

## CHCG

### MINUTES OF THE MEETING HELD ON 23 JULY 2002 AT CARDINAL SQUARE

#### PRESENT

Dennis Rees, Chair	DACP
Lyn Gadsby	Leaseholders' Representative
Ray Bradbeer	DACP
Joanna Palmer	DACP
Gwen Stublely	DACP
Sylvia Hyde	DACP
Bayo Kujore	DHMEG
Phil Davies	Derby Homes
Richard Smail	Derby Homes
Jonathan Geall	Derby City Council
Alex Dixon	Derby Homes
Fiona Henchley	Derby Homes

APOLOGIES - John Bloxsom, Bernard Harry, Nita Murphy, Elaine Jackson, Maria Murphy

Dennis welcomed everyone to the meeting and thanked them for attending.

1. The minutes of the last meeting were agreed as a true record.

#### 2. MATTERS ARISING

##### **Time scale for new representatives on CHCG and CHCG Sub**

Agreed would be implemented for first meeting after the DACP Annual General Meeting.

##### **Rent Review Meeting**

Confirmed this had taken place before the DACP Management Committee Meeting on 15 July.

##### **Update on Charter Mark application**

Jonathan said the application needs to be submitted by the end of next week and the provisional dates for the Charter Mark inspection are 3 and 4 September. Phil requested the draft be available for the Board meeting on Thursday 25 July.

3. **LATE ITEMS** - none.

#### PART A - RETAINED HOUSING SERVICE REPORTS

#### 4. TRADING STANDARDS' CONCERNS ABOUT RIGHT TO BUY ADVICE

There have been some companies asking for money for right to buy/mortgage facilities in the Derby area. One tenant has contacted Trading Standards as money has been paid up front and the receipt given by the Company was worded so that it could be interpreted that it was not for them receiving the money but for them giving the money to the tenant. Jonathan advised if anyone else is approached to contact Trading Standards.

##### **ACTION -**

Article about Right to Buy advice to go in the next issue of Housing News

Jonathan to pass the e-mail from Trading Standards to Suzanne Robey

## **PART B - DERBY HOMES REPORTS**

### **5. TO CONSIDER DACP CONCERNS ABOUT RENTAL CHARGES FOR LOCAL OFFICES IDENTIFIED IN THE DERBY HOMES OPERATING BUDGET**

This issue was discussed by the meeting and concluded that the decision taken at the time was that the use of houses was not as satisfactory as purpose built offices and also that the best location was the rented offices. However, Phil said the discussion had raised the issue of value for money and the hours of the New Sinfon Office will be specifically considered in terms of usage and the amount of rent being paid. In reply to Dennis, Phil said if the Office areas are moved to coincide with the Area Panels this will not result in Offices being closed altogether.

### **6. UPDATE ON PLANNED MAINTENANCE BEST VALUE REVIEW**

Alex reported that a Best Value Review of Planned Maintenance, this is the improving and maintaining of Council Houses is being carried out ready for the next inspection in September. There were a number of issues raised by the BVR already carried out which are being included in the report. A scoping session and challenge event have already been completed. The final report will need to be available for the inspectors in September.

### **7. UPDATE ON FRONTLINE HOUSING MANAGEMENT BEST VALUE REVIEW**

Phil said it is important to show that the improvements identified in the Improvement Action Plan seen by the inspectors in March, have been started and/or completed. A report is going to a Council Cabinet meeting on the Housing Revenue Account to identify additional funding to implement the improvement plan. The key issue is the inspectors' return on September 23 for 2 weeks. They are likely to only be looking "lightly" at the service and mainly concentrating on how Derby Homes has been set up, how governance has been developed and how healthy the relationship is between Derby Homes and tenants and Derby Homes and the Council.

Dennis said the inspectors might not stay the whole of the 2 weeks. There is a BVR group meeting planned for 5 August, at Whitecross House, to see how the improvement plan is progressing.

### **8. STAFF CONFERENCE - 11 SEPTEMBER**

Phil said it is proposed to have a staff conference running for the whole day on 11 September and only emergency services will be run on the day. This will be a chance to get all the staff together and get across:

- a) the planned inspection starting on 23 September and everyone's role in this
- b) the extra spending and how it will work
- c) a chance for the staff to meet Board members and also to celebrate gaining the 3 stars from the Housing Inspectorate

The DACP agreed the Staff Conference to be a good idea and approved the need to close for the day.

### **9. UPDATE ON CHANGES TO LOCAL HOUSING OFFICE HOURS**

Richard passed round an interim report giving details of the consultation, and subsequent results, carried out so far. The consultation process will continue with the Panels who have not given a definitive response on this subject and the report will then be brought back to the August meeting.

Phil told the meeting that from October rent can be paid with a card at Post Offices and both Derby Homes and the Post Office will be publicising this new facility. Rent statements are to be sent out near Christmas and from then on rent statements will be sent out on a regular basis.

## **10. FUNDING 'MEDIATION' DERBY**

Phil reported CETA/ST James have agreed to restart the Mediation service and are requesting funding to help cover the costs and improve the number of referrals. The meeting agreed Mediation is an important tool in the resolution of anti-social behaviour and that the Mediation service needs a higher profile in Derby. It would also be useful if there was a closer relationship between the DACP and the Service - anybody who might be interested in getting involved would be supported by Derby Homes. Possibly a member of Derby Homes could be seconded to the Mediation Service, perhaps one day week, to strengthen links.

## **11. UPDATE ON AREA BOARDS**

Phil said the Area Boards will be a tremendous asset for the whole Housing Service and a local link between Panels and the main Board. Panel representatives will be able to raise issues through the Area Boards. Board Report No 7, circulated with the agenda shows the Area Boards memberships/constitution and Phil went through the remit of the Area Boards which can then refer matters to the Board. Initial thoughts are the main Board will meet every other month with the Area Boards meeting in between. The proposals outlining Area Boards is being sent to the Community Housing Task Force for their approval. However the name 'Area Board' is causing too much confusion so new names were considered.

It was agreed the new Area Boards should be referred to as Housing Boards to prevent confusion with Area Panels.

The name for the increased spend of £81 million to be:

(Derby) Homes Pride (Programme)

## **12. TO RECEIVE ANY OTHER REPORTS FROM THE COUNCIL CABINET AND**

**DERBY HO**

Report No 7 - Sylvia highlighted that the Morley area might report to the Mackworth Office to fit in with the proposals that Housing Management areas fit in with the Area Panels/ward boundaries.

Other reports highlighted and considered were:

Report 11 - New Complaints Procedure - this will recognise and record more complaints, an explanatory leaflet is being produced for tenants at the Leaseholder PIT

Report 14 - Management Accounts Report

Report 15 - Responsive Repairs and Void Property spend April to June 2002 - noted that vacancy repairs are well above target

## **13. ANY OTHER BUSINESS**

a) No decision has been made on the proposal to close the Resource Centre for August Bank holiday to allow DACP members a week off - if they want one.

b) Noted a change of DACP Management Committee meeting to 5 August not 12 August.

#### **14. DATE OF NEXT MEETING**

The next meeting was confirmed as 27 August 2002, at 2.00pm, in the Boardroom at Cardinal Square.

#### **ACTION ITEMS**

Article about Right to Buy advice to go in the next issue of Housing News  
Jonathan to pass the e-mail from Trading Standards to Suzanne Robey

