

## **HOUSING AND LEASHOLDER FOCUS GROUPS' ITEMS**

Report of the Director of Housing & Customer Service

### **1. SUMMARY**

This report provides the Local Housing Board North with details of the unresolved cases or issues discussed at Housing Focus Groups, Derby Leaseholder Association and the Equality Groups.

### **2. RECOMMENDATION**

The Local Housing Board North notes the content of this report.

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

- 3.1 During the June round of Housing Focus Groups, 19 issues were raised in the North of the City, two of which have not yet been resolved. These are detailed in Appendix 1. Derby Homes officers are working on these cases to ensure they are resolved as soon as possible.
- 3.2 At the last Leaseholder meeting, 21 issues were raised and all have been resolved.
- 3.3 SHOUT raised one issue at their last meeting; that has been resolved.
- 3.4 There were no issues raised at the Derbyshire Friend, Minority Ethnic Advisory Group (MEAG) or Tenants Reviewing Access Quality (TRAQ) meetings.
- 3.5 In total, 41 issues were raised and these are split into the following types of issues:
  - 8 Comments
  - 1 Complaint
  - 1 Compliment
  - 31 Enquiries.

### **4. CONSULTATION IMPLICATIONS**

Feedback on all issues raised is given at the relevant groups. Wider consultation is carried out where appropriate.

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

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

**If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive, [phil.davies@derbyhomes.org](mailto:phil.davies@derbyhomes.org) - Tel 01332 711010**

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**Background Information:** None.

**Supporting Information:** None.

## Appendix 1

Group	Case	Status	Responsible User	Date	Note
HSG FOCUS NEAST	60 454	Open	MARCIA	20-May-10	issue raised at HFG North East - Sinage for back to front house at bottom end of coniston - office will look into this and feed back as it is thought this work was submitted.
HSG FOCUS NWEST	61 473	Open	MAURED	29-Jun-10	miss russell asked the question would it be possible for leaseholders to have hardwired smoke alarms put in their flats. Maureen Davis informed the group that she would take this query back
				12-Aug-10	Maureen spoke to Steve Giblenn to see if this was possible. Steve confirmed it was but there are specific costing/servicing issues which need to be dealt with. Agreed this issue needs to go to the Leaseholder Focus Group for further consultation.