

CUSTOMER PRIORITIES QUARTER 4

Report of the Head of Housing Management & Housing Options

1. SUMMARY

- 1.1 This report details performance against the 10 Customer Priorities to the end of Q4 2015/16. The Customer Priorities have been created after speaking to 2253 customers during a large scale door step campaign.
- 1.2 Staff, senior managers and volunteers from the Tenant Panel and DACP have been involved in creating the Customer Priorities, ensuring they are realistic, meaningful and align with Derby Homes' delivery work plans for 2015/2016.

2. RECOMMENDATION

To note and comment on the content of this report.

3. MATTER FOR CONSIDERATION

- 3.1 There are 10 Customer Priorities, below is a summary of the main actions carried out in relation to these. Full updates on each Customer Priority can be found in Appendix 1.

Priority Actions

3.2 Priority 1 We will develop and deliver a proactive litter campaign

Littering hotspots have been identified throughout the city via estate inspections and the number of littering issues reported for quarter 3 and 4 is 843.

Some initiatives are working with local neighbourhood groups to identify possible volunteers to assist in litter picks in the Chaddesden area.

Fly tipping campaigns have been carried out around the flats in Berwick Ave and Waterford Drive areas, this has resulted in significant reduction in fly tipping and a reduction in complaints.

The Local Area Manager for Brook St /Mackworth is working with Mash Up Theatre Group to involve young people in this campaign. Engaging with the young people from the area to produce a don't litter information video which will be shown in local schools.

3.3 Priority 2 We will increase awareness of and community confidence in, our response to noise nuisance in your communities

Following on from the success of Derby Homes launch of the Noise App the Council's Environmental Health department are now trialling this product. All Derby Home's Anti Social Behaviour Officers completed NORSONIC training in January 2016.

3.4 Priority 3 We will promote responsible pet ownership

During Q4 no stray dogs have been reported. We are working with partners RSPCA and Cats Protection, planning two events this year in the Sinfyn and Derwent areas that will promote responsible pet ownership and a free chipping service.

During quarter 3 and 4 we have dealt with 124 pet permit requests and have opened 17 cases regarding these.

3.5 Priority 4 We will commit £100k to target improved parking schemes over the next 24 months. We will strengthen partnership working with Police and others to take enforcement action illegal parking where necessary

New Parking Permit Schemes for Kingsmead Close, Colville Street and Noel Street are now in operation and the residents have been issued with Parking Permits.

We have completed 24 Hardstandings in Mackworth. Parking bays for the residents at Downing House have also been completed.

3.6 Priority 5 We will provide comprehensive support to tenants moving into new build properties including a customer relations single point of contact during the first 12 months of your new tenancy

We are carrying out a 6 month visit with customers to establish any issues with their newly built home. This is an ongoing process to allow us to ensure that we are building new homes to fit the needs of our customers.

All queries regarding New Build Houses are directed by Customer Service Team to a single point in the Development Team.

3.7 Priority 6 We will complete an LED lighting upgrade to all communal areas of flats, to improve energy efficiency, and reduce the frequency of replacement bulbs

Due to delays in completing the LED program we have as yet had limited opportunities to collate and publish energy savings results. Now the vast majority of work has been completed and the information available has more meaning we will be providing information to tenant and leaseholder groups in the next couple of months.

3.8 Priority 7 Following the review of the Voids lettable standard, we will carry out additional works and improvements on difficult to let properties and areas to enable us to potentially let properties quicker and reduce void rent loss

The lettable standard review group looked at the standard and made some minor adjustments. It was generally felt that the standard was fit for purpose. A proposal was put forward to the Operational Board to provide funding to enable the most difficult to let properties have a room decorated. This was approved by the board. The review group also advocated ensuring a consistent standard to voids across the city. All the recommendations approved by the Operational Board have been implemented.

3.9 Priority 8 We will help our customers and stakeholders to maximise their income through promoting the availability of advice and support, such as welfare benefits advice, money management and debt counselling

Throughout year we have continued to work with organisations such as Derby Advice, Erewash Credit Union and Capita, this will continue in future years.

3.10 Priority 9 We will work to improve your homes to a higher standard than the governments' decent homes standard

A regular programme of maintenance and painting for the outside of homes is in place and will continue around the city on an on going cycle. Double-glazed windows and high security external doors with multi-point locks will be supplied, offering a choice of styles and colours. To ensure we improve the standard of our estates there will be Estates Pride improvements and renovation of communal areas.

We have committed to providing a tenant's showroom displaying the range of kitchens and bathrooms available.

3.11 Priority 10 We will listen to children and young people to improve and develop our services

We continue to use a variety of methods to engage a broad range of children and young people, including the commissioning of the junior warden scheme, the youth board and specialist services from Enthusiasm. We also link into the Children and Young People's (CYP) participation network amongst other CYP forums and frameworks.

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

- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk
- Policy Review
- Financial and Business Planning Implications

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

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Background Information: None

Supporting Information: None