

PART B QUESTIONS

Report Ref	B3 – Complaints and Compliments
Question	<p>I note 4 complaints for Damp & Mould.</p> <p>In view of the recent case in Rochdale and advertising by Derby Homes on this issue, is Derby Homes addressing the root causes in those properties where this is a problem. I know this is an issue in some basement and ground floor properties on the Rykneld estate.</p> <p>For example, a neighbour has had flaking plaster replaced and the promise of special paint, but is this tackling the symptoms rather than the cause? Does this affect the decent homes standards?</p>
Answer	<p>It is our policy on all damp and mould cases to be proactive and establish the reasons why the issues are occurring. This can include surveyors and specialist contractor surveys and repairs. Even if the property has no repair issues we will still look at providing additional assistance such as improved extractor fans, positive ventilation systems and even mould washes and specialist mould inhibiting paints.</p> <p>With regard to the example you have mentioned considerable works have been carried out on the property in addition to those you mentioned. This property does therefore meet the decent home standard.</p>

Report Ref	B8 – Customer Engagement, Community Development and Communications Team Update
Question	<p>What action is being taken to ensure that the Newsletter is delivered in a timely manner. Personally I have received a copy after some of the events mentioned have happened. I am also aware of other customers receiving the Newsletter late.</p>
Answer	<p>This is something we are very much aware of. It's always a challenge to include timely events in a newsletter that's delivered every three months. Consequently the newsletter is better suited to raising awareness of the work we do, rather than give exact times and dates due to the nature of its circulation. We have to balance wanting to provide useful information with the risk that any impacts on the production and</p>

	<p>delivery schedule may affect the relevance of any time sensitive information or articles.</p> <p>The last edition in particular was affected by print issues and also coincided with strikes by Royal Mail. Because of this, we are currently in the process of reviewing our print services. As we move to the current edition, we are also more mindful of any timely information it may contain. This format is sadly least suited to information of this type, especially when some elements of production and delivery are out of our control. This may mean more time sensitive content is not included in the printed newsletter, especially as the cycle of production is often longer than the time for events to be announced and to take place.</p> <p>As we put plans in place to move to more timely methods of communication, the promotion of events and similar content will likely be of more value to digital channels that allow a more responsive approach.</p>
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Report Ref	B9 – Estates Inspection
Question	<p>Estates Inspections - I note City Wide there have been 52 reports of problems to StreetPride all of which have been closed. Is this due to the report being made to StreetPride or have you confirmed that appropriate action has been taken by them before closing the issue?</p> <p>City wide I see problems with fly tipping and overflowing refuse bins. Locally some of this problem is caused by contaminated recycling bins which StreetPride leave but do not inform residents what is the particular issue, and with locked bins there is not much that can be done by residents to rectify the problem.</p>
Answer	<p>It is due to the report being made to Streetpride using the DCC reporting system.</p> <p>If a customer has a bin that has not been emptied and they are unsure why, they are able to contact DCC directly. If a Derby Homes customer raises this with us, we give them the relevant contact details, DCC will then respond directly</p>