

# **DERBY HOMES LIMITED**

## **MINUTES OF THE CITY BOARD MEETING**

**Held on Thursday 19 April 2012**

The meeting started at 6.00 pm

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

Mike Ainsley, Jim Elks, Tony Holme, Wendy Jessop (Co-opted Member), Harry Margett, Bob Osler, Brian Perry, Janice Platt, Margaret Redfern, Dennis Rees (Chair), Jolanta Szatkowska, Ray Theobald, Bob Troup, Ian Veitch, Fiona Walker.

### **Officers Present:**

Phil Davies, Maureen Davis, Matt Hands, Jim Joyce, Pete Matthews, Maria Murphy, Richard Platt, Jo Solbe, Lorraine Testro, Julie Wren.

### **Observers Present:**

Gill Young, Keith Merry, Abdul Moghal – Tenant Panel Members

### **Others Present:**

Councillor Alan Graves, Alvaston Ward  
Paul White, Derby Evening Telegraph  
Shaun Phillips – Arboricultural Manager, Derby City Council  
Jason Humphreys – Arboricultural Officer, Derby City Council

### **12/24 Apologies**

Apologies for absence were received from Paul Bayliss, Win Buchan, Gary Featherstone, Lynn Gilbey, Lorraine Howe, John Keith

### **12/25 Admission of Late Items**

The Chair agreed to admit a late confidential report on Social Enterprise.

### **12/26 Declarations of any other business**

Harry Margett asked for two items to be raised. The Chair said these items would be covered at the end of the meeting.

## **12/26      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.

## **12/27      Minutes of Previous Meeting**

The minutes of the meeting held on the 16 February 2012 were accepted as a true and accurate record.

## **12/28      Matters Arising**

**Minute 11/132 Matters Arising** – Margaret Redfern has received the list of city wide properties in the kitchen and bathroom replacement programme.

## **12/29      Questions from members of the public**

There were no questions from members of the public.

## **12/30      Any items from Part B to be discussed**

The City Board agreed to discuss all items in part B.

## **12/31      Items from Contractor Partners**

The Maintenance Manager introduced Shaun Phillips and Jason Humphreys

The City Board was advised that Jason Humphreys will be responsible for Derby Homes enquiries and will be monitoring all work carried out. Meetings will take place with Local Office Managers to look at work needed.

Derby Homes has received extra money from the Council for the next 5 years of work. Due to savings made in the Management Fee, the annual amount has increased from £110K to £190K.

The Chair thanked Shaun and Jason for attending.

## **12/32 Capital Programme**

The City Board received a verbal update on the Capital Programme.

The window replacement programme is now almost complete. The next area of work will be the replacement of external doors with new high security doors.

Kitchen and bathroom work has taken place on pre war estates, the 3 main areas being Cowsley, Osmaston, Allenton/Alvaston. Work has now started in the Victory Road area.

The Community Energy Saving Programme (CESP) is now almost complete.

## **12/33 Housing and Leaseholder Focus Groups' and Equality Groups Items**

The City Board received a report detailing Customer Service Management (CSM) cases/issues raised at Housing Focus Groups, Derby Leaseholder Focus Group and the Equality Groups.

### **Agreed**

The City Board noted the report.

## **12/34 Training for City Board Members**

The City Board received a report containing the arrangements for the annual Board training programme for 2012/13.

### **Agreed**

The City Board noted the report.

## **12/35 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 report also included details of customer satisfaction surveys to monitor the effectiveness of the Quick Fix programme.

The City Board was advised that Estates Pride Quick Fix funding is now delegated in full to the Housing Focus Groups (HFGs). Each HFG will receive £60K.

It was suggested that future reports include a brief description of the work requested for each bid.

**Agreed**

The City Board approved the following bids:

1. 8-10 Rushcliffe Avenue, Chaddesden
2. Alleyway 47-49 Byron Street and back of 66 Lowerdale Road, Normanton
3. Tintagel Close
4. 8 – 10 Hounslow Road, Mackworth
5. 29 Harrogate Crescent, Breadsall Estate
6. Abbey Street, Abbots Barn Close and Gerard Street
7. Gerard Street
8. Weirfield Road, Allestree

## **12/36 Use and Hire of Community Rooms**

The City Board received a report containing an update on the ongoing work to reduce costs in community rooms across the City. This includes reviews and proposals in respect of under-utilised community rooms, the Use and Hire of Community Rooms Policy and the purchase of television licences for community rooms.

The Chair advised of a petition handed to him from residents objecting to the conversion of community rooms at Slindon Croft and Garsdale Court. He suggested that the decision on the two community rooms be deferred.

Councillor Graves commented that Slindon Croft is central for residents in the Keldholme Estate area and urged that it be kept open.

Although the DACP and Derby Homes have worked hard to keep this common room open there has been little support from residents. An external group, Live at Home, has been making use of the facility, however this has caused objections from residents over parking in the area. Any current activities could be accommodated at the Humber Close Community Room.

Statistics for Slindon Croft and Garsdale Court show under-usage with conflicting comments from residents. However, further consultation will take place and a map will be made available the next City Board showing the proximity of Humber Close to Slindon Croft and Garsdale Court.

The City Board agreed to send a letter to Keith Merry and the residents of Oakleigh Community Room thanking them for their work to keep the room in use.

### **Agreed**

The City Board agreed to:

1. withdraw television licences at selected community rooms
2. the changes highlighted in the Use and Hire of Community Rooms policy
3. defer the proposal to convert community rooms at Slindon Croft and Garsdale Court until the next meeting.

## **12/37 Tenant Review Panel – Local Offer 14**

The City Board received a report containing the findings of the Review Panel's review of Local Offer 14: We will provide and develop convenient ways to access your rent account.

The Director of Housing and Customer Service thanked the Review Panel Members for a well written report. The Director accepted all the recommendations, apart from 3.11 requesting mini rent statements are sent out with arrears letters. She will look into this and bring the cost implications back to the City Board.

A Tenant Review Panel member raised concerns about the security of the payment machine at the Council's Albion Street office, as there is no privacy when entering personal details. The City Board was advised the machine is owned by the Council and anyone experiencing problems should raise it with the Council staff.

### **Agreed**

The City Board noted the findings of the Review Panel and Derby Homes' response to the issues raised

## **12/38 Directors' Update**

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

- New Build
- Asset Management
- Energy Efficiency
- Repairs Team Update

- Pay to Stay Campaign
- Family Intervention Project
- Supported Living Service

**Agreed**

The City Board noted the report.

**12/39 Performance Monitoring – Year End 2011-12**

The City Board received a report detailing Quarter 4 performance against targets contained in the Monthly Indicator Link.

The good performance achieved and particularly the figure for rent collected of almost 100% was highlighted to the City Board.

The City Board noted the figure for satisfaction with the Enquiry Centre of 97.3%.

**Agreed**

The City Board noted the report.

**12/40 Complaints and Satisfaction - Year End 2011-12**

The City Board received a report providing detailed analysis of complaints received between 1 January and 31 March 2012.

**Agreed**

The City Board noted the report.

**12/41 Local Offers Year End – 2011-12**

The City Board received a report detailing quarter 4 performance against the local offers set by Tenants and Leaseholders.

Tony Holme referred to paragraph 3.4.7 stating that Housing Officers will complete a template with all outstanding repairs and placed on notice boards in communal areas. He said this was not the case. The Director of Housing and Customer Service will look into this.

**Agreed**

The City Board noted the report.

## **12/42 Repairs Update & Year End Progress Report**

The City Board received an update on progress and developments within the Repairs Team over the last 12 months.

The City Board was informed of the achievements made by the in-house gas service team and who have achieved 100% compliance at year end. Compensation paid out this year for missed appointments was only £80 compared to £800 in the previous year.

### **Agreed**

The City Board noted the report and acknowledged the vast improvements made over the last 12 months

## **12/43 Troubled Families Project in Derby**

The City Board received a report providing information on work currently being undertaken to establish effective multi-agency working, to help turn around the lives of troubled families within the City.

The Department of Communities and Local Government (DCLG) has now issued clearer guidance. City Board members interested in reading the guidance should contact The Director of Housing and Customer Service for a copy.

A further disadvantage has been identified by the Troubled Family Unit of crime and anti social behaviour and the negative affect this can have on our estates. They are looking to identify tenants who are subjected to this.

### **Agreed**

The City Board noted the report.

## **12/44 Welfare Benefit Reform Act 2012**

The City Board received a report containing detail on the key provisions within the Welfare Reform Act 2012 and outlining the proposals to manage the impact of the changes on housing benefit and income collection.

Generalised, but hard hitting information will be sent out to tenants regarding the introduction of Universal Credit and the under occupancy rules. Derby Homes will then target those tenants likely to be affected and offer them advice.

There is to be a pilot on all new lettings to promote payment of rent by Direct Debit. It is hoped that this will show those tenants who do not have bank accounts.

Training sessions for Board and City Board Members will be arranged to demonstrate examples of the changes expected.

Bob Osler suggested an update be provided at alternate City Board meetings.

**Agreed**

The City Board noted the report.

**12/45 Standing Order 12**

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

**12/46 Rent Arrears Update**

The City Board received a report presenting the year end performance on rent arrears and advising of the ongoing management actions since the last report.

**Agreed**

The City Board noted the report.

**12/47 City Board Elections**

The City Board received a report containing the arrangements for the conduct of the City Board elections 2012.

**Agreed**

The City Board noted the report.

**12/48 Derby City Council Arboricultural Service**

The City Board received a report outlining the changes made to The Council's Tree Management Policy.

**Agreed**

The City Board noted the report.



**12/49      DACP Customer Journey**

The City Board received a report summarising the findings of two recent customer journey exercises looking at the Enquiry Centre and the Ready to Let Void process. It also introduced a new report from the women's group Women in Neighbouring Communities (WINC) who inspected Derby Homes' public offices.

**Agreed**

The City Board noted the report.

**12/50      Minutes of the Derby Homes Board meeting held on 22 March 2012 (draft)**

The City Board noted the draft minutes of the Derby Homes Board held on 22 March 2012.

**12/51      Late Item – Confidential Report**

Under Part IV of the Derby Homes Governance Arrangements, members of the public were excluded from the meeting during discussion of the following item on the grounds that it involved the likely disclosure of confidential information as defined in Standing Order 20.2 (h).

**12/52      Social Enterprise – Fencing**

The City Board considered a report suggesting work to be undertaken by the proposed Social Enterprise.

**Agreed**

The City Board approved the recommendations in the report.

**End of confidential business**

**12/53      Any other business**

Harry Margett advised of an issue raised by a 70 year old resident at Kingsmead House. She had not being able to read her meter and was told a security key was needed. Harry Margett said that tenants need access to meters as they only receive estimated bills. The Maintenance Manager will look into this.

Harry Margett also raised an issue from a resident at Rebecca House who had tried to phone Carelink at 7.45 am and was told they would have to phone Derby Homes at 8.00 am. The Director of Housing and Customer Services asked for the details to be passed to her so she could follow this up with Carelink.

**Date of next meeting**

**The next meeting will be held on Thursday 21 June at 6.00 pm at Cardinal Square.**

The meeting ended at 8.30 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 19 April 2012.