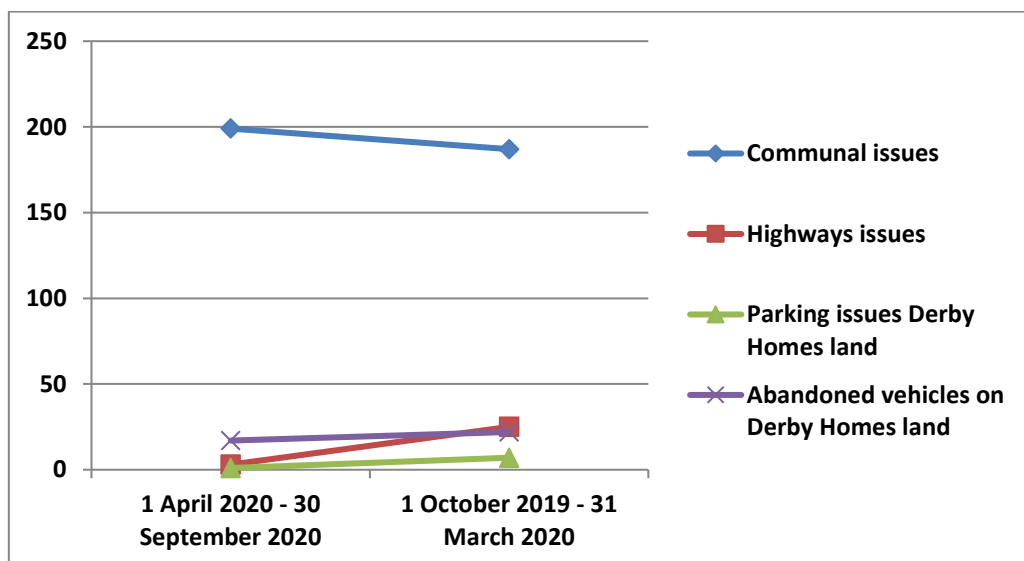
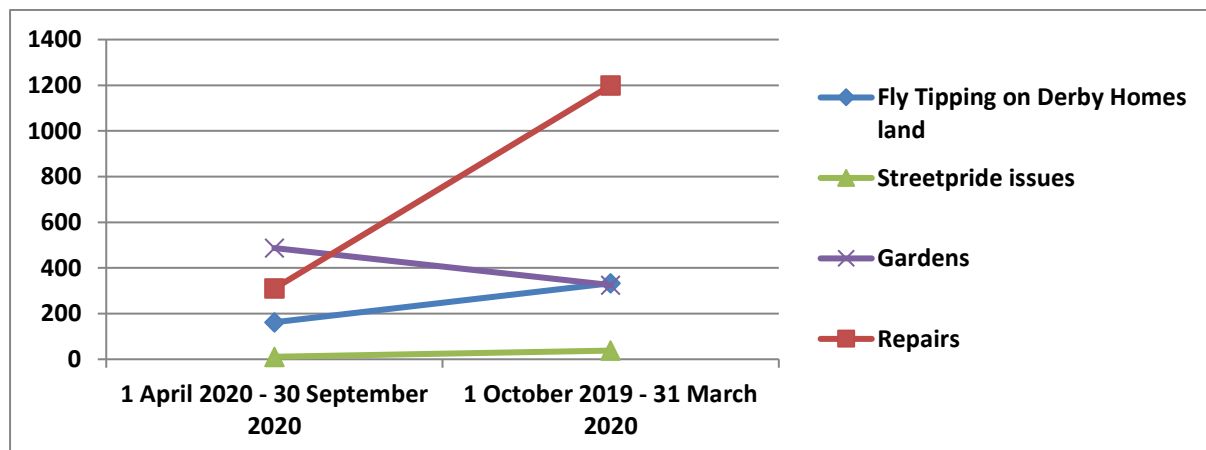


# ESTATE AND FLAT INSPECTIONS

## Appendix 1

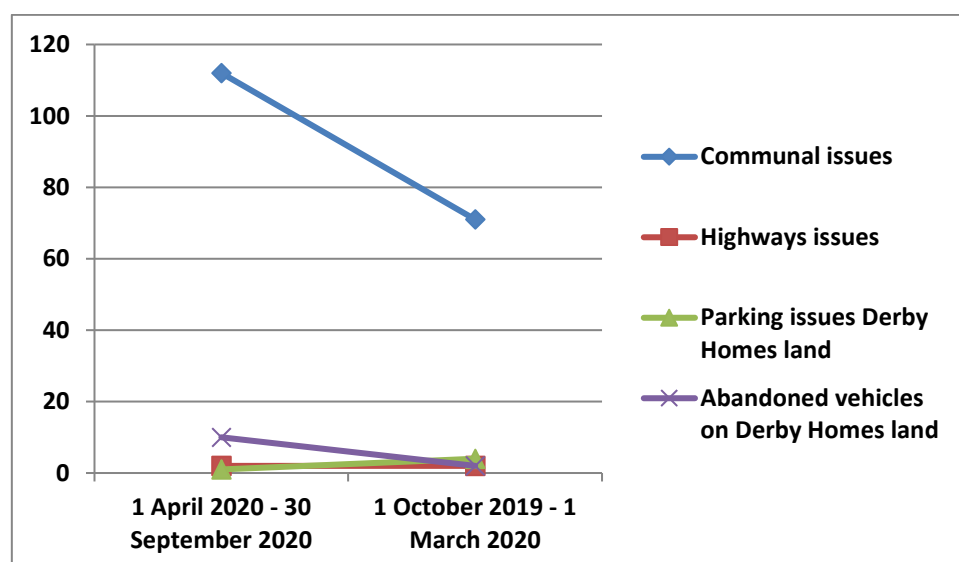
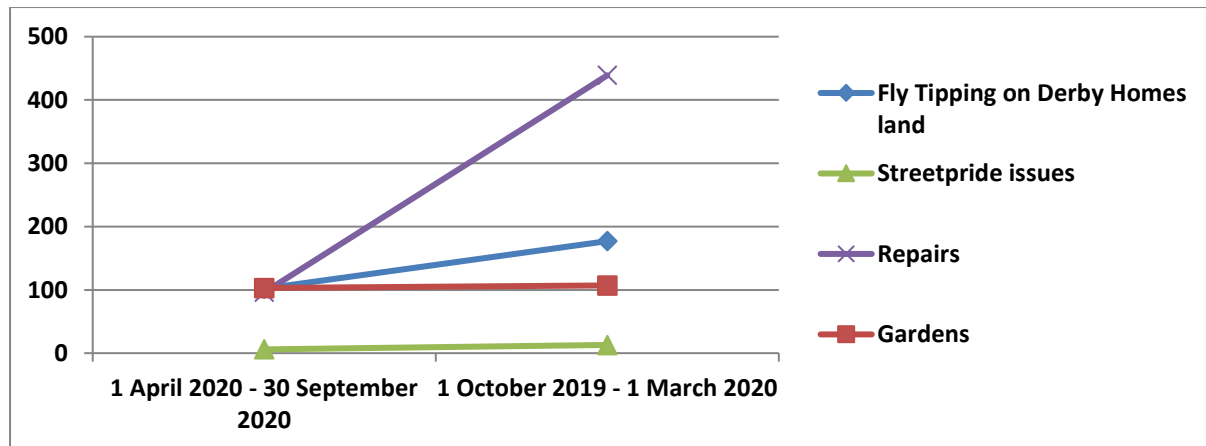
Comparable graphs for the City as a whole for the period 1 April 2020 – 30 September 2020 and the previous reporting period 1 October 2019 – 31 March 2020



## ESTATE AND FLAT INSPECTIONS

Appendix 2

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



### Comments from Area Housing Manager Paula Solowij

There has been reduction in the number of fly tipping cases picked up compared to the previous reporting period. This maybe a sign that people are disposing of litter in a more responsible manner but may also be because we did not carry out estate inspections at the beginning of this reporting period due to the corona virus and different ways of working having to be planned across all areas of our work.

The compactor events started up again in this area in September 2020 which may have also contributed to less cases being picked up in the latter month of this reporting period. These events help us meet our customer priorities and are welcomed by customers who use this type of initiative to help them dispose of unwanted items responsibly without a financial charge.

## **ESTATE AND FLAT INSPECTIONS**

I would have expected more garden cases to have been picked up during this reported period because it is the growing season. However, because we were not carrying out estate inspections during April and May I suspect by the time we go out on the estate those tenants who may have need a gentle reminder to tend to their gardens areas had already got on top of this. Garden areas during the initial stages of the corona virus pandemic became precious places for people who were lucky enough to have a garden area to enjoy, the good weather may have also helped.

We do have 3 garden cases that have been open for more than 3 months and we have been working with the Public Protection Officers to issue encouraging words of advice as the gardens are not in such a severe state for us to consider any form of legal action.

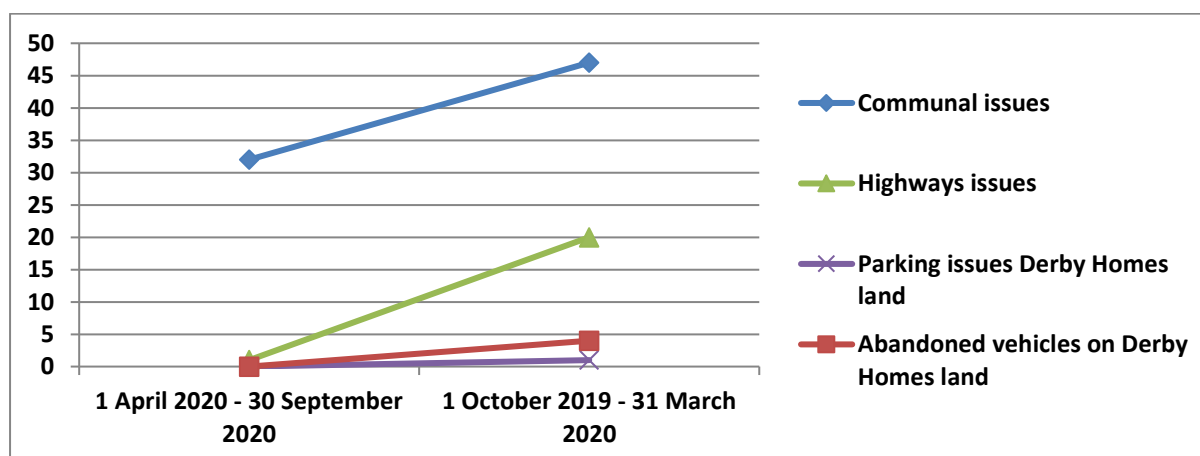
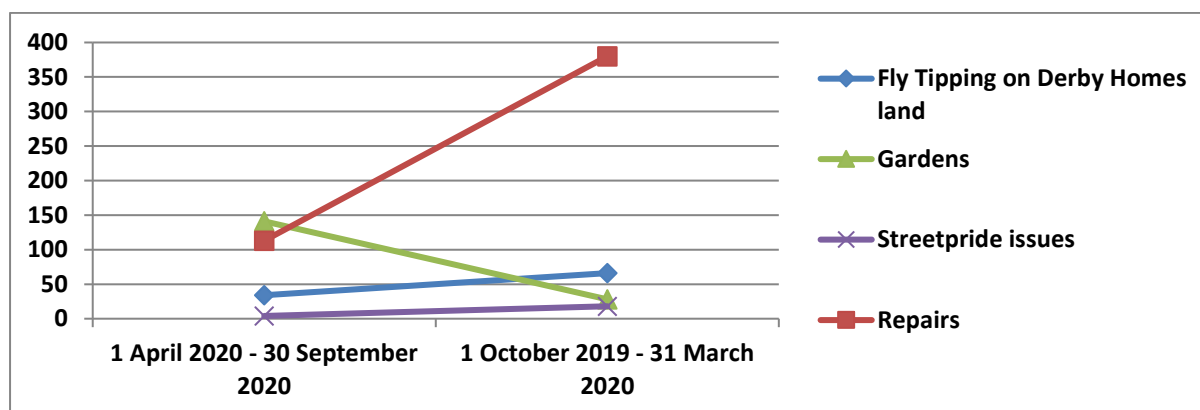
Abandoned Vehicle cases have increased but we deal with them as quickly as possible. We do have a case that is over 2 months old but are working on this case as the tenant had several vehicles that were not taxed. We have dealt with this sensitively and are working with the tenant to resolve this issue.

Repairs during this reporting period reduced because emergency repairs had to be reported by the tenants directly to the Customer Service Team as these types of repairs were prioritised during the early stages of the Corona Virus pandemic.

## ESTATE AND FLAT INSPECTIONS

Appendix 3

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



### Comments from Area Housing Manager Graeme Walton

Fly tipping cases have declined over the past 6 months compared to the previous period due to estate inspections not being carried out initially during the lockdown period. Fly tipping tends to concentrate in certain areas and since coming out of lockdown our estate response officers have been proactive in targeting those hotspots. Now that estate and flat inspections have resumed, I would expect the number of cases to increase over the forthcoming period. We have resumed our programme of compactor days which help people to get rid of accumulated waste which has a direct effect on the amount of fly tipping we see on our estates.

Garden cases over the previous six months are probably lower than they would normally be over this period because of lockdown. We are now tackling untidy gardens again but as we come to the end of the growing season the number of cases that get resolved increase, so I expect this figure to remain stable going into the winter months.

## **ESTATE AND FLAT INSPECTIONS**

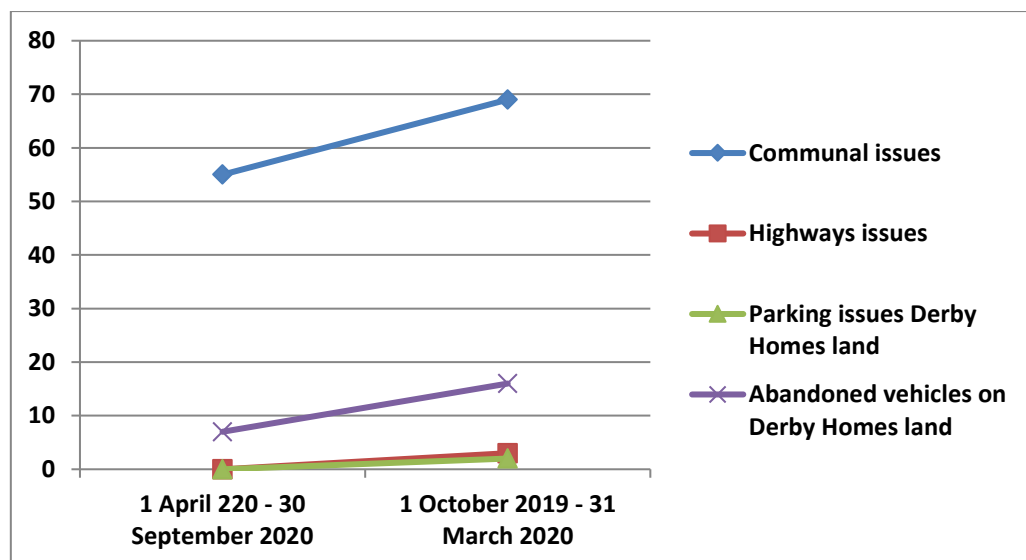
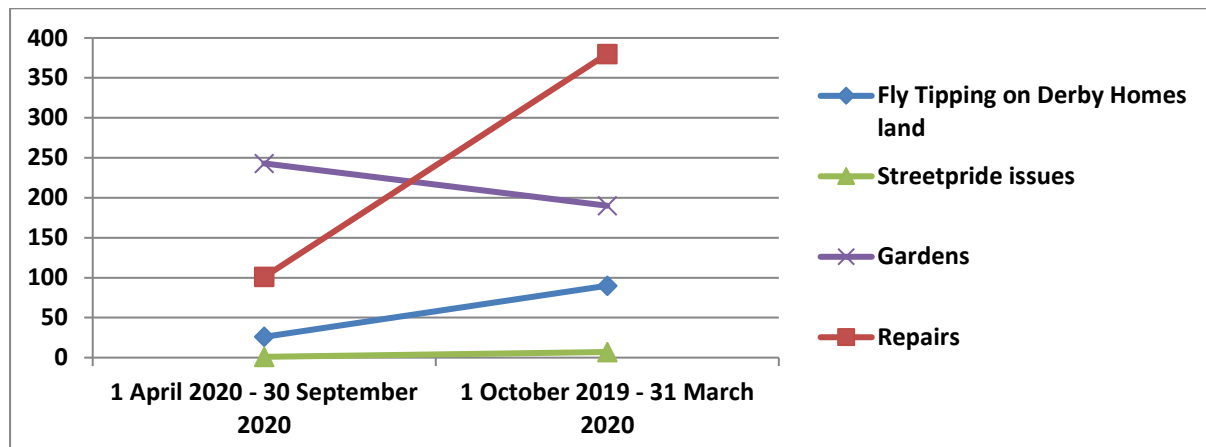
Repairs during this reporting period reduced because emergency repairs had to be reported by the tenants directly to the Customer Service Team as these types of repairs were prioritised during the early stages of the Corona Virus pandemic.

All other case numbers are low due to the suspension of inspections but as these have resumed case numbers will inevitably rise again.

## ESTATE AND FLAT INSPECTIONS

Appendix 4

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



### Comments from Area Housing Manager Lorraine Howe

As we know this has been an unprecedented year with the COVID 19 virus and from the beginning of April to the end of June local housing office staff were not carrying out estate and flat inspections which will account for the reduced level of cases raised.

Fly tipping cases picked up as a result of estate inspections have therefore reduced. Staff have still received reports of fly tipping from other sources such as residents and Councillors and where we could we were able to get the local Public Protection teams to help with investigations.

## **ESTATE AND FLAT INSPECTIONS**

Staff began carrying out inspections in June and as expected during this reporting period there is the usual increase in garden cases numbers due to the Summer months being the growing season. As stated in the previous report the type of estates and properties managed by the Allenton area are predominantly houses with large gardens and boundary hedges. This accounts for the high level of garden cases compared to the other two management areas where they have a higher percentage of flats to manage.

Compactor events have started again as of September being led by the Neighbourhood Teams, staff will be able to look at their cases and advise our tenants when the events are in their areas.

Repairs during this reporting period reduced because emergency repairs had to be reported by the tenants directly to the Customer Service Team as these types of repairs were prioritised during the early stages of the Corona Virus pandemic.

Parking remains a local customer priority, so staff are vigilant for breaches when carrying out their inspections.