

## **DERBY HOMES LIMITED**

### **MINUTES OF THE LOCAL HOUSING BOARD NORTH MEETING**

**Held on Thursday 9 September 2010**

The meeting started at 6.10 pm

#### **Local Housing Board Members Present:**

Mick Barker, Jim Elks, Brian Perry, Dennis Rees (Chair)

#### **Officers Present:**

Shaun Bennett, Maureen Davis, Lorraine Howe, Jim Joyce, Pete Matthews, Jackie Mitchell, Graeme Walton

#### **Others Present:**

Mark Kennell, Derby Community Safety Partnership (Item A5 only)  
Bill Beckett, LHB North Election Candidate

#### **10/61 Apologies**

Apologies for absence were received from Bob Osler, Alison Brown, Donald Beard, Terry Rogerson, Roy Webb.

It was assumed that other members were unable to attend due to the road traffic accident that had occurred outside Cardinal Square.

#### **10/62 Quorum**

The meeting was inquorate. The Chair agreed to continue with the meeting and all agenda items on Part A – For Decision, were approved in principle subject to approval at the next meeting.

#### **10/63 Admission of Late Items**

The Chair admitted an amended version of Item B5 Review Mini STATUS Survey and the Draft Minutes of Derby Homes Board Meeting of 29 July 2010.

The Chair agreed to bring forward item A5 Burglary Reduction/Crime Prevention Team – Community Safety Partnership to the beginning of Part A of the agenda.

**10/64      Declarations of Any Other Business**

There were none.

**10/65      Declarations of Interests**

The Council Board Member was 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.

**10/66      Items for Representatives from Contractor Partners: Burglary Reduction/Crime Prevention Team – Community Safety Partnership**

Mark Kennell, Crime Prevention Officer for the CSP, gave a presentation on the CSP's Burglary Reduction and Crime Prevention Project.

The Local Housing Board was asked to consider extending the funding for the work of this project from the end of the current service level agreement in June 2011, by a further two years from July 2011. The final decision to spread this funding of £80K over 2 years will be made by the Council Cabinet in February 2011.

**Agreed**

The Local Housing Board agreed in principle to extend the funding from the Estates Pride budget to July 2013.

**10/67      Minutes of Previous Meeting**

The minutes of the meeting held on the 10 June 2010 were accepted as a true and accurate record.

**10/68      Matters Arising**

**Minute 10/47 Questions from Members of the Public** – The Director of Investment & Regeneration confirmed the query raised by Roy Webb referred to a survey carried out at Rivermead House, the results of which are due next year. The Director confirmed the existing system was still working well and being maintained but Derby Homes is looking to improve it.

**Minute 10/49 Items from Contractor Partners – Chubb** – The complaint regarding call out cards being littered around pavements and not pushed through letterboxes properly has been raised with Chubb. The reason given for cards not being pushed through letter boxes was because a member of staff had had their fingers bitten by a dog whilst trying to do this and it had caused anxiety to staff.

**10/69 Questions from Members of the Public**

There were no questions from members of the public

**10/70 Items from Part B to be discussed**

**Agreed**

The Local Housing Board did not request any items from Part B of the agenda for discussion,

**10/71 Items for Representatives from Contractor Partners – Connaught**

The Director of Investment & Regeneration advised that Connaught's had gone into Administration and KPMG has taken over the Administration process. He advised the Local Board of Derby Homes plans to ensure the continuation of the services. Connaught is still providing a gas maintenance and window replacement service. Although the contracts were automatically terminated when the company was placed in Administration, Connaught and the Administrator are currently continuing with the contract.

With regard to the windows programme, there is a significant amount of work in the Osmaston area that is sub contracted to Yorkshire Windows through a tri-partite agreement with Derby Homes, Connaught and Yorkshire Windows. The Director hoped to be able to continue work in this area, but if not, he will look to agree a waiver to allow Yorkshire Windows to take on the work.

The next phase of work will begin in April and so there is still time to retender the work.

With regard to the gas servicing and emergency work, 18 Connaught engineers are still doing a great job although the situation could change very quickly. Derby Homes has a back up plan and has 12 gas servicing staff within the Repairs Team and plans to approach the 18 engineers and ask if they want to work for Derby Homes and set up our own gas maintenance team. Failing this, Derby Homes will look to offering the contract to one of the unsuccessful tenderers.

**10/72 Housing & Leaseholder Focus Group Issues**

The Local Housing Board received a report detailing unresolved cases or issues discussed at Housing Focus Groups, Leaseholder Focus Group and the Equality Groups.

Currently there are only two unresolved cases from Housing Focus Groups.

Dennis Rees raised an issue on behalf of Betty Cooney about poor TV reception at the flats on Church Street, Spondon.

Shaun Bennett undertook to arrange for the matter to be investigated.

### **10/73 Training for Local Housing Board Members**

It was confirmed that Local Housing Board Members could attend some of the staff training courses and should contact the Governance Services Team for details.

### **10/74 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. The report also updates the Local Housing Board on the future procurement of youth intervention work through Estates Pride.

The Local Housing Board expressed concern about the work and costs at 2-36 and 1-35 St Annes Close and asked for alternative options to be brought back to the next meeting.

At the last meeting, the Local Board requested further information on the bid at 2-20 Kinross Avenue. The information was provided in the report.

### **Agreed**

The Local Housing Board approved in principle the following bids:

- 1. 89 Radnor Street** - Supply and fit 1m high black metal bow top fencing on cranked extensions to the wall adjacent to the house.
- 2. 4 Mundy Close** – Supply and fit 1m high black metal bow top fencing to perimeter of car park. Paint one bollard black.
- 3. Uttoxeter Old Road** – Supply and fit 1m high black metal bow top fencing and double gates to green area adjacent to Block 26 – 36. Supply and fit 1m high black metal bow top fencing and double gates to green area adjacent to Block 10-24.
- 4. Rebecca House** – Supply and fit 1m high black metal bow top fencing and two sets of double gates to two green areas. Remove two benches and make good the area.
- 5. Berwick Avenue** – Remove low level brick wall and brick bin store and make good the area.
- 6. Nuns Street** – Remove small brick wall and make good the ground. Supply and fit 1m high black metal bow top fencing to grassed area and one set of double gates. Paint two bollard with black paint.

7. **18-22 Albermarle Road** – Dig out overgrown hedge and make good the ground. Supply and fit 1.8m high timber fencing to rear boundary and remove brick wall column.
8. **Cheviot Street Rec** – Supply and fit 7 lighting columns adjacent to the Skateboard Park.
9. **2 -20 Kinross Avenue** – Supply and fit 1.8m high black metal bowtop fencing, one single and one double gate. Dig out grass verge at rear of houses and lay tarmac at road level. Tarmac grass verge at entrance.

The Local Housing Board deferred the following items, pending further options being provided at the next meeting:

1. **2-36 St Annes Close** – Supply and fit 1m high black metal bow top fencing to the perimeter of the grassed area. Supply and fit one bollard.
2. **1-35 St Annes Close** – Supply and fit 1m high black metal bow top fencing to perimeter of grassed area.

The Local Housing Board noted the update on

1. works outlined in paragraph 3.11 of the report
2. future procurement of Youth Intervention Work through the Estates Pride Programme, outlined in paragraph 3.1

## **10/75 Changes to Cleaning Contract**

The Local Housing Board received a report on improvements being made to the cleaning of flats and further improvements that require the support of the Local Housing Boards. The improvements included adding blocks of flats to the cleaning contract and changing blocks from fortnightly to weekly cleaning.

### **Agreed**

The Local Housing Board agreed in principle to:

1. support ongoing changes to increase the cleaning of blocks of flats and the aim to make that a standard based on weekly cleaning.
2. recommend the Council introduces a new cleaning service for flats that are currently only cleaned fortnightly. The new service to be based on weekly cleaning with a revised service charge to recover those costs.

**10/76 Mobile Scooters**

The Local Housing Board had previously considered the need to adopt a policy for the safe storage and charging facilities for mobility scooters within accommodation managed by Derby Homes. A proposed policy was attached at Appendix 1 to the report.

**Agreed**

The Local Housing Board approved in principle the Mobile Scooters' policy and implementation of the policy delegated to officers.

**10/77 Review of Customer Access and Strategy**

The Local Housing Board received a report updating the Customer Access Strategy which incorporated strategies for customer access and marketing and communication. The report advised that a separate strategy for website development and maximising electronic access to services will be presented in November.

**Agreed**

The Local Housing Board agreed in principle to recommend the Customer Access Strategy to the Board.

**10/78 Capital Programme 2011/12**

The Local Housing Board received a report setting out the Council's draft capital programme for next year.

**Agreed**

The Local Housing Board supported in principle the proposals in the draft capital programme 2011/12.

**10/79 Anti Social Behaviour Policy Review**

The Local Housing Board received a report outlining a review and revision of Derby Homes Anti Social Behaviour Policy.

**Agreed**

The Local Housing Board approved in principle the Anti Social Behaviour Policy.

**10/80 Directors' Update**

The Local Housing Board received a report providing a general overview and update on current issues.

**Agreed**

The Local Housing Board noted, but did not discuss this report.

**10/87 Performance Monitoring**

The Local Housing Board received a report highlighting key performance issues arising from the discussion of quarter 1 in 2010/11.

**Agreed**

The Local Housing Board noted, but did not discuss this report.

**10/88 Anti Social Behaviour Statistics**

The Local Housing Board received a report outlining the performance management information on Anti-Social Behaviour (ASB) for quarter one, April to June 2010, in areas that are of most concern to our tenants and leaseholders.

**Agreed**

The Local Housing Board noted, but did not discuss this report.

**10/89 Update on Flat Inspections**

The Local Housing Board received an update on the flat evaluations carried out in July 2010.

**Agreed**

The Local Housing Board noted, but did not discuss this report.

**10/90 Mini STATUS 2009/10 Second Wave – Findings**

The Local Housing Board received a report highlighting the main findings of the Mini Status survey carried out with tenants living in two Housing Focus Group areas covering Chaddesden Park, Cowsley, Spondon and Sussex Circus in North East and Mackworth and Brook Street in North West. The data was collected during March and April 2010. The aim of the report was to compare the two areas and provide summary of tenants' satisfaction with Derby Homes services.

**Agreed**

The Local Housing Board noted, but did not discuss this report.

**10/91 Empty Ready to Let Properties Inspections**

The Local Housing Board received a report detailing the findings of inspections carried out on a random selection of empty ready to let properties by Local Housing Board Members in July 2010.

**Agreed**

The Local Housing Board noted, but did not discuss this report.

**10/92 Update on Tenant Services Authority Regulation**

The Local Housing Board received a report updating them on the progress made to comply with the new regulatory framework for social housing in England. It explained Derby Homes' "Local Offers", changes to Process Improvement Teams and the new Annual Report.

**Agreed**

The Local Housing Board noted, but did not discuss this report.

**Date of next meeting**

**The date of the next meeting will be agreed at the Annual General Meeting on Thursday 28 October 2010.**

The meeting ended at 7.40 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 9 September 2010.