

ESTATE AND FLAT INSPECTIONS – QUARTERLY REPORT

Report of the Head of Housing Management & Housing Options

1. SUMMARY

This report gives detail on the numbers of cases by type arising from monthly flat and estate inspections carried out by area for the last quarter.

2. RECOMMENDATION

That Operational Board notes the content of the report and the appendices.

3. MATTER FOR CONSIDERATION

3.1 The report shows the number and type of new cases opened and the number of cases in progress during the first quarter 1 April 2016 – 30 June 2016. The information is presented in the table below and shows the information for the City as a whole.

3.2 The number of new cases and type opened during this quarter and each quarter in the last financial year 2015/2016 are shown in graph format in Appendix 1 as requested by Operational Board. In addition there is also a new section in the appendix where Area Managers provide a commentary on results for their local area as requested

3.3 We are in the process of making changes to how we record and collect information for this report. At the 28 July 2016 we have shown how many cases are open that are over 3 months old and we will report on this figure from now on each quarter. This will help focus our attention on these older cases so that they are moved forward towards completion.

3.4 CITY WIDE

Category Type	No of cases opened during this quarter	No of cases in progress	No of cases over 3 months old at 28/07/16
Fly tipping on Derby Homes managed land	317	11	0
Repairs ordered	102	N/A	N/A
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	452	323	42

Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles	181	N/A	N/A
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	17	N/A	N/A
Parking i.e. inappropriate parking on grass	18	14	0
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	54	28	0
Abandoned vehicles on Derby Homes land	14	9	0

3.5 The table below shows the type and number of new cases opened and the number of cases in progress during the first quarter 1st April 2016 – 30th June 2016 for the South West Management Area. It also shows the number of cases older than 3 months old still that are still open at the 28 July 2016.

3.6 The number of new cases and type opened for this area during this quarter and each quarter in the last financial year 2015/2016 are shown in graph format in Appendix 2 with narrative from the Area Housing Manager.

3.7 **SOUTH WEST MANAGEMENT AREA**
Stock brook Street, Austin, Makeover and Normanton

Category Type	No of cases opened during this quarter	No of cases in progress	No of cases over 3 months old at 28/07/16
Fly tipping on Derby Homes managed land	184	2	0
Repairs ordered	29	N/A	N/A
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	107	64	4
Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles	93	N/A	N/A
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	0	N/A	N/A
Parking i.e. inappropriate parking on grass	8	4	0
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	26	10	0
Abandoned vehicles on Derby Homes land	4	1	0

3.8 The table below shows the type and number of new cases opened and the number of cases in progress during the first quarter 1st April 2016 – 30th June 2016 for the North East Management Area. It also shows the number of cases older than 3 months old still that are still open at the 28 July 2016.

- 3.9 The number of new cases opened for this area during this quarter and each quarter in the last financial year 2015/2016 are shown in graph format in Appendix 3 with narrative from the Area Housing Manager.

3.10 NORTH EAST MANAGEMENT AREA
Sussex Circus, Cowsley, Chaddesden Park and Spondon

Category Type	No of cases opened during this quarter	No of cases in progress	No of cases over 3 months old at 28/07/16
Fly tipping on Derby Homes managed land	41	6	0
Repairs	19	N/A	N/A
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	124	94	11
Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles	28	N/A	N/A
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	14	N/A	N/A
Parking i.e. inappropriate parking on grass	2	2	0
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	8	4	0
Abandoned vehicles on Derby Homes land	3	2	0

- 3.11 The table below shows the type and number of new cases opened and the number of cases in progress during the first quarter 1st April 2016 – 30th June 2016 for the North West Management Area. It also shows the number of cases older than 3 months old still that are still open at the 28 July 2016.

- 3.12 The number of new cases opened for this area during this quarter and each quarter in the last financial year 2015/2016 are shown in graph format in Appendix 4 with narrative from the Area Housing Manager.

3.13 NORTH WEST MANAGEMENT AREA
Mackworth, Morley and Brook Street

Category Type	No of cases opened during this quarter	No of cases in progress	No of cases over 3 months old at 28/07/16
Fly tipping on Derby Homes managed land	51	3	0
Repairs	33	N/A	N/A
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	48	26	2

Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles	5	N/A	N/A
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	3	N/A	N/A
Parking i.e. inappropriate parking on grass	4	2	0
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	11	7	0
Abandoned vehicles on Derby Homes land	2	0	0

3.14 The table below shows the type and number of new cases opened and the number of cases in progress during the first quarter 1st April 2016 – 30th June 2016 for the South East (1) Management Area. It also shows the number of cases older than 3 months old still that are still open at the 26 July 2016.

3.15 The number of new cases opened for this area during this quarter and each quarter in the last financial year 2015/2016 are shown in graph format in Appendix 5 with narrative from the Area Housing Manager.

3.16 **SOUTH EAST (1) MANAGEMENT AREA**
Allenton and Alvaston

Category Type	No of cases opened during this quarter	No of cases in progress	No of cases over 3 months old at 28/07/16
Fly tipping on Derby Homes managed land	22	0	0
Repairs	20	N/A	N/A
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	78	63	12
Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles	11	N/A	N/A
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	0	N/A	N/A
Parking i.e. inappropriate parking on grass	2	2	0
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	9	5	0
Abandoned vehicles on Derby Homes land	1	2	0

- 3.17 The table below shows the type and number of new cases opened and the number of cases in progress during the first quarter 1st April 2016 – 30th June 2016 for the South East (2) Management Area. It also shows the number of cases older than 3 months old still that are still open at the 26 July 2016.
- 3.18 The number of new cases opened for this area during this quarter and each quarter in the last financial year 2015/2016 are shown in graph format in Appendix 6 with narrative from the Area Housing Manager.
- 3.19 **SOUTH EAST (2) MANAGEMENT AREA**
Old Sinfin, New Sinfin, Osmaston, Chellaston and Littleover

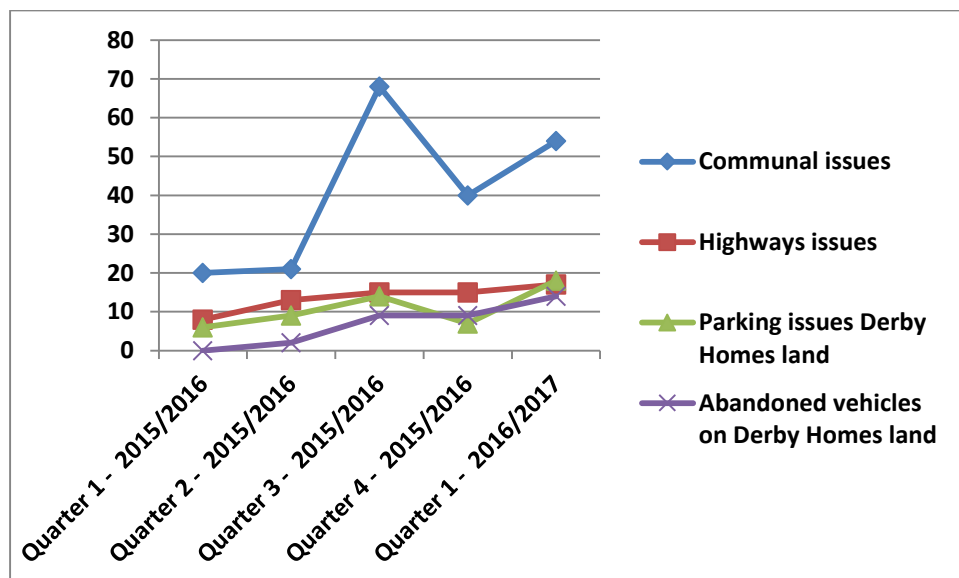
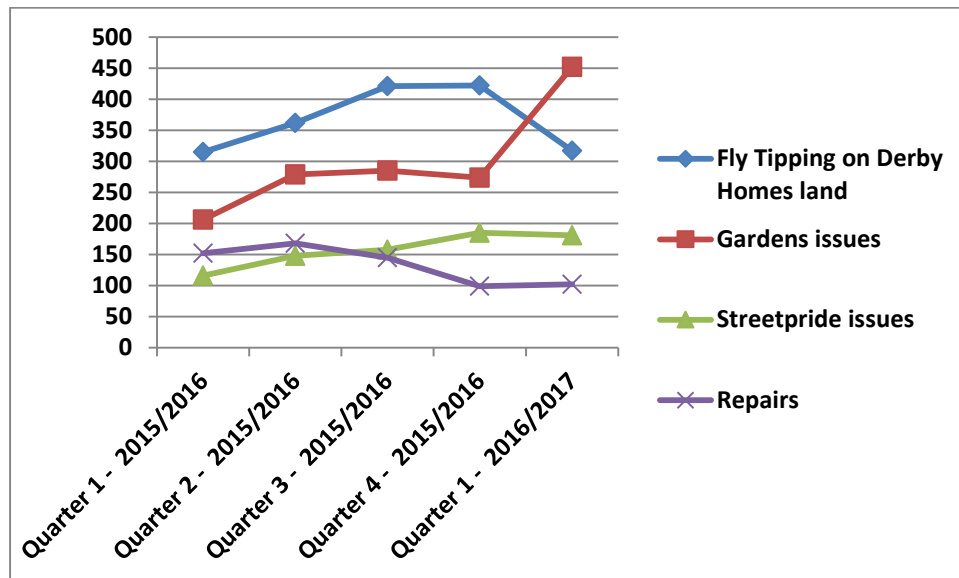
Category Type	No of cases opened during this quarter	No of cases in progress	No of cases over 3 months old at 28/07/17
Fly tipping on Derby Homes managed land	19	0	0
Repairs	1	N/A	N/A
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	95	76	13
Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles	44	N/A	N/A
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	0	N/A	N/A
Parking i.e. inappropriate parking on grass	2	4	0
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	0	2	0
Abandoned vehicles on Derby Homes land	4	4	0

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

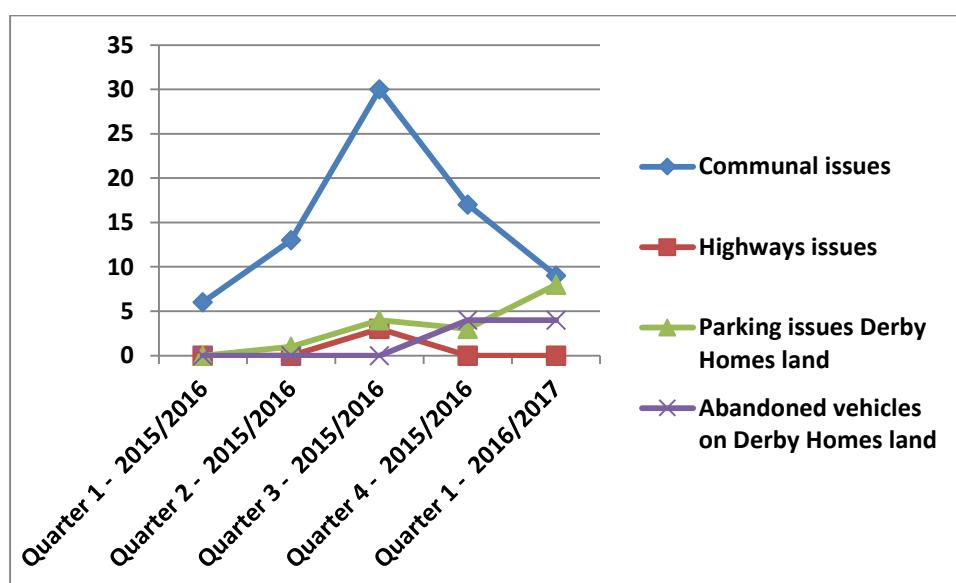
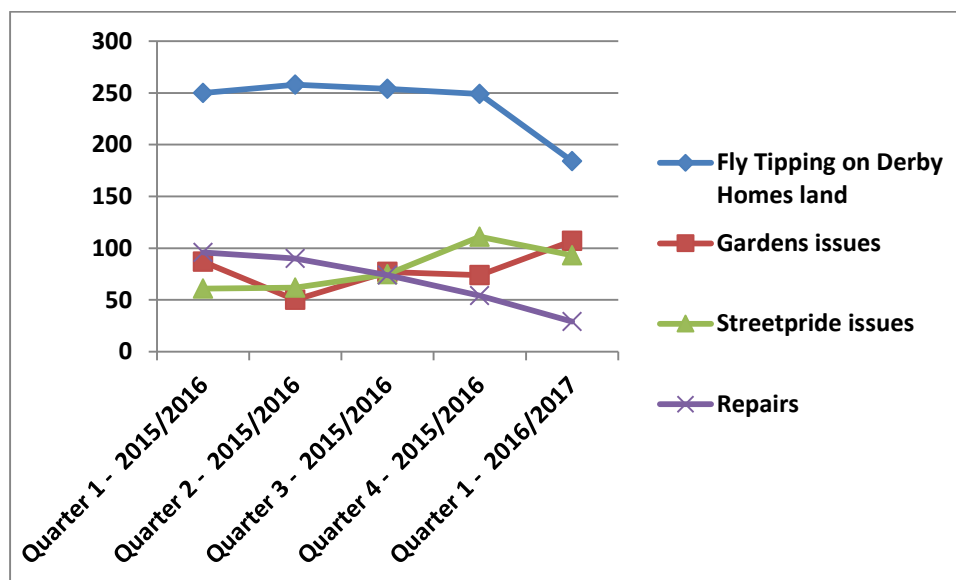
Consultation
 Financial and Business Plan
 Legal and Confidentiality
 Council
 Personnel
 Environmental
 Equalities Impact Assessment
 Health & Safety
 Risk
 Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:	
Author:	Tracy O'Connor Area Housing Manager / 01332 888722 / tracy.o'connor @derbyhomes.or
Background Information:	None
Supporting Information:	None

CITY WIDE NUMBER OF CASES REPORTED DURING 2015/2016 INCLUDING QUARTER 1 FIGURES FOR YEAR 2016/2017



SOUTH WEST AREA NUMBER OF CASES REPORTED DURING 2015/2016 INCLUDING QUARTER 1 FIGURES FOR YEAR 2016/2017



Area Managers comments

We have more issues in this area than others with dumping on the estates on land managed by Derby Homes and by Derby City Council.

Six months ago we identified hot spots areas on Austin Estate to carryout targeted work to try and help reduce fly tipping. The green areas in the middle of the Squares, Dryden St and Blackmore St were identified as hot spots areas. As a result of this work there has been a slow decrease in the numbers of items being dumped in these areas but it is not resolved.

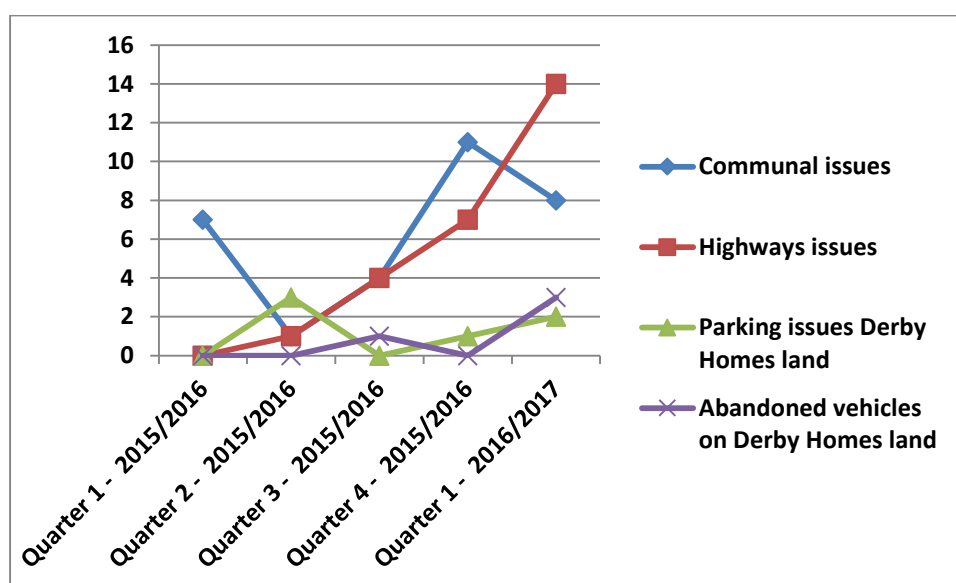
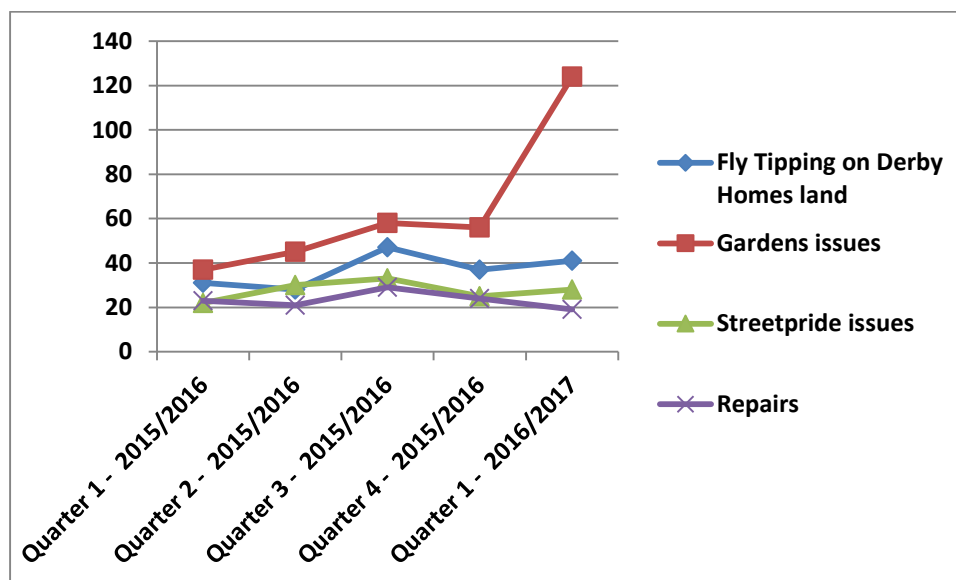
The Housing Officer for this area has been consistent with her approach to managing these issues and is trying to educate residents to dispose of their waste appropriately and this has been supported by the residents who live around the Squares.

Most of the waste identified is coming from the homes of local residents. During the next quarter the Housing Officer for this patch with the help of residents and others will aim to run a poster campaign in this area to shame/encourage residents to keep their streets clean and to dispose of their waste properly.

We will also ask our Customer Engagement Team to help us publicise to our tenant's condition 6.4(j) of the tenancy agreement to show that action could be taken against tenants who put litter on our estates.

This will follow with an extra drive from Housing Officers, possibly in partnership with Neighbourhood Officers, to knock on residents homes and question them about items that are dumped on the highway in front of their homes. I envisage this drive to come during quarter 3 and 4 when the number of new garden cases picked up start to reduce.

NORTH EAST MANAGEMENT NUMBER OF CASES REPORTED DURING 2015/2016 INCLUDING QUARTER 1 FIGURES FOR YEAR 2016/2017



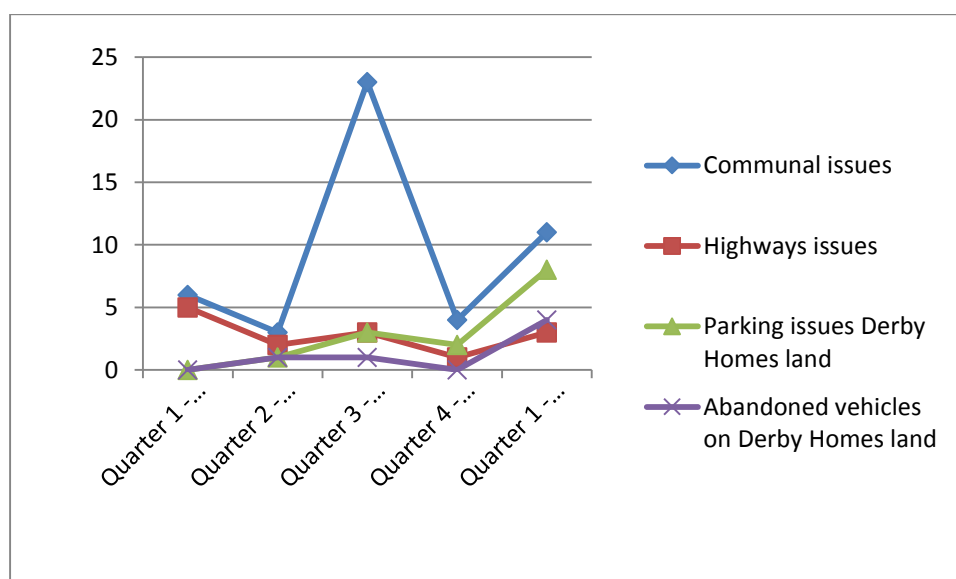
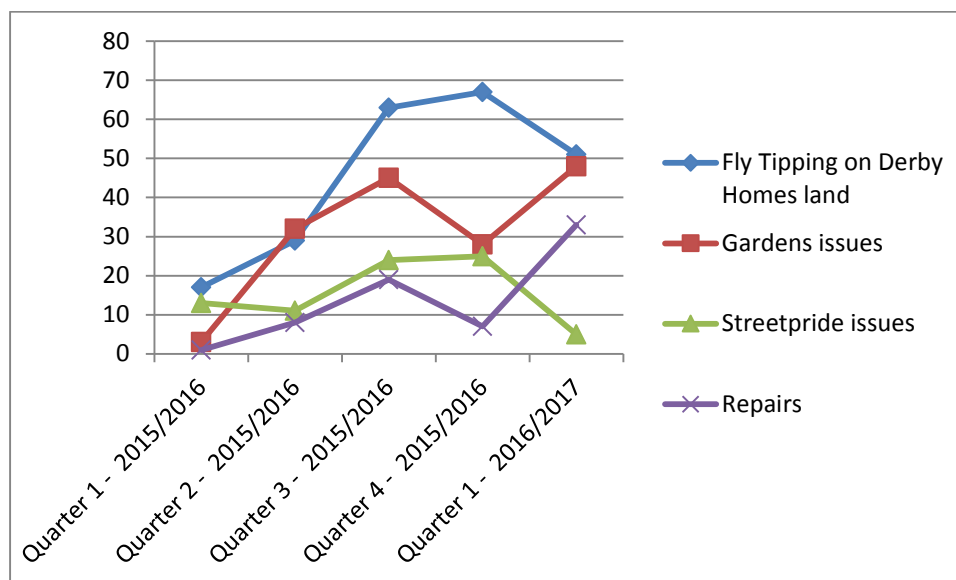
Area Managers comments

We are still having a number of issues/complaints of fly tipping in the Derwent area around Radnor Street and Berwick Avenue specifically some of the bin stores to the flats in this area. Despite a number of leaflet/poster campaigns, residents from other areas have been fly-tipping in the bin stores making it difficult for the residents that live there to dispose of their own rubbish. We have put together a bid to provide all the bin stores with lockable cages so that only the residents given a key can access them. The work is currently nearly completed so should help reduce fly tipping in these areas in the future.

In Radnor Street the fly tipping/litter problems are focused more on the lower numbered properties which are terraced properties where the front & rears are communal areas. It has been difficult to identify which residents are the culprits. We have now put together a project to help define individual boundaries to these properties & along with educating residents on disposal of waste correctly should help reduce fly tipping in this area.

We are also looking to arrange two litter picks later in the year where we will be inviting residents and other partners to get involved. This will be publicised by the Customer Engagement team. Further work around this theme is planned for later in the year where we intend to run a fly tipping/litter poster campaign in two local schools. The aim is to get young people focused on reducing litter by designing a poster which will be judged and prizes awarded.

NORTH WEST MANAGEMENT AREA NUMBER OF CASES REPORTED DURING 2015/2016 INCLUDING QUARTER 1 FIGURES FOR YEAR 2016/2017



Area Managers comments

Fly tipping is an issue but mainly at Hotspots that are on the Morley Estate. Signage has been erected to eradicate this and we have worked with Street Pride and our Estate Response Teams to deal with this issue swiftly. We have used the Compactor days when they were available last year from the Neighbourhood Team. We have also been actively carrying out COPS (Councillors on Patrol) with the Darley Ward Councillors and have raised work orders for fly tipping when it has been evident this will show an increases in Quarter 2 figures.

Repairs will fluctuate with the seasons and hopefully for Quarter 2 there will be a decrease due to it including the summer months.

Garden issues arise due to the seasonal changes and out of the 48 cases opened in Quarter 1 almost 50 % have been resolved. We are working with the other 50 % by issuing letters and have given timescales to our customers to cut back the hedges and tidy their gardens. So for Quarter 2 we should see a decrease.

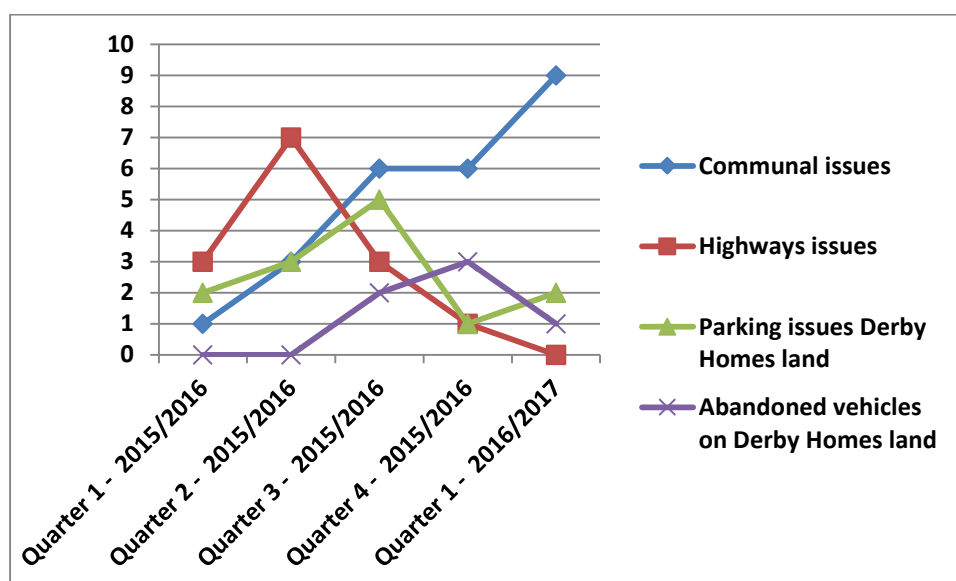
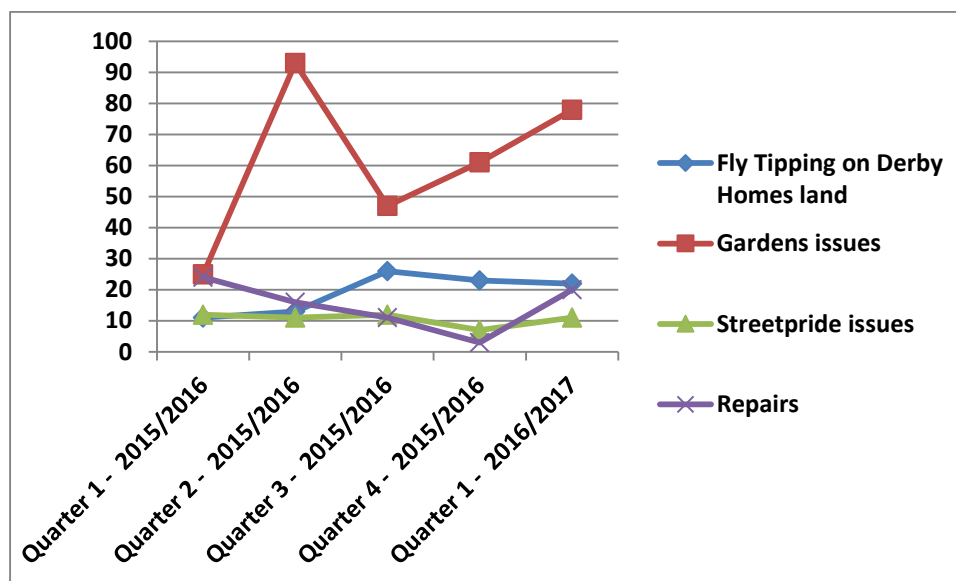
Highways maintenance issues are raised by the staff whilst out on Estate Inspections and this figure has stayed constant and is dealt with by Derby city Council. Street Pride have excelled and the figures of issues raised has decreased

Parking issues have increased to the total of 2 but we are working with residents to resolve this. One of the parking issues that has been put forward is for consideration of a hard standing. The other issue raised is customers mounting a kerb and parking illegally. So to stop this bollards will be installed.

Communal issues have increased but the issues raised are seasonal again due the grass growing and trees needing pruning

Abandoned vehicle cases have been resolved within the set targets

SOUTH EAST (1) MANAGEMENT AREA NUMBER OF CASES REPORTED DURING 2015/2016 INCLUDING QUARTER 1 FIGURES FOR YEAR 2016/2017



Area Managers comments

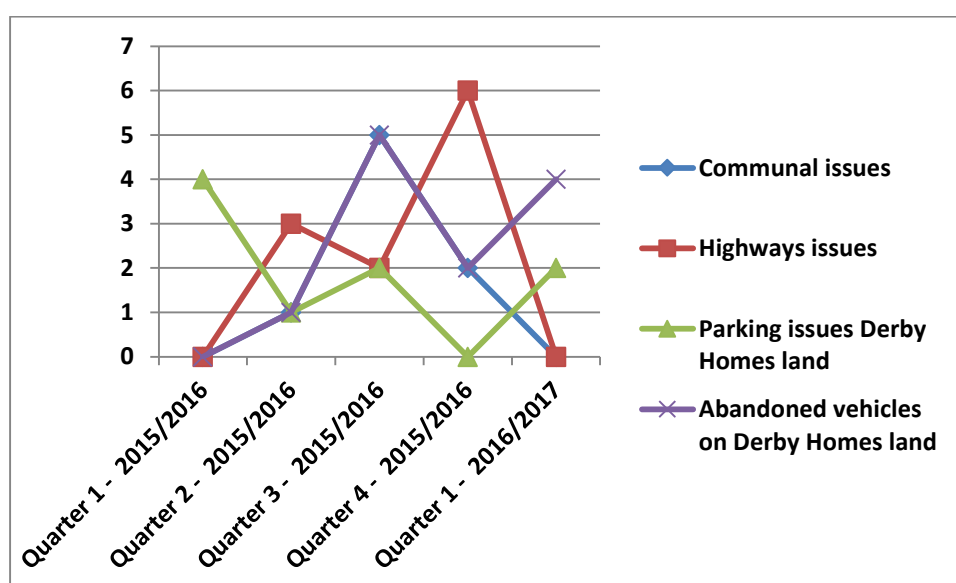
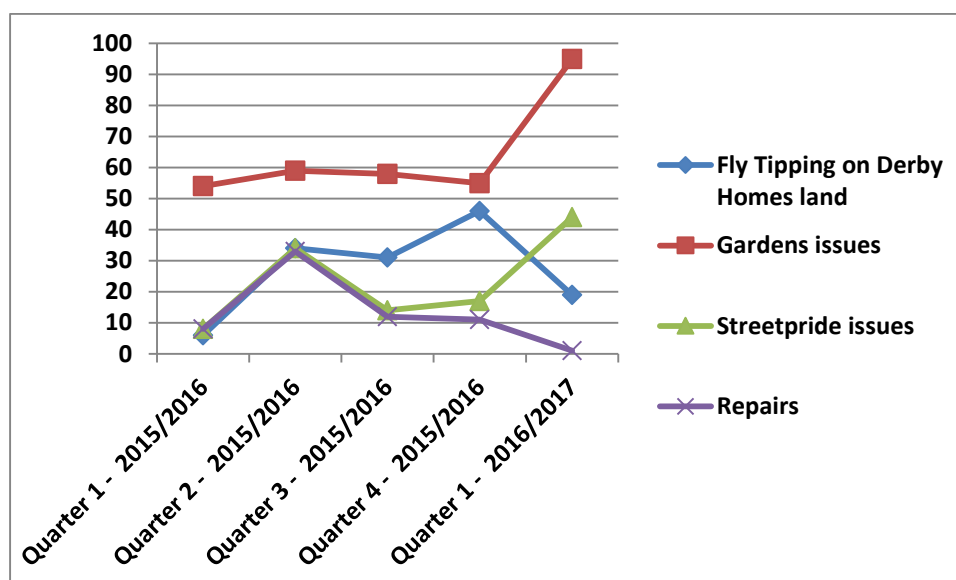
The figures reflect that for our area Streetpride, fly-tipping and repairs are fairly even on CSM cases that have been opened.

Alvaston and Boulton Neighbourhood Boards funded Bulky Waste Collections in 2015/2016, which impacted on the amount of issues raised from Estate Inspections. Housing Officers are aware that now this service has ceased there might be an increase of fly tipping on the Estates.

We are also aware that in quarter 2 2015/16 there was an increase in garden cases which we expect because this is the time of year that the gardens become overgrown if not looked after by our tenants. Housing Officers have started been asked to ensure proactive estate management on their garden cases so we don't see a rise as in previous year.

Highways and Parking Issues have also seen a decrease, Housing Officers work closely with the Neighbourhood Officer to ensure a joint approach to tackling these issues.

SOUTH EAST (2) MANAGEMENT AREA NUMBER OF CASES REPORTED DURING 2015/2016 INCLUDING QUARTER 1 FIGURES FOR YEAR 2016/2017



Area Managers comments

Garden issues are remaining at a static level in our area however there has been an increase in quarter 1 this year. During quarter 1 and 2 I would expect more new garden cases to be opened due to the time of year and some tenants will need prompting to manage their garden areas.

Fly tipping is a problem in certain parts of the area, particularly where we have drying areas or patches of communal land. When we identify fly-tipping on our land we are pro-active in clearing it promptly and identifying perpetrators where possible, taking further action where necessary.

Parking issues and abandoned vehicles are a particular issue in New Sinfín where we have a number of areas of communal parking. We are in the process of submitting a planning application to provide around 50 new parking spaces across four streets on the estate through our Estate Pride programme. This should resolve a lot of the parking issues by relieving pressure on the existing spaces, and we will continue to take action on abandoned vehicles when they come to our attention.

Streetpride issues have shown a sharp increase in the last quarter. Again, these are identified by staff whilst on their patches, and reported through to the City Council to deal with.

Repairs, Highways issues and Communal area issues have shown a decline in the past quarter.