

## **DERBY HOMES LIMITED**

### **MINUTES OF THE RESOURCES & REMUNERATION COMMITTEE MEETING**

**Held on Thursday 7 January 2010**

The meeting started at 6.00 pm

#### **Board Members Present:**

John Bloxsom, Saadia Davis, Tony Holme, Iain MacDonald (Chair), Bob Osler, Dennis Rees

#### **Officers Present:**

Phil Davies, Christine Hill, Jackie Mitchell, Lorraine Watson

#### **10/01 Apologies**

Apologies for absence were received from Paul Bayliss

#### **10/02 Admission of Late Items**

The Chair admitted a late item on the Reduction in Management Fee.

#### **10/03 Declarations of Interests**

The Council Board Member was noted as declaring their interest in matters relating to Derby City Council.

The Tenant and Leaseholder Board Members declared their interests as tenants (as defined in the Memorandum and Articles of Association) of Derby City Council.

#### **10/04 Minutes of Previous Meeting**

The minutes of the meeting held on the 19 November 2009 were accepted as a true and accurate record.

#### **10/05 Matters and Actions Arising**

There were no matters or actions arising.

## **10/06 Derby Homes Management Accounts 2009/10 Period 8**

The Committee received the management accounts for the eight months to November 2009.

The Operating Statement showed a cumulative operating surplus of £46,000. The Director & Company Secretary advised that she expected a final surplus at the end of the year to be £120,000. She explained that this had not been one of Derby Homes more stable years. The full year forecast will be updated monthly until the end of the year. There was a big swing in the cash balance, shown in paragraph 3.6, due to the Council not paying the management fee until after close down of accounts in November. December's fee was paid early and will be reflected in next month's accounts.

Saadia Davis said she would like to see '£000s' heading at the top of the columns. She will be working with the Director & Company Secretary to simplify the presentation of the accounts, once Derby Homes has appointed a new Head of Finance.

### **Agreed**

The Committee noted the report and appendices.

## **10/07 Draft Operating Budget 2010/11 and Reduction in Management Fee 2010**

The Committee received the draft operating budget for 2010/11 and a late report informing of late changes to Derby Homes Management Fee.

The Director & Company Secretary reminded Committee of the framework, agreed by the Board, for the budget process for 2010/11.

The Committee was informed the Council has reduced the inflation element included in the bases 2010 management fee from 3% to 1.25% to match the pay award for 2010. This reduces the management fee by £190,000 each year from 2010. The Council has made a commitment to increase the Repairs Account budget by £190,000.

The effect of this is to reduce the funds available for the 2010/11 development bids from £425,000 to £235,000. Appended to the report was an amended list of developments totaling £235,000. Excluded developments were added to the 'not agreed' or 'to be funded from incentives/underspends during the year' columns. Also appended to the report was a list of developments which have been implemented before the Board meeting in January.

The Director & Company Secretary advised there were still some areas of income not yet finalised, for example funding for the Family Intervention Project was still being negotiated and the inflation increase on Supporting People income was not yet known.

The Chief Executive said he was hoping Derby Homes' Incentive Payment from the Council would make up some of the shortfall to allow IT developments to proceed. Derby Homes will be asking the Council to fund a one-off payment of £40K for the scrutiny panel training.

The Chair said there was a need for the Board to discuss Derby Homes' future development needs and pursue this with the Council.

The Director & Company Secretary clarified that the development funding for IT was required for the modernisation of IT, ie database for the Supported Living Team, mobile IT and Document Management system.

John Bloxsom asked for clarification on the Incentive Payment. The Chief Executive explained that the payment could be between £100,000 and £150,000, last year Derby Homes received £106,000. The payment is based on performance results from the status survey, repairs customer satisfaction, arrears and voids.

John Bloxsom also enquired if there was any information on the Council's contribution to Derby Homes from the £35K social housing fraud grant. The Director & Company Secretary advised she had not yet received notification.

The Chief Executive advised he has raised with the Council the amount of the budget for the retained housing service, funded from the HRA.

## **Agreed**

The Committee

1. Recommended the operating budget for 2010/11 to the Board for approval at the meeting on 28 January 2010.
2. Noted the late change to the management fee for 2010 and beyond.
3. Requested the Director & Company Secretary update the longer term financial plan for Derby Homes and present it at a future Board meeting.

## **10/08 Review of Safecall Service**

The Committee received an update on the use of Safecall, as part of Derby Homes' whistle blowing strategy.

## **Agreed**

The Committee noted the report.

## **Date of next meeting**

**The next meeting will be held on Thursday 28 April 2010 at 6.00 pm at Cardinal Square.**

The meeting ended at 6.45 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 7 January 2010.

## DERBY HOMES LIMITED

### MINUTES OF THE PERFORMANCE MANAGEMENT COMMITTEE MEETING

**Held on Monday 2 November 2009**

The meeting started at 6.00 pm

#### **Board Members Present:**

David Batey, Dennis Rees, Ken Whitehead

#### **Officers Present:**

Steve Bayliss, Julie Eyre, Susan Hill, Jaz Sanghera, Paul Thompson, Margaret Wardle, Lorraine Watson, Val Watson

#### **09/64 Appointment of Chair**

The Director and Company Secretary informed the Committee that Tabani Ndlovu had given his apology for the meeting but stated in his email that he would like to continue as Chair. The Committee was happy for Tabani to be re-elected as Chair.

The Director and Company Secretary also requested a Chair for tonight's meeting in the absence of Tabani. David Batey volunteered to be the Chair.

#### **Agreed**

The Committee agreed that Tabani Ndlovu is appointed Chair of the Performance Management Committee for 2009/10.

#### **09/65 Apologies**

Apologies for absence were received from Tabani Ndlovu and Alison Brown.

#### **09/66 Admission of Late Items**

There were no late items.

**09/67      Declarations of Interests**

The Council Board Member was noted as declaring his interest in matters relating to Derby City Council.

The Tenant Board Members declared their interests as tenants (as defined in the Memorandum and Articles of Association) of Derby City Council.

**09/68      Minutes of Previous Meeting on 4 August 2009**

The minutes of the meeting held on 4 August 2009 were accepted as a true and accurate record.

**09/69      Matters Arising**

There were no matters arising.

**09/70      Items from Part B to be discussed**

**Agreed**

Items in Part B were noted but not discussed.

**09/71      Performance Monitoring Information Quarter 2 2009/10**

The Committee received a report providing up to date information on Derby Homes' performance against key performance indicators for Quarter 2, 2009/10.

The Committee agreed to discuss red and amber traffic lights.

**Service & Process Perspective**

**Day to Day Repairs**

*6 weeks Repairs Within Time Limits – Red*

The Maintenance Manager (Repairs) commented that the priority changes had been approved since the last meeting in August. The 6 weeks had fallen well below target and needs to be resolved as a matter of urgency. However, Environmental Services Department (ESD) will be more efficient with the introduction of the mobile working and improved procedures. Also the manufactured items will be changed from 6 weeks priority to 90 days priority in the near future.

The Director and Company Secretary informed Committee that Tabani had stated in his email that he had requested a meeting with the Chair of the Board, the Director of Investment and Regeneration, the Director and Company Secretary, the Chief Executive and himself to discuss the ESD issues.

#### *% of Appointments Made and % of Appointments Made and Kept - Amber*

The Director and Company Secretary queried the two related indicators as they were not clear to herself or Tabani and would like to know what the two indicators meant. The Performance Officer explained that the '% of Appointments Made' indicator was the appointments made by Derby Homes' Enquiry Centre for the tenants and that the '% of Appointments Made and Kept' indicator were the appointments kept by ESD. It was agreed to change the titles so that they were more specific, for example, '% of Appointments Made' will be called in future '% of Appointments Made by Derby Homes' staff' and '% of Appointments Made and Kept' will be called in future '% of Appointments Made and Kept by ESD'.

#### **Gas Servicing**

The Performance Officer reminded Committee that Alison Brown had requested further information, at the last meeting, on waiting time for a witness statement on properties that had outstanding gas services due to no access. The Performance Officer had provided feedback in the report. The Director and Company Secretary asked for the Gas Services table to be clearer by changing the layout of the table.

#### **Voids and Lettings**

##### *Relets – Red*

During the second quarter the average time taken to relet empty properties had again deteriorated. The Operations Manager commented that there were four people, as well as the Allocations Manager, focusing on voids, an action plan had been set up and there has been an intensive working relationship with Housing Managers and staff on voids. New procedure forms and training are being developed and implemented to staff.

## **Financial Perspective**

### *Rent arrears of current tenants as a % of rent roll*

Dennis Rees asked if the local indicator was getting worse or better. The Arrears Manager replied that the target was better than the performance achieved at the same time as last year. The figures after the Christmas period, when there is a rent free week, will show a large drop in rent arrears for Quarter 3 and Quarter 4. The Arrears Manager suggested that the target figures for each quarter should be compared to last year's quarters. The Performance Manager asked the Arrears Manager to look at staggering targets during the year to show how performance is throughout the year and to look at target options for the March meeting next year.

### **Agreed**

The Committee

1. approved actions to improve specific areas of performance as proposed and outlined in Appendix 1
2. noted all performance information as contained in the report.

## **09/72 Derby Homes Risk Register**

The Committee received a report providing information on the second quarter updates for strategic and operational risks for 2009/10.

The Director and Company Secretary informed Committee that Tabani had suggested to change Strategic Risk 8 'Failure to address external issues affecting key performance areas including the issues around management of the ESD' in view of the continued ESD challenges. The Committee agreed to change Strategic Risk 8 from significant likelihood critical impact to high likelihood critical impact.

### **Agreed**

The Committee

1. approved the strategic risk register update for quarter 2, 2009/10
2. agreed to change Strategic Risk 8 from significant likelihood critical impact to high likelihood critical impact
3. noted the operational risk register update for quarter 2, 2009/10.

**09/73      Equalities Performance Monitoring Information**

The Committee received a report providing detail of equalities monitoring during quarter 2, 2009/10 against a range of key services.

**Agreed**

The report was noted but not discussed.

**09/74      Supported People Management Information**

The Committee received a report detailing management information for the Supported Living Team and Tenancy Support for quarter 2. The report provided information on the performance of these teams for the period from 6 July to 4 October 2009.

**Agreed**

The report was noted but not discussed.

**09/75      Anti Social Behaviour Statistics**

The Committee received a report on quarterly results for the Respect Performance Toolkit, with commentary on results for quarter two and any apparent trends, and quarterly results for local indicators that are not part of the Respect Tool Kit but are required by Derby Homes.

**Agreed**

The report was noted but not discussed.

**09/76      Customer Feedback**

The Committee received a report providing detailed analysis of customer feedback received between 1 July 2009 and 30 September 2009. The report also detailed complaints received during the period 1 July 2009 and 30 September 2009, Quarter 2, 2009/10.

**Agreed**

The report was noted but not discussed.

**09/77 Contractors – Equalities / Workforce Statistics**

The Committee received a report which provided details of the workforce and equalities data of Derby Homes' contractors and partners.

**Agreed**

The report was noted but not discussed.

**09/78 Confidential Business**

The Board agreed to exclude members of the public during consideration of the following item on grounds that it involves the likely disclosure of confidential information as defined in Standing Order 20.2 (h & j) of Part IV of Derby Homes Governance Arrangements.

**09/79 Maintenance Performance Sub Group Progress**

The Committee received a report relating to the process of managing and monitoring the new Responsive Maintenance contract. The Maintenance Manager (Repairs) gave an outline of the minutes of the Responsive Maintenance Partnering Contract Core Group meeting dated 11 September, and the Working Group meeting dated 14 September 2009, attached to the report.

**Agreed**

The Committee noted the minutes of the Responsive Maintenance Partnering Contract Core Group meeting dated 11 September and the Working Group meeting dated 14 September 2009.

**09/80 External Management Report**

The Committee received a report detailing performance against Management Agreements and Service Level Agreements of Derby Homes management of external properties.

**Agreed**

The Committee noted and commented on the information as detailed in Appendix 1 of the report.

**Date of next meeting**

**The next meeting will be held on Monday 25 January 2009 at 6.00 pm at Cardinal Square.**

The meeting ended at 6.55 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 2 November 2009.

# DERBY HOMES LIMITED

## MINUTES OF THE LOCAL HOUSING BOARD NORTH MEETING

Held on Thursday 10 December 2009

The meeting started at 6.00 pm

### Board Members Present:

Gary Featherstone, Patricia Holme, Bob Osler, Brian Perry, Margaret Redfern, Dennis Rees (Chair), Roy Webb,

### Officers Present:

Steve Bayliss, Shaun Bennett, Paul Cole, Maureen Davis, Pete Matthews, Jackie Mitchell

### Contractor Partners Present:

Shaun Phillips, Tree Maintenance, Derby City Council

### 09/199 Apologies

Apologies for absence were received from Lynn Gadsby, Alison Brown, Saadia Davis, Jim Elks, Terry Rogerson and Norman Francis.

### 09/200 Admission of Late Items

#### Election of Vice Chair

The Local Housing Board North was asked to elect a Vice Chair for the year. In accordance with the Governance Arrangements, the Vice Chair must be a member of the main Board.

#### Agreed

The Local Housing Board re-elected Margaret Redfern as Vice Chair.

### 09/201 Declarations of Interests

The Council Board Members were noted as declaring their interest in matters relating to Derby City Council.

The Tenant and Leaseholder Board Members declared their interests as tenants (as defined in the Memorandum and Articles of Association) of Derby City Council.

#### **09/202 Minutes of Previous Meeting**

The minutes of the meeting held on the 3 September 2009 were accepted as a true and accurate record.

#### **09/203 Matters Arising**

**Minute 09/139 Housing Focus Group and Leaseholder Association Issues** – the outstanding breakdown of costs for work at Church Street had now been supplied to Dennis Rees and Bet Cooney.

**Minute 09/185 Housing Focus Group and Leaseholder Association Issues: Flats Audit** – The Local Housing Boards will be kept informed of progress and Mark Crown is focusing on issues with a project team. A PIT will also be involved. Mark Crown will report back to the next meeting.

**Leaseholder Issues** – All issues raised have been resolved and Leaseholder Forum has agreed their Top Ten Targets.

**Minute 09/187 Review of Repair Priorities** – Consultation had been carried out before the report to the last Local Board meeting, the results are now being adopted.

**Minute 09/190 Walk and Talks** – are taking place at Housing Focus Groups and Forums. Feedback is given to individuals and estate inspections are reported to the Performance Team for monitoring purposes. Issues are also logged onto Derby Homes' customer service computer system. A diary of walk and talks, including outcomes, will be brought to each HFG meeting.

#### **09/204 Questions from members of the public**

A report was tabled containing 15 questions from tenants living in the North of the City and responses to the questions. As the report was tabled at the meeting, Local Board Members were asked to raise any issues at the next meeting.

#### **Agreed**

The Local Housing Board noted the report and will raise any issues at the next meeting.

**09/205 Items from Part B to be discussed**

The Local Housing Board agreed to discuss Items B1, B3, B6, and B7.

**09/206 Items from Contractor Partners**

There were no items from Contractor Partners.

**09/207 Tree Maintenance**

Shaun Phillips, Derby City Council's Tree Maintenance Manager provided an explanation of the Council's strategy for the maintenance of trees. The Council is however proposing to move away from a reactive to proactive maintenance. Their long term management strategy will be to look at issues that are of concern and any replacement programmes needed to address the issues.

Dennis Rees asked what the Council's policy is on cutting back trees. Shaun Phillips advised that trees contacting or damaging buildings will be programmed in for attention but trees causing shade/light problems are being pushed back due to budget issues.

Margaret Redfern stated that many of her constituents living in flats complained about light problems and insurance cover for damage by trees and also leaves making pathways slippery. Shaun Phillips replied that the issue of insurance was a national problem which is being looked at by arboriculturalists and the insurance industry. He added that cutting down trees would not be in the public's best interest – if residents are having light issues then the council could crown or cut back the tree. Derby Homes' contractor, Vale is responsible for picking up leaves.

The Council will be introducing a cyclical maintenance programme and Shaun Bennett said he would like Derby Homes to work with the Council so that tenants can be consulted and informed of the programme.

**09/208 2010/11 Budget Update Presentation**

The Local Housing Board received a presentation on the Budget Update 2010.

The Board requested a copy of the presentation is sent to all members and also that a report on usage of the DACP is taken to the main Board in January.

## **Agreed**

The Local Housing Board

1. noted the presentation on the budget update 2010/11
2. requested a copy of the presentation is sent to all members
3. requested a report on usage of the DACP is taken to the main Board in January.

### **09/209 Estates Pride Quick Fix Bids**

The Local Housing Board received an update on bids for funding from the quick fix fund within Estates Pride.

The Local Housing Board was concerned at the low levels of response to consultation on the bids for work at Elm Street, Brook Street, Quarn Way, Nuns Green and adjacent to St Anne's Church, and asked officers to carry out further consultation to be carried out. The Board also requested that in future, officers follow up if a response is not received, prior to the bid being put forward for approval.

There was discussion on whether to support the bid for the Neighbourhood Bus. It was decided that as the South Board had agreed to fund £2,500 towards the initiative that this was sufficient contribution from Derby Homes for this year.

The Local Board also received an update on large scale projects in the North and requested a report on the final costs against budget when the works are completed.

## **Agreed**

The Local Housing Board

1. approved the following bids, subject to improved consultation results
  1. **Elm Street** – Remove four benches and make good the area.
  2. **Brook Street** – Remove three benches and make good the area.
  3. **Quarn Way** – Remove three benches and make good the area.
  4. **Nuns Green** – Remove two benches and make good the area.
  5. **Adjacent to St Anne's Church** –To supply and fit 1.52m high black metal bow top fencing on the wall, with cranked extensions.
2. approved the following bids:

6. **Leaper Street** – Remove wooden fencing and replace with 1m high black metal bow top fencing.
7. **Knutsford Green** – To supply and fit 7 single and 1 double black metal gate and 1m high black metal bow top perimeter fencing to properties and communal area.
8. **Sussex Circus/Bangor Street** – Remove brick wall and soil bed. Level the area and tarmac. Supply and fit one pair of double and one single 1.8m high black metal palisade gates.
9. **Coniston Crescent common room** – Supply and fit one timber gate adjacent to the common room. Widen the path along the side of the common room. Supply and fit 1.2m high black metal bow fencing along the new path and across to 20 Coniston Crescent.
10. **Chancery Lane** – To supply and fit 1m high fencing and gates around the perimeter of the bungalows

3. did not approve the bid for funding the Neighbourhood Bus

4. noted the update on the works outlined in paragraph 3.12

#### **09/210 Housing Focus & Leaseholder Groups Items**

The Local Housing Board considered a report detailing unresolved cases discussed at Housing Focus Groups in the North and statistics on the year's attendance and satisfaction figures across the City.

Roy Webb requested details of the response given to an issue concerning the Care Link service raised by Jim Elks.

The Local Board was advised that the door entry system at Knutsford Green was still working but is programmed in for maintenance. Maureen Davis agreed to follow up on why it has taken so long to resolve the issue.

#### **Agreed**

The Local Housing Board noted the report.

#### **09/211 Appointment of Local Housing Board Members**

The Local Housing Board received a report advising of a decision of the Derby Homes Board for the appointment of tenant and leaseholder representatives to the Local Housing Boards, replacing the current, temporary arrangement of nominations from the Housing Focus Groups:

- the current system of nomination from the Housing and Leaseholder Focus Groups will be replaced by direct elections open to all tenants or leaseholders living in the election areas

- Local Housing Board deputy positions will be phased out in line with the cycle for elections
- only one family member can be on a Local Housing Board
- the term of office will be increased from 1 year to 3 years
- existing Local Housing Board Members' terms of office will be extended until an election is carried out.

It was noted there is currently a vacancy for a Leaseholder representative. Pete Matthews agreed to speak to Leaseholders in the North area who would be interested in the position.

Bob Osler suggested employing a consultant to help with the recruitment of NW and SW representatives.

### **Agreed**

The Local Housing Board noted the report.

#### **09/212 Repairs Account Update**

The Local Housing Board received an update on the current pressures on the Repair Account.

### **Agreed**

The Local Housing Board noted the report.

#### **09/213 Draft Financial Inclusion Strategy**

The Local Housing Board received a report detailing a strategy that has been prepared by a group of Derby Homes' staff who work with our tenants particularly in the areas of income management and money advice. It aims to ensure that Derby Homes aims to deliver services which promote financial inclusion amongst our tenants and their families.

The strategy was considered by Derby Homes Board on 26 November 2009 and approved subject to further consultation with the Local Housing Boards and Housing Focus Groups.

### **Agreed**

The Local Housing Board noted the report.

#### **09/214 Draft Corporate Responsibility**

The Local Housing Board received a report detailing a draft Corporate Responsibility Strategy. It included an action plan which aims to embed the strategy into the way Derby Homes works. The strategy was considered by Derby Homes Board on 26 November 2009 and approved subject to further consultation with the Local Housing Boards and Housing Focus Groups.

**Agreed**

The Local Housing Board noted the report.

**09/215 Parking Permit Scheme Extension – Windmill House**

The Local Housing Board considered a proposal to extend the parking permit scheme to Windmill House car park. The permit scheme has been operating at flats in city centre locations since 2005, all were introduced at the request of residents.

**Agreed**

The Local Housing Board approved

1. the introduction of a parking permit scheme at Windmill House
2. the appointment of Vehicle Control Services Ltd (VCSL) to implement the service.

**09/216 Directors' Update**

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

**Agreed**

The Local Housing Board did not discuss, but noted the report.

**09/217 Performance Monitoring**

The Local Housing Board received a report submitted by the Performance Management Committee to highlight key performance issues arising from the discussion of quarter 2 2009/10.

**Agreed**

The Local Housing Board did not discuss, but noted the report.

#### **09/218 Anti Social Behaviour Statistics**

The Local Housing Board received a report providing quarterly results for the Respect Performance Toolkit with a commentary on results for quarter one and any apparent trends and for local indicators that are not part of the Respect Tool Kit but are required by Derby Homes.

##### **Agreed**

The Local Housing Board noted the report.

#### **09/219 Update on Good Neighbour Agreement**

The Local Housing Board received an update on progress since the schemes inception. At the meeting on the 2 October 2008, Local Housing Board North approved the use of Good Neighbour Agreements. Their overarching aim is to promote positive behaviour and enhance Tenancy Agreements.

The Agreements were initially designed for residents living in flats but the Board requested that the agreements be rolled out to all tenants. From January 2009 all new tenants were requested to sign up to the Good Neighbour Agreement whilst signing their Tenancy Agreement.

##### **Agreed**

The Local Housing Board did not discuss, but noted the report.

#### **09/220 Service Charges Update**

The Local Housing Board received an update on progress with the review of service charges and the implications for tenants and funding.

##### **Agreed**

The Local Housing Board did not discuss, but noted the report.

#### **09/221 Derby Homes Furniture Pack**

The Local Housing Board received a report summarising the review of two of the three schemes previously managed through the Housing Projects Team, the Furnished Tenancy scheme, and the Garden Maintenance scheme.

**Agreed**

The Local Housing Board noted the report.

**09/222 Home Decoration Scheme Update**

The Local Housing Board received an update on initiatives introduced to improve the Home Decoration Scheme.

**Agreed**

The Local Housing Board noted the report.

**Date of next meeting**

**The next meeting will be held on Thursday 11 February 2010 at 6.00 pm at Cardinal Square.**

The meeting ended at 8.45 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 10 December 2009.

## DERBY HOMES LIMITED

### MINUTES OF THE LOCAL HOUSING BOARD SOUTH MEETING

Held on Thursday 17 December 2009

The meeting started at 6.00 pm

#### Board Members Present:

David Batey, Paul Bayliss (Chair), Carol Boon (arrived 7pm), Susan Boon, Win Buchan, Alice Buckle, Lyn Gilbey, Trevor Lamb, Tabani Ndlovu, Mary Rowland (arrived at 6.25pm), Iain Veitch, Ken Whitehead,

#### Officers Present:

Jo Clifford, Paul Cole, Steve Humenko, Jackie Mitchell, Maria Murphy, Paula Solowij, Valerie Watson, Sophie Wood.

#### Partner Organisations Present:

Shaun Phillips, Arboricultural Manager DCC.

#### 09/205 Apologies

Apologies for absence were received from Stuart Boon, Tony Holme, Harry Margett, Jane Todd and Jack Wray.

#### 09/206 Admission of Late Items

There were no late items.

#### 09/207 Declarations of Any Other Business

Ian Veitch asked to raise an item under any other business to raise his concerns regarding allocations and choosing tenants for vacant Derby Homes' properties.

#### 09/208 Declarations of Interests

The Council Board Members were noted as declaring their interest in matters relating to Derby City Council.

The Tenant and Leaseholder Board Members declared their interests as tenants (as defined in the Memorandum and Articles of Association) of Derby City Council.

The Chair declared to the Local Housing Board his personal relationship

with Paula Solowij, Neighbourhood Manager at Stockbrook Street.

Susan Boon stated that she had a question that had been put forward in the Questions to the Board report, item A3.

Alice Buckle declared her interest as a tenant relating to item A9.

## **09/209 Minutes of Previous Meeting**

The minutes of the meeting held on the 10 September 2009 were accepted as a true and accurate record.

## **09/210 Matters Arising**

### **Minute 09/106 – Policy for Keeping Pets and Supported Living Accommodation**

The Director of Housing and Customer Service has discussed this issue with Win Buchan, Field Lane was not included in the consultation, Win is happy with this feedback.

### **Minute 09/136 – Car Parking Scheme – Stockbrook Street**

Paula Solowij, Neighbourhood Manager confirmed that the issue around car parking is now resolved and residents have permits.

### **Minute 09/163 – Items for representatives from Contractor Partners**

Ian Veitch has not had a reply from Peter Knight, Chubb following his query at the last Local Board meeting. The Director of Investment and Regeneration said at the previous meeting that he would follow this up but Ian Veitch has still not had any communication. Steve Humenko, Maintenance Manager said he would chase this up.

### **Minute 09/167 – Estates Pride Quick Fix Bids**

The Director of Housing and Customer Service said that the anti social behaviour occurring at Athol Close had eased but there was a tree stump that children were gathering around and that was being investigated as to whether it could be cut down even more.

### **Minute 09/172 – New Tenant Support Service**

Unfortunately the report has been put back because Council Cabinet members want more information regarding the service. The Director of Housing and Customer Service, Bob Osler and Dennis Rees will be attending a private Cabinet meeting to discuss.

### **Minute 09/192 Review of Repair Priorities**

Steve Humenko, Maintenance Manager said that the new repair priorities will be introduced from 1 April 2010. The 90 day priority is already in place.

**09/211 Questions from members of the public**

The Local Housing Board noted the questions.

**09/212 Items from Part B to be discussed**

The Local Housing Board agreed to discuss items B1, B2, B3 and B4.

At this point the Chair asked Ian Veitch to raise his concerns regarding allocations and choosing tenants for vacant Derby Homes' properties. He suggested that background checks be done on the area and the tenant so that the right tenant can be selected and can fit in well in the area. The Chair confirmed that a report will be brought to the next meeting in February and that Ian should be included in the discussions when writing the report.

**09/213 Items for representatives from Contractor Partners**

There were no items for representatives from Contractor Partners as none was present.

**09/214 Tree Maintenance**

Shaun Phillips Arboricultural Manager at Derby City Council attended and gave some background on tree maintenance across the City and how his team liaise with housing officers on areas of concern.

Trevor Lamb asked about trees on Village Street which blocked out light and also if it is correct that a Norwegian Maple will grow more if pruned. Shaun Phillips agreed that some trees do have those characteristics and that is why some trees are left and not pruned as they may get uncontrollable. The Chair asked whether a light test could be carried out as canopies outside can make people put their lights on in their house in the day.

Tabani Ndlovu said that tenants have different expectations about trees shielding light and also not cutting them down to preserve the environment and asked whether some guidance could be produced for tenants and residents. Shaun Phillips agreed and is currently working on producing some guidelines.

Win Buchan asked will the Council be producing trees on the Rolls Royce site and will people be able to comment on proposals. The Chair said that there would be a consultation phase.

**09/215 2010/11 Budget Update Presentation**

Jo Clifford, Head of Finance gave a presentation on the 2010/11 Budget position. Budget Managers have submitted their budgets and it has been assessed by the Budget Scrutiny Panel. This presentation is part of the

consultation period and will be reporting to Resources and Remuneration Committee in January.

Win Buchan asked what will happen to the Community Watch Patrol (CWP) as funding is ending. Jo Clifford, Head of Finance said that the final approval will go to the Board in January and that the funding for CWP has always been temporary.

#### **09/216 Housing Focus Groups and Derby Leaseholder Association Issues**

To date in 2009/10 a total of 88 issues have been raised at the Housing Focus Groups and Housing Focus Group Lites in the South of the City. As of 7 December 2009, 23 cases remain open.

There are two specific open cases which the Housing Focus Groups would like the Local Housing Board to consider. The case of car parking at Donington Close - suggestions were discussed around solutions. It was suggested that the Neighbourhood Manager and the Tenant Participation Manager should organise an event at the local common room to discuss with the residents and the way forward. The Chair suggested after the event to bring the outcome to the Local Housing Board to make a decision. Win Buchan said that the Local Board would need photographs and maps to help make a decision.

The second case was covered under the Tree Maintenance item regarding a number of trees surrounding the tenant's area, block out light to various properties, the Tree Maintenance Section are aware of this.

#### **Agreed**

The Local Housing Board noted the report.

#### **09/217 Estates Pride Quick Fix Bids and Update on Large Scale Progress**

The Local Housing Board considered bids for funding from the quick fix fund within Estates Pride. The bids were in response to known problems, in particular to reduce crime, nuisance and vandalism.

Tabani Ndlovu queried whether the Local Board should approve the work to be carried out on 1-13 Swaledale Court as no responses had been received even though 7 letters were sent, Ken Whitehead suggested putting the decision back to the next Local Housing Board meeting and that local office staff should get in contact with the residents concerned.

The report also contained an update on other work agreed in 2009/10 and an update on the Large Scale progress.

## **Agreed**

The Local Housing Board

1. approved the bid for funding for 1-7 Summerbrook Court – The Housing Office are receiving continuous complaints that children are knocking on resident's windows and climbing up the lamp post. The proposed works should stop this anti-social behaviour. The cost is £3,121.51
2. 1-13 Swaledale Court – agreed to put the decision back to the next Local Housing Board meeting and that local office staff should get in contact with the residents concerned
3. noted the update on the works outlined in paragraph 3.4.

### **09/218 Appointment of Local Housing Board Members**

The Local Housing Board received a report informing Local Housing Board members of a decision of the Derby Homes Board for the appointment of tenant and leaseholder representatives to the Local Housing Boards, replacing the current, temporary arrangement of nominations from the Housing Focus Groups.

## **Agreed**

The Local Housing Board noted the report.

### **09/219 Use of Sinfon Library**

The Local Housing Board received a report proposing to revise the opening hours at Sinfon Library. The level of customer contact at Sinfon Library on a Wednesday is low and it is proposed to end the service on a Wednesday morning and any other dates throughout the year that the Library is closed.

## **Agreed**

The Local Housing Board agreed to end the service on a Wednesday morning at the Library and any other dates throughout the year that the Library is closed.

### **09/220 Draft Financial Inclusion Strategy**

The Local Housing Board received a report detailing a strategy that has been prepared by a group of Derby Homes' staff who work with our tenants particularly in the areas of income management and money advice. It aims to ensure that Derby Homes aims to deliver services which promote financial inclusion amongst our tenants and their families.

The strategy was considered by Derby Homes Board on 26 November 2009 and approved subject to further consultation with the Local Housing Boards and Housing Focus Groups.

Tabani Ndlovu said that this is a very timely piece of work and fits well within the Derby Homes corporate responsibility and should be embed into the Corporate Responsibility Strategy.

**Agreed**

The Local Housing Board noted the report.

**09/221 Draft Corporate Responsibility**

The Local Housing Board received a report detailing a draft Corporate Responsibility Strategy. It included an action plan which aims to embed the strategy into the way Derby Homes works. The strategy was considered by Derby Homes Board on 26 November 2009 and approved subject to further consultation with the Local Housing Boards and Housing Focus Groups.

Win Buchan said that the report is clear and easy to understand.

**Agreed**

The Local Housing Board noted the report.

**09/222 Directors' Update**

The Local Housing Board received a report providing a general overview and update on current issues.

Win Buchan asked whether a decision had been made on the Local Authority New Build. The Director of Housing and Customer Service said that the outcome is still not known.

**Agreed**

The Local Housing Board noted the report.

**09/223 Performance Monitoring**

The Local Housing Board received a report highlighting key performance issues arising from the discussion of quarter 2 in 2009/10.

The Chair said that he had concerns when first reading the report on the voids and re-let figure but the figure is now getting better. The Director of Housing and Customer Service is confident that the re-let figure will be less than 30 days as it is being monitored weekly.

Tabani Ndlovu raised concerns about Derby Homes taking on part of Environmental Service Department and that the performance figures may dip.

### **Agreed**

The Local Housing Board noted the report.

## **09/224 Anti Social Behaviour Statistics**

The Local Housing Board received a report outlining the performance information on Anti-Social Behaviour, including:

- Quarterly results for the Respect Performance Toolkit with a commentary on results for quarter one and any apparent trends.
- Quarterly results for local indicators that are not part of the Respect Tool Kit but are required by Derby Homes.

Win Buchan raised concerns about the report and that it is too high level information and that she cannot relate to it. The Director of Housing and Customer Service agreed and will be meeting with Maureen Davis, Operations Manager and Carrie Bria, Neighbourhood Safety Manager to present the report in a different way. The Director of Housing and Customer Service will present the new style report at the next Local Housing Board meeting and the Board can comment on it.

### **Agreed**

The Local Housing Board noted the report.

## **09/225 Update on Good Neighbour Agreement**

The Local Housing Board received a report updating the progress made since the schemes inception.

Win Buchan asked what happens if someone refuses to sign the agreement. The Director of Housing and Customer Service said that customers cannot legally be required to sign it.

Lyn Gilbey asked if it is for just new tenants. The Chair confirmed it is logical to do it for new tenants but anyone can sign the agreement if they would like to.

Trevor Lamb explained about a 'tenant's charter' that he used to receive years ago with rents book every year and asked if this is just a modern way. The Director of Housing and Customer Service confirmed this.

**Agreed**

The Local Housing Board noted the report.

**09/226 Service Charges Update**

The Local Housing Board received a report updating the progress made with the review of service charges and the implications for tenants and funding.

**Agreed**

The report was noted but not discussed.

**09/227 Furnished Tenancy and Garden Maintenance Schemes**

The Local Housing Board received a report summarising the review of two of the three schemes previously managed through the Housing Projects Team, the Furnished Tenancy scheme, and the Garden Maintenance scheme. The management of the schemes was dispersed in April 2008 and some procedural changes were introduced.

**Agreed**

The report was noted but not discussed.

**09/228 Home Decoration Scheme Update**

The Local Housing Board received a report updating the Local Housing Board on initiatives introduced to improve the Home Decoration Scheme.

**Agreed**

The report was noted but not discussed.

**09/229 Repairs Account Update**

The Local Housing Board received a report updating the Board on the current pressure on the Repair Account.

**Agreed**

The report was noted but not discussed.

**09/230 Petition from the Residents of Stonesdale Court**

The Local Housing Board received a report outlining a petition that was received at the Bingham Street Housing Office on the 28 August 2009 signed by eleven residents from Stonesdale Court. The petitioner was

requesting urgent action against a visitor to the area.

**Agreed**

The report was noted but not discussed.

**09/231 Petition from the Residents of Bloomfield Close**

The Local Housing Board received a report outlining a petition that was received at the Stockbrook Housing Office on 19 August 2009 from 13 residents living on Bloomfield Close. Residents were complaining about a number of issues. An acknowledgment letter was sent to the lead petitioner.

**Agreed**

The report was noted but not discussed.

**09/232 Any Other Business**

Bernard Harry passed away last week and there will be a minute silence at the main Board. Funeral details will follow and Local Housing Board members were asked to contact Maria Murphy if they would like the details.

The Chair wished Jo Clifford, Head of Finance all the best for the future as she leaves Derby Homes on 21 December 2009.

**Date of next meeting**

**The next meeting will be held on Thursday 18 February 2010 at 6.00 pm at Cardinal Square.**

The meeting ended at 7.45 pm.

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CHAIR

Signed as true and accurate record of the meeting held on 17 December 2009.