

ESTATE AND FLAT INSPECTIONS FOR THE PERIOD 1 April 2022 – 30 September 2022

Report of the Head of Housing Management

1. SUMMARY

- 1.1 Inspections are carried out to pick up on estate management issues at an early stage and to ensure our estates including any communal areas are well kept thus helping towards creating great places for our customers to live.
- 1.2 We publicise the estate and flat inspections on our website and through the Derby Homes newsletter. In the blocks of flats, we also publicise the date of the inspection and when the next is due, this information is displayed in the noticeboards that are situated in the communal area of each block of flats.
- 1.3 We encourage our customers to talk to us about issues of concern in the area that they live so we can work together to look at solutions.
- 1.4 This report gives detail of the number of cases by type commonly arising from flat and estate inspections for the period 1 April 2022 – 30 September 2022.

2. RECOMMENDATION

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

3. REASON FOR RECOMMENDATION

To ensure the Operational Board is informed of the number of cases arising from the 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 2022 – 30 September 2022. 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.
- 4.2 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.
- 4.3 Also shown in the management area appendices are some issues that we captured that were raised by customers where we were able to find a solution to resolve the issue reported. We will try and capture more of this type of information for future reports.

The table at 4.4 shows the information for the city.

Appendix 1 to this report shows the comparable graphs for the city for this period and the previous reporting period 1 October 2021 – 31 March 2022.

4.4 CITY WIDE

Category Type	No of cases		
	Opened 1 April 2022 – 30 September 2022	In progress	Over 3 months old on 30 September 2022
Fly tipping on Derby Homes managed land	162	0	0
Repairs requested	805	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	848	586	21
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	52	0	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	13	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	281	76	24
Abandoned vehicles on Derby Homes land	27	8	3

The table at 4.5 shows the information for the Management Area covered by the Stockbrook Street Housing Team.

Appendix 2 to this report shows the comparable graphs for this management area and the previous reporting period 1 October 2021 – 31 March 2022.

4.5 Stockbrook St Housing Management Team Areas Stockbrook Street, City Centre, Austin, Normanton, Mickleover, Littleover, Mackworth and Morley

Category Type	No of cases		
	Opened 1 April 2022 – 30 September 2022	In progress	Over 3 months old on 30 September 2022
Fly tipping on Derby Homes managed land	82	0	0
Repairs requests	318	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	88	59	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	22	0	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	2	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	146	26	7
Abandoned vehicles on Derby Homes land	22	7	2

The table at 4.6 shows the information for the Management Area covered by the Sussex Circus Housing Team.

Appendix 2 to this report shows the comparable graphs for this management area and the previous reporting period 1 October 2021 – 31 March 2022.

4.6 **Sussex Circus Housing Management Team** **Areas Sussex Circus, Cowsley, Chaddesden Park, Spondon and Brook Street**

Category Type	No of cases		
	Opened 1 April 2022 – 30 September 2022	In progress	Over 3 months old on 30 September 2022
Fly tipping on Derby Homes managed land	28	0	0
Repair requests	230	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	104	85	7
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	3	0	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	0	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	35	13	10
Abandoned vehicles on Derby Homes land	2	1	1

The table at 4.7 shows the information for the Management Area covered by the Allenton Housing Team.

Appendix 2 to this report shows the comparable graphs for this management area and the previous reporting period 1 October 2021 – 31 March 2022.

4.7 Allenton Housing Management Team Allenton, Alvaston, Old Sinfen, New Sinfen, Osmaston and Chellaston

Category Type	No of cases		
	Opened 1 April 2022 – 30 September 2022	In progress	Over 3 months old on 30 September 2022
Fly tipping on Derby Homes managed land	52	0	0
Repairs requests	257	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	656	442	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 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	27	0	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	11	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	100	37	7
Abandoned vehicles on Derby Homes land	3	0	0

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:

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Holly.Johnson@derbyhomes.org

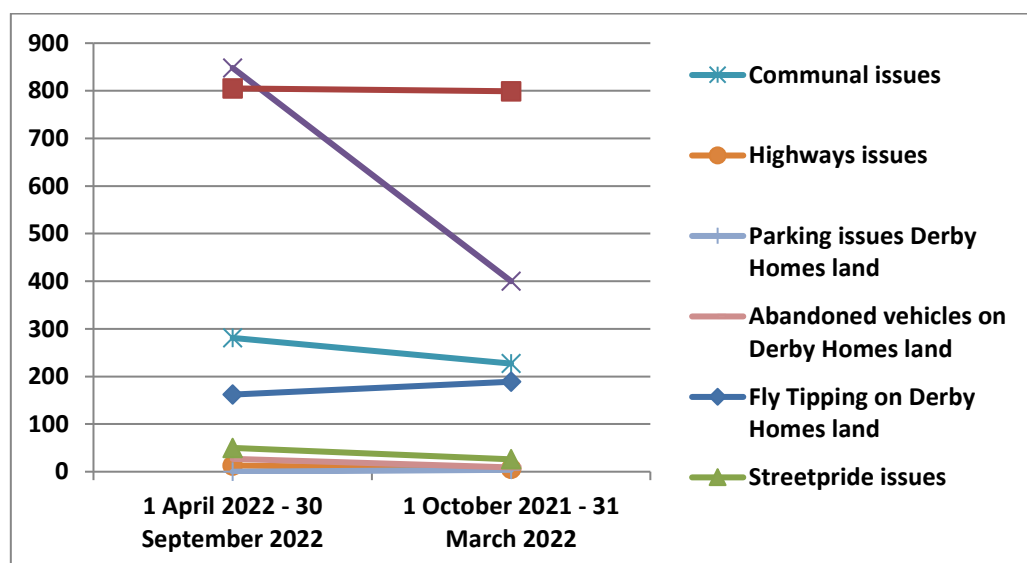
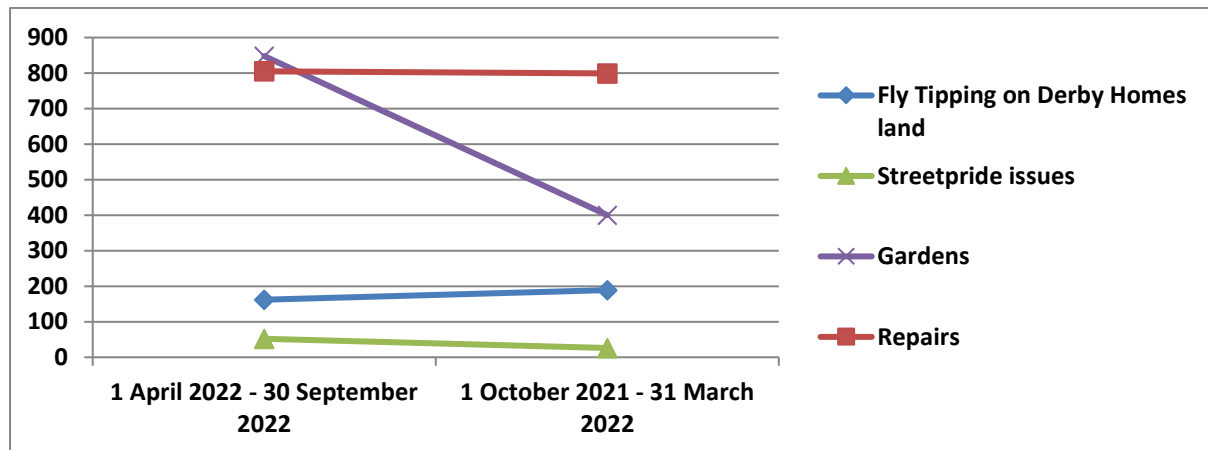
Background Information: None

Supporting Information: None

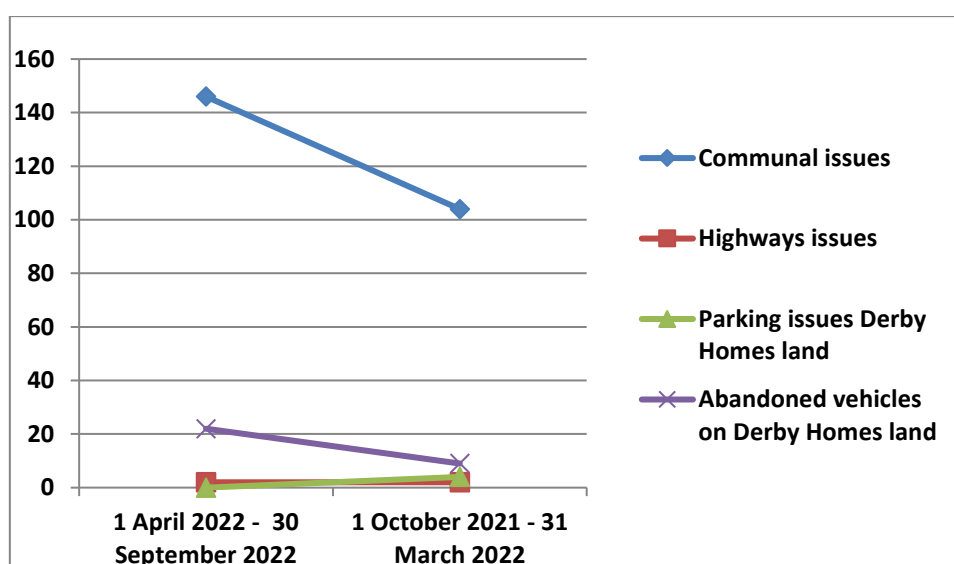
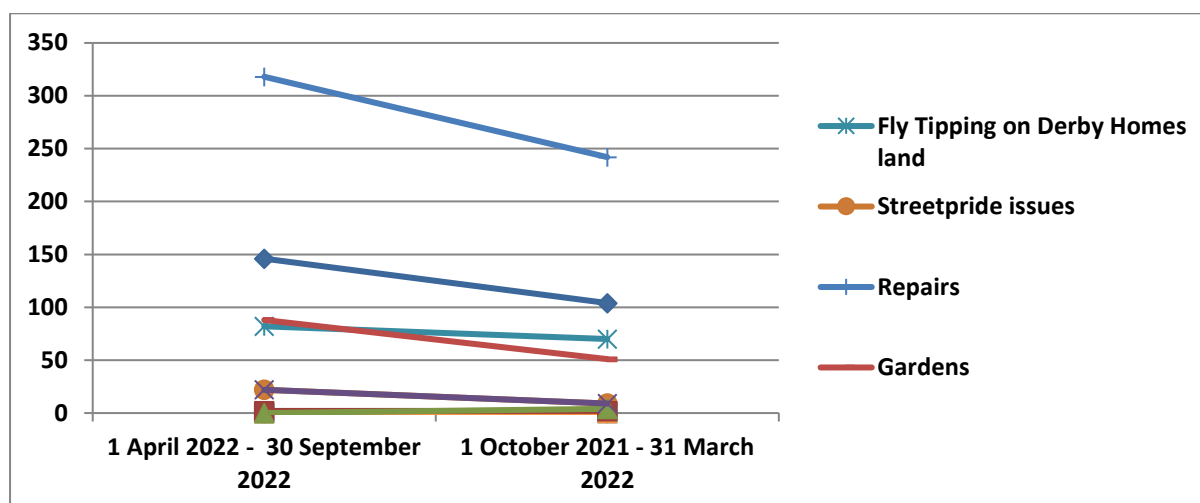
This report has been approved by the following officers:

Managing Director	Maria Murphy	29/11/2022
Head of Finance and Income	Helen Samuel	29/11/2022
Company Solicitor	Taranjit Lalra	29/11/2022
Head of Service (Operational Board reports)	Lorraine Testro	28/10/2022

**Comparable graphs for the city for the period 1 April 2022 – 30 September 2022
and the previous reporting 1 October 2021 – 31 March 2022**

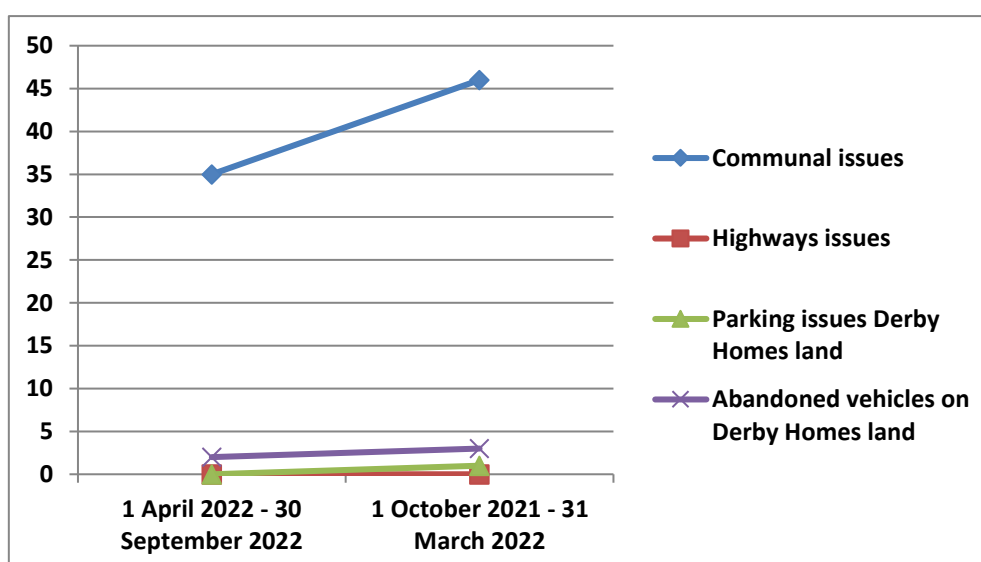
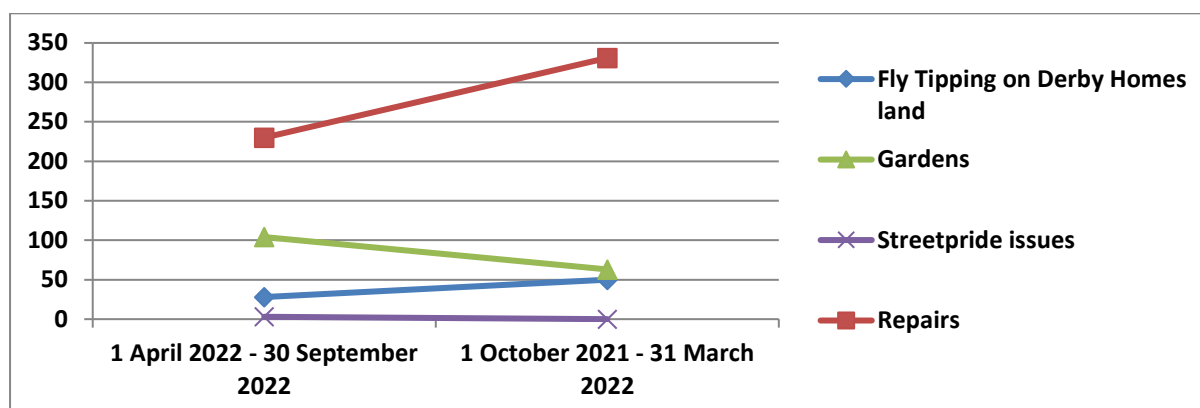


Comparable graphs for the Stockbrook St Management Team for the period 1 April 2022 – 30 September 2022 and the previous reporting 1 October 2021 – 31 March 2022



Issues raised by Customers	Solutions
<p>A resident reported a badly damaged vehicle on Sinfin Lane.</p> <p>Residents reported that the bin store at Southcroft was being misused by young people in the area.</p>	<p>An officer worked with a Derby City Council officer to ensure a 7 day notice was issued, this resulted in the vehicle owner promptly removing the vehicle.</p> <p>The officer got a combination lock fitted to secure the bin area and preventing access to those who were not entitled to use it.</p>

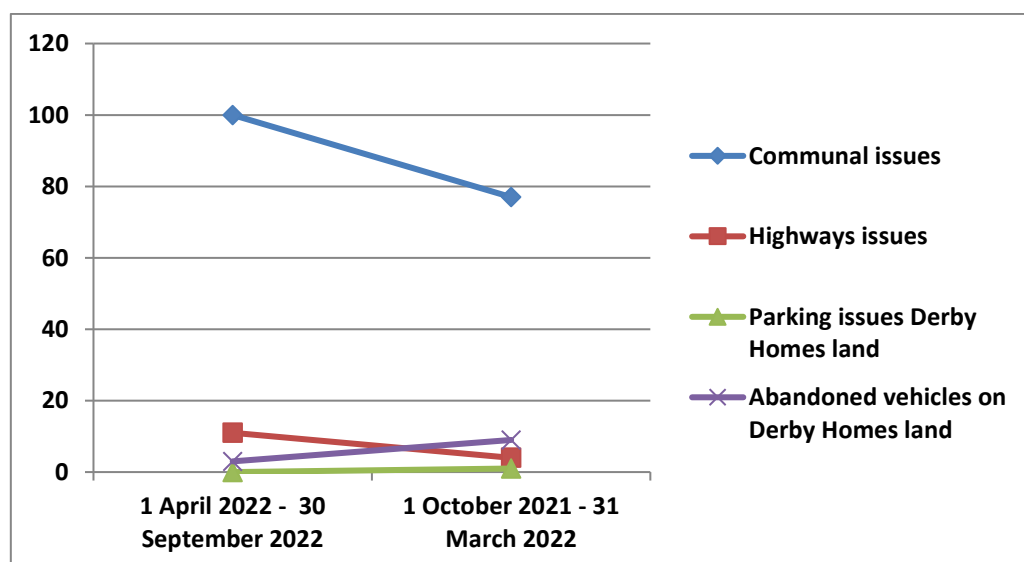
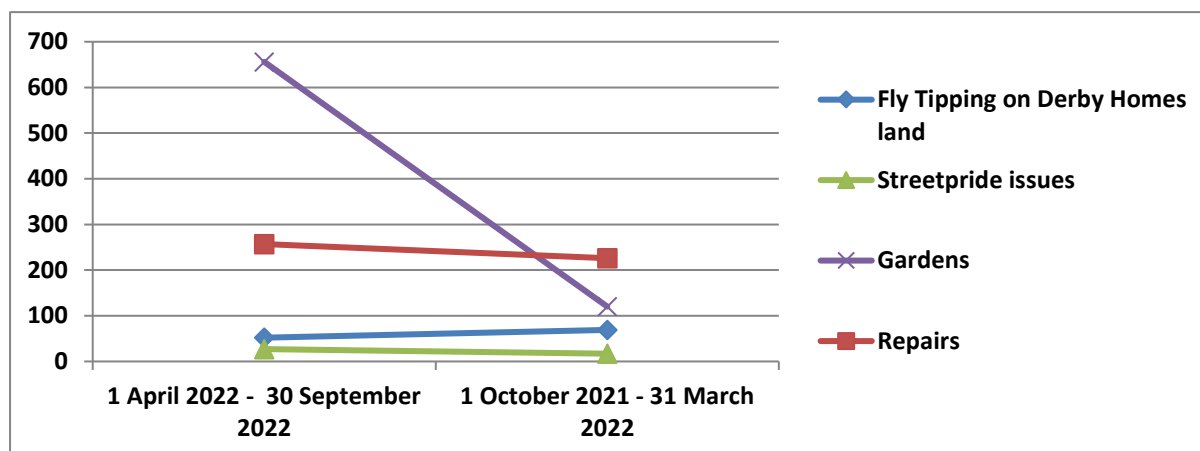
Comparable graphs for the Sussex Circus Housing Management Team for the period 1 April 2022 – 30 September 2022 and the previous reporting 1 October 2021 – 31 March 2022



Issues raised by Customers	Solutions
Customers reported that vehicles were being inappropriately parked at Oakleigh community room and as a result the grass was being damaged.	Bollards were installed to stop inappropriate parking.
Customers residing in the area reported that it was difficult to park vehicles at Oakleigh.	We utilised space to increase parking at this location.
Customers asked us to consider creating an area for storage of pushchairs at Roosevelt Avenue maisonettes.	A space was utilised to create a pushchair store area.

<p>Customers said that the location signage was poor at Potter St/Church St so goods that were ordered by customers failed to be delivered.</p>	<p>The signage in that area was improved.</p>
<p>Customers reported West Road parking area was being used by people that did not reside in Derby Homes accommodation.</p>	<p>Bollards were installed to prevent access to those who do not have a right to use this carparking area</p>

**Comparable graphs for the Allenton Housing Management Team for the period
1 April 2022 – 30 September 2022 and the previous reporting 1 October 2021 –
31 March 2022**



Issues raised by Customers	Solutions
Residents reported that vehicle owners were exceeding the speed limit at Park Homes.	Funding was sought to refresh the markings on the speed bumps and increase the speed limit signage around the site. This has helped manage the speed.
A residents reported the lack of signage around the Metcalfe block of flats.	An officer visited the location and was able to look at the problem, the officer was able to seek funding to improve the signage.

<p>Residents complained about the lack of space in the drying areas due to the number of sheds that are now stored in these areas.</p> <p>.</p> <p>Customers said that delivery drivers were parking on the grassed area at the end of Spencer Avenue to access the blocks of flats on Morningside Close, this was reported to be causing a hazard for pedestrians.</p> <p>A resident complained about a small area of land that was difficult to get to at the side Spencer House which was littered and looked unsightly.</p> <p>A resident at Dovedale Avenue complained about an area of the communal garden which had broken slabs that could be a hazard to residents.</p> <p>A resident on Baker St was struggling to maintain the garden due to a period of ill health and following a family bereavement</p>	<p>Consultation was completed to identify the owners of the sheds, as a result we were able to reduce the number of sheds so the drying areas could be utilised for the purpose intended.</p> <p>Funding was obtained to erect knee rail fencing in front of the grassed area to stop this happening.</p> <p>Funding was obtained to fence and a gate the area to prevent littering in this area whilst creating an access to maintain the area.</p> <p>The slabs were removed, and the area was tarmacked to make it safe for residents.</p> <p>Derby Homes agreed to complete a one-off cut of the garden area to help get the tenant back on track and provided the tenant with tools to maintain the garden in the future.</p>
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