

## DERBY HOMES LIMITED

### MINUTES OF THE RESOURCES, REMUNERATION & REGENERATION MEETING

Held on Thursday 7 July 2011

The meeting started at 6.00 pm

#### **Board Members Present:**

Paul Bayliss, Tony Holme, Iain MacDonald (Chair), Dennis Rees

#### **Officers Present:**

Shaun Bennett, Phil Davies, David Enticott, Mark Fairweather (for items B7 and B8 only) Jackie Mitchell

#### **Others Present:**

Ita Cooke, Associate Consultant, Board Development Agency

#### **11/40 Apologies**

Apologies for absence were received from Bob Osler and Margaret Redfern.

#### **11/41 Admission of Late Items**

There were no late items.

#### **11/42 Declarations of Interests**

The Council Board Member was noted as declaring their interest in matters relating to Derby City Council.

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

David Enticott, Director & Company Secretary, declared an interest in Item A4.

The Chair advised Item A4 would be moved to the end of the agenda.

**11/43 Minutes of Previous Meeting**

The minutes of the meeting held on the 21 April 2011 were accepted as a true and accurate record.

**11/44 Actions and Matters Arising**

There were no matters arising.

**11/45 Training for Committee Members**

**Agreed**

The Chair requested Committee Members to inform the Governance Services Manager of any training needs.

**11/46 Confidential Business**

**Agreed**

The Committee agreed, under Part IV of the Derby Homes Governance Arrangements, to exclude members of the public during discussion of the following items on grounds that it involves the likely disclosure of confidential information as defined in Standing Order 20.2 (b, h, j and n).

**11/47 Review of Board Member Payment**

The Committee considered options identified through a review of Board Member Payment.

**Agreed**

The Committee made recommendations to the Board on Board Member Payment.

**11/48 Terms and Conditions of Employment**

The Committee received an update on potential changes to employee terms and conditions of employment, following consideration of this matter at the last meeting.

**Agreed**

The Committee noted the contents of the report and agreed further update reports are provided at future meetings.

**11/49      Review of Secondment Arrangements**

The Committee received a report on secondment arrangements, as requested at their last meeting.

**Agreed**

The Committee agreed the recommendations in the report.

**11/50      Risk Register Exception Report**

The Committee received a report presenting the quarterly exception report to highlight any changes following the Executive Team and Heads of Service quarterly review.

**Agreed**

The Committee agreed the recommendations in the report.

**11/51      New Business, Extra Care, Development & Regeneration Update**

The Committee received a report showing the ongoing progress of the range of new business activities in development.

**Agreed**

The Committee noted the progress in New Business, Extra Care, Development and Regeneration.

**End of Confidential Business**

**11/52      Part C items to be discussed**

**Agreed**

Tony Holme stated he wanted to raise questions on each of the items.

**11/53      Draft Annual Report and Financial Statements 2010-11.**

The Committee received a revised copy of the draft Annual Report and Financial Statements for the year ending 31 March 2011, which had been amended to take in comments from the Audit Committee meeting held on Monday 4 July.

The report explained the changes made to the accounts since the period 11 forecast out-turn was presented to the Committee at its meeting in April.

Attached to the report was a copy of the External Audit Management Letter prepared by PKF (UK) LLP, a representation letter from Derby City Council to PKF enabling PKF to give an audit opinion that the financial statements give a true and fair view of the state of the Company's affairs at 31 March 2011, and a management representation letter from Derby Homes to PKF to be signed by the Chair, following Board approval of the accounts.

The Chief Executive highlighted savings achieved as a result of work done by the Director of Investment & Regeneration and the Repairs Team.

The Committee considered the draft Annual Report but did not raise any concerns, with the exception of a query as to whether John Keith should be included in the list of Directors as he was appointed in 2011/12 financial year.

The Director & Company Secretary thought this was because although John Keith had been appointed as a Director after the 31 March 2011, he was a Director in the period the Accounts were being prepared, however, undertook to confirm this with the External Auditors.

## **Agreed**

The Committee

1. Recommended the Board accept the draft annual report and financial statements at the meeting of 28 July 2011 as a true and fair view of the Company's financial affairs as at 31 March 2011 as a going concern.
2. Noted the explanation of the changes made to the accounts since the forecast out-turn was presented to the Resources, Remuneration and Regeneration Committee meeting of 21 April 2011.
3. Recommended the Board authorises the Chair and Company Secretary to sign the accounts at the Board meeting on 28 July 2011.
4. Recommended the Board authorises the Chair, Chief Executive and Director and Company Secretary to sign a letter of representation requested by PKF (UK) LLP at the Board meeting on 28 July 2011.
5. Recommended the Board authorises the Chair to sign the Statement on Control Self Certification and Internal Reporting at the Board meeting on 28 July 2011.
6. Approved the change in depreciation policy applied in the drafting of the financial statements.

#### **11/54 Derby Homes Medium Term Finance Strategy**

Director & Company Secretary presented the Medium Term Finance Strategy for Derby Homes which set a budget framework for the next three years. The strategy incorporates the budget process and Business Transformation savings.

The Committee was informed that Derby Homes was unable to bid for the public buildings contract as the Council is using the East Midlands Property Alliance framework. Derby Homes is ineligible to participate in the framework because it cannot work outside City and the uncertainty of Derby Homes' contract with the Council at that time.

It was also noted that FIP funding from the Estates Pride budget will reduce in 2012/13 and lost in 2013/14, however Derby Homes is hopeful of funding from Public Health. Estates Pride funding also reduces in 2013-15. Paul Bayliss commented that the lack of support for funding of the FIP was short sighted as the FIP was undoubtedly saving costs for other agencies.

The Committee was assured the modernisation of IT is still on programme, the core needs have been identified and officers are ensuring the depreciation budget will covers this.

#### **Agreed**

The Committee noted the report and appendices and recommended the Medium Term Finance Strategy to the Board at its meeting on 28 July 2011.

#### **11/55 Derby Homes Management Accounts 2010/11 Period 2**

The Committee received the management accounts for Derby Homes for the two months to May 2011. The report compared actual expenditure for April and May against budget and extracted a difference.

#### **Agreed**

The Committee noted the report and appendices.

#### **11/56 Procurement Strategy Savings**

The Committee received a report containing information relating to savings and potential savings through effective re-procurement of existing services.

The Committee was advised that a significant reduction in costs had been achieved by procuring through the Efficiency East Midlands consortium and Procurement for Housing.

It is anticipated that £400-£500K savings will be achieved by the end of task.

The Chair suggested we should publicise the savings achieved. The Chair of the Board and Chief Executive have written to all repairs staff and they have also discussed publicity. Tony Holme suggested the savings are discussed at the Value For Money meeting.

**Agreed**

The Committee noted the report.

**11/57 Professional and Consultancy Fees 2010/11**

The Committee received a summary of expenditure on legal and professional services during the financial year ended 31 March 2011 and an explanation of the process for the selection of consultants.

**Agreed**

The Committee noted the report and confirmed the report should be submitted on an annual basis.

**11/58 ICT Strategy 2011-14**

The Committee considered a rewrite of the Information and Communication Technology (ICT) Strategy for Derby Homes. The strategy set out the main workloads faced by Derby Homes and the way in which ICT will help provide an efficient and cost effective service to its tenants.

Mark Fairweather, IT Manager, presented the report and asked Committee to note the following changes:

Paragraph 8.1 insert a final bullet point 1 to read 'Integrating with DCC Customer Relationship Management Software'.

Paragraph 9, delete fourth bullet point and replace with 'Common Room review may lead to ICT requirements'.

Paragraph 9.1, second bullet point amend to read 'Retendering of the IT Facilities Management Contract to commence in 2014 for an April 2015 commencement.

Dennis Rees referred to comments by staff regarding speed of accessing information on computers and queried the roll out of PCs.

The IT Manager advised the roll out of computers was programmed for computers over 4 years old, although only 10 or 15% were over that age.

Depreciation rules have changed and we may have to revisit the 4 year rule. He added that issues of speed of computers was down to the location of servers rather than age of the computer.

The Chair thanked the IT Manager for his report.

**Agreed**

The Committee noted the Strategy and delegated approval of the final version to the Chief Executive.

**11/59 Standing Order 12**

Standing Order 12 was waived at 8.00 pm in order to allow the meeting to continue.

**11/60 Information Security Policy Review**

The Committee received the Derby Homes Information Security Policy. The policy, which covers the safekeeping of all forms of information to protect its confidentiality, integrity and availability, has been reviewed and amendments contained in Appendix 1 to the report.

**Agreed**

The Committee approved the amendments to the Information Security Policy and noted that a further review will be carried out in June 2014.

**11/61 Bright Ideas Procedure Review**

The Committee received a report reviewing the Bright Ideas procedure which had been amended to allow for the best 4 ideas – one for idea of the year and three runners up – to be selected from all the ideas received.

**Agreed**

The Committee approved the revised Bright Ideas procedure.

**11/62 Performance Monitoring**

The Committee received a report highlighting key performance issues arising from the discussion of quarter 4, 2010/11.

Tony Holme queried the variation in targets from year to year. He was informed that targets are changed on the basis of the previous year's achievement.

Dennis Rees raised concerns about the level of arrears between different areas.

The Chief Executive advised this year's arrears had risen to £1.3M quickly, but now appears to have stabilized. He said Housing Benefits has kept on top of the backlog and he hoped to keep arrears at that level for some months and brought down to £1M by end of year.

**Agreed**

The Committee noted the contents of the report.

**11/63 Procurement Waivers**

The Committee received information relating to requests to waive Derby Homes Procurement Standing Orders.

The Director & Company commented on the criteria in place to agree waivers. He said it depended on the head of procurement making a sensible choice, usually either on the grounds that it was urgent or unique/no alternative supplier. Each case is looked at individually.

The Chair suggested that where the estimated total value is shown as 'Unknown' this should read 'Unknown at this stage'.

**Agreed**

The Committee noted the report.

**Date of next meeting**

The date of the next meeting will be confirmed at the AGM.

The meeting ended at 20.45 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 7 July 2011.



# DERBY HOMES LIMITED

## MINUTES OF THE CITY BOARD MEETING

**Held on Thursday 30 June 2011**

The meeting started at 6.00 pm

### **Board Members Present:**

Stuart Boon, Win Buchan, Jim Elkes, Lyn Gilbey, Tony Holme, John Keith, Harry Margett, Brian Perry, Margaret Redfern, Dennis Rees (Chair), Ian Veitch, Jack Wray

### **Officers Present:**

Phil Davies, Maureen Davis, Matt Hands, Lorraine Howe, Christine Leahy, Maria Murphy, Tracy O'Conner, Richard Platt, Jo Solbe, Julie Wren

### **Others Present:**

Tim Clegg – Director of Streetpride  
Simon Smith – Operations Manager, Vale Contract Services  
Roger Baron - Operations Manager, Vale Contract Services  
Caroline Tipler – Tenant and lead petitioner - item B3

### **Observers:**

Alice Buckle  
Peter Crane  
Wendy Jessop

### **11/48 Apologies**

Apologies for absence were received from Bill Beckett, Patrick Molson, Bob Osler, Bob Troup, Ken Whitehead

### **11/49 Admission of Late Items**

There were no late items.

### **11/50 Admission of Any Other business**

The Chair advised of an item he wished to raise under any other business and that it would be discussed at the end of the meeting.

## 11/50      **Petition from Residents at Alwards Court**

The Chair advised the City Board that as the lead petitioner for item B3 was present at the meeting, this item would be brought forward to the beginning of the meeting.

The Chair invited Caroline Tipler to present her case to the City Board. She raised several issues, as follows. The petitions process was a problem and did not truly reflect people's choices. Staff at Derby Homes are organisation and not customer focussed and the member of staff who had dealt with an issue could also then be the same person investigating a petition about the issue.

She said the notice board in the entrance hall, should be removed.

The Chair advised that members of the Housing Focus Groups had asked for notice boards in all flats as a way to communicate. He asked why she wanted it removing.

Caroline Tipler said it served no purpose and if there was anything of importance that residents need to know about then this is usually communicated by letter. She said the notice board was at the front entrance many residents do not use this entrance and the notices on display are pointless. For example, a no smoking sign which did not make sense as it does not make clear where you cannot smoke; a notice of meetings coming up and a notice for the cleaning contractors to sign when they have cleaned.

The Chair pointed out that none of the residents of Alwards Court had attended the HFG meeting when tenants were asked about the notice boards. The Director of Housing and Customer Service added that all residents received a letter stating the purpose of the notice boards and were given another opportunity to raise objections but no one responded and as there had been no objections the recommendation is to keep the notice board.

The Chair referred to the 'no dogs' restriction. Alwards Court is a no dogs area however some residents did have them and it was decided to ask all residents for their opinion on having dogs in flats. Alwards Court residents voted to have this restriction lifted. Caroline Tipler disagreed and said that this did not happen.

Tracy O'Connor, Housing and Neighbourhood Manager explained that in the 1990's residents were asked if they wanted to have a no dogs restriction in place and Alwards Court said they did. However with the new Pets Policy coming out they had recently asked residents if they wanted to remove this restriction. Most residents at Alwards Court had said yes they would like it removed. Caroline Tipler said that this was all irrelevant and was clouding the issue of the petition.

Caroline Tipler referred to the letters which had been sent to the residents. She said that most residents tend not to look at or respond to these. She said that if a change in a policy is based on a questionnaire then this should be made clearer to them. She added that no consultation was held and they only received a letter.

Tony Holme said that he was feeling confused with what Caroline Tipler was complaining about and asked if she wants to be able to keep dogs or not. He asked what the petition was asking for. The Director of Housing and Customer Services reported that the tenants view was that they wanted to have pets. The recommendation therefore is to remove the restriction.

The Chair asked Tracy O'Connor if having the notice board in the flats has made it more convenient for the local housing officers. Tracy replied that this has provided them with a clear place to display notices and pass on information to residents.

The Chair requested Caroline Tippler to leave the room whilst the City Board members made a decision.

The Chair asked the City Board if they should or should not keep the notice boards. All voted in favour of keeping them. The Housing Operations Manager will write to Caroline Tipler to advise her of the decision.

### **Agreed**

The City Board noted the petition and actions taken by Officers to resolve the situation and that a letter will be sent to Caroline Tipler advising her of the decision made by the City Board.

## **11/51 Declarations of Interests**

The Council Board Members were noted as declaring their interest in matters relating to Derby City Council.

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

## **11/52 Minutes of Previous Meeting**

The minutes of the meeting held on the 28 April 2011 Were agreed as a true and accurate record with the exception of Minute 11/33 (fourth paragraph) which should have read 'rotary dryers' and not 'drying area'.

## **11/53 Matters Arising**

**Minute 11/34 Local Issues – Verbal Update** – Tony Holme informed the City Board that he has received a report on digital tuning and the adjusting of aerials. Brian Perry asked who is responsible for this work. The Maintenance Manager advised it was dealt with by his team. He informed the City Board that this was an impossible situation as in many cases digital cannot be satisfactorily run alongside analogue. This has been ongoing for 6 years. However the analogue system will be switched off in August and hopefully resolve this issue.

**Minute 11/36 Welfare Adaptations Policy** – Tony Holme referred to the budget for adaptations set at £700k a year. He would like this to be reviewed at the Value for Money (VFM) meetings.

**Minute 11/41 Review Mini Status Survey** – Tony Holme advised that Julie Eyre and Mary Holmes had presented a report at the VFM meeting around the low satisfaction levels received on the reporting of anti-social behaviour. The national figure is 55% and Derby Homes is at 45%. The Chair advised the City Board that Harry Margett has carried out a customer journey on this and a report will be provided for the next City Board.

## **11/54 Questions from members of the public**

There were no questions from members of the public.

## **11/55 Items from Part B to be discussed**

The City Board agreed to discuss all reports under part B of the agenda.

## **11/56 Items from Contractor Partners**

Tim Clegg, Director of Streetpride informed the City Board that he had started in his post in November 2010. During this period he has been looking to bring in changes and in some cases make cuts to save money. The recent review of the refuse collection service will produce a £1-2M saving for Council Tax payers.

A Board has been set up consisting of residents and local Councillors along with area co-ordinators. At the Tuesday night Cabinet meeting the views on Streetpride were fed back reporting that 93% of people thought that Streetpride was doing a good job.

Tim advised the City Board that he aims to make recycling available to all in the City and that he would like to work alongside Derby Homes to achieve this. This will be rolled out late Summer and by April 2013 he would like all residents to have the opportunity to recycle.

Streetpride will also manage the street lighting through the PFI. A meeting has taken place with officers to identify all lighting and those that need replacing. Agreement will be needed on which need to be included in the PFI.

Tim referred to the harsh Winter and the salt storage running out. He advised the City Board that Streetpride will have 5000 tonnes of salt in storage to prevent this from happening next Winter. He said this extra amount would allow them to provide Derby Homes' a service, at a cost, to salt all communal areas.

Tim spoke of the grounds maintenance work they carry out and said that they would like to provide Derby Homes' with this service again. Discussion will take place on this in the future.

Jack Wray raised an issue at Garsdale Court where all the recycling bins have been taken away. He asked why they could no longer have these bins. Tim replied that this was part of the cuts and savings being made. Bins have been taken out of carparks and supermarkets. His ambition is that by 2013 all residents will have recycling available and he will work with Derby Homes to identify areas that need them.

Tony Holme referred to another council who are making money from recycling and asked why Derby cannot do this too. Tim Clegg advised that this is down to net cost and it would cost more to go out and collect than the amount they would get back.

The Chief Executive said he welcomed what Tim had said to the City Board and added that the Regeneration Team will work with Streetpride to look at communal area arrangements.

The Chair thanked Tim for attending and welcomed Roger Barron and Simon Smith from Vale Contractors.

The Chair raised a complaint he had received regarding a strimmer cutting down plants in a butterfly garden. He also raised an issue around weed killer being sprayed and leaving large areas of yellow dead grass.

Simon Smith informed the City Board that the amount of grassed area they are responsible for is equivalent to 125 football pitches. Discussion is taking place with Derby Homes about the areas they need to include.

With regard to the butterfly garden in Cobden Street, Simon apologised and advised the City Board that they returned back to the site and carried out work to put it right.

The Chief Executive asked which weed spray was used. Simon replied that they use Round- up. With regards to the dead grass he advised that unfortunately when spraying there can sometimes be a drifting of the spray.

Simon said that he would like to have the opportunity to work closer with Tim Clegg and Streetpride which would benefit all tenants.

The Chair thanked Simon and Roger for attending.

#### **11/57     Housing and Leaseholder Focus Groups' Items**

The City Board received a report detailing issues raised at Housing Focus Groups (HFG's), Leaseholders Focus Groups and Equality Groups.

The City Board was advised that only 1 case was open. This is an overgrown tree on the drying area at John Lombe Drive. Brian Perry asked if the tree would be lifted. The Resource Centre Assistant advised that it would be pruned. Brian Perry commented that this was not clear. The Director of Housing and Customer Service will speak to Peter Matthews, Housing and Neighbourhood Manager to get clarification.

Win Buchan raised an issue of not receiving reports back from flat inspections. The Director of Housing and Customer Service will look into this.

#### **Agreed**

The City Board noted the report.

#### **11/58     Training for City Board members**

The Chair informed the City Board Members that they should contact Jackie Mitchell, Governance Services Manager, if they have any requests for training.

Ian Veitch asked if it was possible to have a list of the training available. The Chair advised him that all City Board members will receive invitations to attend training.

The Chief Executive informed the City Board of the Housing Investment Conference taking place on 14 July. This will provide an opportunity to look at the Government's plans to review the Housing Revenue Account, what this means for Derby, and to agree priorities for investment for the coming years.

#### **11/59     Estates Pride Quick Fix Bids**

The City Board received a report on bids for funding from the Quick Fix fund within Estates Pride, in response to known problems, in particular to reduce crime, nuisance and vandalism.

The Chair asked the City Board if they had any questions they wanted to raise. Tony Holme asked what was happening with the Harvey Road improvements as he can see nothing mentioned in the report. The Estate Regeneration Officer advised that this work is not included in the quick fix fund. Tracy O'Connor reported that a meeting has taken place regarding the fencing and work will commence this Summer.

### **Agreed**

The City Board approved the following bids:

1. **47 Ingleby Avenue** – To supply and fit 1m high bow top fencing, a single gate and 1.8m high fencing. Build a small retaining wall.
2. **Climbing wall** – To deliver 100 climbing wall sessions throughout the year. Each session will last 4 hours this includes 1.30 hours to put up and take down the wall and 2.30 hours climbing time.
3. **13 Roe Walk** – Remove brick wall and supply and fit both 1.8m high and 1m black metal bow top fencing. Supply two 1.8m high black metal gates and one 1m high black metal gate.
4. **143 Cowsley Road** – Supply and fit 1.8m high plastic recycled fencing. Remove front hedge and supply and fit 1m high recycled fencing and a single gate. Remove broken knee rail fence and stumps and make good the area.
5. **Dovedale Avenue car park** – Supply and fit 1m high black metal bow top fencing and re-site bollards.
6. **Alleyway between 205 Beaufort Street and Kinross Avenue** – Clear rubbish and overgrown vegetation. Dig out, level and lay tarmac. Supply and fit 1.8m high bowtop fence and single gate.
7. **77-85 Parliament Street** – Supply and fit 1m high black bow top fencing, single gate and double gates adjacent to 83 Parliament Street. Remove concrete and supply and fit metal fencing to drying area.
8. **79-119 Churchside Walk** – Supply and fit 1m high black metal fencing and two sets of double gates.

### **11/60 Review of Opening Hours – Co-Located Offices**

The City Board received a report containing the proposed revisions to opening hours at Alvaston, Mackworth and New Sinfon Offices. These will take effect from 4 July 2011.

The Director of Housing and Customer Service advised that Derby City Council has approved new opening times for the Library Service which have affected the way we operate from these 3 locations. Although there will be a reduction in hours she believes that customers will receive the same level of service and be dealt with in the same way.

The Chair commented that Derby Homes will also have a contact point in the Council Office on Albion Street. The Director of Housing and Customer Services said that this service will be available Monday to Friday between 9.00 am and 5.00 pm.

### **Agreed**

The City Board approved the proposed revision of opening times at Alvaston, Mackworth and New Sinfen to take effect from 4 July 2011.

## **11/61 Local Issues – Verbal Update**

Tony Holme mentioned that tenants at St Swithin's Close had asked for and been given a key to the roof of their block so someone could tune their own satellite dish or similar equipment. Paula Solowij has already dealt with the issue as this should not have happened. But as a result a new padlock was put on and Tony said that leaseholders should not have to pay towards this in their service charge. The Director of Housing and Customer Service confirmed that they will not.

Margaret Redfern referred to the Cowsley new build and asked if the plans include cost to landscape the area around the site. There are currently loose rocks and stones which are being used as missiles. The Maintenance Manager said this is the Council's new build scheme, not managed by Derby Homes. He recommended that this issue is raised with the City Council's Strategy Unit which is managed by Ian Fullagar.

## **11/62 Community Room Review**

The City Board received a report containing an update on the ongoing work to review the levels of usage in community rooms across the City and initial proposals on the future use of rooms which are currently underused.

The Director of Housing and Customer Service advised the City Board that the usage is shown as a percentage and within a traffic light system.

Derby Homes Executive team have looked at the 10 community rooms which are categorised red. Proposals on their future have been put forward however this is subject to further consultation with the SHOUT group and local residents.

The Director of Housing and Customer Service circulated an email received from Councillor Sara Bolton containing her objection to the closure of the Oakleigh Avenue common room. In the email Councillor Bolton has raised an issue with residents not being able to use the room as much as they used to due to two residents having the key to access the room taken off them. Ian Veitch asked if contact has been made with the residents to check if this is correct.



The Director of Housing and Customer Service advised that she will be meeting with Carl Willis to discuss this situation. She will then provide feedback to Councillor Bolton.

Harry Margett referred to the three community rooms based in the Alvaston area and the proposal to retain the Humber Close common room rather than Slindon Croft or Garsdale Court. He reported that although the report mentions Humber Close is the most used, Garsdale Court is bigger and more central. The Director of Housing and Customer Service said she would take note of these comments.

Jack Wray said that because these three community rooms are in close proximity there is a lot of rivalry and it will be difficult to sit all the residents down together. Also these rooms have been filled with the residents own personal items.

Brian Perry reported he had mixed feelings on the proposal at Centurion Walk. He said he had attended a Housing Focus Group which was held there and pointed out that if this is closed the nearest alternative place would be Whitecross House. This would be too far for the elderly to get to.

### **Agreed**

The City Board agreed to approve the proposals within the report subject to consultation with residents.

### **11/63 Standing Order 12**

The City Board agreed to waive Standing Order 12 to allow the meeting to continue after 8.00 pm.

### **11/64 Review of Tenancy Conditions**

The City Board received a report informing them on progress being made to review the Tenancy Conditions, in particular to strengthen powers to deal with anti-social behaviour on estates.

A workshop took place to look at the tenancy conditions with the prime purpose of looking at a tenant's responsibility in respect of behaviour. The Chair commented that the workshop was very good.

The Operations Manager referred to item 6.4 of the tenancy agreement covering anti-social behaviour and informed the City Board that an extra bullet point will go in about involvement in gang related activities.

The Director of Housing and Customer Service advised the City Board that further consultation will take place in August and the feedback will be taken to the Council (in September. Changes to the tenancy agreement will need approval from the Council.

## **Agreed**

The City Board approved consultation with tenants, subject to agreement by the Council on the proposals arising from the workshop held on 14 April 2011.

### **11/65      Mobility Scooter Service Charges**

The City Board received a report asking for approval to charge an initial amount of £2 per week to cover the cost of electricity and maintenance of the mobility motor stores whilst the possibility of having an electricity supply to the scooter sheds metered separately is investigated. The ability to charge is included in the Mobility Scooter Policy which was approved by the Local Housing Boards in September 2010.

Harry Margett commented that the proposed amount is too low and is undercharging.

The Chair advised the City Board that he had received a telephone call from the Derby Telegraph asking for his comments. He had told them that the cost will start at £2. He added that tenants have told him it should start at £5.

Win Buchan asked if Derby Homes has contacted any other organisation doing this for guidance. The Housing Operations Manager advised that they could not find any one to contact. She added that Disability Direct would not offer any help either.

Win Buchan said she agreed with Harry Margett that the amount of £2 is too low.

Brian Perry asked how long it would be before we can bring in separate meters and how much this would cost to do. The Operations Manager replied that Derby Homes has only just started discussions on this. The cost in total will be £25K.

## **Agreed**

The City Board approved the initial charge of £2 per week to cover the cost of electricity and maintenance of the mobility scooter stores whilst the possibility of having an electricity supply to the scooter sheds metered separately is investigated.

### **11/66      Transfers – Discretionary Rent Free Week**

The City Board received a report containing a proposal to discontinue the current practice of allowing tenants an overlap and rent free week on transfer.

Currently when a tenant moves from one Council tenancy to another they are allowed to keep the key for their former home for 7 days, rent free. Last year 288 tenancies transferred to another Council tenancy which added up to 2016 days of lost time and lost rental income of £18,720. This also impacts on the void relet times. Derby Homes is aiming for 23 days however this rent free week is making it a difficult target to achieve.

The proposal is to stop this practice. In future if a tenant wants to keep keys for an overlap period they will be required to pay rent for both the properties. Housing Benefit regulations allow for claims to be made against both properties.

Tony Holme asked whether housing associations follow this practice. The Director of Housing and Customer Service said she had not come across one as generous as Derby Homes.

The Director of Housing and Customer Service confirmed this will not be included in the tenancy conditions.

### **Agreed**

The City Board approved the proposal to discontinue the overlap and rent free week on transfer, subject to further discussion with Derby City Council.

## **11/67 Directors Update**

The City Board received a report containing a general overview and update on

- New Build
- Capital Projects
- Community Energy Saving Programme (CESP)
- Repairs Team Update
- Derby Homes Website
- Albion Street – Customer Service Centre
- Neighbourhood Management Arrangements
- Improving Standards of Management in Flats

The Chair said it will be good for Derby Homes to have an advice point available for tenants at the Council's Albion Street Customer Service Centre.

Stuart Boon asked about the work on kitchens in his area. The Maintenance Manager advised that there is a 5 year programme to replace kitchens in Osmaston and this is now into phase 2. The Victory Rd area is due to be phase 5, but we are looking at doing a one-off modernisation contract for the area as there is so much CESP insulation and heating work required, as well as the area having very old kitchens and bathrooms.

**Agreed**

The City Board noted the report.

**11/68 Tender for Grounds Maintenance and Cleaning**

The City Board received a report containing an update on the re-tendering of contracts for grounds maintenance and communal cleaning, which will be combined into a single estate maintenance contract.

The Chair said he would like to see City Board members on the evaluation panel. The Maintenance Manager said that tenant and leaseholder representatives will be on the panel.

The Maintenance Manager said that he wants to have one service provider having ownership of internal and external work. For example, a contractor's supervisor could check all the work when visiting a site, rather than having two people from two contractors.

**Agreed**

The City Board noted the report.

**11/69 Petition from the Residents of St Clare's Close**

The City Board received a petition from 16 residents of St Clare's Close requesting that Derby Homes reviews car parking provision.

**Agreed**

The City Board noted the report and action taken by the Stockbrook Street Housing and Neighbourhood Manager.

**11/70 Petition from the Residents of Castle House**

The City Board received a petition from 18 residents in Castle House requesting that the Vehicle Control Service car parking scheme is removed.

**Agreed**

The City Board noted the report and the action taken by the Stockbrook Street Housing and Neighbourhood Manager.

**11/71 Derby Homes Website – Update**

The City Board received a report updating them on progress on the development of Derby Homes' website.

The Chair advised the City Board that he had used the website today and there was a message indicating he was in rent arrears and needed to pay this straight away. The Director of Housing and Customer Service said that a note needs adding to say 'unless you pay by direct debit'.

The Chair said he found the website easy to use and would like to see more tenants registering to use it. Tony Holme asked if leaseholders can use it. The Chief Executive replied that this would not be straight forward to do however he did want this available in the future.

### **Agreed**

The City Board noted the progress made.

#### **11/72 Draft Minutes of the Derby Homes Board held on Thursday 26 May 2011**

Win Buchan referred to minute 11/71 regarding the travellers' site. She said that on the evening bus tour she was led to believe that the travellers' would be moving to a permanent site. The Chief Executive replied they will be.

### **Agreed**

The City Board noted the Board minutes.

#### **11/73 Any other business**

Harry Margett attended the Credit Union AGM and had asked when they would be opening on a Friday or Saturday and was told they do not know as they are unable to get volunteers. The Credit Union is currently open only 3 days a week. Win Buchan advised that they had started out with 6 volunteers and that the rule is that they need 2 for each session. However the number has dropped and they do not have cover available.

The Director of Housing and Customer Care said she is working with the Credit Union on this. She added that Samantha Cholerton is worried about the effect on the core members put in place to encourage more volunteers. The HFGs have committed a lot of money into this. She asked the Housing Operations Manager to work with Samantha on this.

The Chair advised the City Board that Wendy Jessop had recently applied for the vacant post of Independent Board Member. The competition was exceptionally high and she was unsuccessful. However, Wendy Jessop has lots of experience that would benefit the City Board and he would like to recommend that she be co-opted onto the City Board. He asked if anyone had any objections. All members were in favour of her attendance.

## **Agreed**

The City Board agreed to co-opt Wendy Jessop onto the City Board.

## **Date of next meeting**

**The next meeting will be held on Thursday 25 August at 6.00 pm at London Road.**

The meeting ended at 9.00 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 30 June 2011.