

DERBY HOMES LIMITED

MINUTES OF THE OPERATIONAL BOARD MEETING

Held on Thursday 24 August 2017

The meeting started at 6.00 pm

Operational Board Members present:

Paul Bayliss, Jim Elks, Tony Holme, Samantha Hudson, Bob MacDonald (Chair), Dennis Rees, Jsan Shepherd and Anna Skrobisz

Officers present:

Steve Bayliss, David Enticott, Errol Harriott, James Joyce, Andrew McNeil, Sophie Reynolds, Daniel Robertson and Jackie Westwood.

Others in attendance:

Mike Ainsley, Ian Veitch and Val Watson.

17/68 Apologies

Apologies for absence were received from Richard Bruford, Clare Mehrbani, Jackie Mitchell and Elastus Mwaba,

The Chair noted that Andrew Beresford has resigned and thanked him for all of his commitment to the Operational Board.

17/69 Admission of late items

There were no late items.

17/70 Declarations of interests

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

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

Paul Bayliss noted that in regards to a Part B response, he is married to Housing Manager, Paula Solowij.

17/71 Minutes of the previous meeting

The minutes of the meeting held on the 29 June 2017 were accepted as a true and accurate record.

17/72 Matters Arising

There were no matters arising.

17/73 Questions from members of the public

There were no questions from members of the public.

17/74 Performance Management – Quarter One 2017/18

The Operational Board received a report which presented a summary of performance for quarter one 2017/18 from key performance measures reported to Derby City Council.

It was confirmed that the emergency repairs figure (DH16) of 3 was correct.

Customer Satisfaction reporting is moving forward and it is anticipated figures will be available at the October meeting.

Sickness absence statistics are reported seasonally as it is a rolling figure so will be affected by the last 12 months. Derby Homes is still performing high despite the figure being above target.

Agreed

The Operational Board noted the quarter on 2017/18 performance results.

17/75 Voids Update – Presentation

The Operational Board received a presentation showing work the Voids Team carried out on a specific property.

It was noted that the property was well below the condition of an average void property and extensive work was needed to bring the property back to the lettable standard. The cost of the work could not be recharged as the previous tenant had died.

It was noted that the £7000 cost was higher than the average £2,000 because no work had been carried out at the property for years. Part of the cost was due to a large amount of manual labor required and removal costs.

Derby Homes will be considering carrying out inventories with photographic evidence at tenancy sign up.

Derby Homes does not require bonds or deposits and does not carry out annual tenancy visits but this will be discussed at a future Senior Management Team meeting.

Generally if items are left in a property and are in good condition, they would be left for the next tenant to benefit from and the outgoing tenant would then not be charged for removal.

Agreed

The Operational Board noted the presentation.

17/76 Part B Supplementary Questions

The Operational Board raised did not raise any supplementary Questions from Part B.

17/77 Home Contents Insurance

The Operational Board received a report which recommended that Derby Homes stops running the Home Contents Insurance Scheme by 2018.

Over the past 5 years the uptake of the Home Contents Insurance Scheme has declined. Only 6% of current tenants opt to join the scheme.

Currently there are 841 tenants on the scheme. This number varies between 840 and 850 out of approximately 13,200 tenants.

The commission earned for providing the service no longer covers the administration costs and tenants are paying higher insurance premiums than they need to for the same policy which they could obtain directly with the current supplier independently of Derby Homes, or seek alternative insurance options by shopping around the market place. If approved an exit strategy would be put in place and implemented, with the scheme ending 31 March 2018. Derby Homes would signpost existing customers on how they can obtain other insurance.

There was uncertainty as to whether leaseholders who have buildings and contents, are jointly covered. This will be looked at within the exit strategy.

Agreed

The Operational Board agreed that Derby Homes stops providing a Home Contents Insurance scheme from 31 July 2018.

17/78 Operational Forward Plan

The Operational Board considered the forward plan of agenda items for the period of October 2017 – February 2018 and requested the following additional items are included:

- Review of the maintenance in communal areas
- RAM energy presentation
- Tree Update.

Agreed

The Operational Board noted the forward plan and agreed the agenda items raised are added to the forward plan.

17/79 Fire Safety Report

The Operational Board received a report providing information and updates on actions taken in relation to fire safety in properties. The detail within the report was provided to reassure tenants and leaseholders of Derby Homes' commitment to health and safety.

Agreed

The Operational Board noted the report.

17/80 Value for Money Report 2017

The Operational Board considered the annual Value for Money statement and Housemark report.

The Operational Board monitors Derby Homes' performance as part of its functions. Value for Money considerations have to be balanced against costs and the report attempted to bring these issues to the Board's attention.

The HCA has again published data relating to average costs and Derby City Council and Derby Homes' joint costs are well below the median level.

The Operational Board praised Derby Homes for being in a good position and asked if this impacts, on the qualification of the Council's Annual Accounts as they are likely to fail to be submitted on time again this year.

It was noted there would be little direct impact as Derby Homes is fully HRA funded.

A query was raised regarding the £200,000 assigned for external painting.

The Operational Board was informed that there was a backlog of works to carry out but this is now coming towards an end.

It was noted that pvcu windows have a 10 year guarantee, and it was queried when they will be upgraded.

The Operational Board was advised that most properties are double glazed and last longer than 10 years, but some windows may need to be replaced now due to the component parts and profiles not being produced any longer and therefore repairs are becoming more difficult. Derby Homes is looking at when to bring forward the windows replacement programme.

Agreed

The Operational Board noted the Value for Money Statement and Housemark reports.

17/81 Service Update

The Operational Board received a joint report prepared by Heads of Service which provided a general overview and update on current issues.

Agreed

The Operational Board noted the report.

17/82 Rent Arrears and Welfare Reform Update

The Operational Board received a report giving detail on:

- June position on rent arrears
- Discretionary Housing Payments
- Welfare Reforms and how we are mitigating the impacts

Agreed

The Operational Board noted the contents of the report.

17/83 Complaints & Compliments Quarter 1

The Operational Board received a report which provided detailed analysis of complaints received between 1 April and 30 June 2017 (Q1) and for the year 2017/18.

Agreed

The Operational Board noted the report and detail in appendix 1.

17/84 Customer Survey Quarter 1

The Operational Board received a report providing detailed analysis of the satisfaction results from the Customer Survey 2017/18 carried out during April 2017 – June 2017.

Agreed

The Operational noted the report and information detailed in Appendix 1.

17/85 Customer Priorities Quarter 1

The Operational Board received a report which detailed performance against the 10 Customer Priorities to the end of Q1 2017/18.

Agreed

The Operational Board noted the report.

17/86 Anti-Social Behaviour Quarter 1

The Operational Board received a report which gave some key statistics for Derby Homes ASB service for the first quarter of 2017/18.

Agreed

The Operational Board noted the report.

17/87 Derby Homefinder 2016/17

The Operational Board received a report which provided information on Derby Homefinder for the period 1 April 2016- 31 March 2017.

Agreed

The Operational Board noted the report.

17/88 Homelessness Quarter 1

The Operational Board received a report giving detail on:

- Homelessness preventions
- Homelessness approaches
- Homelessness acceptances

Agreed

The Operational Board noted the report.

17/89 Draft Minutes of Derby Homes Board meeting held on 27 July 2017

The Operational Board received the draft minutes of Derby Homes' Board meeting held on Thursday 27 July 2017.

Agreed

The Operational Board noted the draft minutes of Derby Homes Board meeting held on Thursday 27 July 2017.

17/90 AOB

A query was raised regarding necessary annual gutter cleaning which is not happening.

The Operational Board was advised that Derby Homes is looking at a more proactive way to carry this work out. There isn't a budget in place to clean gutters in one go, but this is being looked into moving forward to identify the best options.

Date of next meeting:

The next meeting will be held on Thursday 19 October 2017 at 6.00 pm in the Large Training Room at London Road.

The meeting ended at 7:30 pm.

.....

CHAIR

Signed as true and accurate record of the meeting held on 24 August 2017.