

ESTATE AND FLAT INSPECTIONS FOR THE PERIOD
1 APRIL 2018 – 30 SEPTEMBER 2018

Report of the Head of Operations (Housing Management & Housing Options)

1. SUMMARY

- 1.1 This report gives detail of the number of cases by type arising from monthly flat and estate inspections for the period 1 April 2018 – 30 September 2018.

2. RECOMMENDATION

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

3. REASON FOR RECOMMENDATION

To ensure the Operational Board is informed of the results of estate and flat inspections for the period.

4. MATTER FOR CONSIDERATION

- 4.1 The report shows in table format the number and type of cases opened and the number of cases still in progress for the period 1 April 2018 – 30 September 2018. It also indicates the number of cases in progress that are over 3 months old. This information is shown for the city as a whole and then by each management area.

Comparable graphs showing information for this period and the previous reporting period for the City as a whole and each management area are shown in attached appendices to this report.

The table at 4.2 shows the information for the City as a whole.

Appendix 1 to this report shows the comparable graphs for the city as a whole for this period and the previous reporting period 1 October 2017 – 31 March 2018.

4.2 CITY WIDE

Category Type	No of cases		
	Opened 1/04/18 – 30/09/18	In progress	Over 3 months old at 30/09/18
Fly tipping on Derby Homes managed land	316	0	0
Repairs ordered	958	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden	776	523	15

areas			
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	76	0	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	29	0	0
Parking i.e. inappropriate parking on grass	0	0	0
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	166	32	16
Abandoned vehicles on Derby Homes land	39	6	4

The table at 4.3 shows the information for the Management Area covered by Stockbrook Street Housing Office.

Appendix 2 to this report shows the comparable graphs for this management area and the previous reporting period 1 October 2017 – 31 March 2018 with narrative from the Area Housing Manager.

4.3 **STOCKBROOK STREET HOUSING OFFICE MANAGEMENT AREA** **Stockbrook Street, City Centre, Austin, Normanton, Mickleover, Littleover, Mackworth and Morley**

Category Type	No of cases		
	Opened 1/04/18 – 30/09/18	In progres s	Over 3 months old at 30/09/18
Fly tipping on Derby Homes managed land	160	0	0
Repairs ordered	356	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	231	112	3
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	26	0	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	8	0	0
Parking i.e. inappropriate parking on grass	0	0	0
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	53	3	3
Abandoned vehicles on Derby Homes land	29	5	3

The table at 4.4 shows the information for the Sussex Circus Housing Office Management Area.

Appendix 3 to this report shows the comparable graphs for this management area and the previous reporting period 1 October 2017 – 31 March 2018 with narrative from the Area Housing Manager.

4.4 Sussex Circus Housing Office Management Area
Sussex Circus, Cowsley, Chaddesden Park, Spondon and Brook Street

Category Type	No of cases		
	Opened 1/04/18 – 30/09/18	In progress	Over 3 months old at 30/09/18
Fly tipping on Derby Homes managed land	89	0	0
Repairs	341	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	135	78	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	35	0	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	13	0	0
Parking i.e. inappropriate parking on grass			
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	62	8	7
Abandoned vehicles on Derby Homes land	3	0	0

The table at 4.5 shows the information for the Allenton Housing Office Management Area.

Appendix 4 to this report shows the comparable graphs for this management area and the previous reporting period 1 October 2017 – 31 March 2018 with narrative from the Area Housing Manager.

4.5 Allenton Housing Office Management Area
Allenton, Alvaston, Old Sinfin, New Sinfin, Osmaston and Chellaston

Category Type	No of cases		
	Opened 1/04/18 – 30/09/18	In progress	Over 3 months old at 30/09/18
Fly tipping on Derby Homes managed land	67	0	0
Repairs	261	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	410	333	8
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	15	0	0

waste, litter, street lights, trees, abandoned vehicles			
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	8	0	0
Parking i.e. inappropriate parking on grass	0	0	0
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	51	21	6
Abandoned vehicles on Derby Homes land	7	1	1

5. OTHER OPTIONS CONSIDERED

Not applicable.

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:

Tracy O'Connor Area Housing Manager / 01332 888722 / tracy.o'connor@derbyhomes.org

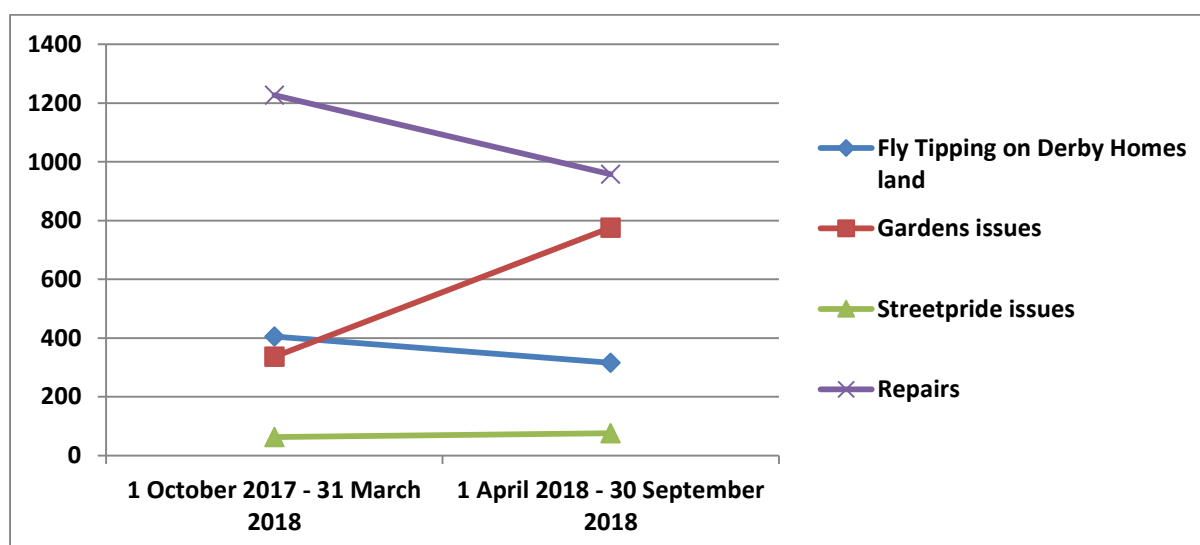
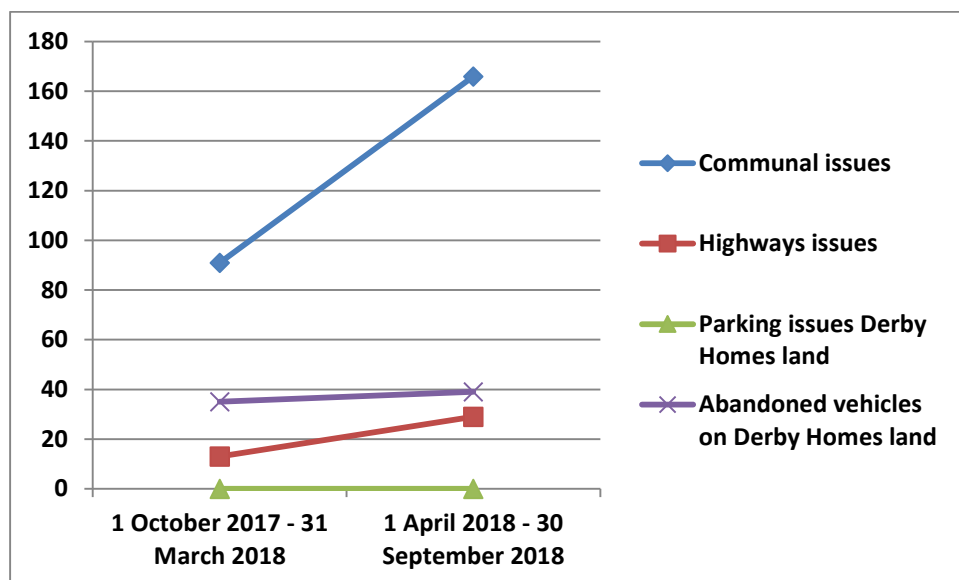
Background Information: None

Supporting Information: None

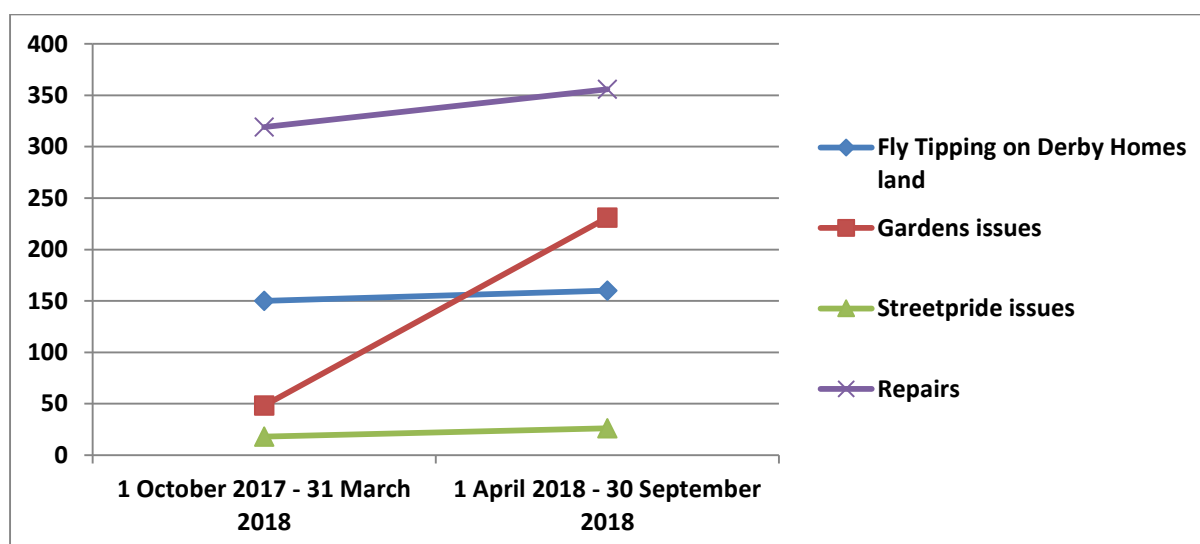
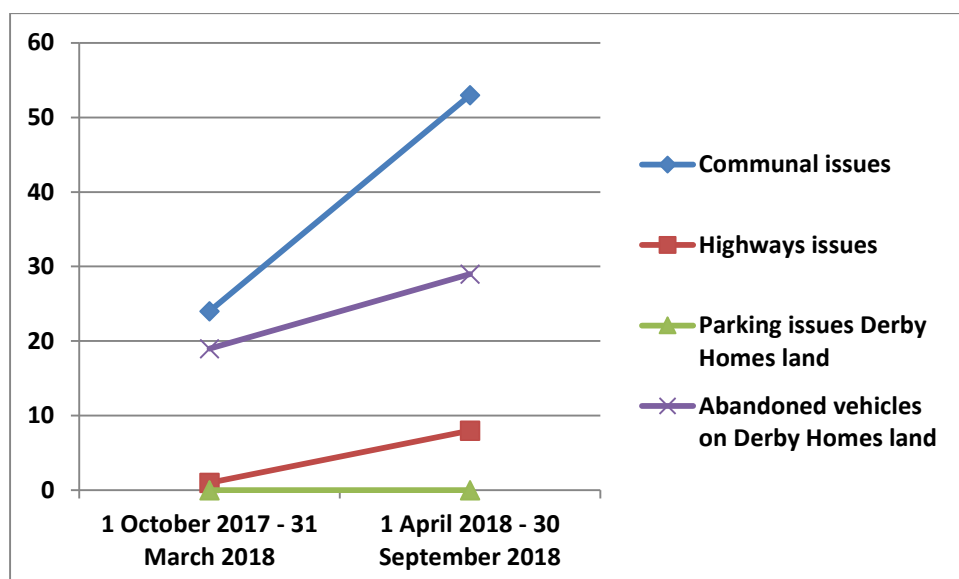
This report has been approved by the following officers:

Head of Service Managing Director	Clare Mehrbani Maria Murphy	22/11/2018
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Comparable graphs for the City as a whole for the period 1 April 2018 – 30 September 2018 and the previous reporting period 1 October 2017 – 31 March 2018



Comparable graphs for the Stockbrook St Office for the period 1 April 2018 – 30 September 2018 and the previous reporting period 1 October 2017 – 31 March 2018



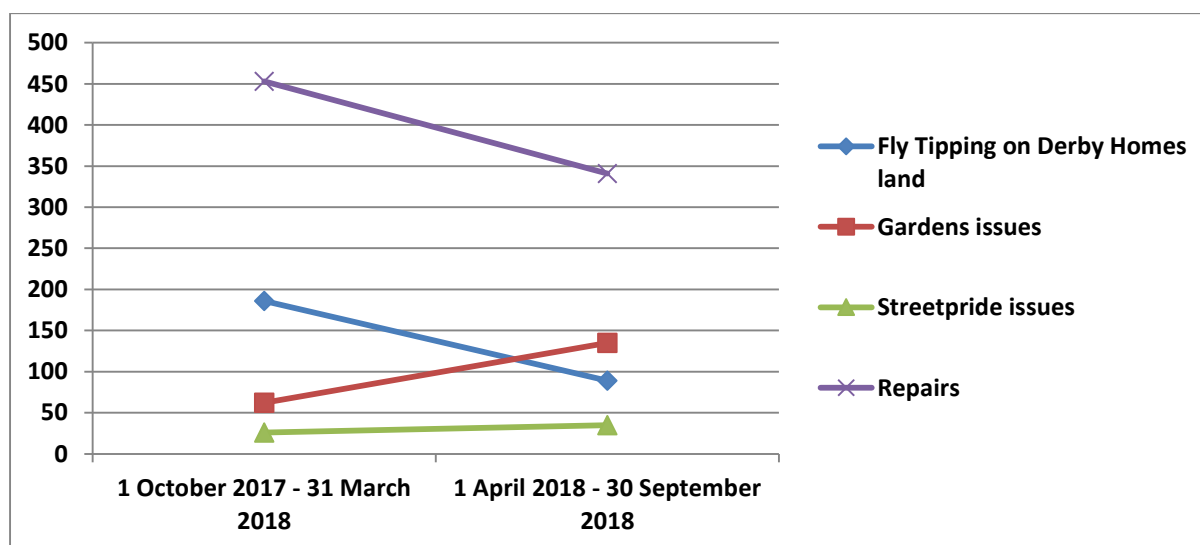
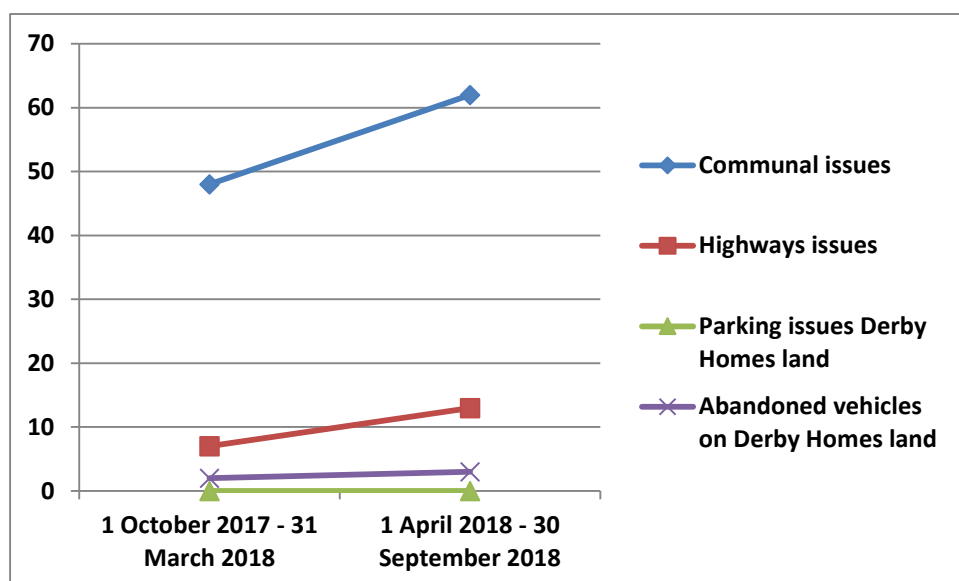
Narrative from Area Housing Manager Paula Solowij

Fly-tipping - As you can see from the graph as cases are opened they are dealt with immediately by our Estate Response Officers and the Streetpride teams.

Garden Cases - The amount of garden cases increased during the growing season but the majority are closed after a gentle warning has been given to the tenants. We have also worked closely with the Neighbourhood Teams and held a compactor day event that helped our customers get rid of excess rubbish that they had accumulated at no cost to themselves.

Abandoned Vehicles - Out of the 29 vehicles we have dealt with in total there are 5 outstanding and we are working hard with our customers to get the vehicle roadworthy and resolve these as quickly as possible.

Comparable graphs for the Sussex Circus Office for the period 1 April 2018 – 30 September 2018 and the previous reporting period 1 October 2017 – 31 March 2018

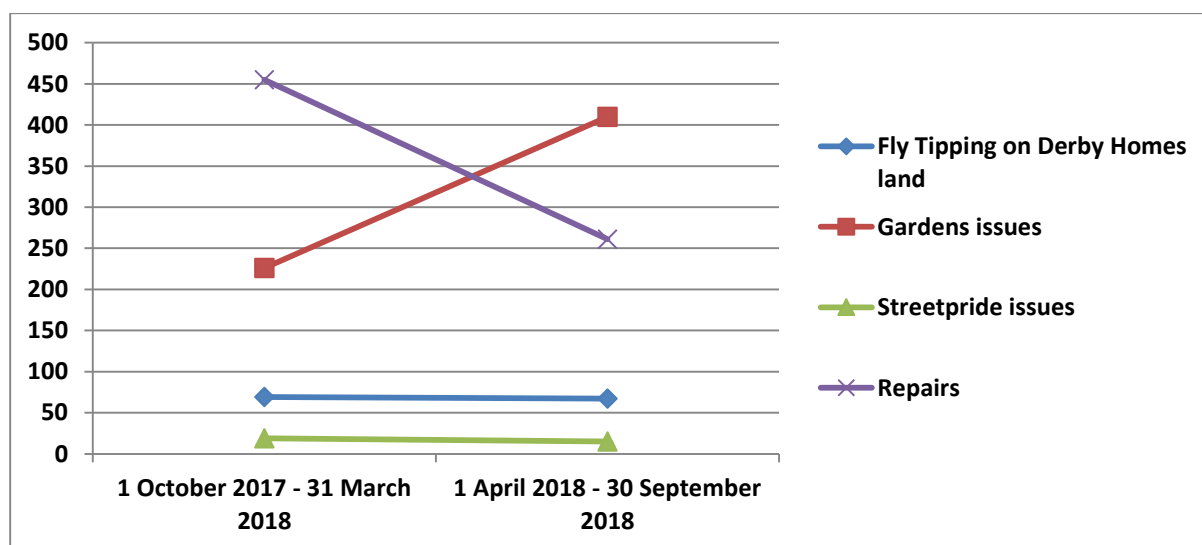
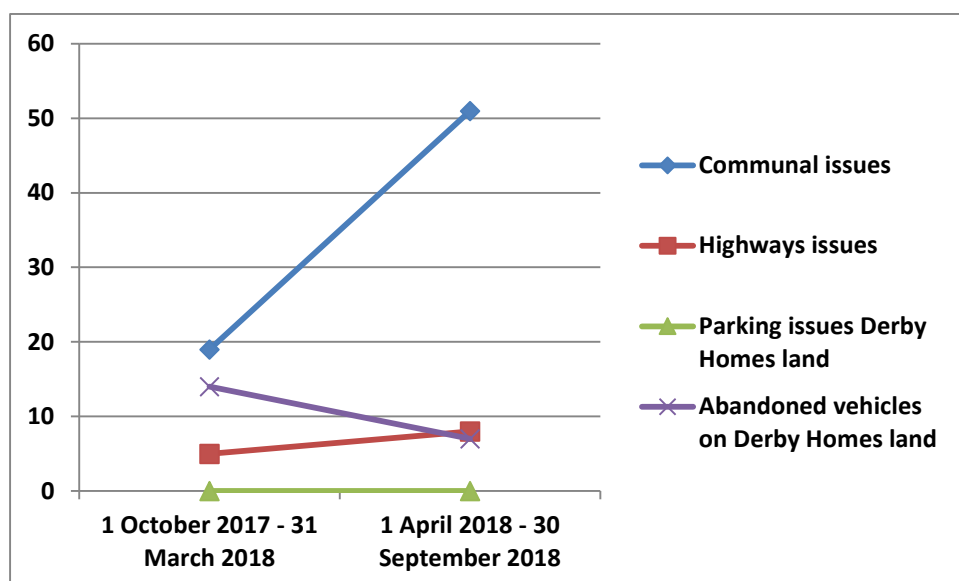


Narrative from Area Housing Manager Graham Walton

Issues in communal areas and Highways issues have seen an increase over the period, as they have in other parts of the city. Communal issues, which can include tree works and estate improvements, by their nature, can take some time to resolve, hence why a number of the in progress cases are over 3 months old. Streetpride issues have remained stable as they have elsewhere in the city.

Parking problems and numbers of abandoned vehicles on our land have remained fairly static and are not a significant problem in the Sussex Circus management area.

Comparable graphs for the Allenton Office for the period 1 April 2018 – 30 September 2018 and the previous reporting period 1 October 2017 – 31 March 2018



Narrative from Area Housing Manager Lorraine Howe

Communal and Garden and Issues have seen an increase which is expected through the summer months and when estate officers are carrying out their inspections.

Streetpride and fly tipping on Derby Homes land has remained on a level over the past year. We have been working closely with partners carrying out compactor days and litter picks and to date have collected over 11 tonnes of rubbish. We ensure any reported fly tipping on Derby Homes land is cleared away quickly.

Parking Issues and Abandoned vehicles on Derby Homes land is not a major issue for this management area and we can see there has been a decline in reported abandoned vehicles.