

Derby Homes Dashboard

If you are a tenant, have access to the internet and an email address, you can now set yourself up online with your own personal account on Derby Homes website.

You will be able to:

- view your rent account
- pay your rent online
- report a repair
- see your repairs statement

This means that you don't need to wait until the Enquiry Centre or Housing Office is open to check some details, but can do it at any time, from your own computer.

To help you get started, we have included a **step by step guide** on how to register on the next two pages.



Win an iPad.

By registering on the Dashboard by 31 October 2011, you have the chance to win an iPad (worth up to £399) See page 3.

Budget Consultation

WIN!
£150
in vouchers

We are working on a new business plan for council housing in Derby from 2012.

If changes to the Housing Revenue Account go ahead in 2012, Derby Homes and Derby City Council will have lower costs than we have now.

We want your views

Please take a few moments to complete the form in this edition of Derby Homes News to help us understand how you would allocate the existing money you pay on your rent.

We will enter all correctly completed surveys into a prize draw for a chance to win one of three prizes of £150 of high street vouchers.

(Terms and conditions apply)

We've gone Social!

We have now started using social media as another way for you to get involved with us.

Social media sites such as Facebook, Twitter and YouTube give us a real opportunity to provide you with more immediate and convenient ways to get in

touch with us. They will also allow us to use a range of different methods to share information or to interact with you, such as using images or video. We have started with Facebook and Twitter.

These new channels will be managed by our Resident Involvement Team, during usual office hours, so join us and keep in touch.



Facebook

Search for "Derby Homes" or go to: www.facebook.com/derbyhomes and **Like us**.



Twitter

We're @DerbyHomes. Follow our profile at: www.twitter.com/derbyhomes or using your mobile application.

How to register



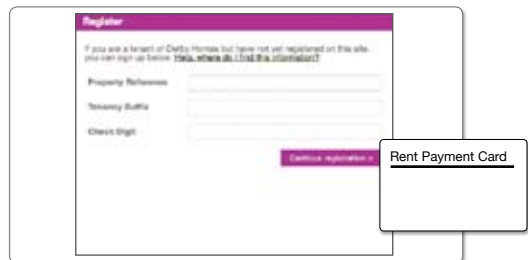
STEP 1 Visit Derby Homes website

1 Go to **www.derbyhomes.org** and click on 'Login to my Dashboard'. Alternatively, click on 'My Derby Homes Dashboard' at the top of the page.



STEP 2 Register

2 In the register box, enter your Property Reference, Tenancy Suffix and Check Digit. You will find these on your Rent Payment Card. See the next page for further details.



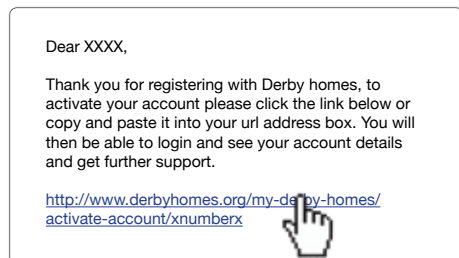
STEP 3 Enter your email and password

3 Enter your email address and choose a password. You will need these details to login to your dashboard.



STEP 4 Activate your account

4 You will be sent an email automatically, click the link to activate your account. You may need to check your 'Junk / Spam' folder.



STEP 5 Login to your account

5 After you have activated your account, you will see your Derby Homes Dashboard login screen. In the login box enter the email and password you chose earlier.



STEP 6 View your Dashboard

6 You should now be able to view your rent account, pay your rent online, report a repair and see your rent statement.



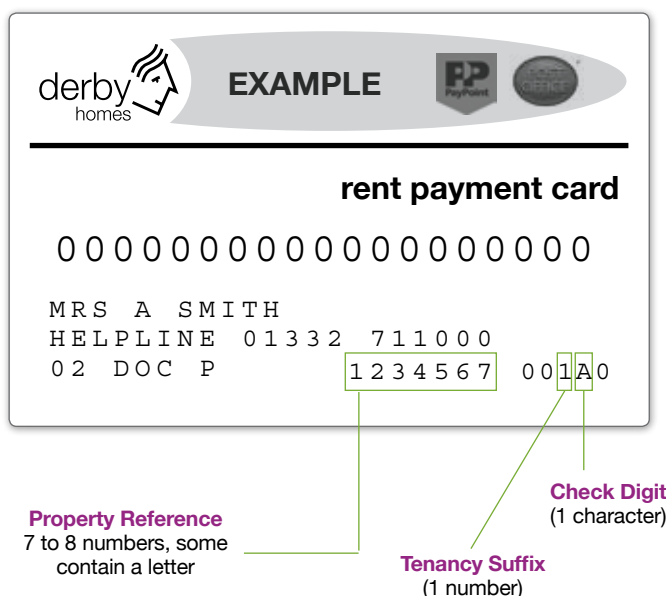
Next time you want to log in, just repeat Step 5

Your Rent Payment Card

The details you will need to register in **Step 2** can be found on your Rent Payment Card:

I don't have a rent payment card

Please call Derby Homes Enquiry Centre on **01332 711000** and an Enquiry Centre Advisor will be able to provide you with your Property Reference, Tenancy Suffix and Check Digit. You will need these details to register your account.



Problems registering

My password doesn't work

When you register, your password has to be at least six characters and include at least one number. When you login, your password should be the same as the one you chose when you registered in **Step 3**. If you have forgotten your password, please follow the 'Forgotten my login details' link in the login box and you will be sent a new one.

I haven't received my activation email

The email address you provided in **Step 3** will be sent an activation email automatically. Check your email account 'junk' or 'spam' folder to see if you have received it. If you still haven't, please contact Derby Homes Enquiry Centre on **01332 711000** and they will check your email address is correct in our system and reset it if necessary. Please note the activation email can sometimes take up to an hour to be received.

I can't log in to my Dashboard

After you have successfully registered your account following **Steps 1 to 5**, you will be able to login to your dashboard using the email address and password you provided in **Step 3**. You will need to **activate your account** before you can login. If you have tried to activate your account and an error message is shown, please contact Derby Homes Enquiry Centre on **01332 711000** and they will help you.

Register on Derby Homes website before
31 October 2011 and you could win an iPad!

When you register and login to your Dashboard for the first time, you will be entered into the draw. Don't worry, if you have already registered you will be automatically entered.
(Terms and conditions apply.)



Important notice

Review of Tenancy Conditions

Your tenancy agreement is a contract between you, the tenant, and your landlord, Derby Homes, (on behalf of Derby City Council). Under the law, the agreement gives certain rights to both tenants and the landlord.

For example, under certain conditions, as a tenant you have a right to exchange your home with another tenant. As your landlord, Derby Homes must carry out basic repairs and service your gas appliances every year. The law also gives you responsibilities. You must pay your rent and keep your home and garden in good condition.

From time to time Derby Homes reviews the conditions within the tenancy agreement to reflect current issues. We are aware that Derby's residents are very concerned about anti-social behaviour and as a result, recently held a workshop with tenants, leaseholders, staff and Derby Homes' Board members to look at how tenancy conditions could be strengthened to help us tackle anti-social behaviour. We also used the session to consider other topical issues.

This is your opportunity to comment on the workshop's recommendations. You can refer to your own copy of the tenancy agreement for more information or find it on Derby Homes' website.

Section 6 of the tenancy agreement deals with anti-social behaviour and outlines tenant's responsibilities

Because of the concern about gang activity in Derby, we are proposing to take action against

tenants who support gang membership or allow illegal activity within their homes. To help us do this, we have strengthened our section on harassment and added 'Involvement in gang related activities' to the definitions.

Derby Homes sometimes has to take action against tenants who use their homes for illegal activities such as drug dealing, prostitution or possession of stolen goods. Although rare, weapons may be involved and as a result we are proposing to state clearly within the tenancy conditions that keeping 'illegal weapons and firearms' is not allowed.

Finally, the workshop recommended two minor proposals. One to add the charge for communal cleaning to tenants' financial obligations in section 2 of 'Your duties to the Council'. The second is to propose that tenants ask for permission before keeping a 'caravan, boat or trailer' near the property. The proposal was raised following serious damage to a house after a fire broke out in a caravan parked on a driveway.

Your tenancy agreement is very important and breaking the conditions could mean being evicted from your home.

Derby Homes' City Board has approved the proposals subject to consultation with residents and approval of the Council.

If you have any questions or would like to comment on the proposals you can write to us at the contact address at the end of the newsletter or email: enquirycentre@derbyhomes.org

Our services, reviewed by you



Our new review panel have now been in place since April of this year. The panel consists of tenants who are volunteering their time to have an in depth look at our services. They provide a transparent picture of how we are actually delivering our services and they report their findings and make recommendations directly to our Board.

For their first review, they have chosen to look at one of our local offers, "We will complete non-urgent repairs within 30 working days". They have already carried out observations on our Enquiry Centre, looked at detailed reports on how our performance has been over the last few years and visited our new Repairs Team to see how the work they do is carried out. They will report their first findings later this year.

If you'd like to join the review panel or just want more information on what they do, contact Jim Joyce, Resident Involvement and Resource Centre Manager on **01332 711000** or email: getinvolved@derbyhomes.org

Our Annual General meeting



Derby Homes Board and AGM
27 October 2011, 3pm

A reminder to our tenants and leaseholders that we will be holding our Annual General Meeting on 27 October 2011 at 3pm at the Spot Conference Centre, Wilmot Street West, Derby DE1 2JW.

If you would like to attend, call the Governance Services team on 01332 711000 or email enquirycentre@derbyhomes.org

Our Board and Committee meetings

As a tenant or leaseholder of Derby Homes, you are welcome to attend our meetings to hear Board members discuss and make decisions on the issues that affect your homes and estates.

Meetings take place at our Head Office at Cardinal Square, South Point, 2nd Floor, 10 Nottingham Road, Derby, DE1 3QT.

Refreshments are provided before the meetings to give Board Members and staff a chance to talk informally with tenants and leaseholders.

Derby Homes Board
29 September 2011, 6pm

City Board
13 October 2011, 6 pm

Housing Benefit Advice Surgeries

Our Income Management team provides free advice to tenants and leaseholders on Housing Benefit. The surgeries are:

Monday

10am to 12noon
Austin Neighbourhood Base,
Browning Circle, Austin Estate

2pm to 4pm
Sussex Circus Local Housing
Office, Sussex Circus

Tuesday

2pm to 4pm
Allenton Local Housing Office,
Bingham St

Thursday

10am to 12noon
Stockbrook St Local Housing
Office, Stockbrook St

2pm to 3pm
Mackworth Library,
Prince Charles Avenue

Friday

10am to 12noon
Sinfin Library,
Sinfin District Centre

Hey, are you going to...
The Big Chat?

2 Aug 2011 09:52

What's that?

2 Aug 2011 09:57

It's a Derby Homes event on Wednesday 21 September 2011. It's at The Spot Conference Centre on Wilmot Street, but you can take part from anywhere.

2 Aug 2011 10:10

Cool, are you going?
How do I put my name down or find out more?

2 Aug 2011 10:15

Scan this for more info! Contact them if you want to go! Call 01332 711000, text BIGCHAT to 07786 201784, or go to www.derbyhomes.org/bigchat. C u there!



IT'S A KNOCKOUT

Friday 2 September 2011, Chaddesden Park, 12noon to 5pm

We are looking for adult or children's teams of between six and eight people from all neighbourhood areas to take part in the games.

Please register your team by **Tuesday 30 August 2011** by calling the Derby Homes Community Initiatives Team on 01332 711000 or emailing community.initiatives@derbyhomes.org. Please confirm your team on the day at the Registration Point at 12noon.

Chaddesden Cafe · Foam pits · Oz Box · Inflatable games · Family games · Police Service · Fire Service · DCFC training sessions · Youth Service · Climbing wall · Bouncy castles · Plus lots more

Free event, everyone welcome.

Supported by:
derby homes

Derby Homes wins two awards

at the National Federation of ALMOS Awards 2011



The Arboretum Community Project won the category of **Best Community Initiative**.

The project provides the opportunity for both deaf and hearing people to gain confidence, work experience and qualifications at the Arboretum Cafe. It also offers additional services such as sign language lessons, and signed counselling and advisory facilities.



The Derby Homes DVD 'It's Not Good Enough' won the category of **Best Use of Communication**.

This DVD reminds audiences that everyone has a responsibility to be aware of problems encountered by vulnerable residents and is based on a real-life situation of two tenants who committed suicide after suffering years of anti-social behaviour. It is already being used by the police and other emergency services for their training and awareness.

Assaults on Housing Staff

Attacks on housing workers in the UK have increased over the last five years. Statistics show that one housing worker a day is attacked or verbally abused.

Derby Homes has systems in place to make sure that staff are safe and will take legal action against anyone who abuses staff. We have already taken action against three people in 2011.

Case One

A tenant was aggressive, shouting and swearing, and threatened to 'head butt' housing officers.

Derby Homes obtained an injunction with powers of arrest and an 'exclusion order' banning her from the Housing Office. If she breaches the order we will apply to court for her to be sent to prison.

Case Two

A tenant raised his fists and verbally abused a Derby Homes contractor. The tenant is often verbally abusive to staff and other tenants.

Although the tenant has mental health issues, this does not prevent legal action and Derby Homes has applied for an Anti-Social Behaviour Injunction.

Case Three

A home owner was abusive and hit a Housing Officer who was investigating a complaint from the homeowner about a neighbouring tenants garden.

The courts gave him a suspended sentence, 12 months supervision order, and curfew and awarded us compensation and costs. Derby Homes also

applied for an injunction with powers of arrest to prevent the home owner approaching the Housing Officer and to exclude him from the Housing Office.

The message to those who think that abusive behaviour is acceptable is that Derby Homes will take action which could mean a court appearance and the possibility of losing your home.

Have your SHOUT

Would you like to get involved in helping manage Derby Homes supported living service? If so SHOUT is for you. SHOUT stands for Supported Housing Offering Unity and Trust and are a very active group of tenants who work on behalf of other tenants.

The aim is to help Supported Living tenants have their say, make sure community rooms are used properly and that Derby Homes is working to a high standard.

Members of SHOUT recently ran the Inspiring Derby event at Kestrel House as well as attending other events at Whitecross House and Rebecca House sheltered housing schemes. The event was opened by Derby Homes Board member, Councillor Paul Bayliss, and a range of other agencies attended.

SHOUT holds regular meetings at sheltered housing community rooms throughout Derby. If you would like to get involved contact them at Derby Association of Community Partners (DACP) office, St Peters House, Gower Street, Derby.

Telephone: 01332 201724

Terry Rogerson, Chair of SHOUT

Rebecca House



Barbara Elks is a tenant and member of the DACP, she talks to us about Rebecca House

"I live in Rebecca House. This building has been modernised creating larger one and two bedroom disabled friendly flats. We now have two new lifts and a secure covered mobility scooter parking area with 15 individual places where tenants have their own electricity supply to charge their scooters up.

Our community room is looking great with a large area for dining and leather settees where we can sit and chat. We can now make full use of it with afternoon teas, bingo, quiz nights, fish suppers, craft afternoons, and keep fit in a chair exercises - so there is lots for tenants to enjoy and join in. Outdoors, railings have been put up which helps keep the grass areas free of dog fouling.

As we welcome the new tenants who move in, we hope that they will take advantage of the Wednesday's lunch club run by Lyn and Martyn. Also there is a lunch club on Thursdays run by a YMCA Chef, training younger volunteers in the art of cooking and front of house skills.

So on behalf of the residents of Rebecca House, a big well done and thank you to all Derby Homes staff and UK Construction staff"

Barbara Elks

Councillor Phil Ingall

Cabinet Member for Housing and Advice talks to us about his role

“ I became a councillor in 2006 because I wanted to represent residents in Chellaston where I live. Last year, I joined the Council's Cabinet as Member for Housing and Advice. It's a role I'm delighted to hold as it means I can represent Derby Homes residents and ensure housing is improved for everyone.

Derby Homes does a fantastic job, with great teamwork and efficiency. The agreement to extend the Council's contract with Derby Homes until 2022 will provide long-term stability and will continue our excellent partnership. ”



With so much demand for Council housing, my priorities are to make sure properties are not left empty and there is a quick turnaround in tenancy when they become empty. There are other big challenges for us, including improving housing standards and promoting the use of alternative energy, like solar energy, to make properties as energy-efficient as possible.

Your money

Gas and Electricity prices increasing again?

Would you like your bills to be lower? Depending on your circumstances, the **Social Tariff scheme** and later this year the **Warm Home Discount scheme** are available to you and could help reduce your energy bills.

Gas and electric providers have different offers and criteria. Generally the criteria for the Social Tariff Scheme can include:

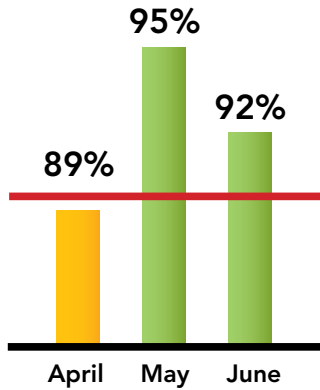
- a low household income or
- being over 60 or
- suffering from a chronic illness or
- being in receipt of pension credit, or
- being in receipt of disability living allowance, or
- being in receipt of attendance allowance, or
- high energy consumption due to a medical condition or
- a child under 16



To check which offers are available and see if you can reduce your bills visit www.derbyhomes.org/housing-services/energy.

Overall Satisfaction Results

Each time a repair appointment is carried out, you, as a valued Derby Homes Tenant will receive a repairs satisfaction survey.



The graphs show the actual satisfaction percentage for each month in quarter 1 (April to June) and then the average percentage for the quarter.

We look at how satisfied you are with the overall repair service.

93% of all appointments were made and kept.

90% satisfaction with the way the Repairs Team carried out the work.

Please remember the information you give us on surveys is very important and helps us to identify areas for improvement.

Your comments mean a lot to us. The more feedback we receive from you, the more we can look at, assess and improve our service.

Reducing missed repair appointments

The number of repair appointments cancelled because the tenant was not at home at the agreed time has reduced slightly.

The number of repairs where the repair team couldn't get access were:

January to March

1575 (13%)

out of 12066 orders raised

April to June

1420 (12.4%)

out of 11489 orders raised

Please remember to let us know immediately on 01332 711000 if you need to cancel or change an appointment.

We are now keeping a record of when we can't get access at your home and from December we will be charging you £10 when you are not at home for a repair appointment.



Customer Services Excellence



Derby Homes have successfully retained the Customer Services Excellence accreditation. The full report can be found on the Derby Homes Website.

Citizens on patrol events

Local councillors are leading citizens on patrol events in selected wards

If you would like to become involved in these events, please contact your local housing office or ward councillor for further details.

Beko fridges

There is a fire risk with some Beko fridge freezers manufactured between 2000 and 2006. Visit Derby Homes website for more information.

Competition winners

The question was 'Where on Derby Homes website would you report a repair?'


Answer: 'Your Dashboard'

The winners were Mrs P Cooper, Mrs Lynda Clark and Naser Sardary who all won £150 worth of gift certificates.

 **01332 711000**

 **www.derbyhomes.org**

 **enquirycentre@derbyhomes.org**

 **Derby Homes**
Floor 2, South Point, Cardinal Square
10 Nottingham Road, Derby, DE1 3QT

Please contact us if you need help reading this information

اگر آپ کو خواندنہماری نئےم دقہ پڑھنا بہ یارمائی ہے، پسیوندیمان پتوہ بکن

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਪੜ੍ਹਨ ਵਿੱਚ ਮਦਦ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ

اگر آپ کو اسے پڑھنے میں مدد درکار ہے تو ہم سے رابطہ کریں

„ Prosimy o skontaktowanie się z nami, jeśli potrzebują Państwo pomocy w zrozumieniu treści niniejszego dokumentu ”