking i.e. inappropriate parking on grass	10	3	1
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	30	2	0
Abandoned vehicles on Derby Homes land	1	0	0

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 and Safety
- Risk
- Policy Review

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

Tracy O'Connor Area Housing Manager / 01332 888722 / tracy.o'connor@derbyhomes.org

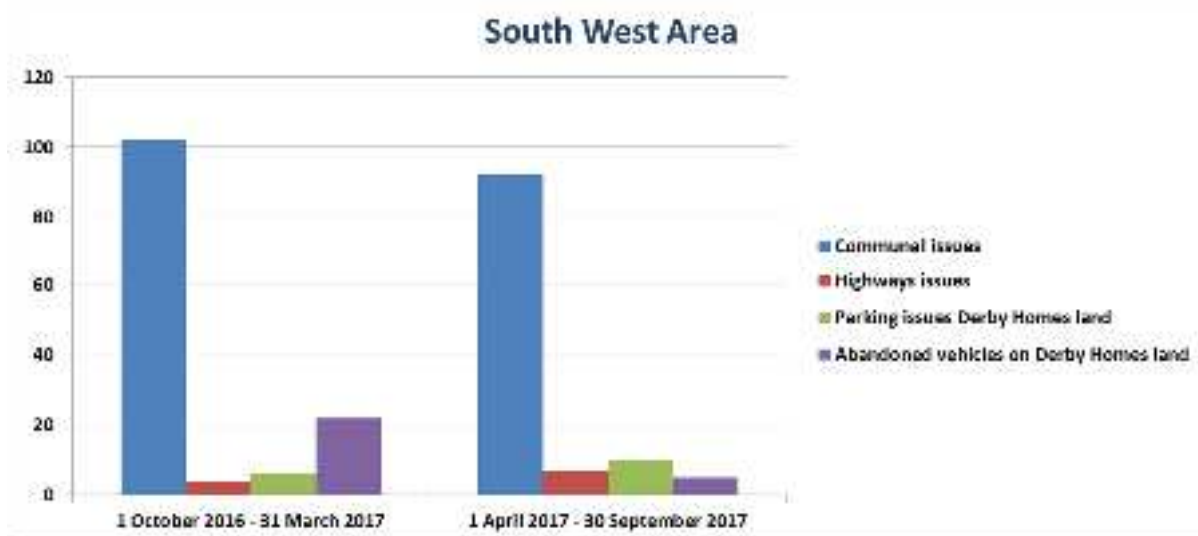
Background Information: None

Supporting Information: None

**CITY WIDE NUMBER OF CASES REPORTED OVER THE PERIOD
1 APRIL 2016 – 30 MARCH 2017**



**NUMBER OF CASES REPORTED OVER THE PERIOD
1 APRIL 2016 – 31 MARCH 2017
FOR THE SOUTH WEST MANAGEMENT AREA**



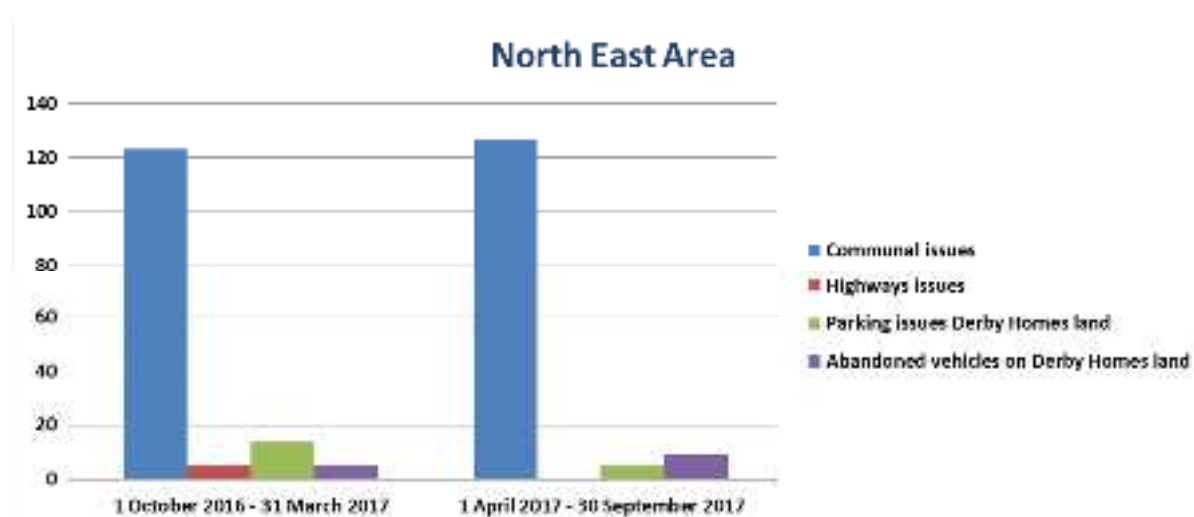
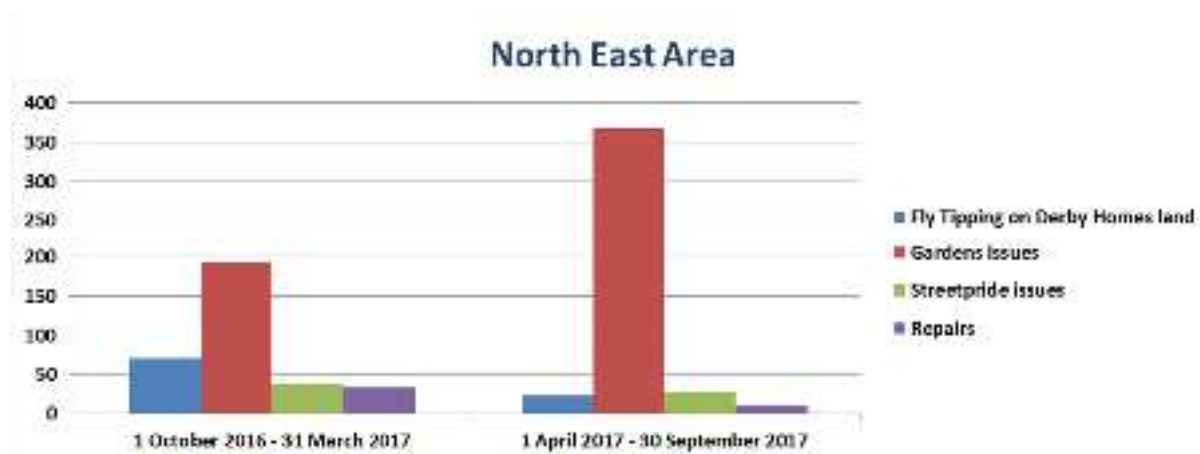
During quarter 1 and 2 there has been an increase in the number of garden cases which is what is expected during this reporting period because tenants do have to allocate more of their time to completing jobs in their gardens. I can see though that the majority of tenants are bringing their gardens to a satisfactory state after a gentle reminder from officers when an issue has been picked up.

Fly tipping in general is still a problem in this area and it is still difficult to understand why people think it is acceptable to blight estates in this way. We did do a small project with residents living in the flats on Caxton Street because items had been dumped on the communal areas outside their homes on numerous occasions. This resulted in officers visiting all the residents to discuss the appearance of the space outside their home. Officers did offer some help to remove items as part of this project but advised tenants of future standards expected that was mutually agreed

with them. Officers also worked with Derby City Council to get all the residents on a wheelie bin collected for household waste as some residents were still having black bag collections.

There is a slight increase in parking and highways issues picked up but again this would appear to be minor issues because the cases show to have been resolved.

**NUMBER OF CASES REPORTED OVER THE PERIOD
1 APRIL 2016 – 31 MARCH 2017
FOR THE NORTH EAST MANAGEMENT AREA**

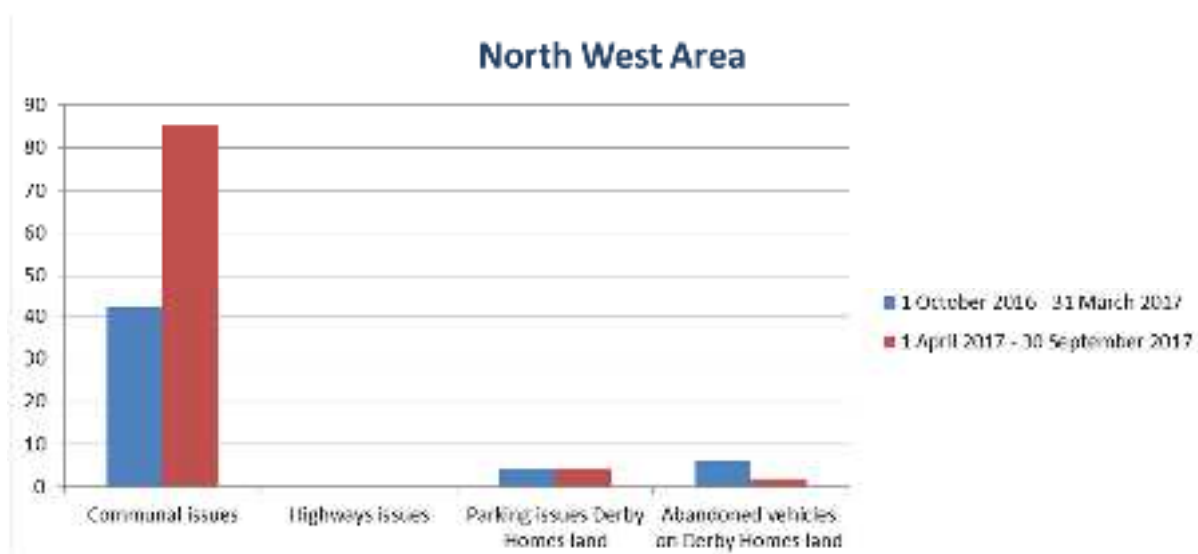
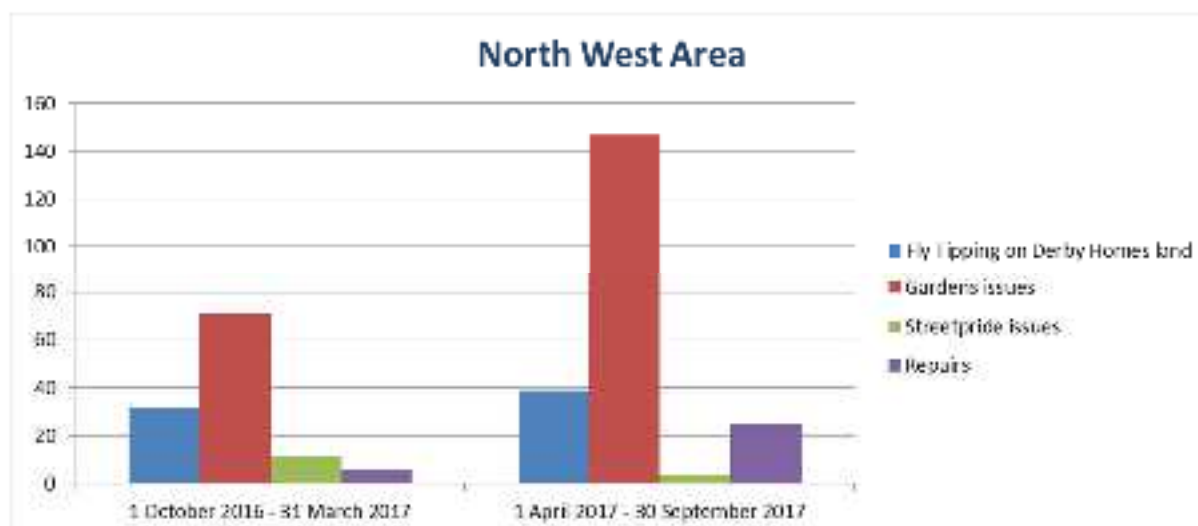


The first chart shows that, as one would expect over the summer months, there has been a dramatic increase in the number of garden cases that officers are dealing with. Garden cases are a seasonal issue with most issues relating to overgrown gardens arising during the growing season. Whilst these tail off over the winter months officers are still dealing with garden cases where the issues relate to rubbish and other items in gardens.

Fly tipping has reduced over the past 6 months, although this was previously a relatively consistent category in terms of numbers of cases. Derby Homes still actively report and deal with fly tipping on their estates, making sure it is cleared quickly so as not to encourage further dumping. Streetpride and repair issues remain at a consistent level.

Categories of cases in the second chart remain relatively consistent over the preceding 6 months.

**NUMBER OF CASES REPORTED OVER THE PERIOD
1 APRIL 2016 – 31 MARCH 2017
FOR THE NORTH WEST MANAGEMENT AREA**

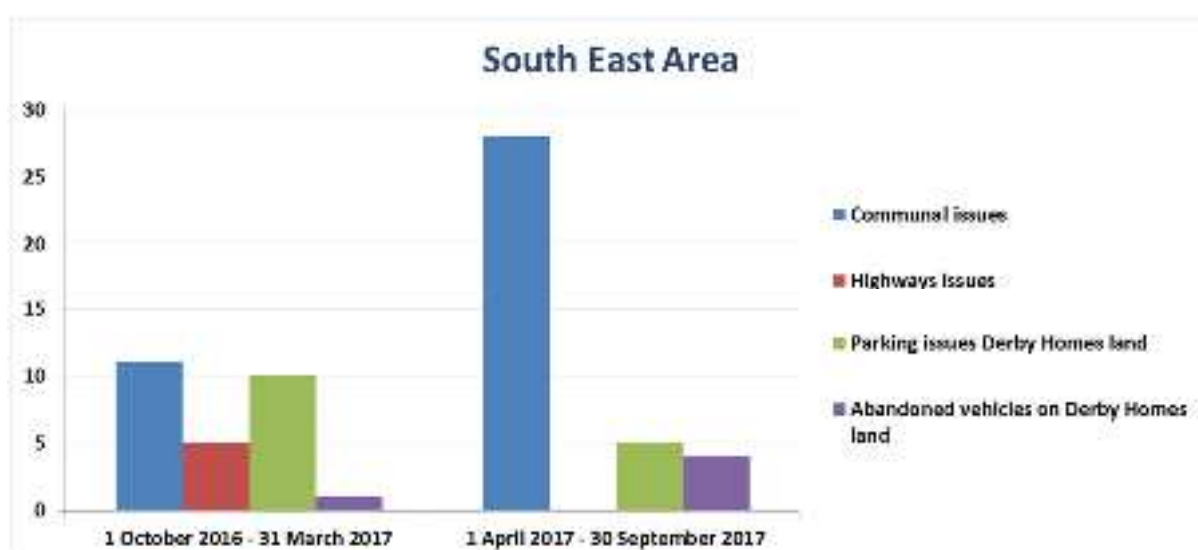


Fly tipping has increased and hotspots have been identified around the Morley estate. Signage has been erected to educate customers however it is dealt with immediately by the ERO and Streetpride team who provide an excellent service.

Communal areas have increased but are dealt with immediately by the Housing Officers

Abandoned vehicles have decreased. The ones that stay open a little longer are due to identifying ownership

**NUMBER OF CASES REPORTED OVER THE PERIOD
1 APRIL 2016 – 2017
FOR THE SOUTH EAST (1) MANAGEMENT AREA**



There has been an increase in Garden issues since the last report, this is mainly due to the time of year and I would expect this increase. Fly Tipping and Streetpride issues remain at a consistent level and there has been a noticeable drop in repairs, however this may change as we move in to the winter months.

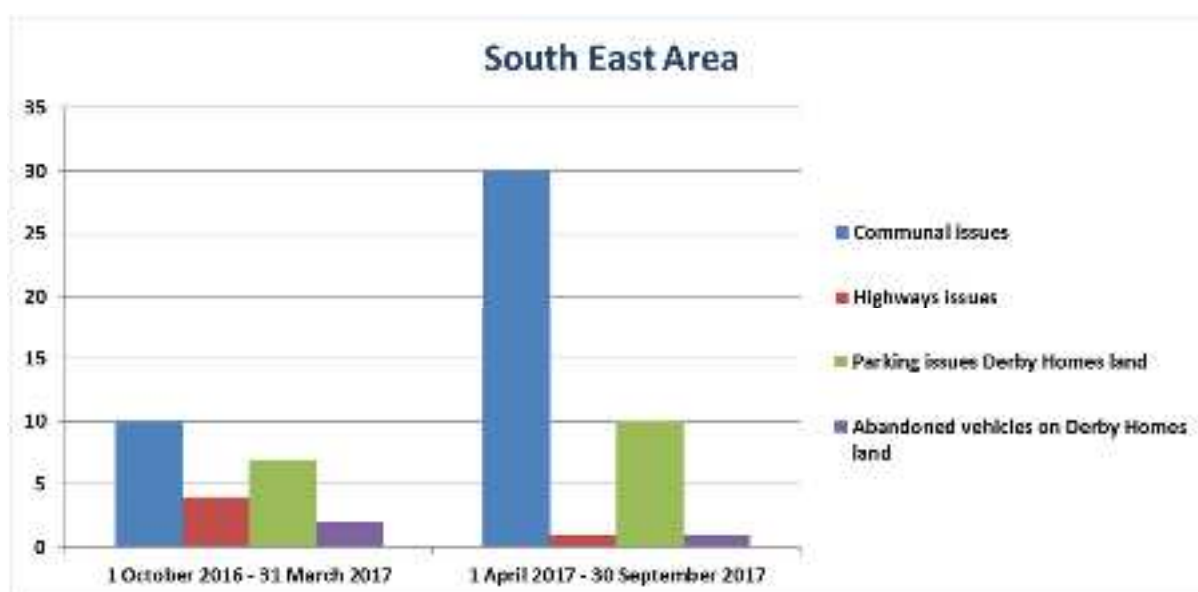
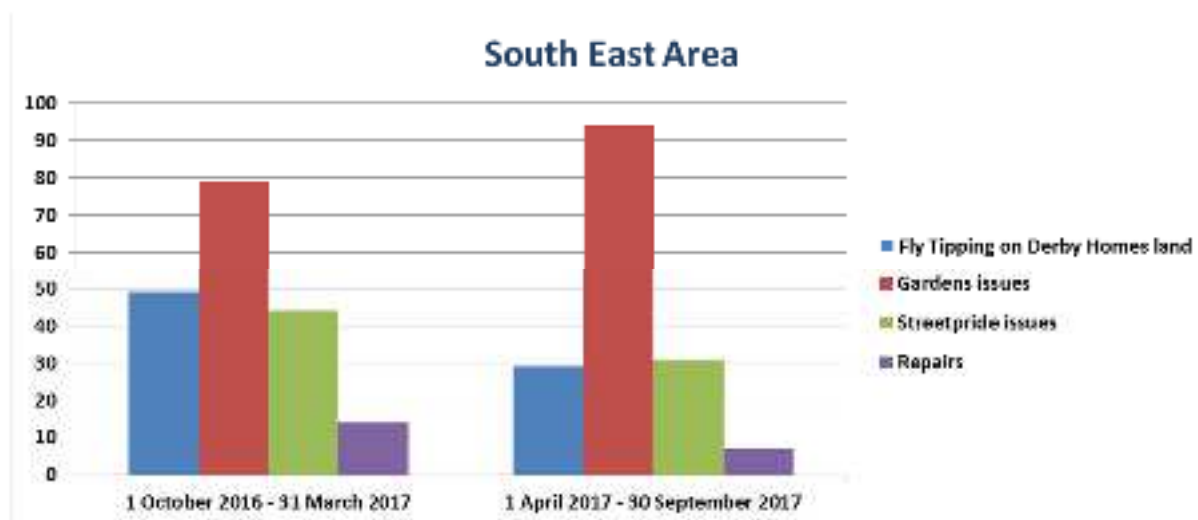
Communal issues have increased significantly; this is mainly due to trees and hedges. Grounds Maintenance will be carrying out winter works to reduce the height of hedges and City Council Arboricultural officers carry out planned maintenance to the Communal trees on our estates on a 3 year rolling programme. Keldholme and Cornish Estates have a large quantity of trees.

Parking issues have reduced, we have worked closely with City Council regarding two problematic areas, works have been completed and cases closed. Derby Homes are still installing hard standings which is having a positive effect on stopping inappropriate parking.

There has been a slight rise in abandoned vehicles and Housing Officers will remain proactive on identifying vehicles and taking the appropriate action.

No Highways issues have been reported this quarter for South East 1.

**NUMBER OF CASES REPORTED OVER THE PERIOD
1 APRIL 2016 – 31 MARCH 2017
FOR THE SOUTH EAST (2) MANAGEMENT AREA**



Garden cases have increased over the summer months, as we would expect. These tend to tail off in Quarter 4 as the growing season comes to an end, although Officers still have issues with untidy gardens where there is tipping or other items being stored therein.

All other issues have declined over the quarter apart from communal issues and parking issues. There have been some issues around communal grounds maintenance which have contributed to the increase in communal issues being monitored. Parking continues to be an issue predominantly in Chellaston and New Sinfen where the design of both estates is such that there is a lot of off street parking areas, where we have problems with inappropriate parking, abuse of the parking provision and abandoned vehicles. The Housing Officers continue to work proactively to deal with these problems.