

**ESTATE AND FLAT INSPECTIONS FOR THE PERIOD
1 OCTOBER 2019 - 31 MARCH 2020**

Report of the Head of Housing Management

1. SUMMARY

- 1.1 This report gives detail of the number of cases by type arising from monthly flat and estate inspections for the period 1 October 2019 – 31 March 2020.

2. RECOMMENDATION

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

3. REASON FOR RECOMMENDATION

To ensure the Operational Board is informed of the results of 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 October 2019 – 31 March 2020. 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.

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.

The table at 4.2 shows the information for the City as a whole.

Appendix 1 to this report shows the comparable graphs for the city as a whole for this period and the previous reporting period 1 April 2019 – 30 September 2019.

4.2 CITY WIDE

Category Type	No of cases		
	Opened 01/10/19 – 31/03/20	In progress	Over 3 months old at 31/03/20
Fly tipping on Derby Homes managed land	333	0	0
Repairs ordered	1199	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	325	265	24

Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, streetlights, trees, abandoned vehicles	38	0	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	25	0	0
Parking i.e. inappropriate parking on grass	7	1	1
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	187	29	13
Abandoned vehicles on Derby Homes land	22	7	4

The table at 4.3 shows the information for the Management Area covered by Stockbrook Street Housing Office.

Appendix 2 to this report shows the comparable graphs for this management area and the previous reporting period 1 April 2019 – 30 September 2019 with comments from the Area Housing Manager.

4.3 **STOCKBROOK STREET HOUSING OFFICE MANAGEMENT AREA** **Stockbrook Street, City Centre, Austin, Normanton, Mickleover, Littleover, Mackworth and Morley**

Category Type	No of cases		
	Opened 01/10/19 – 31/03/20	In progress	Over 3 months old at 31/03/20
Fly tipping on Derby Homes managed land	177	0	0
Repairs ordered	439	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	107	63	12
Street pride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, streetlights, trees, abandoned vehicles	13	0	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	2	0	0
Parking i.e. inappropriate parking on grass	4	1	1
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	71	16	7
Abandoned vehicles on Derby Homes land	2	0	0

The table at 4.4 shows the information for the Sussex Circus Housing Office Management Area.

Appendix 3 to this report shows the comparable graphs for this management area and the previous reporting period 1 April 2019 – 30 September 2019 with comments

from the Area Housing Manager.

4.4 **Sussex Circus Housing Office Management Area** **Sussex Circus, Cowsley, Chaddesden Park, Spondon and Brook Street**

Category Type	No of cases		
	Opened 01/10/19 – 31/03/20	In progress	Over 3 months old at 31/03/20
Fly tipping on Derby Homes managed land	66	0	0
Repairs	380	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	28	19	3
Streetpride issue i.e. including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, streetlights, trees, abandoned vehicles	18	0	0
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	20	0	0
Parking i.e. inappropriate parking on grass	1	0	0
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	47	2	1
Abandoned vehicles on Derby Homes land	4	1	1

The table at 4.5 shows the information for the Allenton Housing Office Management Area.

Appendix 4 to this report shows the comparable graphs for this management area and the previous reporting period 1 April 2019 – 30 September 2019 with comments from the Area Housing Manager.

4.5 **Allenton Housing Office Management Area** **Allenton, Alvaston, Old Sinfin, New Sinfin, Osmaston and Chellaston**

Category Type	No of cases		
	Opened 01/10/19 – 31/03/20	In progress	Over 3 months old at 31/03/20
Fly tipping on Derby Homes managed land	90	0	0
Repairs	380	0	0
Gardens i.e. including overgrown gardens, litter on gardens, items of furniture strewn on garden areas	190	183	9
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	7	0	0

including fly tipping on land not managed by Derby Homes, dog fouling, graffiti, household waste, litter, street lights, trees, abandoned vehicles			
Highways Maintenance i.e. street signs, overgrown hedges which are obstructing footpaths	3	0	0
Parking i.e. inappropriate parking on grass	2	0	0
Communal areas i.e. cleaning, grounds maintenance, trees, overgrown grass, graffiti and potential improvements	69	11	5
Abandoned vehicles on Derby Homes land	16	6	3

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

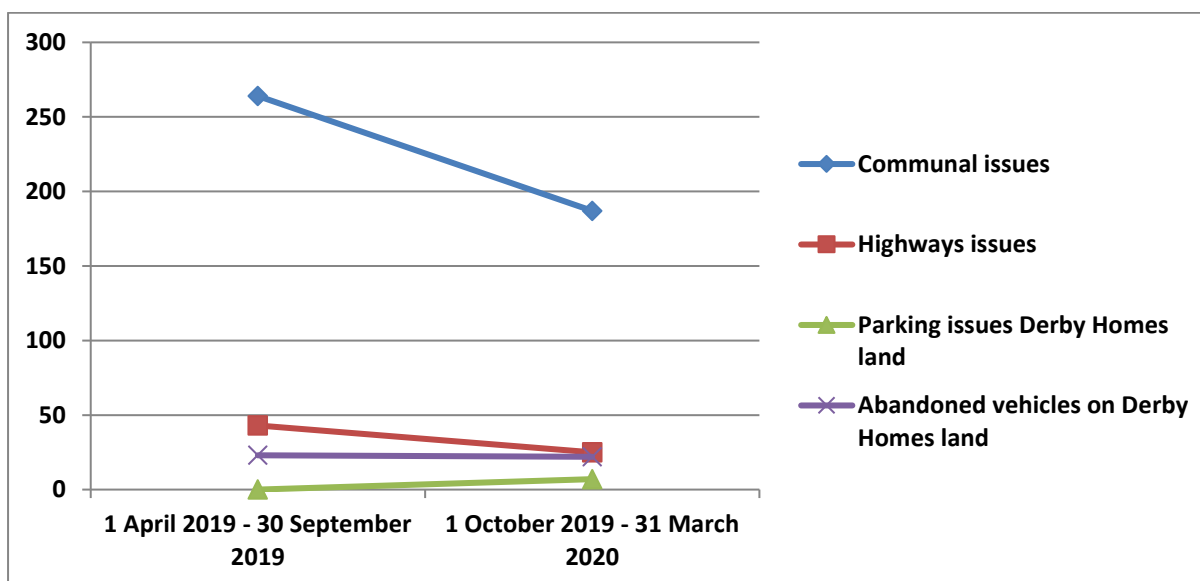
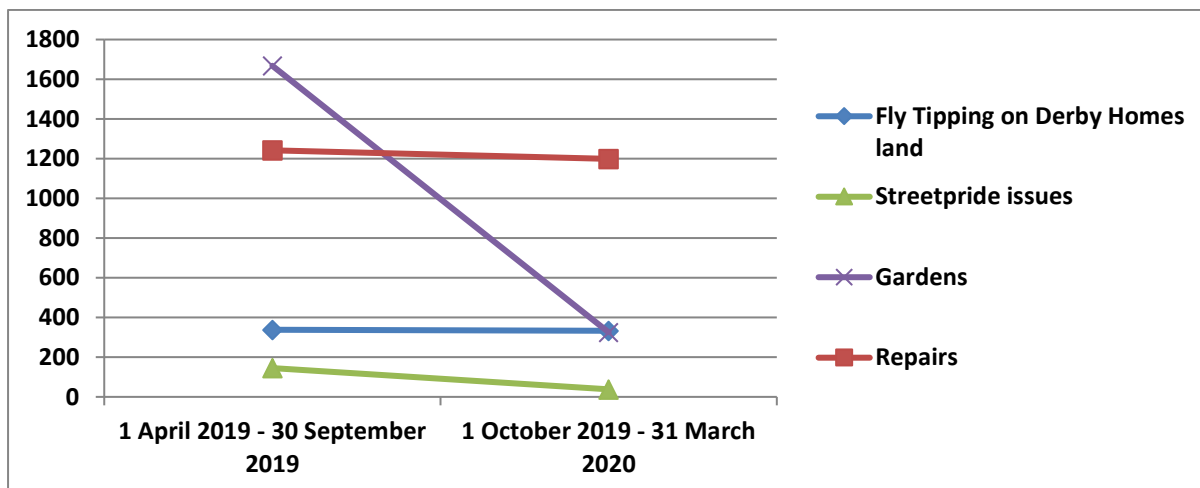
If Board Members or others would like to discuss this report ahead of the meeting please contact:

Tracy O'Connor Housing Manager / 01332 888722 / tracy.o'connor@derbyhomes.org

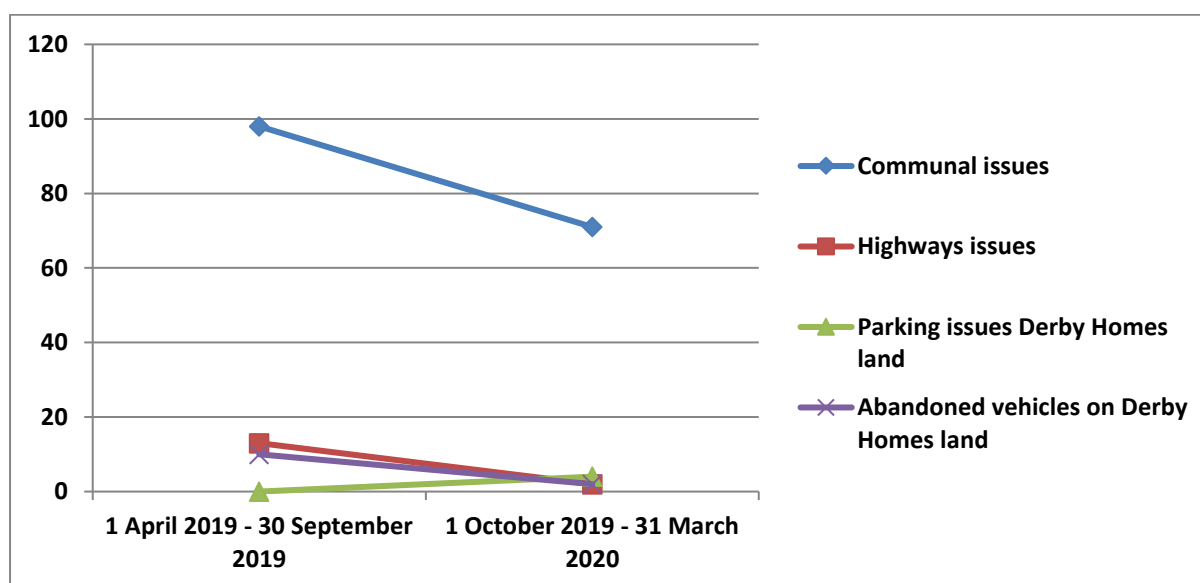
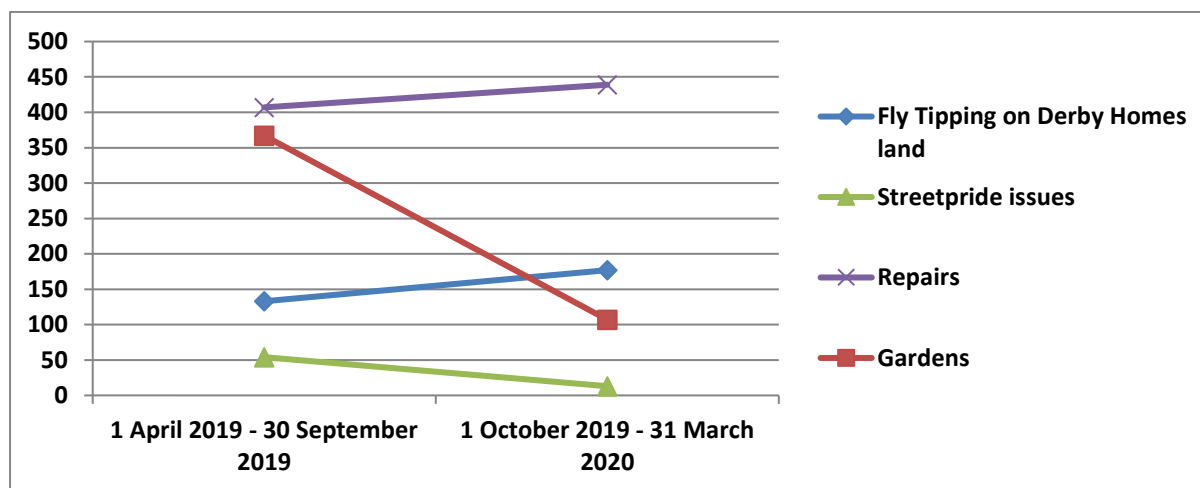
Background Information: None

Supporting Information: None

Comparable graphs for the City as a whole for the period 1 October 2019 – 31 March 2020 and the previous reporting period 1 April 2019 – 30 September 2019



Comparable graphs for the Stockbrook St Office for the period 1 October 2019 – 31 March 2020 and the previous reporting period 1 April 2019 – 30 September 2019

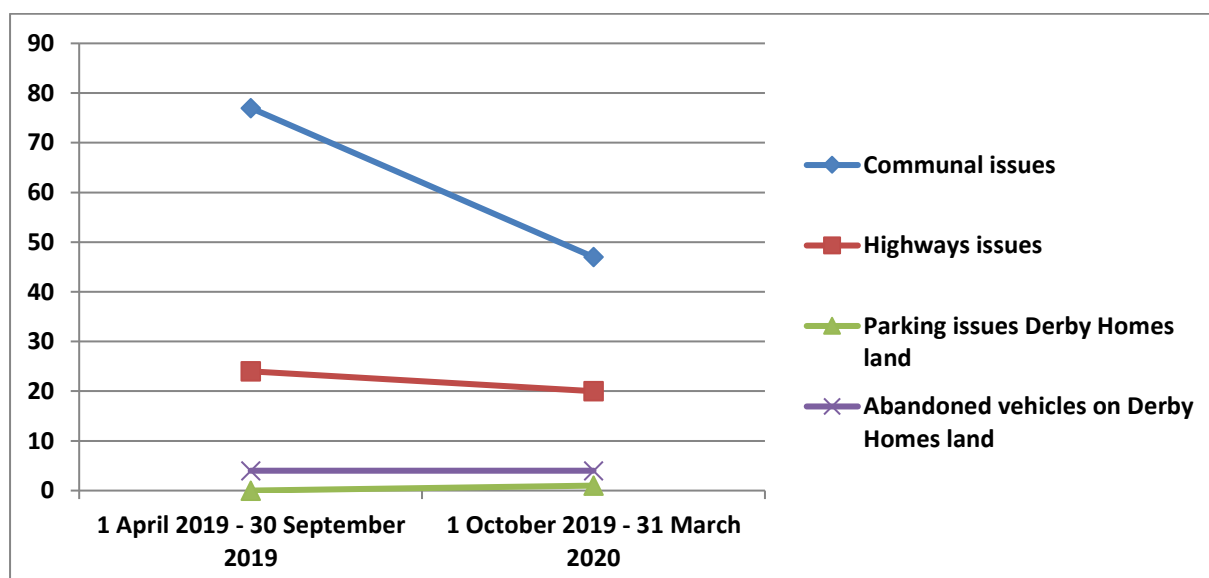
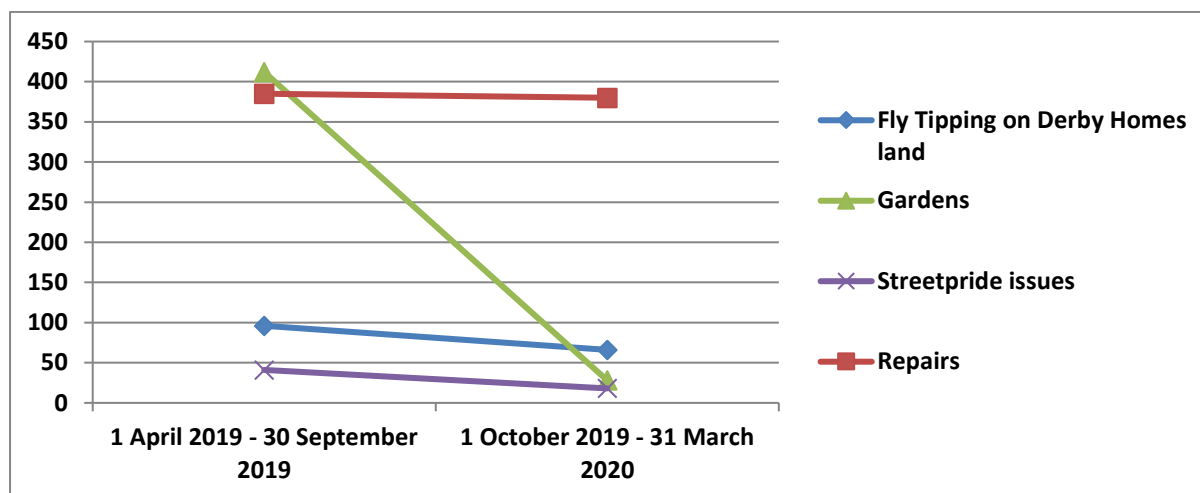


Comments from Area Housing Manager Paula Solowij

Fly Tipping on land managed by Derby Homes has slightly increased since the last reporting period. We are working with the Public Protection Officers to help us identify those people that continue to fly-tip items so we can take appropriate action. We are also working closely with the Neighbourhood teams as well and compactor events have taken place in Abbey and Mackworth Wards these help contribute to less incidents being picked up by officers when we carry out our inspections. These compactor events also help our tenants to get rid of excess rubbish that they had accumulated at no cost to themselves.

Garden Cases - The amount of garden cases opened during this period has fallen since the last report which is to be expected as most gardens are picked up for attention during the Spring and Summer seasons. We continue to encourage those tenants that need encouragement to get them to manage the garden areas they are responsible for to a reasonable standard.

Comparable graphs for the Sussex Circus Office for the period 1 October 2019 – 31 March 2020 and the previous reporting period 1 April 2019 – 30 September 2019



Comments from Area Housing Manager Graeme Walton

Fly-tipping cases have seen a steady decline over the past year thanks to the swift action by our Estate Response Officers when we identify or receive reports of dumped rubbish. The Estate Response Officers also do a lot of proactive cyclical work around our communal areas and bin stores, regularly checking hotspots where people tend to dump rubbish.

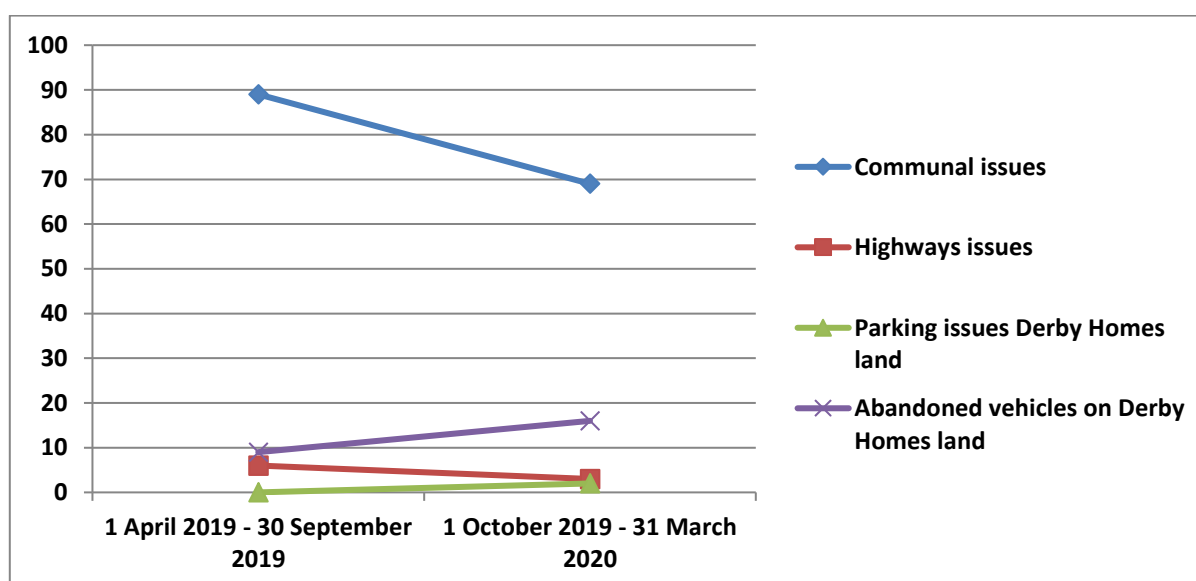
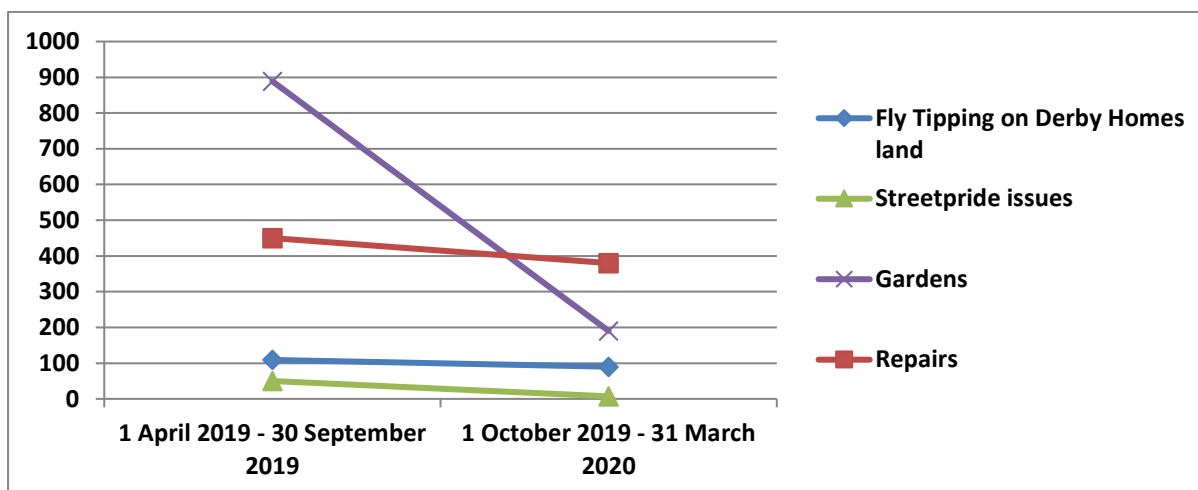
We have continued to assist the Neighbourhood Team in delivering regular compactor days across all wards, which allows people to easily get rid of bulky waste free of charge, thus reducing incidents of tipped rubbish.

We continue to identify a lot of repairs to our properties and communal spaces when we are out on estate and flat inspections which shows the benefit of carrying out this works as it allows us to maintain our estates to the expected level.

Garden cases have seen a sharp decline over the winter months as is typical as we reduce the number of estate inspections carried out and the end of the growing season sees less overgrown garden issues. Similarly, less communal areas have been picked up, but this will relate to the reduced winter inspection regime.

Parking issues, abandoned vehicles and Streetpride issues remain at a relatively low level, and we are still investigating the implementation of new permit schemes in areas where parking demand outstrips supply.

Comparable graphs for the Allenton Office for the period for the period 1 October 2019 – 31 March 2020 and the previous reporting period 1 April 2019 – 30 September 2019



Comments from Area Housing Manager Lorraine Howe

There continues to be a steady flow of Fly tipping incidents picked up on land managed by Derby Homes with no significant spike. All reported fly-tipping incidents on Derby Homes land are reported immediately and the items are cleared by our Estate Response Officers. Compactor events have been carried out in the area and we will continue to work closely with Neighbourhoods and Public Protection Officers.

Garden cases have reduced which is to be expected as the numbers of Estate Inspections reduce throughout the winter months. However, 190 cases have been opened during this period which is high but this could be due to the types of estates/properties managed by this area predominantly houses with large gardens

and boundary hedges. It could be due to rubbish being dumped on gardens not necessarily all cases being as a result of gardens being overgrown.

Parking and Abandoned Vehicles have seen a slight increase. Officers have been looking at parking as part of the Local Customer Priorities and have carried out some site visits which has increased some of the reporting of parking issues and abandoned vehicles.

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