

DERBY HOMES LIMITED

MINUTES OF THE LOCAL HOUSING BOARD SOUTH

Held on Thursday 12 February 2009

The meeting started at 6.00 pm

Local Housing Board Members Present:

David Batey, Paul Bayliss (Chair), Carol Boon, Stuart Boon, Susan Boon, Win Buchan, Alice Buckle, Lyn Gilbey, Trevor Lamb, Harry Margett, Mary Rowland, Ian Veitch, Ken Whitehead

Officers Present:

Steve Astle, Susan Hill, Andrew McNeil, Maria Murphy, Val Watson, Sophie Wood

09/101 Apologies

Apologies for absence were received from Tabani Ndlovu, Jack Wray.

09/102 Admission of Late Items

There was no admission of late items.

09/103 Declarations of Any Other Business

There were no declarations of any other business.

09/104 Declarations of Interests

The Council Board Members were noted as declaring their interest in matters relating to Derby City Council.

The Tenant Board Members declared their interests as tenants (as defined in the Memorandum and Articles of Association) of Derby City Council.

Susan Boon and Ian Veitch declared their interest in item B4, Transport for the Community, as they are employed by the company that provides this service.

09/105 Minutes of the meeting held on 11 December 2008

The minutes of the meeting held on 11 December 2008 were accepted as a true and accurate record.

09/106 Matters Arising

Minute 08/119 Forward Plan Item For Discussion: Home Decoration Scheme

Valerie Watson, Performance Officer, confirmed that Harry Margett will be invited to the next Home Decoration Performance Improvement Team (PIT) meeting.

Minute 08/121 Good Neighbour Agreement

The Director of Housing and Customer Service advised the Local Housing Board that following the last meeting she had contacted Derby City Council Legal Services in relation to the Good Neighbour Agreement being incorporated into the Tenancy Agreement. Advice received was that this was not lawful within the Housing Act. Therefore we will proceed to issue the Good Neighbour Agreement at sign up for all new tenants and issue to all current occupiers of flats and sheltered schemes as previously agreed. The Director of Housing and Customer Service assured the Local Housing Board that the Conditions of Tenancy already contained sufficient powers to act and that the Good Neighbour Agreement provided greater evidence that tenants were made aware of their obligations.

Minute 08/122 Policy For Keeping Pets and Supported Living Accommodation

The Director of Housing and Customer Service advised the Local Housing Board that comments from the Local Housing Boards have been taken on board and tenants will receive the leaflet by March.

09/107 Question from members of the public

There were no questions received from members of the public.

09/108 Any items from Part B to be discussed

Agreed

The Local Housing Board agreed to discuss items B2, B3, B4 and B9.

09/109 Any Items For Representatives from Contractor Partners

There were no items for Representatives from Contractor Partners as none was present. Maria Murphy offered apologies from the Environmental Services Department.

09/110 Housing Focus Groups and Derby Leaseholder Association Issues

Housing Focus Groups

Trevor Lamb raised concerns that Housing Focus Group's had not met since November (next meeting March 2009) and that the geographical areas were too large. The Director of Housing and Customer Service acknowledged concerns about the break between meetings but explained that during January 2009 Housing Focus Group LITEs (Locally Involving Tenants Everywhere) had been introduced and that these would address smaller, local issues. It was agreed that the Housing Focus Group's were still in their first year and that a report reviewing the progress would be considered in June 2009. The Chair requested dates of the Housing Focus Groups to be sent to him. The Chair also requested that Housing Focus Groups Review will be added to the June agenda.

Agreed

The Local Housing Board agreed that Housing Focus Groups Review will be added to the June agenda.

09/111 Estate Management PIT – Estates Walkabouts

Steve Astle, Old Sinfen Office Local Housing Manager presented the report. A Process Improvement Team was set up in September 2008 to review Estate Management processes. The group, comprising tenants and staff, focused on reviewing estate inspections and walkabouts.

Win Buchan made a comment that she was unable to open documents that were sent to her, the Director of Housing and Customer Service will remind staff that electronic documents sent to the public should be sent using Microsoft Office 97-03 version so that they can be opened.

Dates for the Estates Walkabouts will be published well in advance and a reminder leaflet will be sent out. The Chair also suggested the use of electronic meeting invites so that they get entered into diaries. Stuart Boon asked if there would be Estate Walkabouts held on Saturday mornings. The Director of Housing and Customer Service replied that this could not be done as it is not in the Housing Officers job descriptions. Steve Astle confirmed that walkabouts will be held during a variety of different times of the day and the evening throughout the working week .

Ian Veitch commented on untidy gardens and that they never seem to get resolved. The Director of Housing and Customer Service stated that a various amount of these gardens are actually privately owned.

Agreed

The Local Housing Board approved the Process Improvement Teams recommendations in paragraph 3.4 of the report, to improve estate inspections and walkabouts.

09/112 Estates Pride Quick Fix Bids

The Local Housing Board received a report on bids for funding from the Quick Fix fund within Estates Pride, in response to known problems, in particular to reduce crime, nuisance, and vandalism.

Win Buchan attended an Anti Social Behaviour meeting this afternoon and there may be an Estates Pride Quick Fix Bid as an outcome from that meeting. Win stated that the fencing at Spencer House has made improvements.

Agreed

The Local Housing Board

1. approved a bid, for funding at **1 -14 Harcourt Street garages** – Supply and fit 1 new lighting column, 3 lanterns and 2 PIR flood lights.
2. noted the update on the works outlined in paragraph 3.2 and any relevant changes made.

09/113 Estate Pride Large Scale Projects

The Board received a report explaining the updates on the bids for funding from Estates Pride over the next year (2009-2010).

Win Buchan asked about recycling facilities for flats. Andrew McNeil, Regeneration & New Business Manager, confirmed that there is a roll out programme for recycling facilities for flats. Mary Rowland asked when the work on Marlow Court is scheduled to take place, Andrew McNeil will check when this is programmed for.

Agreed

The Local Board approved the bids for funding from Estates Pride for the schedule of works as set out in Appendix 1 of the report.

09/114 Designated Flats Update

The Director of Housing and Customer Service presented the report to the Local Board. In April 2008, Local Housing Board South approved a report outlining the need to review age designated flats. The current policy has been in place for twenty years and no longer reflects demographic changes and housing need. A thorough review has been undertaken jointly by Derby Homes and Derby City Council.

A working group was established, of staff, tenants and a leaseholder, to review existing designated flats. The group considered - location of the flats, ages of the residents, proximity to Supported Living Schemes, numbers of leaseholders and flats identified to be decommissioned in the Spring.

Ian Vietch requested reassurance on how this would work. The Director of Housing and Customer Service explained that new age designation would be applied gradually when flats became vacant, new tenants would be given clear guidance on their conditions of tenancy and Derby Homes would act promptly to resolve any problems of nuisance.

Agreed

The Local Housing Board approved the proposals contained within the report and recommended to the Board that the matter is referred to the Council's Cabinet for approval.

09/115 Customer Satisfaction Results

The Local Housing Board received a presentation on the Customer Satisfaction Results.

The Local Housing Board noted the inconsistent satisfaction expressed by residents, for example on some questions Old Sinfen was highest, on others the lowest. Steve Astle the Local Manager for Old Sinfen Office noted the results. The Director of Housing and Customer Service explained that the outcomes were to be discussed locally at the Housing Focus Groups and she would present the feedback and proposals to the Local Housing Board in April 2009.

Lynn Gilbey thanked the staff that helped with the improvements to her bathroom and kitchen. The Director of Housing and Customer Service will pass on the compliment. The Chair will send a letter of thanks to Environmental Services Department and the Cabinet Member for the work that has been done. Ian Veitch would also like to thank Dean in the Enquiry Centre for his help. The Director of Housing and Customer Service will send the Employee of the Month form to Ian

Veitch, if he would like to fill it out.

Agreed

The Local Housing Board noted the presentation.

09/116 Standing Order 12

The Local Housing Board agreed to waive Standing Order 12 to enable the meeting to continue after 8.00 pm.

09/117 Local Performance Management Targets and Monitoring

The Local Housing Board received a report, submitted by the Performance Management Committee, to highlight key performance issues arising from discussion of quarter 3, 2008/09.

Agreed

The Local Housing Board noted the report.

09/118 Context of Anti-Social Behaviour and Crime in Derby

The Local Housing Board received a report to providing information on the City wide and neighbourhood levels of crime and ASB in Derby and highlighting emerging trends and patterns Citywide and how this reflects on what is reported to Derby Homes at the neighbourhood level.

Agreed

The Local Housing Board agreed to carry this item forward to the next meeting.

09/119 Anti-Social Behaviour – Quarter 3

The Local Housing Board received a report containing the outcome of performance measures for instances of and actions taken in respect of anti social behavior in Quarter 3.

Agreed

The Local Housing Board agreed to carry this item forward to the next Local Housing Board meeting.

09/120 Transport for the Community

The Local Housing Board received a report, the report providing an update on the Transport for the Community project and the progress

made during the first six months.

The Local Housing Board raised concerns regarding the funding of this project and its future. There will be a further report in April 2009 to consider proposals for the future of the project.

Agreed

The Local Housing Board noted the report.

09/121 Customer Feedback – Customer Journey

The Local Housing Board received a report on Customer Feedback. Derby Homes has for the past year carried out mystery shopping exercises across a range of our services. This report provided the Local Housing Board with detail of the process and outcomes in quarter 3.

Agreed

The Local Housing Board noted the report.

09/122 Tenants Services Authority

The Local Housing Board received a report on the Tenants Service Authority. The Tenants Service Authority (TSA) is the Government's new housing regulator, Derby Homes has been recruited as one of 29 trailblazers to help deliver the TSA's National Conversation with tenants.

Agreed

The Local Housing Board noted the report.

09/123 Development in the South Area Update

The Local Housing Board received an update on the progress of a number of ongoing developments in the South area of the City. The developments included Isle of Wight blocks, Rodney House and Sancroft Court, City Training Site at Grampian Way, Sinfin, Osmaston Master Planning, Exeter House and Derby Homes New Build.

Agreed

The Local Housing Board noted the report.

09/124 Directors' Update – February 2009

The Local Housing Board received a report which provided a general

overview and update on current issues.

Agreed

The Local Housing Board noted the report.

09/125 Feedback from the Local Housing Board Away Day

The Local Housing Board received a report to enable further discussion on the role of the Local Housing Boards, following discussion at the Local Housing Board Away Day on 24 January.

Agreed

The Local Housing Board agreed to put this item under Part A of the agenda at the next Local Housing Board meeting.

09/126 Minutes of the Derby Homes Board Meeting held on 27 November 2008

The Local Housing Board received a copy of the draft minutes of the Derby Homes Board meeting held on Thursday 27 November 2008.

Agreed

The Local Housing Board noted the minutes of the Derby Homes Board meeting held on Thursday 27 November 2008.

09/127 Confidential Business

The Board agreed to exclude members of the public during consideration of the following item on grounds that it involves the likely disclosure of confidential information as defined in Standing Order 20.2 (c and j) of Part IV of Derby Homes Governance Arrangements.

09/128 Contract Cleaning Update

The Local Board was informed that Derby Homes Board approved the appointment of the company who will deliver the cleaning contract commencing April 2009 in all communal areas. The Assessment Panel's final decision was based on price and quality and not to opt for the cheapest contract. The Chair formally thanked Jack Wray and Lyn Gadsby for the work they completed on the tender process.

Date of next meeting

The next meeting will be held on Thursday 9 April 2009 at 6.00 pm at Cardinal Square.

The meeting ended at 8.21 pm.

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CHAIR

Signed as true and accurate record of the meeting held on Thursday
12 February 2009.