

Derby Homes News



2026
Issue 1



Made with 100%
recycled paper

**OVERALL
SATISFACTION
84.8%**

This years Tenant
Satisfaction Measure
(TSM) results inside.

pg.3



Regulatory judgement

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**Changes to repair time-
scales**

pg.13



Ali gets an upgrade

www.derbyhomes.org

Welcome to our newsletter



I have some positive news to share with you. You may already know

that new regulation means social landlords are now being inspected and graded against the Regulator of Social Housing's Consumer Standards.

Earlier this year, it was Derby City Council's turn to be inspected. As we manage homes and provide housing services on behalf of the Council, the Regulator spent time speaking to us, meeting tenants and looking closely at the services we provide. I particularly want to thank all of the tenants and leaseholders that gave up their time to speak to the inspectors whilst they were on site.

I'm delighted to say that Derby City Council has been awarded a **C1 – the highest possible consumer grade (pg. 3)**.

This is great news for Derby City Council, for Derby Homes and, most importantly, for you as tenants.

A C1 grade doesn't mean that we always get everything right, it means the Regulator is assured that we are meeting

the consumer standards and delivering positive outcomes for tenants. We're proud of the result, but we also know that we need to keep listening to you, learning when things don't go as planned and continuing to improve our services.

One area where things are changing is our repairs service. We've made some changes to make sure we're ready for the next phase of Awaab's Law (pg. 4). These will help us respond effectively when problems in your home could affect your health or safety.

You may also have noticed that we're not sending as many printed newsletters as we used to. We now produce two editions a year, but you can hear from us more regularly by signing up for our monthly email newsletter. To receive it, simply make sure we have your current email address linked to your tenancy.

There's plenty more in this edition, and I hope you enjoy reading it.

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 anti-social behaviour and register for **MyAccount**.

 www.derbyhomes.org



01332 888777

Non-urgent enquiries

Monday to Friday – 9AM to 5PM

Service opening times may vary. See our website for full details.

All urgent enquiries

Call anytime



Customer Service

Contactus@derbyhomes.org

Rent

Incometriageteam@derbyhomes.org

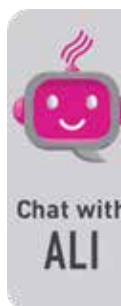
Housing Advice

Housing.options@derbyhomes.org



07860 097426

Text service for hearing impaired customers
Or use Text Relay service



Rearrange your gas or electrical safety check



01332 888400



gas.servicing@derbyhomes.org



electrical.servicing@derbyhomes.org

You must call us if it's within 24 hours of your appointment.

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

Regulator of social housing

Derby City Council awarded top rating for social housing services

Derby City Council have received a **C1 grade** from the Regulator of Social Housing for their social housing services. **This is the highest grade possible.**

We manage social housing services on behalf of Derby City Council, so the grade covers all services you receive from us.



What this means

The C1 grade means we are meeting what the Regulator of Social Housing expects of us when providing services.

“ **C1 - overall the landlord is delivering the outcomes of the consumer standards.** ”

Other gradings available

C2 - there are some weaknesses and improvement is needed.

C3 - serious failings and significant improvement is needed.

C4 - very serious failings. The landlord must make fundamental changes.

What are the consumer standards?

The consumer standards were introduced in 2023 to help protect tenants and hold landlords accountable. There are four areas.

 **Safety and Quality Standard:** Safe, clean, and well-maintained homes. Prompt repairs and robust health and safety compliance.

 **Transparency, Influence and Accountability Standard:** Open communication, fair treatment, easy access to information and complaints processes.

 **Neighbourhood and Community Standard:** working with local partners to keep shared spaces safe, tackle anti-social behaviour, and support victims of domestic abuse.

 **Tenancy Standard:** fair and transparent allocation, letting, tenancy management, and mutual exchanges.

From 1 October 2026, there will be a fifth standard: **Competence and Conduct**, which requires staff to have the necessary skills, knowledge and experience, and behaviours for landlord services to be of good quality.

What's next?

We are really proud of this grade. It reflects our commitment to providing **high-quality, fair and accessible services for people, homes and communities.**

We know we are not perfect and we will always find ways to improve to make sure our services are the best they can be.

Visit **www.gov.uk** or Scan the QR code to read the full report.





Keeping properties in good repair

Changes to repairs

We have made changes to how we handle your repairs to get ready for new laws being introduced in **October 2026**.

What's changing?

New legislation, known as Awaab's Law makes sure all social landlords act quickly to fix seriously problems. All the changes are designed to keep you and your home safe. The law refers to 'hazards', you can think of this as a repair you need doing, or something that needs attending to in your home.

Since October 2025 all landlords have been required to investigate or inspect all **emergency hazards within 24 hours** and to investigate **serious cases of damp and mould within 10 days**.

From October 2026 the requirements are increasing and we will need to investigate other **significant hazards (urgent repairs/ issues) within 10 working days**. We have changed our repair categories to make sure we are meeting these timescales.



New repair timescales



Emergency – within 24 hours

Urgent – within 10 working days

Routine – within 60 working days

The below information will help you understand what is covered in each category.

Emergency repairs

Repair issues that pose an immediate risk of harm to people or damage to the property are classed as emergency repairs. This also includes all emergency hazards covered in Awaab's Law.

Emergency repairs will be **attended within 24 hours**. If the situation is very urgent, we will try and be with you quicker.

Urgent repairs

Urgent repairs are classed as repair issues that:

- pose a significant risk of harm to people
- pose a significant risk of damage to the property
- can cause significant disruption to your daily life\

This also includes all significant hazards covered in Awaab's Law. Urgent repairs will be **attended within 10 working days**.

Routine repairs

Routine repairs are repairs that do not require immediate action. In most cases these are jobs which can be done without serious inconvenience to you. Routine repairs will be **attended within 60 working days**.

Adaptating your home

If you, or someone in your home has a disability or long term health condition we can help make your home safer and easier to live in.

We can do this by making physical changes to your home. **We call these adaptations.**

There are three categories of adaptations. They are:

- **minor**
- **moderate**
- **major**

Minor adaptations

You can request a minor adaptation by emailing adaptation.referrals@derbyhomes.org or by calling us.



Minor adaptations examples include:

- lever-operated taps
- handrails
- grab rails
- additional external lighting
- flashing fire alarms
- key safe

Moderate and major adaptations

You need an Occupational Therapy (OT) assessment to get moderate or major adaptations. You can request a free OT assessment from Derby City Council. **We will only approve major adaptations in exceptional circumstances.**

Moderate and major adaptations examples include:

- ramps
- widening of doorways
- stair-lifts, hoists, through-floor lifts
- over-bath showers
- level access showers
- driveways and footpaths
- auto-wash toilet
- soundproofing
- triple glazing
- extension

Adaptation Timescales



Minor – Completed within 25 working days of receiving the request

Moderate – Completed within 90 working days of receiving the referral from Derby City Council

Major – Started within 26 weeks of receiving the referral from Derby City Council

Timescales may vary, depending on annual budget available.

Find out more

You can find out more information including how to request an OT assesment on our website. Scan the QR code or visit www.derbyhomes.org and search adaptations.





Maintaining building safety

Keeping your home gas safe

Faulty gas appliances can be extremely dangerous. Gas safety checks minimize the risk of gas-related fires and help keep you and your family safe.

We check the gas in your home every year to make sure it's safe as part of your gas safety check. This includes checking your boiler and any other appliances that use gas are safe and working as they should be. We'll also check your carbon monoxide and smoke detection systems during the visit.

Keep your gas safety check

Gas safety checks are really important. We appreciate appointments can be inconvenient, but keeping your appointment has more benefits than just safety.

Benefits of having a gas safety check

Keeps you safe - reduces the risk of fires caused by gas.

Saves you money - Can save you money on your gas bills by making sure your boiler is working efficiently.

Keeps you warm - Reduces the risk of your boiler breaking down when you really need it.



What to expect during the visit

The appointment usually takes about an hour. If you have a pre-payment gas or electric meter, please make sure there is credit on both meters on the day. Make sure the area around your appliances is clear and keep any pets in another room while our engineer is working.

All our engineers will have a photo identity card. You should not let them in unless they show you this. If you are not sure the person is who they say they are, contact us and we will happily let you know.



If you need to rearrange your appointment, get in touch as soon as possible:



gas.servicing@derbyhomes.org



01332 888777

You must call us if your appointment is within 48 Hours.

Installing your own gas appliance

If you want to install your own gas appliance, like a gas stove, you must get a permit from us before starting any work. You'll also need to get this installed by a registered Gas Safe engineer - **this is the law.**

Once the work is finished, you need to send the installation or safety certificate to us. If you don't have a certificate, we may have to disconnect it during our safety visit.

You will also need to make sure they are serviced regularly by a qualified Gas Safe engineer. We recommend you have them serviced at least once a year.

You can find a list of registered Gas Safe engineers at www.gassaferegister.co.uk.



RoSPA award winners

We have won a RoSPA award for the 20th consecutive year.



The RoSPA Awards are organised by Royal Society for the Prevention of Accidents (RoSPA) to celebrate the success in health and safety from organisations around the world.

This year, we have been **Commended** within the Public Service & Local Government sector for 2025. This is higher than a Gold award and means we have ranked third place amongst all entries in the sector.

The Commended award highlights us going the extra mile which is not an easy task when we are responsible for the health and safety of over 600 employees and 40,000 tenants.

Standout Achievements

We presented over 80 individual pieces of evidence to the RoSPA Awards, including:

Less accidents – no fatal injuries or enforcement action. Low and reduced accident and ill-health rates.

Digitalised workflow - risk assessments and accident reports moved online improving accessibility and accountability.

Staff training - all teams completed health and safety training and fire safety e-learning.

Guidance was updated on staying safe and vigilant, including advice on conflict management and site emergency procedures.

Stress indicator tool - 75% of all colleagues provided honest feedback. Data trends allowed action to be taken on key areas affecting them.

Staff protection - working with Socotec UK Limited, specialist occupational hygiene assessors, we monitored vibration exposure levels which improved health surveillance, compliance, and worker protection.

Staff wellbeing - all employees can now access Care Derbyshire's wellbeing timetable. This includes free wellbeing workshops, webinars, courses, clubs, activity sessions, and colleague support cafés.



About the RoSPA Awards

2026 marks the 70th anniversary of the RoSPA Awards which is now the world's biggest and most prestigious health and safety awards programme. 2026 saw 2,000 different entries from 60 countries.

Find out more about how we keep you safe by scanning the QR code or visit

www.derbyhomes.org and search **safe**.





GET INVOLVED

Have your say

There are a range of ways you can get involved with us. As a customer, you can make a vital contribution to Derby Homes by helping shape how we deliver services.

No matter how much time you want to commit, we have an opportunity for you, including:

- Tenant Board or Operational Committee member
- tenant scrutiny | Customer Voice member
- consultation opportunities

Tenant Board/Operational Committee member - As a tenant member of our Board or Operational Committee, you will attend meetings and be active in how Derby Homes is being run. Keep an eye on our email newsletters and Facebook page to find out when we have vacancies.

Tenant scrutiny | Customer Voice

member - This is a group of volunteers, made up of tenants, who work with us by reviewing services and make suggestions on how we can improve them.

Consultations - We also host a range of consultations, where you can have your say on things like our policies and procedures. Read more about our consultations on **page 9**.

Find out more

Visit www.derbyhomes.org and search **get involved**, or scan the **QR Code** to find out more.



Consultation Results

Thank you to everyone who took part in our recent consultations, including:

- Rightsizing Policy
- Domestic Abuse Policy
- Damp, Mould and Condensation policy
- Equalities Policy

Visit **lets-talk.derbyhomes.org** or scan the QR code to see the consultation results and find out how we used your feedback.

Give us your feedback

We post all our open consultations on Let's Talk Derby Homes. Scan the QR code or visit **lets-talk.derbyhomes.org** to have your say.



Derby Homes Board

We're governed by a board who oversee our work and make sure we are meeting our mission statement, objectives and values. It's made up of a mix of tenants, Councillors and independent board members.

Operational Committee

We also have an Operational Committee who are responsible for making decisions that affects the day-to-day services like policies and strategies.

Ask a question

If you have a question about any of the reports or items on a meeting's agenda, you can submit it to our Board or Operational Committee.

Attend a meeting

Our Board and Operational Committee are hosted online and anyone can request to watch it live.



Find out more

You can find out when our next meetings are, read the reports and agendas, submit a question and request to observe a meeting on our website. Visit **www.derbyhomes.org** and search **board**, or scan the QR code.



TENANT SATISFACTION MEASURES

2025/26

OVERALL SATISFACTION

84.8%

Proportion of respondents who report that they are satisfied with the overall service from their landlord. (TP01)

KEEPING PROPERTIES IN GOOD REPAIR

82.6%

Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service. (TP02)

81.2%

Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair. (TP03)

84.0%

Proportion of respondents who report that they are satisfied that their home is well maintained. (TP04)

0.9%

Proportion of homes that do not meet the Decent Homes Standard. (RP01)

85.1%

Proportion of non-emergency responsive repairs completed within the landlord's target timescale. (RP02-1)*

94.9%

Proportion of emergency responsive repairs completed within the landlord's target timescale. (RP02-2)**

*The maximum target timescale for non-emergency repairs used to calculate RP02-1 is 130 working days.

**The maximum target timescale for emergency repairs used to calculate RP02-2 is 24 hours.

MAINTAINING BUILDING SAFETY

88.2%

Proportion of respondents who report that they are satisfied that their home is safe. (TP05)

99.7%

Proportion of homes for which all required gas safety checks have been carried out. (BS01)

100%

Proportion of homes for which all required fire risk assessments have been carried out. (BS02)

99.9%

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out. (BS03)

100%

Proportion of homes for which all required legionella risk assessments have been carried out. (BS04)

100%

Proportion of homes for which all required communal passenger lift safety checks have been carried out. (BS05)

RESPECTFUL AND HELPFUL ENGAGEMENT

74.5%

Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them. (TP06)

82.9%

Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them. (TP07)

92.6%

Proportion of respondents who report that they agree their landlord treats them fairly and with respect. (TP08)

EFFECTIVE HANDLING OF COMPLAINTS

45.9%

Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling. (TP09)

46.1

Number of stage one complaints received per 1,000 homes. (CH01-1)

12.2

Number of stage two complaints received per 1,000 homes. (CH01-2)

99.3%

Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. (CH02-1)

100%

Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. (CH02-2)

RESPONSIBLE NEIGHBOURHOOD MANAGEMENT

81.6%

Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained. (TP10)

75.5%

Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood. (TP11)

62.1%

Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour. (TP12)

75.9

Number of anti-social behaviour cases opened per 1,000 homes. (NM01-1)

1.5

Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes. (NM01-2)

👍 Effective Handling of Complaints

How to make a complaint

We try our best to get things right first time, but we know that sometimes things go wrong. We want to make it as easy as possible for you to get in touch and resolve any problems.

How to report a problem

If it is the first time you are telling us about an issue, you should contact our Customer Service Team to report it. We will try to put things right quickly without starting the formal complaints process.

If this is not the first time you are reporting an issue and you are unhappy with a service you have received from us, you can make a formal complaint.

What happens next

We will confirm we have received your complaint within five working days. We will investigate and aim to reply within ten working days. If the issue is complex, this may take a little longer.



If you are still unhappy

You can ask for a review of your complaint. This is called a stage two complaint. A different officer will look at your complaint. We will acknowledge this within five working days and reply within twenty working days.

At each stage, we will explain our decision, what we will do to put things right, and what you can do next.

If you are still not happy with your stage two response you can ask for your complaint to be reviewed by the Housing Ombudsman.

You can also contact the Housing Ombudsman at any time for help and advice.

Make a complaint

✉ housing.complaints@derbyhomes.org

☎ 01332 888777

🌐 www.derbyhomes.org

✉ Derby Homes Ltd
839 London Road
Derby
DE24 8UZ

Housing Ombudsman

✉ info@housing-ombudsman.org.uk

☎ 0300 111 3000

🌐 www.housing-ombudsman.org.uk

✉ Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET

Our digital helper, Ali, has been upgraded.

Since Ali was first introduced in 2023, we have listened to your feedback, and have recently upgraded her software to improve how she performs.

The upgrade means that the phone version of Ali now uses improved technology and uses the information on our website to answer queries. It's brings us in line with the Council's digital helper: Darcie.

Ali now has a better understanding of language, so can have more natural conversations about multiple topics, provide more accurate answers, and transfer people to departments more effectively than before. She can also speak and converse in nine other common, non-English languages through dedicated, separate phone lines.

English - 01332 888777

Polish - 01332 256911

Punjabi - 01332 256912

Urdu - 01332 256913

Arabic - 01332 256914

Romanian - 01332 256915

Slovak - 01332 256916

Somali - 01332 256917

Czech - 01332 256918

Pashto - 01332 256919



How to get the best out of Ali

Ali uses Conversational AI to understand what you ask and replies to you in a human-like way. As well as webchat, you'll also speak to Ali when you call us.



Ali will always try and answer your question before she transfers you to a person.

To get the best out of Ali, try questions like, 'How do I report anti-social behaviour?' or statements like 'I want to report a leaky tap'.

If Ali doesn't understand what you are asking for, try explaining it in a different way. She uses the latest Generative AI technology, similar to Chat GPT or Google Gemini. This means she can understand more complex questions, hold more natural conversations and learn and adapt every time a question is asked.

Top tips

Keep it conversational – Ali has a great understanding of language, so if you talk to her like a person, she'll be able to help you better.

Ask a different way - If Ali has not understood what you've asked, try asking a different way, or provide a bit more information.

Focus on the issue, not the outcome - Make sure you are telling Ali what the issue is rather than what you would like to happen. For example, if your shower is broken, say "my shower is broken", do not say "I need a new shower".



No Place for Hate in Derby

We have joined over 100 local groups and organisations in Derby to stand together against hate. The No Place for Hate campaign was established at the end of last year, after a rise in reports of abusive and threatening language aimed at communities, colleagues and councillors.

By signing up, we pledge to:

- actively promote dignity, equality and respect
- amplify the Council's zero-tolerance stance towards hate
- encourage hate crime reporting
- provide vital support to victims through Stop Hate UK
- ultimately strengthen social cohesion

What is hate crime?

Hate crime is any incident which is motivated by prejudice or hate about someone's:

- race
- sexual orientation
- gender identity
- disability
- religion or faith
- alternative subculture

It can include:

- name calling
- graffiti
- physical attacks
- damage to your house or belongings
- fire or arson
- offensive comments online



We take a zero-tolerance approach to hate crime and have procedures in place to deal with reports quickly and effectively. We work with a wide range of partner agencies including Derbyshire Constabulary and Derby City Council, to address and tackle all forms of hate crime.

Report it

Everyone has the right to live without fear and harassment. It's really important that you report a hate crime or incident whether you have been a victim, a witness, or you are reporting on behalf of someone else.

If it's an emergency, you should call the police on 999.

Report it to us



01332 888777



Derbyhomes.org - search **hate crime**

Report it to the police



101



derbyshire.police.uk - search **hate crime**

Report it to Crimestoppers

You can also contact the police anonymously through Crimestoppers by calling **0800 555 111**.

Looking to move home? Try a mutual exchange

If you want to move home, a mutual exchange could help you find somewhere quicker than applying through Homefinder.

What is mutual exchange?

A mutual exchange is when two or more tenants agree to swap homes. It can be a good option if you have a lower priority band, want to move to another area, or are looking for a home that better meets your needs.

To take part in a mutual exchange, you must:

- be a Council or Housing Association tenant
- have a secure tenancy
- have no rent arrears

Find a home with HomeSwapper

We have partnered with HomeSwapper, the largest mutual exchange site in the UK. Derby Homes and Derby City Council tenants can use HomeSwapper free of charge to find people to swap homes with.



If you have used House Exchange in the past, your account was closed on 31 July 2026. If you want to carry on using a free mutual exchange service, you will need to create a new account with HomeSwapper.

How does it work?

- 1 Find somebody to swap with -** This can be through HomeSwapper, social media, or people you know.
- 2 Complete the form -** When you find someone you want to swap with, you'll need to complete a mutual exchange application form. - You can download the form on our website, or ask us to send one out to you.
- 3 Send us the form -** Once you've completed the form, send it to us and we will start processing your application.

We will then inspect your home, carry out the necessary checks and make a decision within 42 days.

If the person you want to exchange with is not a Derby Homes tenant, they will need to follow their own landlord's mutual exchange process.

What if I change my mind?

You can withdraw from the exchange at any point before signing the final agreement. This will not affect your tenancy or any future housing applications.

Find out more

Scan the QR code or visit **www.derbyhomes.org** and search for **swap**, to find out more and apply for a mutual exchange.





Rightsizing

We've introduced our brand new Rightsizing scheme.

The scheme can help you move to a smaller home, if your home has more bedrooms than you need. You may also qualify for financial and practical support.

Why consider Rightsizing?

Moving to a smaller property has many benefits, including:

- lower heating, Council Tax, and household costs
- a home that is easier to maintain
- financial help with moving
- help to make larger homes available for families who need them most

Moving support

We know moving home can feel like a big step. As part of the service, we can help with:

- finding a suitable property
- arranging removals
- setting up utility accounts
- benefit claims
- disposing of unwanted items
- accessing the Handyperson Service

You could receive up to £3,000 and help with moving costs.

Financial incentive

You could receive up to £3,000 to help with the cost of moving and settling into your new home. We pay £1,000 for each bedroom you free up, up to a maximum of £3,000.

Who can apply?

You may be eligible if you are a Derby City Council or Derby Homes tenant who is living in a home with more bedrooms than you need.

How to apply

- 1 Register with Derby Homefinder if you haven't already
- 2 Complete the online application form

Find out more

visit www.derbyhomes.org and search **rightsizing** or scan the QR code to find out more and apply.



Pests

If you get pests in your home, they can be difficult to get rid of.

Pests enter homes to find food, water, and shelter. You can help prevent pests by keeping your home clean and well maintained

Some tips for reducing the risk of pests include:

- putting rubbish in bins with lids
- not leaving food or waste out
- keeping your garden neat and tidy
- telling us about repairs and drainage issues, including broken pipes and covers

Who is responsible for pests?

Most of the time, you're responsible for dealing with pests inside your home.



We will help by fixing problems that let pests in, like holes in walls or broken drains. We also deal with pests in shared spaces, such as hallways and shared gardens. If pests spread from these areas into your flat, we will treat your home too.

To book a treatment, visit **derby.gov.uk** and search **pests**.

Getting a pet?

Keeping a pet can bring you many benefits, including companionship, helping your physical and mental health and reducing stress. Before you get a pet there are some things you need to know.

Get a permit - you must get our permission before you get your pet. You can do this by applying for a permit. You can download



the permit request form on our website, or contact us and we'll send one out to you. You'll need a pet permit for every pet you have.

Get your pet microchipped - cats and dogs must be microchipped. This is the law. It also makes it easier for your pet to be returned home safely if lost.

Be a responsible pet owner - always keep your pets under control and clean up after them.

Banned and dangerous animals – you cannot legally buy or adopt any banned or dangerous animals. If you already own one, there are strict rules you need to follow. Visit gov.uk to find out more information.

Visit **derbyhomes.org** and search **pets** to find out more.

29 June - 5 July 2026

ASB AWARENESS WEEK

MAKING COMMUNITIES SAFER

#ASBAwarenessWeek

#MakingCommunitiesSafer

Anti-social Behaviour Awareness Week 2026

Monday 29 June marked the start of Anti-Social Behaviour (ASB) awareness week 2026.

This year we invited residents to join us on estate walkabouts to talk to us about issues in their area. The locations we visited included, Whitecross House, Rivermead House, St Peters Street and Glengarry Way.

Thank you to everyone who joined us.



Colleagues and partners attending the walkabouts earlier in the year.

What is ASB?

ASB is a broad term used to describe the day-to-day incidents of crime, nuisance and disorder that make many people's lives a misery. There's lots of information on our website about what we class as ASB and what support is available.

How to report ASB

You can report ASB on our website, or by calling us. We will respond to your report within:

- **one working day** - if someone is in danger and urgent action is needed to protect them.
- **five working days** - for all other reports.

When we contact you, we'll agree an action plan and how you will be kept informed during the process.

Find out more

Visit www.derbyhomes.org and search **anti-social behaviour**, or scan the QR code to find out more.



Community Rooms

We have 22 common rooms and community spaces across the city.

The spaces can be used by residents who pay the service charge as part of their rent, as well as not-for-profit groups, and community activities.

All rooms have WiFi, kitchen facilities, and disabled access toilets, making them perfect for community groups.

We love to see these spaces being used to bring people together.

Group feature | Flourish and Thrive

One group that regularly use our room on Craddock Avenue in Spondon is Flourish and Thrive.

Flourish and Thrive are a not-for-profit community organisation, set up two years ago to give something back to their community.



Flourish and Thrive volunteers celebrating their second anniversary at Craddock Avenue

Since they started back in 2024, they have reached more than 10,460 people through their community meals, school holiday activities, and wellbeing support groups.



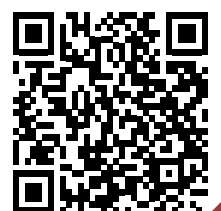
Gill and her team of volunteers have now partnered with other agencies to offer even more opportunities for people to connect, take part and feel supported in their community.

Gill said, ***"Being able to use the room on Craddock Avenue for free has really helped us over the years."***

"Having a regular location to host our activities helps keep everything stable, and means people know where to find us. Not having to pay to use room also means with more money to spend on the activities."

Find out more

If you'd like to find out more about our community rooms, or book a space, scan the **QR code** or visit **www.derbyhomes.org** and search **community rooms**.



Money Advice

Worried about money? You're not alone.

We offer **free**, independent and confidential advice to all tenants.

Whether you're struggling to keep up with bills, dealing with debt, or just want to feel more in control of your money.

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