

## **DERBY HOMES LIMITED**

### **MINUTES OF THE LOCAL HOUSING BOARD SOUTH MEETING**

**Held on Thursday 16 September 2010**

The meeting started at 6.00 pm

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

Paul Bayliss (Chair), Stuart Boon, Susan Boon, Win Buchan, Alice Buckle, Lyn Gilbey, Tony Holme, Harry Margett, Mary Rowland (arrived at 6.40pm), Jane Todd, Bob Troup, Ian Veitch, Ken Whitehead

#### **Officers Present:**

Matt Hands, Jim Joyce, Maria Murphy, Tracy O'Connor, Sophie Wood

#### **Partner Organisations Present:**

Mark Kennell – Community Safety Partnership (Item A5 only)

#### **Others Present:**

Len Elsmore, LHB South Election Candidate  
Doris Buckler, LHB South Election Candidate  
Patrick Molson, LHB South Election Candidate

The Chair announced the South West election and gave details of the candidates, the ballot closes on 15 October 2010.

#### **10/69 Apologies**

Apologies for absence were received from Tabani Ndlovu and Trevor Lamb. The Chair advised that sadly Trevor has recently been diagnosed with cancer. The Local Housing Board members sent their best wishes. .

#### **10/70 Admission of Late Items**

There were no late items.

#### **10/71 Declarations of Any Other Business**

Stuart Boon gave details of an event he is organising, a Beetle Drive

night on 1 October 2010 in aid of the Derbyshire Children's Holiday Centre. Stuart is also doing a sponsored bike ride from Derby to Skegness and back also in aid of Derbyshire Children's Holiday Centre, Shaun Bennett and Carl Willis of Derby Homes are also taking part.

## **10/72      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.

## **10/73      Minutes of Previous Meeting**

The minutes of the meeting held on the 17 June 2010 were accepted as a true and accurate record.

## **10/74      Matters Arising**

### **10/56 Housing Focus and Leaseholder Groups Items**

At the last Local Housing Board meeting in June it was suggested that Win Buchan should be invited to the next Process Improvement Team meeting to discuss Flat Inspections for leaseholders, Win Buchan said that she had not received an invite. The Director of Housing and Customer Service said that it will be included in the next round of meetings which will be held in October as the previous round concentrated on the Local Offers.

### **10/59 Review and restructure of Community Watch Patrol/Concierge Services**

Tony Holme asked whether Claire Dyson had been made aware of the changes to the Community Watch Patrol service as mentioned at the last Local Housing Board for the next round of Leaseholder Focus Groups. The Director of Housing and Customer Service said that Claire Dyson will be aware as this action was sent out after the last meeting.

### **10/61 Notice to Vary Tenancy Conditions**

At the last meeting Tony Holme said that Leaseholders should also be included regarding the variation especially around the smoke alarms and fires in flats. He asked if this could be included on the next Leaseholder Focus Group agenda.

## **10/75 Questions from members of the public**

There were no questions from members of the public.

## **10/76 Items from Part B to be discussed**

The Local Housing Board agreed to discuss items B1, B2, B4, B5 and B8. All other reports on Part B of the agenda were noted but not discussed.

## **10/77 Items from Contractor Partners**

### **Connaught**

The Maintenance Manager updated the Local Housing Board on the recent news that Connaught has gone into Administration. Connaught was the contractor that provided window replacement and gas servicing. So far business has been as usual. Lovell Partnerships have now brought Connaught out. An arrangement needs to be put in place for the long term. There will be no disruption to customers throughout the process.

### **Burglary Reduction Project**

Mark Kennell, Crime Prevention Manager at Derby Community Safety Partnership attended to update the Local Housing Board on the Burglary Reduction Project and to seek agreement to extend the funding for this work from the end of the current Service Level Agreement in June 2011, by a further two years from July 2011. Mark explained how this project increases the security in people's homes and reduces the fear of crime. There has been a 60% reduction in burglaries since 2003. A lot of work has been carried out on estates to prevent burglaries such as installing fencing in Chaddesden around the worse affected areas/hotspots. The Crime Prevention Team also manages the 10 CCTV cameras in Derby, fits alarms for Derby Homes' tenants and regularly links in with Derby Homes' Community Watch Patrol. The project has also enabled the team to work closely with the Police who have set up an Integrated Offender Management team, who work with repeat offenders. The project has been well received and has consulted with users about their satisfaction of the service. The latest feedback records for this year record that all 304 respondents stated that they were less fearful of crime as a result of this project.

Jane Todd gave details to Mark about a letter she had received recently from her electric company about bogus callers, Mark said that he would look into it. Alice Buckle mentioned that there had been a

similar incident in her area recently, Mark will contact Alice after the meeting.

### **Agreed**

The Local Housing Board agreed to extend the funding from the Estate Pride budget to July 2013.

## **10/78 Housing & Leaseholder Focus Group Issues**

The Local Housing Board received a report detailing unresolved cases or issues discussed at Housing Focus Groups, Leaseholder Focus Group and the Equality Groups.

During the June round of Housing Focus Groups, 9 issues were raised in the South of the City. All issues have been resolved. At the last Leaseholder meeting, 21 issues were raised and logged. All issues have been resolved.

### **Agreed**

The Local Housing Board noted the report.

## **10/79 Training for Local Housing Board members**

The Chair offered to write to each Local Board Member detailing training sessions that they will benefit from by attending.

### **Agreed**

The Local Housing Board agreed that the Chair should write to all Local Housing Board South Members detailing appropriate training courses.

## **10/80 Estates Pride Quick Fix Bids**

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.

The bids for funding were

1. 105-115 Eden Street – Supply and fit 1m high black metal bow top fencing and double gates to the perimeter of the grassed area.
2. Eden Street – Supply and fit 2.4m black metal bow top fencing

- to boundary adjacent to 159 and 169 Eden Street.
3. Woodlands Lane – Remove hedge to boundary of 21 Woodlands Lane and replace with 1.8m high timber close board fencing.
  4. Balmoral House, Ellesmere Avenue – Supply and fit 1.8m high close board timber fencing.
  5. 3-13 Yates Street – Supply and fit 1.8m high black metal bow top fencing and single gates to either end of the alleyway. Install 1.8m high black metal palisade fencing to the boundary.
  6. 31- 37 Woodroffe Walk – Additional 1.8m high black metal bow top fencing is required.

The report also contained an update on other works agreed and customer satisfaction survey results for the quick fix projects.

Tony Holme asked about young people drinking alcohol on Eden Street and if anything had been done about this. The Chair said that as the Ward Councillor, he has written to local shops in that area to address selling alcohol to underage people. Tracy O'Connor, Housing and Neighbourhood Manager said that the fencing will provide the tenants with a better quality of life and no nuisance.

Ian Veitch asked for maps to be included on every bid as he does not know some of the areas, the rest of the Board agreed with this.

Tony Holme noticed that some of the bids were for wooden fencing, he thought the bids moving forward were to install metal fencing rather than wooden. Tracy O'Connor, said that it depends on the situation and sometimes wooden fencing suits the area better to look more natural and let natural light through.

## **Agreed**

### **The Local Housing Board**

1. approved bids for funding at
  - 105-115 Eden Street
  - Boundary adjacent to 159 and 169 Eden Street.
  - Boundary of 21 Woodlands
  - Balmoral House, Ellesmere Avenue
  - 3-13 Yates Street
  - 31- 37 Woodroffe Walk
2. noted the update on the works outlined in paragraph 3.7.

## 10/81      **Mobility Scooters**

The Local Housing Board received a report detailing the need to adopt a policy in terms of the safe storage and/or charging facilities for mobility scooters within accommodation managed by Derby Homes.

In April 2010 the North and South Local Housing Boards approved a proposal to introduce a policy which would apply to all flats and would address the issues of storage, charging and use of scooters within blocks. It is proposed to publicise and implement the policy in-conjunction with the introduction of 'sterile' areas in flats.

The policy has clear criteria for eligibility and gives guidance on requesting permission. The policy also requires tenants and leaseholders to finance the costs of any alterations required for the provision of storage or access facilities excluding referrals made through Derby City Council Adult Services for aids/adaptations.

The policy also includes for service charges to be applied for the use of storage/charging facilities provided at Category 1 Sheltered Housing Schemes. These charges will cover the costs of maintenance of the facilities and the use of the electricity supply.

Doris Buckler asked about her scooter and where she could store it. The Director of Housing and Customer Service said that Derby Homes will liaise with existing tenants with scooters but Derby Homes will not be able to pay for the adaptations.

Ian Veitch asked whether Derby Homes could make an adaptation and then the tenant could cover the cost of it. The Director of Housing and Customer Service said that this would be looked into on an individual basis.

Patrick Molson asked if disabled tenants would be given priority. The Director of Housing and Customer Service confirmed this. Patrick Molson then asked what happens with tenants who have got a mobility scooter just for convenience. The Director of Housing and Customer Service said that Derby Homes would have to look into where they are storing it.

Tony Holme asked whether this will apply to Leaseholders as they do not have tenancy agreements. The Director of Housing and Customer Service said that this item will be raised at the next Leaseholder Focus Group. Tony Holme asked what happens after the tenant has moved once the work has been completed. The Director of Housing and Customer Service said that most of the work will be done in the

communal area of the flats so it will be able to be used by someone else.

Harry Margett asked if family members could carry out the adaptations. The Director of Housing and Customer Service said that it would be subject to a permit being issued.

### **Agreed**

The Local Housing Board agreed the policy and delegated the implementation of the policy to officers.

## **10/82 Customer Service Strategy**

The Local Housing Board received a report detailing the updated strategy and incorporating strategies for customer access and marketing and communication. A separate strategy for website development and maximising electronic access to services will be presented in December 2010.

Many of the proposals within the strategy are on-going. Examples of this are investment in new IT and an extension of mobile working solutions. Detailed milestones for the strategy are consolidated in the Delivery and Business Plan, Service Plans and Delivering Efficiencies in Corporate and Transactional Services (DECATS) Improvement Targets. Further reports on key areas such as review of local offices will be brought back to the Local Housing Boards for consideration and comment.

The Director of Housing and Customer Service said that there is a SMS project currently being piloted, which confirms an appointment to a tenant at their request with a text message. Also continuing development of the website and looking at self service options, the Director likened this to the self service checkout at supermarkets. The Director said Derby Homes is committed to giving customers their response right the first time they contact Derby Homes.

Bob Troup said that the text on communication in paragraph 3.3 and 3.4 of the strategy needs to be strengthened on two way consultation. The Director of Housing and Customer Service agreed to make these changes.

Tony Holme said that it would be useful to see comparative costs on using the website and going into a local housing office. Mary Rowland said that Phil Davies, Chief Executive presented these costs at the recent DECATS Briefing.

Bob Troup asked if there was a figure on how many people do not have access to the internet or telephone. The Director of Housing and Customer Service said that the Communications and Marketing team is working on that. The Chair said that more people have mobiles than landlines and that people can use libraries and internet cafes.

Patrick Molson asked if there will be any provisions in place for elderly tenants who do not have technical ability. The Director of Housing and Customer Service said that everyone will be communicated with in their preferred way.

### **Agreed**

The Local Housing Board approved the content of the strategy and recommend that the strategy is approved by Derby Homes Board.

## **10/83 Capital Programme 2011/12**

The Local Housing Board received a report outlining the Council's draft capital programme for next year.

Over the next year the programme to install UPVC double-glazed windows will be completed. A few left remaining on the citywide storage heating replacement programme. The extra CESP funding will allow homes to be insulated with solid brick walls in most of Osmaston, Old Sinfen and Austin and replace old, inefficient central heating systems, particularly back boilers, in the same areas.

A major new kitchen replacement programme will get underway across the pre-war homes in Allenton. Currently in the planning stage for a future kitchen replacement programme for Osmaston, start date not yet confirmed. There will also be a bathroom replacement for pre-war homes in Alvaston.

A citywide programme will commence to replace old, obsolete door entry systems and communal entrance doors to blocks of flats.

Harry Margett asked if kitchens will be replaced that have been fitted by tenants. The Maintenance Manager said that a kitchen would not be replaced if it did not need any work doing to it.

Win Buchan asked if the wall insulation in her flat would be improved. The Maintenance Manager said that only certain areas of Derby are included in the programme.

Bob Troup said that he is pleased to hear that properties in Osmaston



are having improvement work carried out and asked for the costs of the Osmaston work. The Maintenance Manager agreed to provide this.

Ken Whitehead also said that he is pleased to hear that properties in Osmaston are having improvement work carried out.

Tony Holme asked if Derby Homes help tenants with the redecorating once they have had the wall insulation carried out. The Maintenance Manager said that tenants get a disturbance payment which should be used towards the decorating if that is what the tenant wants.

### **Agreed**

The Local Housing Board discussed and supported proposals for future investment needs and priorities.

## **10/84 Anti Social Behaviour Policy Review**

The Local Housing Board received a report outlining a review and revision of Derby Homes Anti Social Behaviour (ASB) Policy.

Tony Holme said that regarding ASB the first port of call is the Police, is there any link for it to come back to Derby Homes? The Director of Housing and Customer Service said that the Police do contact Derby Homes and that soon there will be one telephone number for reporting problems like this and it will get passed to the relevant team.

### **Agreed**

The Local Housing Board approved the revised Anti Social Behaviour Policy subject to consultation.

## **10/85 Standing Order 12**

The Local Housing Board agreed to waive Standing Order 12 to enable the meeting to continue after 8.00 pm.

## **10/86 Directors' Update**

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

Tony Holme asked if Leaseholders can pay their service charges through the website. The Director of Housing and Customer Service said that she would check and get back to Tony.

## **Agreed**

The Local Housing Board noted the report.

### **10/87 Performance Monitoring**

The Local Housing Board received a report highlighting key performance issues arising from the discussion of quarter 1 in 2010/11.

Tony Holme asked how the re-let figure has been achieved. The Director of Housing and Customer Service said that it has helped that the Repairs Team are now part of Derby Homes and also better working protocols with Housing Options. Tony Holme congratulated Derby Homes on this figure. Bob Troup said that he has recently shadowed the Performance Team and said that adverts for properties have been placed quicker.

Tony Holme said that it is a shame that the arrears figure cannot be turned around. The Director of Housing and Customer Service said that the figure is better now than this time last year. The Chair suggested that arrears could be a training area for Tony Holme.

## **Agreed**

The Local Housing Board noted the report.

### **10/88 Anti Social Behaviour Statistics**

The Local Housing Board received a report outlining the performance management information on Anti-Social Behaviour (ASB) for quarter one, April to June 2010, in areas that are of most concern to our tenants and leaseholders.

## **Agreed**

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

### **10/89 Update on Flat Inspections**

The Local Housing Board received an update on the flat evaluations carried out in July 2010.

Tony Holme said that Leaseholders are expected to clean their windows but tenants aren't and this looks untidy, he asked if tenants

can be required to clean their windows too. The Director of Housing and Customer Service said she will look into this request.

**Agreed**

The Local Housing Board noted the report.

**10/90 Mini STATUS 2009/10 Second Wave – Findings**

The Local Housing Board received a report highlighting the main findings of the Mini Status survey carried out with tenants living in three Housing Focus Group areas covering Allenton and Alvaston in South East 1; Sinfin, Chellaston and Osmaston in South East 2; and Stockbrook Street, Littleover and Austin in South West. The data was collected during summer 2010 (May-July). The aim of the report is to compare the three areas and provide summary of tenants' satisfaction with Derby Homes' services.

Tony Holme said that there are still around 50% of tenants that are unhappy with the ASB service. The Director of Housing and Customer Service said that a peer review will be carried out whereby independent people will visit areas and ask for comments and then we will analyse the feedback to see if they produce the same results.

Local Board members did not fully understand the statistics provided and asked that this item is brought back to the next meeting as an 'A' item so that they can receive a presentation and have the opportunity to ask questions.

**Agreed**

The Local Housing Board agreed that this item should be brought back to the next meeting as an A item and receive a presentation.

**10/91 Empty Ready to Let Properties Inspections**

The Local Housing Board received a report detailing the findings of inspections carried out on a random selection of empty ready to let properties by Local Housing Board Members in July 2010.

**Agreed**

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

**10/92      Update on Tenant Services Authority Regulation**

The Local Housing Board received a report updating them on the progress made to comply with the new regulatory framework for social housing in England. It explained Derby Homes' "Local Offers", changes to Process Improvement Teams and the new Annual Report.

**Agreed**

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

**10/93      Harvey Road Improvements**

The Local Housing Board received a report updating them on the decision by the Chair of the Local Housing Board South and the Director of Investment and Regeneration, for the proposed works to Harvey Road, as delegated to them by the Local Housing Board on the 17 June 2010.

Stuart Boon asked if the work had started. The Director of Housing and Customer Service said that work will be commencing very soon.

**Agreed**

The Local Housing Board noted the report.

**10/94      Petition from the residents of Lord Street**

The Local Housing Board received a report regarding a petition that was received at the Bingham Street Housing Office on the 2 August 2010. The petition was signed by five residents living in a group of bungalows on Lord Street. The residents were complaining about the noise a neighbour's children were making when visiting.

**Agreed**

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

**10/95      Petition from the residents of Boyer Street**

The Local Housing Board received a report regarding a petition that was received at the Stockbrook Street Housing Office on the 21 July 2010 from residents living at the Boyer Street sheltered housing scheme. The residents were complaining about dog fouling on the grassed area around the complex.

## **Agreed**

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

## **Date of next meeting**

**The next meeting date will be agreed at the Annual General Meeting on Thursday 28 October 2010.**

The meeting ended at 8.10pm.

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CHAIR

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