

## **PERFORMANCE MONITORING - CUSTOMER PRIORITIES QUARTER 1**

Report of the Head of Housing Management & Housing Options

### **1. SUMMARY**

This report details performance against the 10 Customer Priorities to the end of Q1 2016/17. The Customer Priorities have been created after speaking to 2253 customers during a large scale door step campaign.

### **2. RECOMMENDATION**

To note and comment on the content of this report.

### **3. MATTER FOR CONSIDERATION**

- 3.1 There are 10 Customer Priorities, below is a summary of the main actions carried out in relation to these. Full updates on each Customer Priority can be found in Appendix 1.

#### **Priority Actions**

#### **3.2 Priority 1 We will develop and deliver a proactive litter campaign**

We are working with Neighbourhood Officers to deliver educational talks about litter and recycling. Currently we have contacted schools in the Derwent area and are arranging to deliver an assembly.

We have been successful in dealing with tenants who dump litter and items in the garden as the evidence can be seen. These cases are dealt with by speaking to our tenants and setting actions for them to clear. However, if tenants do not cooperate they are made aware that action could be taken against them.

A educational video has been created by MASH UP and this will be used in schools.

#### **3.3 Priority 2 We will increase awareness of and community confidence in, our response to noise nuisance in your communities**

We have carried out a review of Local Lettings Plans and updated, with most having been removed. There are only a small number of LLPs now still in place. These will be reviewed on a regular basis. The age designation policy is currently under review.

### 3.4 **Priority 3 We will promote responsible pet ownership**

Working with the RSPCA and Cats Protection we are planning two events this year in Sinfin and Derwent that will promote responsible pet ownership and provide a free chipping service. Sinfin pet day is being held on 27 July at OSCAR and Derwent pet day is scheduled for August. A successful pet health week was also held at Sinfin a few weeks ago.

During quarter 1 we have opened 15 cases regarding pets, 10 have been closed and 5 are being monitored.

### 3.5 **Priority 4 We will commit £100k to target improved parking schemes over the next 24 months. We will strengthen partnership working with Police and others to take enforcement action illegal parking where necessary**

All 24 Hardstandings in Mackworth have now been completed with the last one being done on the 29 February 2016. So this task is now complete. However we will add additional properties to the original list to alleviate the ongoing parking issues in Mackworth/Brook St areas.

### 3.6 **Priority 5 We will provide comprehensive support to tenants moving into new build properties including a customer relations single point of contact during the first 12 months of your new tenancy**

We are carrying out a 6 month visit with customers to establish any issues with their newly built home. This is an ongoing process to allow us to ensure that we are building new homes to fit the needs of our customers.

All queries regarding New Build Houses are directed by Customer Service Team to a single point in The Development Team.

### 3.7 **Priority 6 We will complete an LED lighting upgrade to all communal areas of flats, to improve energy efficiency, and reduce the frequency of replacement bulbs**

The LED lighting is due to be finished in approx. a month's time, following this we will be able to start gathering results on savings.

### 3.8 **Priority 7 Following the review of the Voids lettable standard, we will carry out additional works and improvements on difficult to let properties and areas to enable us to potentially let properties quicker and reduce void rent loss**

The tablets are now being used by teams including Gas and Electric, but is too early in the implementation to gauge effectiveness. This will be monitored over the coming weeks and further update provided.

### 3.9 **Priority 8 We will help our customers and stakeholders to maximise their income through promoting the availability of advice and support, such as welfare benefits advice, money management and debt counselling**

Relationships are currently being built with the DWP to identify and support universal claimants. Assistance on credit union accounts and claims for DHP

continue including providing money advice to tenants who are not successful in claiming DHP's

Currently site visits are being carried out to Open Housing users in preparation in us upgrading to Open Housing.

**3.10 Priority 9 We will work to improve your homes to a higher standard than the governments' decent homes standard**

A regular programme of maintenance and painting for the outside of homes is in place and will continue around the city on an on going cycle. Double-glazed windows and high security external doors with multi-point locks will be supplied, offering a choice of styles and colours. To ensure we improve the standard of our estates there will be Estates Pride improvements and renovation of communal areas.

We have committed to providing a tenant's showroom displaying the range of kitchens and bathrooms available.

**3.11 Priority 10 We will listen to children and young people to improve and develop our services**

The Youth Board (YB) lead met with Derby Homes Performance and Planning Officer and Head of Housing Management and Housing Options to identify areas in business plans where the YB could be involved. It was agreed to involve the YB in the Communication Strategy.

The YB lead met with Customer Communications Manager with a plan to consult the YB in September.

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

- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk
- Policy Review
- Financial and Business Planning Implications

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

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Background Information: None

Supporting Information: None