

## **HOUSING & LEASEHOLDER FOCUS GROUPS' 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 Focus Group 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 May round of Housing Focus Groups nine cases were raised. Four of these cases remain open.
  - Two of these cases are awaiting the tree officer carrying out the work.
  - One case is awaiting consultation from the Housing Officer with the tenants regarding a suited padlock for access to the rear garden.
- 3.2 At the last Leaseholder Focus Group, two cases were raised and logged onto CSM. These cases have both been closed.
- 3.3 There was one case raised from the last Minority Ethnic Advisory meeting (MEAG). This case currently remains open awaiting a response from the housing office.
- 3.4 There were no cases raised from the Supported Housing Offering Unity and Trust (SHOUT) or Tenants Reviewing Access Quality (TRAQ) meetings.
- 3.5 All open cases are contained within the attached appendix 1.
- 3.6 In total, 12 issues were raised and these can be split into the following types of issues:

#### **One Compliment**

- Caretakers work

#### **Eleven Enquiries**

- Pavement Sweeper Not in the area
- Youths Issue ASB

- Community Watch Patrol Not in the area
- Overgrown Trees in Drying area
- Rubbish being dumped in gardens
- Overgrown trees
- Rat problems
- Blocked drainage gully
- Aerials to flat blocks experiencing problems
- Increasing service charge when there is a poor communal cleaning service
- Car being Damaged in the area possibility of CCTV to stop this

#### 4. CONSULTATION IMPLICATIONS

Feedback on all cases logged onto Academy is given directly to the individual who raised it at the meeting or at the relevant groups. Wider consultation is carried out where appropriate.

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

- Financial and Business Plan
- Legal and Confidentiality
- 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 the author, or Phil Davies, Chief Executive, [phil.davies@derbyhomes.org](mailto:phil.davies@derbyhomes.org) – Phone: 01332 888528

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Background Information: None.

Supporting Information: None.

## Appendix 1 - Current Open Cases

Meeting	CSM Number	Date	Tenant	Responsible User
HSG FOCUS NWEST	69 205	09-Jun-11	MRS L HITCHCOCK	PETER MATTHEWS
<b>Case Details</b> Trees around Quarn Gardens branches falling off dangerous. tree outside of 4 Quarn Gardens is very close to front door also a possibility of diseased trees.				
<b>Response</b> Tree person has visited all sites around brook stand will look at doing the work ASAP				
HSG FOCUS NWEST	69 209	09-Jun-11	MR D W KEYS	PETER MATTHEWS
<b>Case Details</b> Problems with outsiders disposing of rubbish in the bin stores at Knightsbridge, suggestions to use suited padlocks for the residents.				
<b>Response</b> Housing officer to consult with the residents of the block and if required fit a suited padlock to the rear access gate.				
HSG FOCUS NWEST	69 211	09-Jun-11	MR S PERRY	PETER MATTHEWS
<b>Case Details</b> Tree in John Lombe Drive drying area is over grown				
<b>Response</b> This was referred to the tree person we will chase as to when the work to lift the tree will be started				
MEAG	69 286	13-Jun-11	MR F RAHMAN	JACKIE SIDONS
<b>Case Details</b> Mr Rahman said there have been instances of damage to cars and other problems in the California Gardens area. He wanted to know what the possibility was of getting CCTV. Advised that this is the kind of issue that is looked at in Neighbourhood tasking meetings and that there were mobile CCTV systems available, but I wasn't sure about the arrangements or suitability.				
<b>Response</b> No Reply				