

## **DIRECTORS' UPDATE – JUNE 2010**

This is a joint report prepared by the Director of Investment & Regeneration and the Director of Housing & Customer Service. The report provides Local Housing Board Members with a general overview and update on current issues.

### **ALMO New Build**

We expect the first properties for rent at Penalton Close and Harper Avenue to be handed over within the next six to eight weeks. The developer has suffered delays as a result of the freezing weather earlier this year.

We are also working very closely with DCC on the new build site on Elton road, good progress is being made on site and we held an event to celebrate the local trainees that had been taken on by the developer.

### **Capital Projects**

We have two large one-off projects in progress at the moment. Exeter house is being refurbished and brought back into use, the work is going well and the LHB's will be invited to a grand re-opening once the work is complete. Rebecca house is currently having all the bedsits converted into one or two bed flats. This work will make the block more sustainable into the future, again we will be happy to organise a visit to the block when the work is completed.

### **Environmental Services Department Transfer**

The transfer has been completed successfully. Derby Homes now has a total workforce of over 450 and is now responsible for the direct delivery of over £9m worth of repairs and investment projects. The transfer went relatively smoothly with many operatives looking forward to working for DH.

We are currently focusing our effort on combining the teams, eliminating any wasteful duplication as we go. We are certain that we can improve the standard of services over time and are developing an action plan to help us to achieve this aim.

### **Resident Involvement**

The Resource Centre has now reopened at St Peters House and has been providing services to tenants and leaseholders since 1 June 2010. The opening hours are 10.00am to 2.00pm Monday to Friday. Officers from Derby Homes are working alongside tenant volunteers to provide an advice and signposting service. We are continuing to provide free internet access from the centre. Other volunteer agencies are continuing to provide surgery based services from the centre.

## **Derby Homes Website**

We launched the first phase of the new look Derby Homes Website on 7 May 2010. The new site provides on line access to rent accounts and other opportunities to make requests for services. Over the coming months we will be continuing to work with tenants to evaluate and further improve the site.

## **The United Credit Union**

As part of our ongoing work to promote financial inclusion for tenants and leaseholders we are now supporting the United Credit Union by funding an Officer to work with and promote their services. Samatha Cholerton, formally an employee within our Arrears Team has been appointed as Marketing and Development Support Officer. Sam's first task will be to produce new marketing material and service standards which will be circulated to our tenants and leaseholders. Sam will also be visiting Housing Focus Groups and Derby Association of Customer Partners to introduce herself and the service over the next few months.

## **Derby County in the Community**

We are pleased to announce that for the second year running Derby Homes will be working in partnership with Derby County Football Club to promote sporting opportunities on our estates. We have agreed a series of events during the summer for young people to join in football training events. These events will be published through local schools and targeted at our Junior Wardens and children of tenants and leaseholders.