

DERBY HOMES LIMITED

MINUTES OF THE OPERATIONAL BOARD MEETING

Held on Thursday 12 December 2019

The meeting started at 6.00pm

Operational Board Members present:

Mike Ainsley, Charlene Bhurton, Jim Elks, Tony Holme, Laraine Hurt, Bob MacDonald (Chair), Dennis Rees, Jsan Shepherd

Officers present:

Steve Bayliss, Shaun Bennett, Ashton Garner, Michael Kirk, Christine Leahy, Clare Mehrbani, Jackie Mitchell, Ellie Sharman, Lorraine Testro, Ian Yeomans.

Others in attendance:

Val Watson, Derby City Council (left after item 9)

19/102 Apologies

Jerry Pearce, Ian Veitch

19/103 Admission of late items

The Chair admitted a late item for noting on Review of Derby Allocations Policy .

19/104 Declarations of interests

The Tenant and Leaseholder Board Members declared their interests as tenants and leaseholders (as defined in the Memorandum and Articles of Association) of Derby City Council.

19/105 Appointment of Chair and Vice Chair of the Operational Board

The Operational Board is required to appoint a Chair and Vice Chair at their first meeting following the Company's Annual General Meeting, for the constitutional year, in accordance with the Operational Board

Constitution.

Agreed

The Operational Board appointed

1. Bob MacDonald, Operational Board Chair 2019-20
2. Jsan Shepherd, Operational Board Vice Chair 2019-20.

19/106 Chair's Announcements

None.

19/107 Minutes of the previous meeting

The minutes of the meeting held on Thursday 29 August 2019 were accepted as a true and accurate record.

19/108 Matters Arising from Thursday 29 August

There were no matters arising.

19/109 Questions from members of the public

There were no questions from members of the public.

19/110 Performance Management Quarter 2

The Operational Board considered a report which presented a summary of performance for quarter two 2019/20 from key performance measures reported to Derby City Council. Overall performance remained positive with a few issues to be addressed where possible.

Agreed

The Operational Board

1. noted the 2019/20 quarter two performance results
2. approved the proposed changes to the performance targets, made as part of the mid-year target review, with the following exceptions:
 - DH SAT PM04 Satisfaction with new home (new build and re-let) to remain at 94% until further information is presented

- DH SAT PM08 Tenant satisfaction with major improvements (kitchen and bathrooms) – to remain at 95% and to analyse a sample of the 'satisfied' responses to identify any trends.

19/111 Part B Supplementary Questions.

The Operational Board did not raise any supplementary questions.

19/112 Operational Board Forward Plan

The Operational Board considered the Forward Plan of agenda items for the period February to August 2020.

Agreed

The Operational Board noted the Forward Plan.

19/113 Outstanding Actions

The Operational Board noted the Outstanding Actions.

19/114 Estates Maintenance Large Scale Programme 2019–20 Update

The Operational Board considered an update on funds allocated earlier this year to deliver improvement works that were identified by tenants, councillors, local housing office staff and other local partners.

The report explained that for 2019/20 the budgets were set at £250,000 for capital and £500,000 for revenue works. Proposals to amend the 2019-20 programme were outlined in the report.

Agreed

The Operational Board agreed:

1. the updated Estates Pride Programme 2019/20
2. to allocate £65,000 of the 2020/21 programme to fund the revised forecasted costs associated with the Rivermead House parking scheme.

19/115 Income Management Strategy

The Operational Board considered a report which explained the Income Management Strategy 2017-2019 is due for review. The strategy has been reviewed and updated to meet the challenges and requirements for the next two years.

It was confirmed that there are no major changes to the strategy, just clarifications that the policy applies also to Leaseholder and external Landlord arrears collection, plus updates relating to Universal Credit.

Agreed

The Operational Board approved the revised Income Management Strategy.

19/116 Rent in Advance Policy

The Operational Board considered a report which explained the rent in advance policy is now embedded as a standard term within new tenancy agreements to include for “The rent and other charges are due every Monday in advance. If you pay at any other interval than weekly the rent must always be paid in advance, never in arrears to avoid recovery action taken against you”. This is considered suitable at present and will be reviewed if circumstances change and / or when the tenancy agreement is formerly reviewed.

It was confirmed Derby Homes can only enforce what is included within the tenancy agreement; hence it is not now considered necessary to have a specific policy on rent in advance.

Agreed

The Operational Board approved the decision not to have a separate “Rent in Advance” policy and to adopt the position as stated in the tenancy agreement.

19/117 Leasehold Policy

The Operational Board considered a report which provided an update on a new Leasehold Policy for Derby Homes. There is no policy at present, so this policy formalises existing custom and practice and provides a record for use both within Derby Homes and for Leaseholders.

Jsan Shepherd requested that Section 11 - Discretionary works to Leasehold Properties be expanded to give examples of the types of works which would be offered to Leaseholders.

Examples of such works include (but are not limited to):

- Fire precaution related installations / upgrades
- Heating, insulation, external cladding, roofing, window replacement works

Agreed

The Operational Board approved the Leasehold Policy 2019 – 2022 subject to the above changes.

19/118 Void Management Policy

The Operational Board considered a report which advised a recent internal audit of the management of empty homes, conducted by the Central Midlands Audit Partnership (CMAP), has recommended that Derby Homes develops a documented and formally approved Voids Management Policy that supports the Derby City Housing Strategy and which focusses on making the best use of existing housing stock. This Voids Management Policy seeks to respond to this recommendation.

Agreed

The Operational Board approved the Voids Management Policy 2020-2023.

19/119 Parking Permits on John Lombe Drive

The Operational Board considered a report which outlined a petition from 13 residents of John Lombe Drive, Mansfield Street and City Road. The petition was about the number of parking permits which were in circulation, potential abuse of permits parking and the distribution of permits to non-Derby Homes residents. A report explaining what Derby Homes intended to do to resolve the resident's concerns was brought to the Operational Board in August 2018. A further report was given to the Operational Board in February 2019 following which the Board asked for a 6 month period of monitoring of the car park's usage, and a consultation exercise with residents and Ward Councillors.

Agreed

The Operational Board approved:

1. Issuing one parking permit to any tenant or leaseholder who requests one
2. Issuing a second permit to any tenant or leaseholder who can show they need a second permit
3. Continue to provide one" paid for" permit to the five existing non-residents who have one
4. An annual review of the number of permits issued to non-residents.

19/120 Localised Customer Priorities Quarter 2

The Operational Board considered a report which provided an update on the Local Customer Priorities from July 2019 – September 2019 and a proposed workplan to approve for October 2019 – September 2020.

Agreed

The Operational Board:

1. Noted the Local Customer Priorities Update
2. Approved the Local Customer Priorities workplan for October 2019 – September 2020.

The following items were noted by the Operational Board

19/121 Service Update

The Operational Board noted a joint report prepared by Heads of Service, providing a general overview and update on current issues.

19/122 Customer Engagement and Community Development Update

The Operational Board noted a report which provided an update on the progress of the Customer Engagement Programme through the Customer Engagement and Community Development team for Quarter 2.

19/123 Homelessness Report Quarter Two

The Operational Board noted a report which provided information on Homelessness Approaches, Homelessness cases resolved under Prevention and Relief Duty and Homelessness Acceptances.

19/124 Derby Homefinder Mid Year Report

The Operational Board noted a report which provided information on Derby Homefinder for the period April 2019 – September 2019.

19/125 Complaints & Compliments Quarter 2

The Operational Board noted a report which provided detailed analysis of complaints received between 1 July and 30 September 2019 (Q2).

19/126 Customer Survey Quarter 2

The Operational Board noted a report which provided detailed analysis of the satisfaction results from the second quarter of the Customer Survey 2019 – 2020.

19/127 Anti Social Behaviour Statistics Quarter 2

The Operational Board noted a report which presented some key statistics for Derby Homes ASB service for the second quarter of 2019/20.

19/128 Estate and Flat Inspections Quarters 1 & 2

The Operational Board noted a report that provided details of the number of cases by type arising from monthly flat and estate inspections for the period 1 April 2019 – 30 September 2019.

19/129 Allocations Policy

The Operational Board considered a report which outlined the progress that is being made to carry out a review of the Derby Allocations Policy. The Allocations policy is a key document for Derby City Council and delivered by Derby Homes.

Confidential Business

Agreed

The Operational Board agreed that under Part IV of Derby Homes Governance Arrangements, members of the public be excluded from the meeting during discussion of the following items on grounds that it involves the likely disclosure of confidential information as defined in Standing Order 20.2 (f, g and h).

19/130 Grounds Maintenance Service Update

The Operational Board considered a report which outlined the current arrangement for the delivery of the maintenance of Derby Homes managed land through an agreement with Derby City Council Streetpride Department.

19/131 Garden Maintenance Scheme

The Operational Board considered a report which outlined the garden maintenance scheme (individual gardens) delivered through an agreement with Derby City Council Streetpride Department.

End of Confidential Business

19/132 Draft Minutes of Derby Homes Board Meeting held on Thursday 25 July 2019

The Operational Board noted the draft minutes of the Derby Homes Board meeting held on 28 November 2019.

19/133 Any Other Business

The Operational Board were advised of a donation Derby Homes has received from Efficiency East Midlands. It was confirmed that of the £6,500 donated, £2,895 will be donated to a number of initiatives to support Christmas parties and engagement opportunities and the remaining value will be used for community initiatives for the rest of the year.

Date of next meeting

The next meeting will be held on Thursday 27 February 2019 at 6.00 pm in the Large Training Room at London Road.

The meeting ended at 8.20pm.

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CHAIR

Signed as true and accurate record of the meeting held on 12 December 2019.