

DIRECTORS' UPDATE – JUNE 2011

This is a joint report prepared by the Director of Investment & Regeneration and the Director of Housing & Customer Service. The report provides City Board Members with a general overview and update on current issues.

New Build

We have submitted a joint bid with Derby City Council (DCC) to the Homes and Communities Agency for new build. Our bid is for the provision of 130 new affordable rented units over the next four years. The bid is not site specific at this stage and it is likely that the majority of these new homes will be built in Osmaston as part of the gradual regeneration of the area.

Further discussion with DCC and the local community will be taking place over the next few weeks.

Capital Projects

We continue to make good progress across pre-war estates with the new kitchen and bathroom programme. Over 700 kitchens will be renewed again this year and we continue to work through Derwent, Alvaston and Osmaston.

We are also making good progress on the replacement window programme and hope to have replaced all timber windows by Autumn 2012. We have now completed the procurement process following the demise of Connaught, Yorkshire Windows will now complete the programme.

We are working with Chubb to replace all of the old, hard to maintain door entry systems. This work will be completed within 18 months.

Community Energy Saving Programme (CESP)

We are making good progress with this much needed energy efficiency work. Insulating homes and providing an efficient heating system has a huge impact on fuel bills.

Repairs Team Update

Our new Gas Servicing team is up and running, we have appointed ten Engineers so far.

We have also set up two teams to fit Solar panels; work will be starting on Bretton Avenue in the next couple of weeks. We are aiming to complete work to suitable bungalows and homes in the CESP areas by the end of March 2012.

Derby Homes Website

The new website was launched from 1 June 2011. We have now increased the services tenants and leaseholders can access directly from the website and introduced a much simplified single sign-on process. We now have almost 400 tenants registered on the website and will be carrying out a marketing campaign and visiting local offices to encourage more customers to register and use the on-line services.

Albion Street – Customer Service Centre

We are currently liaising with Derby City Council with a view to providing a Derby Homes advice point in the Albion Street Customer Service Centre. Responding to customer feedback we recognise that many of our tenants and leaseholders would value being able to visit a city centre location to deal with housing enquiries. We are hopeful that we will finalise our discussions and anticipate being able to provide this service by late summer 2011.

Neighbourhood Management Arrangements

Derby Homes is now providing support to the Community Safety Partnership by temporarily leading on the delivery of Neighbourhood Management services in the Abbey Ward. Paula Solowij the Local Manager for the Stockbrook Street Housing Office has now taken on the Neighbourhood Managers role. We expect these arrangements to continue for the next 3-4 months.

Improving Standards of Management in Flats

We have almost concluded the implementation of the Sterile Areas in Flats Policy which was approved by Derby Homes Board in January 2011. The majority of tenants have co-operated fully with this policy and understand the need to improve standards of health and safety in communal areas.

Consultation continues with residents over the review of 'no pets' rules within blocks of flats.

Notice boards have now been installed in all communal areas to improve general communication with tenants and leaseholders.