

## **HOUSING FOCUS GROUPS & DERBY LEASEHOLDER ASSOCIATION ITEMS**

Report of the Director of Housing & Customer Service

### **1. SUMMARY**

This report provides the City Board with details of unresolved cases/issues discussed at Housing Focus Groups, Derby Leaseholder Association and the Equality Groups.

### **2. RECOMMENDATION**

The City Board is asked to note the content of this report.

### **3. MATTER FOR CONSIDERATION**

- 3.1 During the September and November round of Housing Focus Groups, 15 issues were raised. Three issues have not yet been resolved. Derby Homes Officers are working on these cases to ensure they are resolved as soon as possible.
- 3.2 At the last Leaseholder meeting, 10 issues were raised and logged onto CSM. Nine issues have been resolved with one remaining open.
- 3.3 There were 5 issues raised at the last Minority Ethnic Advisory meeting (MEAG). All 5 issues have been resolved.
- 3.4 There were no issues raised at the Derbyshire Friend, Supported Housing Offering Unity and Trust (SHOUT) or Tenants Reviewing Access Quality (TRAQ) meetings.
- 3.5 In total, 30 issues were raised and these are split into the following types of issues:
  - 8 Comments
  - 10 Complaints
  - 0 Compliments
  - 11 Enquiries
  - 1 Service Improvement Idea

### **4. CONSULTATION IMPLICATIONS**

Feedback on all issues raised is given at the relevant groups. Wider consultation is carried out where appropriate.

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

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

**If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive, [phil.davies@derbyhomes.org](mailto:phil.davies@derbyhomes.org) - Tel 01332 711010**

**Author:** Paul Cole Resident Involvement Officer. 01332 256213 [paul.cole@derbyhomes.org](mailto:paul.cole@derbyhomes.org)

**Background Information:** None.

**Supporting Information:** None.

Meeting	Case No.	Status	Officer	Date	Notes
HSG FOCUS SE2	64 982	Open	Tina Arnold	22-Nov-10	Official complaint regarding repairs to hot water system
				26-Nov-10	Email from Vinshires saying no problem. Jaz Chera, Maintenance Surveyor, to investigate further.
HSG FOCUS SE2	65 109	Open	Steve Astle	23-Nov-10	Tenant reported that he keeps getting gas bills at his address even though there is no gas in the building.
				01-Dec-10	Bev White, Support Officer, to visit Friday 2 Dec.
HSG FOCUS SWEST	63 503	Open	Paula Solowij	23-Sep-10	Issues regarding Drying areas, fencing and security of gates etc... Passed to Paula Solowij to investigate
				01-Dec-10	Visit to tenant to deal with various issues. With regards to security of gate, order raised for repairs team to remove and replace lock. Awaiting keys to be delivered to Local Office
LEASEHOLD FOCUS	63 947	Open	Richard Hadson	13-Oct-10	Mrs Gadsby queried the difference in costs for repairing communal lighting.
				01-Dec-10	Update from Terry Willis, there are a number of options currently being explored to renew existing old light fittings as it is not cost effect to continue to repair them. Differing costs for repairs are due to different light fittings in each block.