

Derby Homes News

derby
homes

Spring 2022

20
YEARS
DERBY HOMES
2002 - 2022

pg.4



Cost of Living Crisis: Help

pg.8



20 Years of Derby Homes

pg.10



Community News



Made with 100%
recycled paper

Welcome to our Spring newsletter



It's finally starting to feel like spring! By the time you're reading this, the clocks will have changed and we can all look

forward to lighter and longer days.

It's hard to avoid the news at the moment in relation to the cost of living crisis (pg.4). We all know that prices are rising and this is worrying for many people. I feel like I've already used the word 'unprecedented' far too many times during the Covid pandemic, but the current situation really is extraordinary and something that will affect everyone.

As costs start to rise for all of us this month, I want to reassure you that we're here to help you. Right now there are lots of organisations in the city pulling together to coordinate a citywide network of advice and information.

In the meantime, I would urge you not to bury your head in the sand if you're worried about not being able to afford the basics, like food, rent or utilities. Please, get in touch with us. Even if you think we may not be able to help you, we might know someone who can and you'll at least have got your worries off your chest.

It may seem like the wrong time to celebrate, but Derby Homes turns 20 years old this year! If you're not sure

why that's something for Derby to be proud of, have a read of our feature (pgs.8&9). Arm's Length Management Organisations play a crucial part in nurturing the spirit of collaboration, especially in Derby. I'm really proud of the services we've delivered over the last 20 years, not only to tenants and leaseholders, but to the rest of the city.

There certainly seems to be a lot more community news these days (pg.10-13). It's great to see more events and activities taking place in our community rooms and parks.

Please also take a look at this year's Volunteer Awards (pg.12) that take place during National Volunteers' Week. You can make a nomination or show your support another way. We have some incredible volunteers in our city and they definitely need some recognition. It's certainly another excuse for celebration.

Finally, you may have received an email from us last month about schemes to help with household costs. Communicating this way is something we're planning to do more of (pg.16), so if you want to stay up to date, make sure we have your email address.

I hope you find this edition informative.

Maria Murphy
Managing Director, Derby Homes



Getting in touch

The best way to contact us is through our website. You can find the answers to most questions, report antisocial behaviour and register for **My Account**

 www.derbyhomes.org

You can still contact us by email and phone.

 Contactus@derbyhomes.org

 **01332 888777**

Non-urgent enquiries

Monday to Friday – 9AM to 3PM

Urgent repairs

Monday to Friday - 8AM to 5PM

Non-urgent housing advice

Monday to Friday – 9AM to 3PM

Urgent Housing advice

Monday to Friday – 8.30AM to 5PM

Out of hours emergency repairs

 **01332 642202**

5PM - 8AM & weekends

Out of hours urgent housing advice

 **01332 642202**

5PM - 8AM & weekends

Text service for hearing impaired customers

07860 097426

 [/derbyhomes](https://www.facebook.com/derbyhomes)

 [@DerbyHomes](https://twitter.com/DerbyHomes)



Rent and service charge news

Rent statements

Did you know you can access your last 12 months rent statements on **MyAccount**? As a way of reducing our carbon footprint, we made the decision to stop posting physical rent statements.

If you haven't signed up for MyAccount yet, you can register by clicking the 'Register for MyAccount' link on the homepage of our website.

You can access MyAccount online at any time to:

- report repairs
- manage your rent account
- update your tenancy details

You can still request up to five years of rent statements by calling or emailing us.

Calendars

The 2022/2023 Rent Calendars are now available on our website.

Following feedback, we're no longer sending out Rent Calendars with the annual Rent Variation Packs. If you'd like one, you can download a copy on our website, or contact us and we'll get one sent out to you.

Bank holidays and Direct Debits

We don't collect direct debits on bank holidays or weekends. The upcoming bank holidays will affect your usual collection dates.

Easter Bank Holidays

Friday 15 April
Monday 18 April

Platinum Jubilee

Thursday 2 June
Friday 3 June

Direct debits normally taken on Friday 15 April will be taken on Tuesday 19 April.

Direct debits normally taken on Thursday 2 June or Friday 3 June will be collected on Monday 6 June.

Register for My Account

Sign up for online services. Report repairs anytime, manage your rent account and update details on your tenancy.

For more information go to **www.derbyhomes.org**

Home Release Scheme

If you're under occupying a property, you could be entitled to receive over £500 if you choose to downsize as part of our Home Release Scheme.

On top of the payment, we will also:

- arrange and pay for removals
- disconnect cookers and washing machines
- reconnect cookers and washing machines in your new property (providing it is a Derby Homes property)

To be eligible for the scheme, you must:

- be a Derby Homes Introductory or Secure tenant
- be under-occupying your property
- have an active application on Derby Homefinder or an active mutual exchange application

Contact us to find out more information.



Cost of living crisis: help is available

The cost of living is increasing at the highest rate in 30 years with:

- inflation
- food bills
- fuel prices
- national insurance
- gas and electricity bills

all due to rise from 1 April 2022.

This is a huge worry for so many people, with many even wondering how they'll be able to put food on the table.



While we can't cover everything here, want to make sure you know about all the most immediate services and help available if you're struggling.

There is help out there, but if you're really worried about your situation, get in touch with us.

We'll be posting updates on advice and support available on our social media accounts and by email so make sure we have your email address to stay up to date.

Government schemes

Warm Homes Discount

The application window for 2021/22 is now closed, but the next window opens in the summer.

You could be entitled to a discount of £140 off your electricity bill for October 2022 – March 2023.

There are two ways to qualify for the Warm Home Discount Scheme:

- you get the Guarantee Credit element of Pension Credit - known as the 'core group'.
- you're on a low income and meet your energy supplier's criteria for the scheme.

How you apply for the Warm Home Discount Scheme depends on how you qualify for the discount.

More information on how to apply is on [gov.uk](https://www.gov.uk)

Winter Fuel Payments

The application window is now closed, but look out for how to apply for next winter.

If you were born on or before 26 September 1955 you could get between £100 and £300 to help you pay your heating bills.

You will get your Winter Fuel Payment automatically (you do not need to claim) if you're eligible and either:

- get the State Pension
- get another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit)

If you do not get either of these but are still eligible you may need to make a claim.

More information on how to apply is on [gov.uk](https://www.gov.uk)

Council Tax Rebate

All households in council tax bands A to D will receive a rebate of £150. If you pay by direct debit, your rebate will be paid automatically in to your bank account by mid-May 2022.

If you don't pay by direct debit, you'll have to wait a little longer to receive your refund.

Sign up to pay by direct debit and get your rebate faster at [derby.gov.uk](https://www.derby.gov.uk)

Energy Bill Discount Scheme

All Households in England, Scotland and Wales, will receive a £200 discount on their energy bill in Autumn.

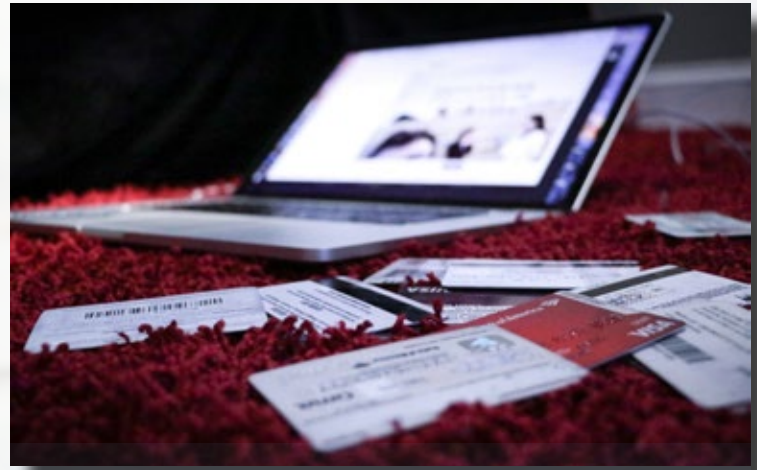
You will pay back the discount automatically in equal instalments over five years, starting from financial year 2023-24, when gas prices are expected to come down. full details are still emerging, search online for more details.

Money advice for all Derby Homes/Council tenants

We have a dedicated team to offer advice and support if you're struggling financially. We offer:

- budgeting support and money advice
- income maximisation
- referrals to Food 4 Thought Alliance
- sign posting to fuel supplier's trust funds

More information is available on our website, including links to the Poverty Support Commission, or get in touch and ask to speak to our Money Advice Team.



Energy efficiency

In 2020, it was reported that 13.2% of households (3.16 million) were living in fuel poverty in England.

Making sure you're using energy efficiently is a great way to keep bills low. Our Energy Efficiency team offer practical advice to customers on:

- Condensation
- Heating controls & systems use
- Solar panels
- Energy providers

Making the most of solar panels

Try to use appliances, like washing machines, during the day when solar panels are producing more electricity.

Only use one major appliance at a time, so that you are taking full advantage of the free electricity.

For more information, get in touch and ask to speak to our Energy Efficiency team.

Quick, money saving tips

Here are some quick, practical steps you can take to save money on your bills.

Turn down your thermostat

Turning down by just one degree can save up to £65 a year.



Switch off appliances instead of using standby mode

This can save you up to £55 a year.



Turn lights off when you leave a room



Have shorter showers.

Using your shower for one less minute each time can save you up to £75 a year.



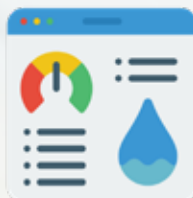
Change to LED bulbs

LED bulbs use up to five times less energy than halogen light bulbs.



Have smart meters installed

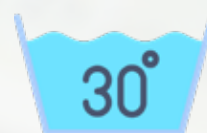
Smart meters show you how much energy you are using and make sure your bills are accurate.



Boil only what you need in your kettle



Do full laundry loads at lower temperatures



Health and safety advice

Let us in! The importance of electrical servicing

It's a legal requirement for us to ensure the 'electrical installation' in your home is safe. It is our policy that an Electrical Safety Check is completed every five years.

Completing these checks enables us to identify and rectify any potential hazards that may occur.

It's crucial when we make an appointment with you to check your electrics that you give us access to let us do the work.

During the safety check the electrician will check the incoming supply, the consumer unit, any fixtures and fittings and the condition of the wiring. They will ensure your home is free of any serious electrical hazards including exposed wiring, overloaded sockets and any poorly installed electrical installations.

Never alter any electrics yourself, doing so could lead to fires, shocks or serious injuries.



We may give you permission to use a qualified electrician to make alterations, providing they meet certain criteria. You must apply for a permit before any work is done.

It's also important to never overload sockets by over-using extension leads.

If you are concerned about the electrical installation in your property, complete the visual electrical checklist at www.homesafetyguidance.co.uk or view www.electricalsafetyfirst.org.uk/guidance/

Flats: Enjoying your balcony safely

If a fire starts on your balcony, it can spread to your home and your neighbours' homes very quickly.

To stay safe, it's important you keep your balcony free from:

Flammable materials – Storing any flammable materials on your balcony such as plastics and fabrics, will cause a fire to spread more quickly.
1KG of plastic = 1KG of fuel!

Gas cylinders – Never store gas cylinders on your balcony, even in winter. If they catch fire, they can cause severe damage to you and your home.

More information on fire safety is on our website.

Fireworks - Fireworks are extremely dangerous. Never use or store them anywhere in your home or balcony.

Barbecues - Never use barbecues, chimineas, fire pits, patio heaters or anything else that has a naked flame on your balcony.

Cigarettes - Smoking is one of the main causes of fires in the UK. If you must smoke, stub your cigarettes in a closed metal ashtray. Never drop cigarettes on or over the side of your balcony.

Safeguarding | Raising awareness of exploitation

This year, we're raising awareness of safeguarding to all our customers, partners and staff, with a focus on: exploitation.

The Covid-19 pandemic has played into the hands of slavers and traffickers and requires measures to prevent the exploitation of vulnerable adults and children.

Exploitation can happen anywhere. It's important to know what support is available, how you can spot the signs of someone being exploited and how to report it to the right people.

"Exploitation involves being groomed, forced or coerced into doing something you don't want to do for someone else's gain.

If you think that a child is at immediate risk of harm and in need of protection then you should call the Police on **999**, straight away.

Alternatively if you want advice from the Police and there is no immediate need of protection, you can call the Police on **101**.

So far this year we've posted about human trafficking and modern slavery on our Facebook page. Look out for more the coming weeks and months on our social media channels.

You can also find information about safeguarding on our website.

derbyhomes.org/safeguarding



Know the signs - Spot the signs - Report it

derbyhomes.org/safeguarding

Leaseholder news

Did you know we hold leasehold meetings every six months? The meetings are a great opportunity to have your say on the issues that affect you as a leaseholder.

The next Leasehold Forum is scheduled for **27 April at 5pm** at the London Road Depot boardroom. We'll be sending out invitations and if you can't make it in person, you can watch or join online.

Numbers will be limited in the boardroom so if you do wish to attend in person, please contact the Leasehold Team to book your place.

Contact the leasehold team:

 **01332 956802**

 **leaseholdservice@derbyhomes.org**

Derby Homes is 20 years old

Derby Homes was one of England's first four Arms Length Management Organisations (ALMOs), incorporated on 25 February 2002, at the very start of the 'ALMO movement'. This was the culmination of a range of radical changes in the way council housing was regulated.



Many homes were in need of modernisation

At the turn of the millennium, government acknowledged that public perceptions of social housing had flipped. The first 1920s and 1930s council houses had liberated ordinary people from the terrible living conditions of much of the privately rented sector; and even council homes built immediately after the Second World War met generous minimum standards of space and facilities.

But, increasingly, poor build quality, brutalist experimental 1960 designs and ever dwindling investment in maintenance meant that goodwill towards publicly provided housing – and often, towards the people who lived in it – had evaporated by the turn of the century. Residents themselves were deeply frustrated by how little influence they had over the condition of their homes and communities.

In 2000, Tenant Participation 'Compacts' (agreements between council landlords and tenants) gave residents a voice for the first time, and this was underpinned by a housing inspectorate to make sure all social housing providers met minimum standards of tenant participation. Then, specifically to tackle the investment and

maintenance backlog in council-run stock, the government unveiled the Arm's Length Management Organisation concept.

ALMOs, owned by but separate from their parent council, offered a way of ringfencing central government money earmarked for meeting the new Decent Homes standard. The aim was to improve living conditions in council homes and communities without taking valuable housing assets out of public ownership.

The beginning

Derby Homes officially started operating on 10 April 2002. Tenants were given a much greater say in how their estates were managed. Our governing board was one-third council tenants alongside local councillors and independent members with business and housing experience. This kept us closely linked to both the Council and residents, and in touch with sound business expertise.

Tenants and leaseholders helped develop our first Delivery Service Plans. Progress against the agreed standards was monitored and reported back to them.

Decent Homes

To qualify for the government's Decent Homes funding, new ALMOs first had to win a minimum two-star 'good' rating

20 YEARS

DERBY HOMES
2002 – 2022

from the Audit Commission for sound financial planning and management and consistently good service to residents. On our first inspection, Derby Homes was awarded the three-star 'excellent' rating and £81m of funding.

This led to the start of our 'Homes Pride' programme in March 2003. In the first year we upgraded 4,800 homes with damp-proofing, new windows and doors and new central heating systems. By 2006 every council home in Derby met the Decent Homes standard. From this point on, we ran a cost-effective, programmed cycle of maintenance and our 2006 inspection rating was again 'excellent'.



Gaining a 'three star', excellent status twice meant we could access millions in funding to improve homes

Why is this important and what is an ALMO anyway?

Together, Derby City Council and Derby Homes have delivered over 500 homes for Derby



Regulatory change

At the turn of the decade, like other ALMOs, we embraced the new regulation regime of the Tenant Services Authority (TSA). It placed tenants at the centre of discussions about how local resources should be used and promoted co-regulation of housing services. It meant new standards with a stronger focus on customer service, choice and complaints.

New council homes

Although on a smaller scale than the huge estates developed in the post-war building boom, Derby Homes was among the many ALMOs that began to add to council housing stock again. These were 21st century homes, mostly new-build with some conversions of existing buildings. Our first new build project was finished in 2010 and around 500 new council homes have been built during the last decade.

Beyond housing

In Derby, we made full use of the way the ALMO model for housing management could deliver wider local services that both improved the lives of residents and made the most of local finances and resources.

We set up a 'Tenancy Sustainment Service' to support new residents through the first year of their tenancy. In 2010 our City

Board, a committee of the Derby Homes Board, took the lead on major housing management, maintenance and customer service decisions. The Council's Commercial Services Department staff became Derby Homes' in-house repairs team.

In 2011, a £6.6m Warner Homes project saw energy saving measures fitted to 2,200 homes and we installed solar panels to 900 council homes across the city.

Since our creation, we have also focused on supporting tenants to volunteer in the Council's 22 Community Rooms, providing opportunities to try something different, gain skills and experience, meet new people and give something back to other residents.

Talking, listening & learning

Councils with ALMOs vastly improved communications between landlord and tenant. Our dedicated Enquiry Centre was a highly visible change. Launched in September 2004, the centre gave access to a specialist team that could handle repairs, help them check rent accounts and answer a range of housing questions.

In 2005, we launched our own website. Initially it carried news updates, details of how to become an active tenant and other online information. By the end of the

decade, tenants could manage many key aspects of their tenancy online, including reporting non-urgent repairs and viewing rent accounts.

The future

In 2011, we signed a 10-year management agreement with Derby City Council that would take it through to its 20th year of operation. Last year, a new 10-year agreement was signed with Derby City Council concluding that 'the ALMO continues to perform highly, combining good services for tenants and leaseholders whilst offering value for money'.

We now directly manage, on behalf of the council, a range of services beyond our original purpose, including:

- Repairs team (2010/11)
- Public Buildings maintenance (2010/11)
- Milestone House temporary accommodation (2011/12)
- Derby Advice (2016/17)
- Housing Options and Homeless Services (2016/17)

Whilst an extravagant birthday party may not be on the cards for this occasion, it's certainly time to reflect on the last two decades and what we have achieved, along with Derby City Council and of course the tenants, leaseholders, volunteers and partners who have joined us along the way.

We're working on a brief summary of exactly what we have achieved in this time and would love your contribution or story. Maybe you were a tenant before Derby Homes was created, or just as we formed and you have noticed things change? Maybe you have become a tenant since 2002 and had no idea why your services are delivered by us when you are a tenant of Derby City Council? Whatever your thoughts, get in touch on the email below. Remember to follow us on Facebook or Twitter to look out for our official celebrations.

 comms@derbyhomes.org

Community News

Derby Employment Hub

Are you unemployed? In need of practical support?
Considering a career change?

Derby Employment Hub provides a personalised one-to-one employment support service to help you to progress into work.

The Employment Hub can assist you with:

- Careers advice and guidance
- Writing and updating your CV
- Creating a covering letter
- Job searching and online applications
- Preparing for interviews
- Exploring volunteering opportunities and work experience
- Finding suitable courses including English, Maths, and IT



DERBY EMPLOYMENT HUB

- Are you unemployed?
- In need of practical support?
- Considering a career change?

WE CAN SUPPORT YOU

Find out more:

 derby.gov.uk/derby-employment-hub

 DerbyEmploymentHub@derby.gov.uk

 01332 640990

St Philip Community Space & Cafe, Chaddesden

St Philips' community cafe' is now open every Wednesday and Thursday from 10.30am-1pm for light refreshments.

Meanwhile the community space has toddler groups, crafting and menopause support session throughout the week.

To find out more please visit: www.stphilip.co.uk or follow them on Facebook, Twitter and Instagram @stphilipchad



**Community Space
& Cafe**

Raised beds filled at Tintagel Close

Residents at Tintagel Close and volunteers from Disability Direct have been working hard at the new raised-bed allotment after receiving 15 tonnes of soil in early March.

Despite the wet and windy weather conditions, everyone involved was determined to move the lot and it was all done in just six hours!

The space has been re-utilised from what was an old playground area and residents can't wait to start planting veg! Keep an eye on social media for the latest.



Community Room refurbishments almost complete

Before the pandemic, we started work to renovate all 22 of our Community Rooms. After an unexpected break, we've been able to resume work and we're now very close to completing this huge project.

We recently had a delivery of brand-new furniture arrive at all remaining community rooms and it's given a new lease of life to the rooms, even those that are yet to receive a makeover.

We now only have four rooms left to refurbish:

- Craddock Avenue (Spondon)
- Rebecca House (City Centre)
- Centurian Walk (Darley, Chester Green)
- Oakleigh Avenue (Chaddesden)

We aim to complete all work within the year.

To find out what's going on in your local community room, or to make a booking, contact:

hub@derbyhomes.org



Max Road Community Room



Holly Court Community Room



Craddock Avenue Community Room

Get fit in Chad Park this spring

Planning on getting fit this year?

With warmer weather (hopefully!) around the corner, it's a great time to try out the new fitness area at Chaddesden Park, which opened in December.

The outdoor gym equipment has been installed at the park, after several years of community fund raising.

Seven pieces of fitness equipment have been added to the park including a cross-trainer and pull up bars.

The project was funded by a number of groups and organisations: Co-op Local Causes, Derby City Council Parks, Chaddesden Neighbourhood Board, Derby Homes, Wilmot Gilbert & Berrysford Charity and Friends of Chaddesden Park.

Get active for free in the fresh air.



Community News: continued

Nominate your good neighbours, in the volunteer awards

National Volunteers Week takes place from the 1 to 7 June each year. To mark the week, Community Action Derby is hosting the Derby Volunteer Awards.

The event, in partnership with Derby Homes, will give us a chance to recognise and reward the contribution made by our city's fabulous volunteers. If you know someone that deserves to be celebrated, nominate them for any of the categories below.

2022 award categories:

- ★ Youth Work
- ★ Voluntary Community & Social Enterprise
- ★ Mental Health & Addiction
- ★ Community Champion
- ★ Good Neighbour
- ★ Fight against Poverty
- ★ Arts, Culture & Heritage
- ★ Inclusion
- ★ Sporting
- ★ Young Volunteer
- ★ Grassroots & Innovation
- ★ Overcoming Barriers
- ★ Unsung Hero
- ★ Lifetime Achievement



Nominations open on 1 April and the final deadline to submit an entry is Friday 29 April 2022.

All nominations go to an independent awards panel who decide the winners of the Derby Volunteer Awards. Once the winners have been finalised, they'll be invited to the awards ceremony.

This year the ceremony will be held on Tuesday 7 June at The Italian Mill so put the date in your diary!

For more information on the categories and details on how to make a nomination, go to Community Action's website. www.communityactionderbyorg.uk



Winners celebrating at a previous Volunteer Awards ceremony, St Martin's Church, Allenton

Volunteer Action Pass

Community Action Derby's latest volunteering pilot project has proved to be very successful and they're looking for more people to fill their next cohort.

Volunteer Action Pass is a brand-new training package with core modules which gives you access to further training.

Any Derby City resident above 18 can benefit from the free six-week programme where you can learn about customer service, safeguarding, disability awareness and first aid.

The Volunteer Action Pass has been developed to provide you with the training needed to build your skill set and equip you with the experience to be able to volunteer in all types of voluntary organisations and roles.

You get certificates for each module and for full completion, a card and portfolio detailing all of your learning.

For more information go to communityactionderby.org or email vap@communityactionderby.org.uk.



Staff support 'Christmas Lunch on Jesus' project

The Christmas Lunch on Jesus project delivered a total of 267 shopping vouchers to households in December, making sure they could enjoy a Christmas meal they may have otherwise struggled to put together.

Our Tenancy Sustainment Team identified households that would benefit most from the vouchers and made referrals to St Philips.

In the week building up to Christmas, 15 volunteers from Derby Homes hand delivered the vouchers to some very grateful customers.

This is the fifth year we have supported St Peters with the project. A number of staff volunteer each year to help with the coordination and delivery of the vouchers, which is done in person where possible to keep a human touch at Christmas.

One person gave this glowing review:

"I was blown away by the surprise & generosity and would like to thank you as a church as well as the person who offered to drop it by my house".

Find out more or get involved at:

www.stpetersderby.org.uk



Jubilee events in Community Rooms

Get your party hats out.

To celebrate the Queen's Platinum Jubilee Weekend, we're supporting residents to organise afternoon tea events in our community rooms.

We're still looking for volunteers to help organise these, so if you're interested, get in touch at hub@derbyhomes.org



Coleman Street residents 'Spring into Action'

Residents in Alvaston have joined forces with organisations in Derby to put on the 'Spring into Action' event on Coleman Street green.

Last year, 1,000 spring bulbs were planted on the green and the first of the plants have started to bloom giving a bit of colour and joy to the area.

The event is the first of many, aimed at giving kids in the area a clean safe place to play and be creative.

It wasn't just the youngsters getting stuck in to the activities, some of our staff and Police Community Support Officers got involved in a game of tug of war.

Keep your eye out for future events in the area and ways you can get involved.



Customer feedback and consultations

Virtual Panel

We recently asked our Virtual Panel to review some of our policies. Here's some of the things they said and changes we made.

Contact hub@derbyhomes.org to join the Virtual Panel.

Pet policy

What you said

- The policy was easy to read and understand.
- The policy will help tenants manage their pets.
- The policy does not include a procedure for checking for new pets.

What we did

- We will now check for new pets when visiting a property
- Involving Public Protection Officers to impose fixed penalty charges for breaching the policy

Garage and Stores policy

What you said

- The termination period should be four weeks instead of one week.
- No businesses should operate from a Derby Homes garage.

What we did

- We've changed termination period to four weeks.
- We've added a section that states no businesses should operate from a Derby Homes garage.

Join the Customer Voice

Are you interested in giving your time to help improve our services?

The Customer Voice is made up of tenants and leaseholders who work with us to identify service improvements, based on customer feedback and research.

The group make reports of recommendations for the Derby Homes' Operational Board to approve.

They recently reviewed our:

- Derby Homefinder service
- 2022 - 2023 rent increase
- Lettable Standard policy

Full reports and consultations on these policies can be found online at derbyhomes.cmis.uk.com



Rechargeable repairs policy

What you said

- The policy could be easier to understand.
- We should look to recover rechargeable repairs once the tenancy has ended instead of during the termination period.
- We should contact the tenant to remind them of their responsibilities and what actions they need to take before tenancy ends.

What we did

- We've made the policy more user friendly.
- We will now remind tenants of their responsibilities before the tenancy ends.

Members receive training and laptops to help them complete their projects. They also attend conferences and networking events with other organisations and customer groups to share ideas and best practice.

If you would like to find out more, contact:
hub@derbyhomes.org



Customer Voice at a meeting at Humber Close

Did you read our Annual Report for 2020/21?

You may have seen that we included our Annual Report 2020-2021 in the Autumn edition of the newsletter last year. This is the first time we've done this and would love to know what you think.

Last year we asked for feedback on previous Annual Reports. Most said they weren't aware we produced it, however many found the information relevant and interesting. One person said: 'Do a paper copy, less than four pages'. We decided to compress our usual 50 pages in to four and include them in the centrefold of the newsletter to get the information out to more customers.

Did you notice last years report?

Did you read it?

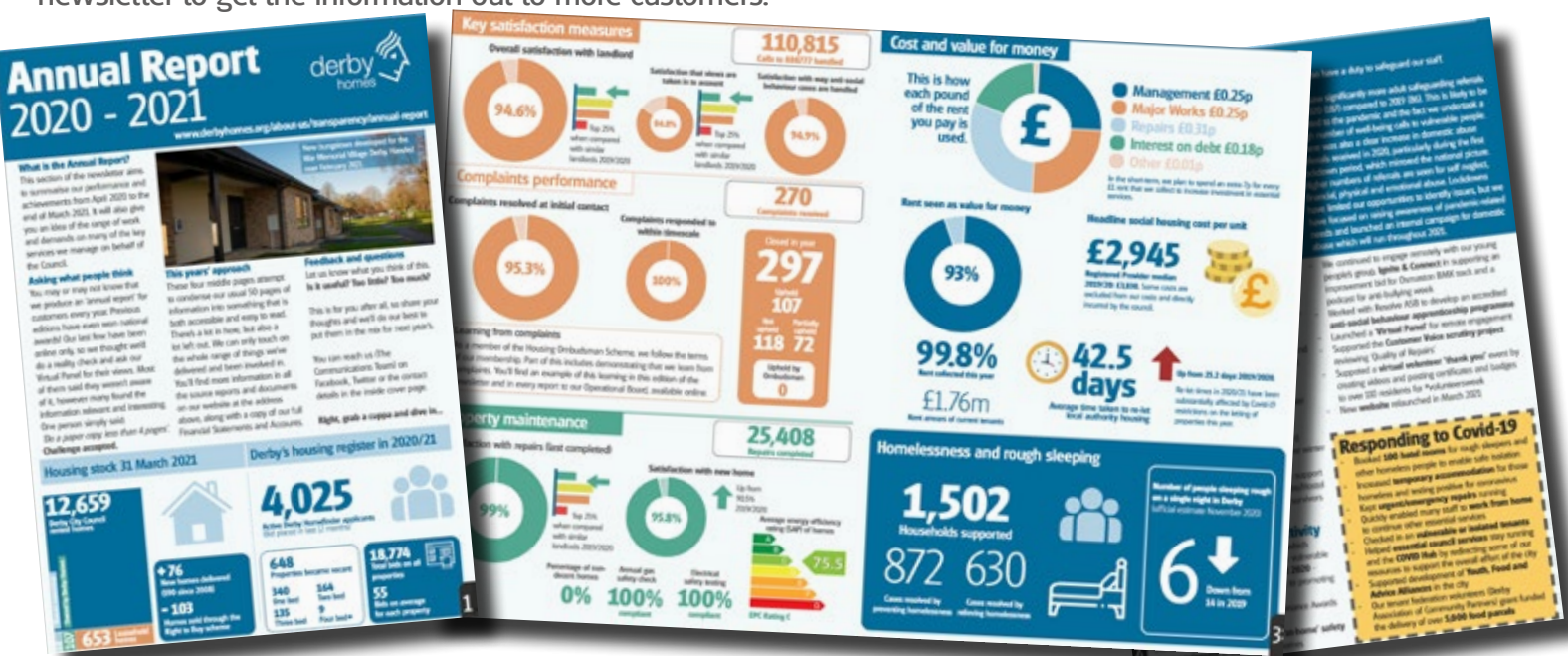
Did you learn something?

Did we miss something out?

So many questions! If you have any thoughts, we'd love to know. Tell us at comms@derbyhomes.org

You can view the Annual Report along with previous editions of the newsletter on our website.

www.derbyhomes.org/newsletter



Funding to help insulate more homes

Derby City Council successfully secured over **£945,000** in grant funding, to improve some of the lower energy rated, council-owned properties in the city.

The bid was submitted in partnership with a consortium of other council's and housing providers, led by Nottingham City Council, to secure funding from the Government's Social Housing Decarbonisation Fund.

The grant will be used to fit external wall insulation to 80 cast iron properties in the Allenton area. These unique properties are unfortunately known for having poor insulation and can be expensive to heat. With energy bills rising significantly, our plans to improve the efficiency of these homes has become even more of a priority.

We plan to run a consultation event at Allenton Housing Office sometime in April to gather ideas and feedback on

some initial designs of the external finish to the homes to ensure it fits in with the existing street scene in the area.

Once completed, we hope to work alongside the Council to secure even more funding to continue to bring the final few homes up to Efficiency Band C or above.



An example of an externally rendered cast iron property in Osmaston

Ways to get involved



Join the online revolution!

We're always looking for new ways to engage with you. With more people online than ever before, we can take advantage of new technology that gives you more opportunities to get involved with us without having to leave your home.

In addition to the ways you can already get involved, we're getting very close to rolling out our brand-new engagement site.

This will let us host more engaging consultations and surveys, as well as be able to set aside dedicated places to look at bigger projects where we can go beyond surveys. We also hope to be able to use it for more interactive community room information and have areas for use for specific customer groups. It should mean you can engage with us more easily and keep you in the loop with our progress after you've given your input.

You've got mail

We're also improving the way we keep you informed about our services. Over the next few months, we'll be able to send you emails with more timely and relevant information on our services. We've always been able to send you emails, but new software will mean we can improve the quality of them and make sure we can reach you in a more timely way than we have previously. Better than waiting for three months to receive the next newsletter through the post!

Don't worry, we won't suddenly start to spam you. If you want to be kept up to date more regularly, just make sure your email address is up to date on **MyAccount**.

Could your child benefit from joining our youth panel?

Our youth panel, Ignite and Connect, are always looking for new members. They want to hear from parents of 13-19 year-olds who are interested how their child can get more involved in their community, gain volunteering experience and develop their own skills.

The group is a great place for young people to gain new skills for their CV, build up their confidence, take part in fun social events and form new friendships.

Plus, members automatically get an interview for an apprenticeship at Derby Homes!



They meet socially once a month to talk about the things that matter most to them.

For more information on how your child can get involved, just email: **hub@derbyhomes.org**

Come and work for us

Fancy working for us? We currently have a wide range of jobs available, with something to suit all levels of experience. We regularly post current vacancies on Facebook, Twitter and LinkedIn, so give us a follow.



Our current vacancies:

derbyhomes.org/jobs

Sign up for the Derby Jobs Weekly newsletter:

derby.gov.uk/jobs-and-careers/derby-jobs-weekly