

CITY BOARD
18 APRIL 2013

ITEM B6

DACP READY TO LET VOID INSPECTIONS

Report of the Derby Association of Community Partners

1. SUMMARY

This report summarises the findings of the Ready to Let Void Inspections.

2. RECOMMENDATION

The City Board is asked to note the report.

3. MATTER FOR CONSIDERATION

3.1 In May 2011 it was agreed that tenant volunteers from the DACP would carry out Customer Journeys and Ready to Let void inspections and report their findings separate to Derby Homes internal performance reporting.

3.2 This report is intended to give an overall picture of customers' experience of a particular service throughout the entire process. The report is attached as follows:

Appendix 1 – Ready To Let Voids

3.3 The DACP has highlighted issues from the inspections and these have been fed back to Derby Homes' managers for further action.

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

Consultation
Financial and Business Plan
Legal and Confidentiality
Council
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:

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Background Information:	None.
Supporting Information:	See attached appendix

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Derby Association of Community Partners



Ready To Let Void Inspection Report 2012/13

**2012/13
Quarter 3**

Void Inspection Report

Carried out week commencing Monday 10 January 2012

Derby Association of Community Partners (DACP) Harry Margett, Jim Elks and Dennis Rees carried out a random inspection of twelve ready to let properties using the lettable standard. This report outlines our findings.

The lettable standard features 18 sections containing 87 specifications of repair work that all void properties must meet prior to re-letting.

The following table summarises where the inspections took place and the management area responsible for the property. Including the results of the inspection. For various reasons certain specifications were not applicable due to the property type. The most useful indicator of performance in this table is where properties fail to meet specifications.

Address	Property Type	Management Area	Fail on specification
11 Whitecross House	Bedsit	Brook Street	1
23 Whitecross House	1 Bed Flat	Brook Street	0
12 Kingsmead House	1 Bed Flat	Brook Street	0
16 Henry Street	1 Bed Flat	Brook Street	0
2 Spencer Street	3 Bed House	Alvaston	3
40 Nidderdale Court	1 Bed Flat	Alvaston	N/A
68 Thorndike Ave	1 Bed Bungalow	Alvaston	0
40 Slindon Croft	1 Bed Flat	Alvaston	1
6 Chelmorton Place	3 Bed House	Sussex Circus	0
174 Max Road	1 Bed Bungalow	Sussex Circus	1
125 Matlock Road	2 Bed House	Sussex Circus	4
252 Wiltshire Road	2 Bed House	Sussex Circus	3

The following table breaks down the comments made where a property failed to meet a specification within the 18 lettable standards. Only specifications that have failed are highlighted and state the address and reason for the failure. The number of properties that failed to meet each specification are listed at the right of the table.

Lettable Standard	Pass/Fail
1.0 External Walls	PASS
2.0 Roof	PASS

Lettable Standard	Pass/Fail
3.0 Windows	FAIL
3.2 - Windows will be checked to ensure they open/close and handles work include a minimum of two locking keys per property. 11 Whitecross House – Failed no keys 2 Spencer Street – Failed also window lock is loose 40 Slindon Croft – Living Room window will not open 174 Max Road – No Key 252 Wiltshire Road – No Keys	4/11
4.0 External Doors	PASS
5.0 Clearance	PASS
6.0 Internal Doors/Joinery items	PASS
7.0 Wall Finishes	FAIL
7.3 – Remove any drawing pins, sellotape, blutack, picture hooks and nails from all walls. 125 Matlock Road – 3 Screws and 1 nail in wall	1/11
7.5 – Any hanging wallpaper will be glued back where possible or neatly trimmed (not left hanging) 2 Spencer Street – Back Passageway has loose wallpaper	1/11
8.0 Ceiling Finishes	PASS
9.0 Floor Finishes	FAIL
9.1 – Floor Screed, floorboards and existing floor finishes to be retained must be in a safe and sound condition. 252 Wiltshire Road – No floor covering in bathroom 125 Matlock Road – No tiles or covering on bathroom floor.	2/11
9.2 – Carpet grippers to be removed in door openings on staircase 252 Wiltshire Road – Stairs still has grippers 125 Matlock Road – Stairs still has grippers	2/11
10.0 Fixtures and Fittings	PASS
11.0 Services	PASS
12.0 Sanitary Fittings	PASS
13.0 Decorations	PASS
14.0 Smoke Alarms	PASS
15.0 Asbestos	PASS

Lettable Standard	Pass/Fail
16.0 Cleaning	PASS
17.0 Gardens	FAIL
17.8 All dustbins to be emptied 2 Spencer Street – Bins have not been emptied 125 Matlock Road – Blue and Brown Bin Full	2/11
17.0 Gardens Cont	PASS
18.0 General	PASS

Comment

40 Nidderdale Close - unable to be inspected due to not being able to access the property as this had a faulty lock

The Following properties that were inspected were in very good condition

23 Whitecross House
12 Kingsmead Walk
16 Henry Street
6 Chelmorton Place