

Derby Homes News



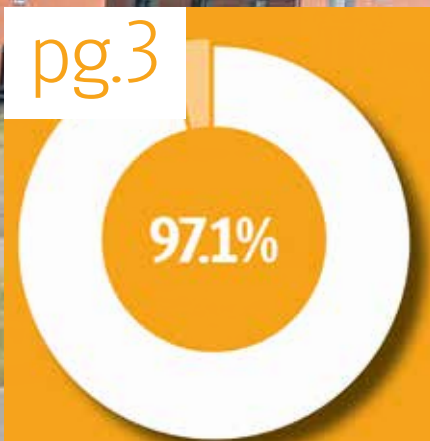
Summer 2023



Made with 100%
recycled paper



pg.3



Annual Report 2022 - 2023

pg.6



Meet Doctor Mould

pg.8



Let's Talk Derby Homes



Welcome to our Summer newsletter

Summer's coming to an end, and it hasn't quite been

the summer many of us had hoped for, although I'm sure the plant life has appreciated all the rain.

This is a special annual report edition of the newsletter. Our annual report is a snap shot of our performance, achievements and your satisfaction with us as a landlord.

You might remember that we changed the format of the newsletter in the last edition, creating sections that relate to the new Tenant Satisfaction Measures. We've kept format the same for this edition and included our annual report figures for 2022-2023 under each heading (pg.3).

We did this to get prepared for the new regulation that's come in this year. Although we don't need to report in this way until next year, we wanted to get a head start and also give you an idea of the things we do to achieve these figures.

Previously we told you about the pressures our repairs service has been facing and the delays to non-urgent repairs it has caused.

We're still seeing a high number of people not being in for their repairs, this delays things for everyone and has a negative impact on repair time-scales.

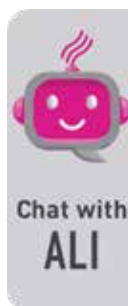
To tackle this, we have made the difficult decision to cancel your non-urgent repairs if you are not in for your appointment on the first visit.



If you can't make your appointment, we will rearrange a more suitable time for you if you let us know. You can let us know by replying to your appointment text or by calling us at least 24 hours before.

Maria Murphy

Maria Murphy
Managing Director, Derby



REMINDER: If you miss your non-urgent repair appointment,

IT WILL BE CANCELLED



If you need to rearrange your appointment, you must let us know at least **24 hours before**. You can let us know by replying to your **appointment reminder text** or by **calling us**.



Getting in touch

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

 www.derbyhomes.org



01332 888777

Non-urgent enquiries

Monday to Friday – 9AM to 3PM

Homefinder & homeless enquiries

Monday to Friday – 8.30AM to 4.30PM

All urgent enquiries

Call anytime

(Out of office hours, calls are diverted to **01332 642202**)

Out of hours homeless advice

01332 956606



Email us

Customer Service

Contactus@derbyhomes.org

Rent

Incometriageteam@derbyhomes.org

Housing Advice

Housing.options@derbyhomes.org



07860 097426

Text service for hearing impaired customers
Or use Text Relay service

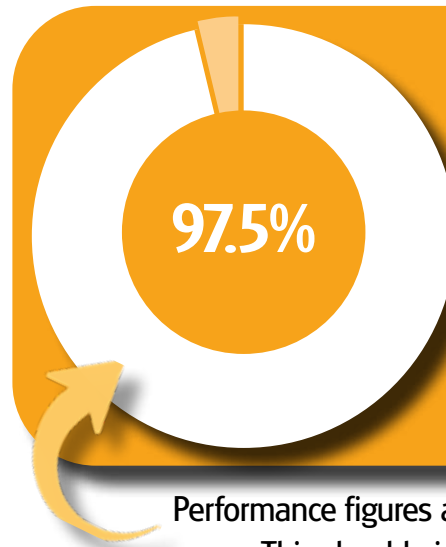
If you would like this newsletter in **Large Print**, get in touch and we will send one out to you

Annual report figures

Over the past few years, we've been including our annual report in the summer edition of our newsletter. Survey responses suggested that most people didn't even know we produced an annual report, so we thought it was a good idea to change how we share the information.

It's now much shorter and included throughout the Summer newsletter each year. Many people have said it has made them more aware of it, so we're continuing to include it here.

This year, instead of having all the figures in the centre of the newsletter, we've spread them out under relevant sections that relate to themes of the **Tenant Satisfaction Measures** that have been introduced this year.



Annual report 2022 - 2023

Overall satisfaction
with landlord

Up from 96.5%

Performance figures appear in **breakout boxes** on each page. This should give the figures some context and you can also read about any related work.

Most satisfaction figures are taken from our annual Customer Survey, which had **over 2,000 responses** last year. You can read the full report and financial statements on our website.

A snap shot of our achievements

Here's just some of our achievements from 2022-2023. You can read all about them in previous editions of the newsletter on our website.



Raised **£1,537.44** for
Disability Direct



Celebrated **20 years**
of **Derby Homes**



UK Housing Awards
Finalist for our
Homelessness
partnership work.



We received the
RoSPA Order of
distinction for 17
consecutive gold
awards

Supporting communities



£750,000 allocated to improving our
communities through estates pride
funding (**pg.11**).

Donated **planters** and **soil** to
a community garden project on
Brigden Avenue.

Derby's **War Memorial Village**
development commended in
national awards.

Cost of living help



Worked in partnership with Derby
City Council and Community Action
Derby to create the **helping you**
with the cost of living website

Helped raise **£28,000** to
buy **slow cookers, air fryers**
and **electric blankets** to help
vulnerable residents with
the cost of living crisis.

Service improvements



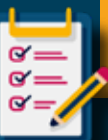
We carried out **full review**
of our **website** to make it
more **customer focussed**.

We started using **drones** to
reduce costs when assessing roofs.

Launched the '**Let's talk Derby**
Homes' engagement website (**pg.8**).

Welcomed the **first Anti-social**
behaviour apprentice in the
country.

Consulted on...



- ✓ Home release scheme
- ✓ Customer First policy (**pg.9**)
- ✓ Condensation and damp letter
- ✓ Common Room policy (**pg.9**)
- ✓ Mobility Scooter policy
- ✓ Annual report
- ✓ Domestic abuse policy

Housing disrepair legal claims

We've noticed recently that many more tenants are being approached by disrepair claims companies. Here, we explain what you need to consider if you're approached by one, or if you feel there are serious, outstanding repair issues at your home that we've failed to deal with.

Legal firms make huge profits from disrepair claims. Even if claims are successful, people are likely to be left with only a small percentage of money paid in damages. In some cases, tenants have been left with legal debts, and the stress of going to court for nothing. The main goal of these companies is to make money from you.

If you've been approached by a claims company follow these tips before agreeing to anything.

Talk to us first

If you have outstanding repairs, please speak to us. We'll do our best to put things right. If you feel a repair has not been completed to your satisfaction, tell us. If you feel you need to, use our complaints process and if you're still not satisfied, you can also contact the Housing Ombudsman.

Always ask for ID

Get their name and the company they are working for. Many companies will say they are working on behalf of Derby Homes or Derby City Council, they are not.

Do not let them in

Anyone working for us will have an ID badge. If in doubt, call us on 888777 to check.

Do not be fooled

They will promise you thousands of pounds. Remember, these companies only shout about their successful cases. Ask how much the solicitor fees will be.

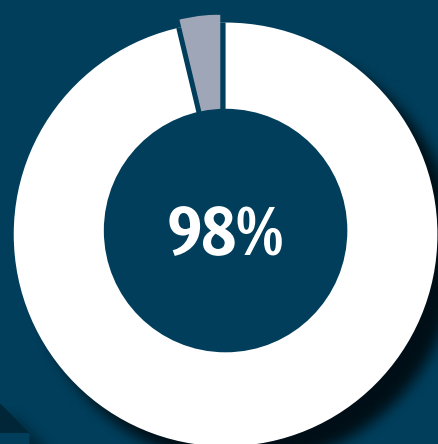
Don't sign anything

Be careful what you sign. It could leave you out-of-pocket. If you've already signed something, get in touch with us, there may be a cooling off period.

Be prepared

Are you prepared to deal with the stress of going to court? If you lose your case, you could be left with huge court fees. Make sure you're covered by insurance.

Satisfaction with repairs



Down from 98.8% 

34,420

Number of repairs completed in year

27,980

Repairs completed in target timescale

Annual report 2022 - 2023





0.6% - Proportion of homes that don't meet the decent homes standard

We identified a small number of homes that no longer meet this standard. These are structurally safe and pose no risk. Consultation on wider redevelopment options is already well underway with tenants.

Meet 'Doctor Mould'

Hi, I'm Simon, the new **Technical Officer for Damp and Mould** at Derby Homes, or 'Mould Doctor' as some have called me. My job is a **brand new role**, created as part of our proactive response to tackle damp and mould in the homes we manage.


What are we doing:

-  Asking all residents that are concerned about damp or mould to **get in touch** with us as soon as they notice they have an issue.
-  Created a **new damp and mould policy** to clearly explain our aims and approach.
-  **Consulted** with the virtual panel to get customer input to the policy.
-  Asking all colleagues to **look out for**, and report any **damp or mould** in properties they visit.

Video guides

We've created two handy video guides on Damp and Mould.

 Increasing our **damp and mould training** across all services.

 Looking at any **common trends** in our properties age and type so we can **proactively** identify properties that may be prone to damp and mould.

We've created some new video guides that have handy tips on reducing condensation build-up and removing existing mould in your home. They can help you take action early on.



They give tips on how to stop condensation building up and causing mould, and also show you how to clean mould that's been caused by condensation.



Removing mould



Tips for reducing condensation

Watch the videos at www.youtube.com/@derby_homes

The advice in the videos should only be followed if you're having minor problems and if the mould is caused by condensation. If you're concerned about mould or you're not sure you should be treating the mould yourself, get in touch with us as soon as possible.



We have more information on damp and mould and how to reduce the risk of it appearing in your home on our website: www.derbyhomes.org

REMEMBER: Mould growth in your home can cause health implications. The longer you let it build up the higher the risk to you and your family.

If you're concerned about damp or mould get in touch with us as soon as possible.

You can report this to us online using **My Account** or by calling us.



Maintaining building safety



Lucky escape highlights e-scooter fire risks

One of our residents had a lucky escape after their carpets were charred following a house fire caused by an e-scooter being charged.

The resident left his scooter charging in the living room, but came back to see his carpets damaged.

If he hadn't spotted it and reported it to the local fire brigade, it could have been a lot more serious.

Please share these pictures and advice to anyone who has a similar vehicle.

Fires sparked by faulty e-bikes and e-scooters have injured at least 190 people in the UK and killed eight since 2020.

In some circumstances, we may recharge you the cost of a repair if the damage is caused by neglect, misuse or a deliberate, accidental or careless act.

E-scooters are becoming increasingly popular, but it is still illegal to use a privately owned scooter in most places, including roads and pavements. As they are classed as a motor vehicle, they must be stored and charged outside the property on a properly constructed hard standing, as part of your tenancy conditions.

Charging your e-scooter safely

E-scooters use lithium-ion batteries. If they fail, they can explode and lead to fires. If you have an e-scooter, make sure you:

- **only charge batteries outside**, when you're awake and make sure they are near a smoke detector.
- **dispose of the batteries correctly**.

Find out more

Fire safety: www.nationalfirechiefs.org.uk

Laws around private use of scooters: www.gov.uk



Maintaining building safety



Water Hygiene

The water supply to your home is generally very safe, however there are a few simple steps you should include when cleaning your home to help keep your water supply clean and healthy.

Regular jobs

- Clean your shower and taps of scale and debris every three to six months, or earlier if there is lime scale
- If you have an electric hot-water tank, fully heat the water to 60°C at least two to three times per week
- If you have an outside tap, remove your hose after use

If you've been away for several days

The water in your system can deteriorate if unused for a week or more. If you return to your home after some time away, it's a good idea to clear your system of old water.

- Run all the taps for three to five minutes
- Flush your shower without creating droplets. Put a plastic bag over the shower head and switch it on. Allow the bag to fill and then gently pour it away.
- Flush the toilet twice with the lid down. This will circulate fresh water through the system and empty the cistern.

Do not remove your heat detectors

Alarmingly (pardon the pun), we've had reports of people removing heat alarms. **These are installed to keep you, your family and neighbours safe.**

They are **required by law** and tampering or removing them is a **breach of your tenancy** and lead to action being taken against you.

If your alarm is faulty or damaged, you must report it to us as soon as possible.



17th consecutive RoSPA gold award

We've been awarded the **The Royal Society for the Prevention of Accidents (RoSPA) order of distinction** for **17 consecutive gold awards**. **The most any ALMO has ever received!**



100% Club

Annual report 2022 - 2023

Communal schemes with valid water risk assessments - **100%**

Communal Areas with valid fire risk assessments - **100%**

Passenger lifts with six month service/inspections - **100%**

Annual common area Asbestos inspections - **100%**

Electrical safety checks - **100% compliant (99.8% of all properties)**

Gas safety checks - **100% compliant (99.9% of all properties)**



Respectful and helpful engagement



[Home](#) [Community Spaces](#) [Consultations](#) [Customer Voice](#) [DACP](#) [Mystery Shopping](#)

[Sign in](#) [Register](#)

Let's Talk Derby Homes

Your voice counts. Share your thoughts, views and ideas on different proposals that affect you and your community in Derby.

[Sign in to have your say](#)

A new place for online feedback and consultations

We're excited to announce the launch of **Let's Talk Derby Homes**.

It's the new digital home for all things engagement. On the platform, you'll be able to take part in the latest **consultations**, be first to hear about exciting new **volunteering opportunities**, get **feedback** on our **latest projects**, find out about our **community spaces** and **much more**.

Mystery shopping opportunity

As a mystery shopper, you'll be asked to test our services in a variety of ways. You may be asked to phone us to report a repair, test how easy it is to find information on our website, or access advice and information from different teams.

To show our appreciation of your time and commitment, we give mystery shoppers a **£25 Love 2 Shop voucher**

per shop (terms and conditions apply) on successful completion of each Mystery Shop. We'll also reimburse your travel costs if you're asked to travel.

Have your say

What do you think about the opportunities you have to get involved to improve or scrutinise our services? Do we do enough to keep you informed?

We're hosting a huge consultation that will inform our customer involvement opportunities and the way we keep everyone informed over the next three years.

You can find the '**getting involved and keeping informed**' survey on lets-talk.derbyhomes.org or by scanning the QR code on the back page.

Get involved



lets-talk.derbyhomes.org



hub@derbyhomes.org



01332 643694

Or scan the QR code



Scan to get involved

Annual report 2022 - 2023

Satisfaction that we listened to feedback and acted on this

Up from 85.3%

86.4%

Your feedback

Common room and community space policy

We reviewed our Common Room and Community Space Policy to ensure it is still relevant, fair and inclusive to all.

What you said

- **68.7%** found the booking policy **easy to understand**.
- **62%** knew how to **contact us** to book the spaces.
- **57.2%** agreed that the space **caters to their groups needs**.
- **73.8%** agreed that the space is **accessible** for all the members of their group.
- **38%** of the groups use the **Wi-Fi**.
- **30%** **store items** in the community spaces.
- **50%** think the **charges** for the rooms **are fair**.



What we've done

- We've made it **clear** on the booking form that our **trades staff** or **customers may access the rooms** during bookings.
- We now advertise the **phone number** and **email** outside each community space and on the **website**.
- We have reflected the **wheelchair access** in the Equality Impact Assessment and are **reviewing** the **accessibility** of each room, in addition to the amount of furniture and room capacity to make sure it's **safe**.
- We now **charge** an **hourly rate** for room bookings.
- We've added that **tenants who pay** towards the charge of the room will be **prioritised** above all other groups and activities.
- We reviewed the **storage allowance** for each room due to **fire safety** regulations.
- We've added **music licence requirements** to the policy
- We've enhanced the wording for our **equality and diversity commitment**.

Customer First strategy

Our Customer First strategy is our commitment to put you at the heart of everything that we do. We wanted to know what you thought of our strategy, and if you agreed with our vision.

What you said

- You want us to be aware that **not everyone** can access **online** services.
- You agreed that we should **invest** in our **online service** offer for those who can access online.
- You agreed we should keep our **four key outcome areas**.
- You want us to make sure we **keep face to face** and over the phone **services**.
- You wanted us to be **better** with **communication**.
- You agreed with our vision.

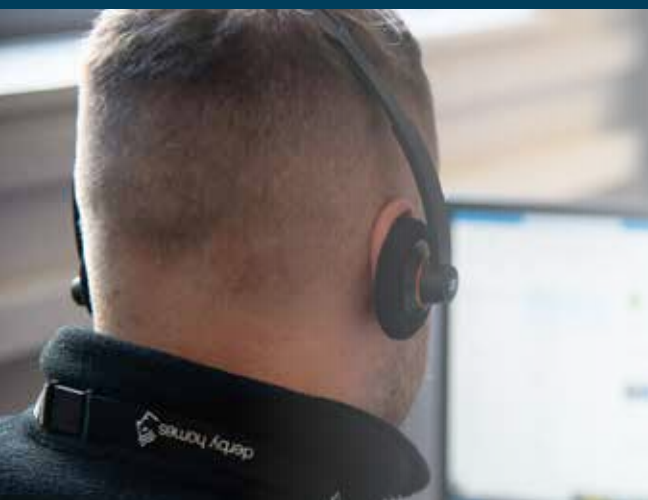
What we've done

- We made sure we **kept face to face** and **over the phone services**.
- We **retained** the **four key outcomes**.
- We **retained** the **vision** of the policy.
- We are **exploring digital options** for customers who can access services, like the Chat bot on our website.
- We created a programme for Senior Managers to periodically visit their teams and **review the services from a customer perspective**.



Customer First

Effective handling of complaints



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Number of complaints received in year
(33 per 1,000 properties)

We don't always get things right, we recognise it's just as important to learn from our mistakes as it is from our successes. We listen to your comments and feedback and use it to help improve our services.

We record and analyse all complaints and their outcomes and provide quarterly reports for the Operational Board. Here are some of the lessons we've learned from your complaints in the last year.

Where we let you down

Towards the end of the year we saw a rise in the number of complaints about repairs that were not being completed within our target time-scales, and a lack of communication about the repair progress.

Lessons learned - What are we doing?

- We have increased our workforce to tackle the immediate problem.
- We are reviewing the way we schedule work.
- We are finding that a high number of people are not in for their appointments. We now only attend non-urgent repairs once before closing the repair if we cannot gain access.
- We are trying to improve access rates by calling you the day before an appointment.
- Our Board and Senior Management Team are monitoring the situation closely.
- Analysis of proper use of van stock has been undertaken and the team aim to achieve more jobs completed right first time.

Where we let you down

A customer reported drain issues from their toilet which damaged their belongings. Looking back at the property repair history, the previous tenant had also reported drainage issues.

Lessons learned - What are we doing?

When properties are empty, we now check the repairs history for outstanding work and whether the issue has been reported multiple times so this can be resolved before people move in.

Where we let you down

Mould and mushrooms had been growing in hallways of some properties but nowhere else.

Lessons learned - What are we doing?

We realised this was because the areas were getting much colder than the rest of the house due to having no radiators. Our surveyors now offer radiators as standard if they don't have them in their hallways.

How to make a complaint



Online
www.derbyhomes.org



Email
housing.complaints@derbyhomes.org



Phone
01332 888777



In writing or in person
Customer Experience Team
Derby Homes
839 London Road,
Derby
DE24 8UZ

Responsible neighbourhood management

Estates pride

Last year we allocated **£750,000** of Derby City Council Estates Pride funding to improving our estates and communities.

The money was spent on things like; **parking spaces, driveways, fencing, lighting, landscaping, resurfacing roads and pavements, environmental initiatives** and **extra resource** for **Estate Response** and **Public Protection Officers**.



Help yourself to some fresh fruit

563 new trees (35 being fruit trees) have been planted across the city since 2018 and the council plan to plant more each year.

The idea is to help encourage the use of a free sustainable food source during the current cost of living situation, with fresh fruit being one of the things with higher inflation in prices over recent times.

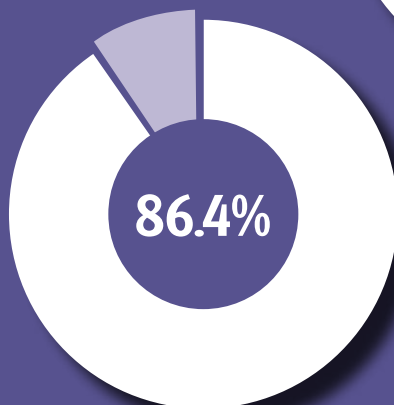
Keep your eyes out for these signs.



- **Pears** will be ready to pick by **October**
- **Apples** between late **July** and **November** (with September being the best time)
- **Plums** will be ready to pick between **August** and **September**

Anti-social behaviour

1,035 complaints in year
(84 complaints per 1,000 properties)



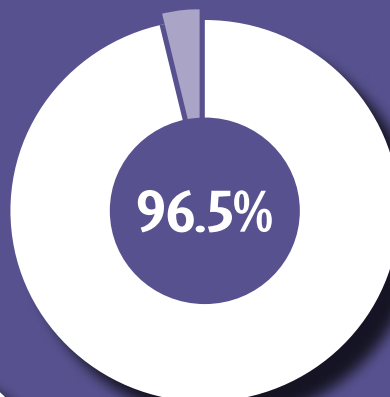
Satisfaction with my neighbourhood as a place to live

New measure

Annual report 2022 - 2023

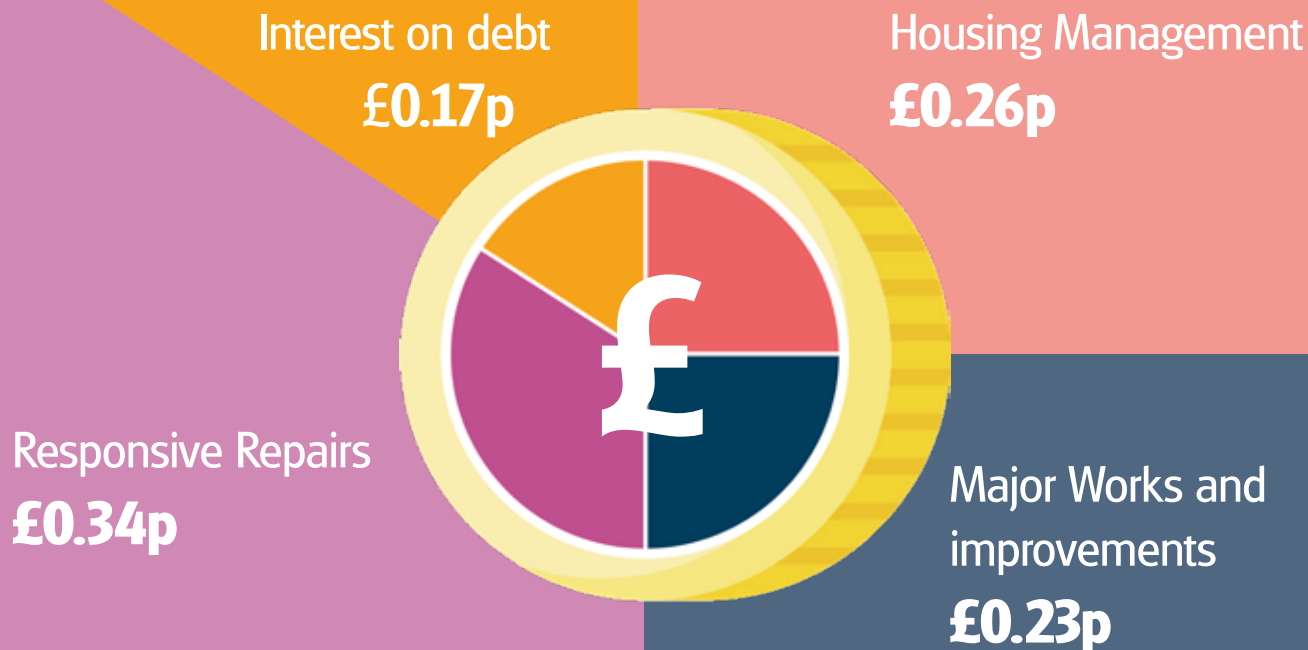
Satisfaction with handling of anti-social behaviour

Up from 95.6% 



Value for money

Where every £1 of your rent goes



In the short-term, we plan to spend an extra 4.5p for every £1 rent that we collect to increase investment in new and existing homes.

Solar panels 2022-23

In the last financial year, the solar panels on our properties generated **1,989,215kWh** of energy. That's almost **£600,000** worth of energy! Enough to power, **686 average households** for a year, **an oven for 75 years**, or **cook 327,712 jacket potatoes!** Anyone hungry?*

As of 1 April 2023, **984** of our properties have solar panels installed. We estimate around half of the energy produced will be used by the tenant, saving them over **£300** per year on average.*

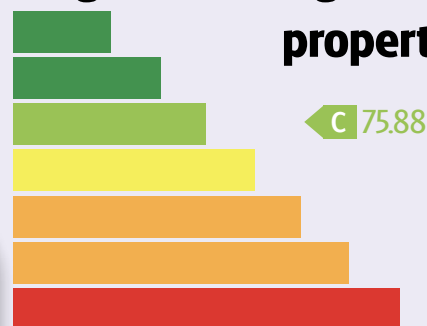
All unused energy goes back in to the grid and helps reduce the overall cost of electricity nationally, **so everyone benefits.**

1,989,215kwh of energy
produced from solar panels on our
properties last year



*figures based on the cost of energy being £0.30per kWh and the average oven using 3.035kWh per hour.

Average EPC ratings of our properties



We now only have **460 properties** that are below band C. We are aiming to bring all properties at band D and below up to a minimum of band C by **2026** (excluding properties where tenants have refused improvement work, or where homes are included in regeneration projects).

Annual report 2022 - 2023

Rent seen as
value for money

Down from 94%

92.9%

Financial abuse

'The mistreatment of someone in terms of their money or assets. This can include having money or property stolen or misused, and putting pressure on someone in relation to their money or property.'

Examples of financial abuse:

- Borrowing money and not giving it back.
- Stealing money or belongings.
- Taking pension payments or other benefit away from someone.
- Taking money as payment for coming to visit or spending time together.

Signs and behaviours of financial abuse

- Unexplained money loss.
- Lack of money to pay for essential items, utilities and rent.
- Inability to access or check bank accounts.
- Changes or deterioration in standards of living e.g. not having items or things they would usually have.



Financial abuse takes many forms. It's a type of abuse that can start subtle and is often hard to detect.

If you're concerned that you or anyone else is suffering from any form of neglect, get in touch with us. We have the staff to help you whatever the situation. If you open the door to us, we are here to help and we can come up with a solution together.

Safeguarding Champions

This year we've relaunched our '**Safeguarding Champions**' to our workforce.

These members of staff are a point of contact for all things safeguarding, and can give advice when issues arise.

Our 30 champions meet frequently to discuss any issues and expand their knowledge on the subject.

We're making it easier for our staff to spot our champions and report concerns by giving them new **blue lanyards** and **badges** for their **email signatures**.



Activities at Milestone House

Milestone House provides emergency accommodation for single adults and couples without dependants.

It's managed by Derby Homes and has 36 rooms for Derby's homeless and rough sleepers.



Summer cooking

Milestone House residents have been keeping busy in the kitchen as an alternative to their usual support sessions as an indoor activity during the current warm weather.

They all rallied together and have been cooking burgers, sausage cobs, chips and salad together to enjoy. The goal is to show them how to cook meals and prepare for independent living.



Liver screening and Hep - C testing

We welcomed rough sleepers and residents of Milestone House for a free liver screening and Hepatitis C testing.

Derby Homes worked in partnership with NHS England and The Hepatitis C Trust to host the event.

The day was hailed a resounding success with 18 people being Fibro-scanned and 24 people being liver screened.

'Fibro-scanning' is the process when ultrasound technology measures liver hardness and fatty changes in a liver.

These measurements helped the on-site medical team to learn more about the health of those that took part.

Meanwhile 24 people were tested to see if any infections were spread through their blood cells and were tested for Hepatitis B and Hepatitis C. Homelessness Paramedic Tracy Cunningham said: "It was a fabulous event at Milestone House and it was great to be able to engage with so many rough sleepers.

"The liver screening van outside caused so much interest with others, that they then came into the building for the Hep-C test.

"Following this initial pilot, we hope to be able to run similar events again in conjunction with Derby Homes soon."



Derby College help vulnerable students at one of our community spaces

Many people use the **22 Community Spaces** we manage for hobbies, community activities and events.

Derby College recently used Acorn Close Community Space to promote learning to disadvantaged students, like those at Jericho House who are in recovery from various addictions. The group are trying to better their lives and job prospects through gaining qualifications they missed out on at school.

The room provides a base where students feel at ease and the success of the learning experience.

It's great to see that Derby College are using our room for such a worthwhile cause. They have found the venue really good for their students and they've all appreciated



having the space.

You can find further information about how to book our Community Spaces on lets-talk.derbyhomes.org.

Big Green Week

We were at the Big Green Week session at Kiwi Park back in June. The event gave children in the area the opportunity to take part in stone painting, fruit tasting and learn about wildlife habitats.

Derby City Council worked in partnership with the Co-op's Community Relations Officer and Allenton Co-op Funeral Home to help fund bird, bat and bug houses which will be installed in the area.

Our engagement van was there to promote the services we provide to the community.

Volunteers from the YMCA, Alvaston Park Friends and Councillors helped the children to assemble the boxes, all in an effort to tackle climate change and protect nature.



Derby Volunteer Awards 2023

We had a great night at the Derby Volunteers Awards on 1 June 2023.

A huge congratulations to all the winners and nominees. We were delighted to sponsor the event again.

It was wonderful to hear so many inspirational stories throughout the evening and see so many volunteers being given recognition after some brilliant work in all our communities.

If you know of anyone that deserves recognition for their great work in volunteering, keep an eye out for the nomination window, which usually open sat the beginning of the year.



SUPPORTING
YOU WITH THE
COST OF LIVING

SCHOOL UNIFORM SUPPORT

**IF YOU'RE STRUGGLING TO PAY
FOR A NEW SCHOOL UNIFORM,
THERE'S SUPPORT AVAILABLE.**

**derby.gov.uk/costofliving or
communityactionderby.org.uk/costofliving**



Working Tax and Child Tax Credits to be replaced by Universal Credit in Derby

You'll need to apply for Universal Credit when you receive your 'Universal Credit Migration Notice' from the Department for Work and Pensions (DWP).

The notice will tell you the date you need to apply by. If you don't, you may not receive as much as you're entitled to.

Find out more on www.gov.uk



Advice on Universal Credit and other benefits

Derby Advice

01332 643394

Derby.advice@derbyhomes.org

Help applying for universal credit

Universal Credit Migration Notice helpline

0800 169 0328

Citizen's Advice

0800 1448444.

www.citizensadvice.org.uk

Your chance to tell us.

What do you think about the opportunities you have to get involved to improve or scrutinise our services? Do we do enough to keep you informed? Fill out our survey to have your views included and help improve things.

lets-talk.derbyhomes.org



Scan to have your say

