

HOUSING & LEASEHOLDER FOCUS GROUPS' ITEMS

Report of the Director of Housing & Customer Service

1. SUMMARY

This report provides the City Board with details of unresolved cases/issues discussed at Housing Focus Groups, Derby Leaseholder Focus Group and the Equality Groups.

2. RECOMMENDATION

The City Board is asked to note the content of this report.

3. MATTER FOR CONSIDERATION

- 3.1 During the March round of Housing Focus Groups, nine cases were raised. One of these cases remains open. This case relates to an enquiry about an improvement bid that is currently being looked into (see Appendix 1).
- 3.2 At the last Leaseholder Focus Group, five cases were raised and logged onto CSM. These cases have all been closed.
- 3.3 There were no cases raised from the last Minority Ethnic Advisory meeting (MEAG).
- 3.4 There were no cases raised from the Supported Housing Offering Unity and Trust (SHOUT) or Tenants Reviewing Access Quality (TRAQ) meetings.
- 3.5 In total, 14 issues were raised and these can be split into the following types of issues:

Three service requests

- Overgrown trees (non-Derby Homes)
- Hazardous paving slabs
- Overgrown hedges

Five comments

- Communal Lighting
- Street Pride (non-Derby Homes)
- Grit Bin locations
- Electrical boxes left unsecure in void properties
- Leasehold agreements and service charges

Six Enquiries

- Street lighting (non-Derby Homes)
- Refuse collection (non-Derby Homes)
- ASB/security
- Cost variation in similar repairs
- Disabled parking issues
- Front door replacement.

4. CONSULTATION IMPLICATIONS

Feedback on all cases logged onto Academy is given directly to the individual who raised it at the meeting or 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 Phil Davies, Chief Executive, phil.davies@derbyhomes.org – Phone: 01332 888528

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Background Information: None.

Supporting Information: None.

Meeting	Case	Status	Officer	Date	Notes
HSG FOCUS NWEST	67 410	Open	LAURAS	14-Mar-11	Mr Scowen commented during a bid for some fencing around Quarn Gardens that he had experienced a similar problem with people cutting across grassed areas and knocking on windows/looking into his property.
			LAURAS	18-Mar-11	HO to investigate further and to see if there is a need/possibility for fencing around Whitecross House.
			JUSTINW	25-Mar-11	Audited
			PCOLE	08-Apr-11	Audited. Visit planned to assess area for improvement feasibility.
			LAURAS	08-Apr-11	HO to schedule visit week commencing 11 April to visit area. Will update accordingly.