

Derby Homes News

derby
homes

2025



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pg.4



**Monitoring the condition
of our homes**

pg.5



**Booking appointments
online**

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Swap your home



Welcome to our winter newsletter

In this edition, you'll find our our Tenant Satisfaction

Measure (TSM) performance information for 2024-2025. The figures are a mix of perception and other performance measures that have been set out by the Regulator of Social Housing (**centre pages**). Although our performance remains relatively high, there are still improvements to be made, and we will continue to work hard to make sure our services are working for you.

Over the last year, we've been learning all about the people that live in the homes we manage. We have used this information to identify people that have additional support needs and put reasonable adjustments in place to help make our services more accessible. If you haven't already, make sure you complete our 'About You' survey and let us know if you need any additional support (**Pg.3**).

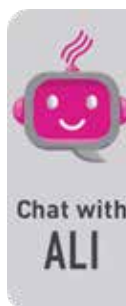
We have also been learning all about the homes we

manage (**Pg.4**), by carrying out surveys to make sure they are safe, decent and that the information we hold is accurate. We need to do these on all homes, so make sure you let our contractors in when you receive your appointment.

In October, Awaab's Law was introduced. It means housing providers must respond to cases of damp and mould within strict timescales. The new law won't change things much for us, as we were already working to these timescales, but we have tightened our procedures to make sure we comply with it (**Pg.6**).

If you haven't already, make sure you sign up for our tenant portal **My Account**. We've recently introduced an appointment booking function (**Pg.5**), which means it's now easier than ever to report a non-urgent repair, and select an appointment date that suits you, without the need to call us.

Maria Murphy
Managing Director,
Derby Homes



Rearrange your gas or electrical safety check



01332 888400



gas.servicing@derbyhomes.org



electrical.servicing@derbyhomes.org

2

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



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

All urgent enquiries

Call anytime

Other service opening times may vary. See our website for full details.



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.

Visiting us

Getting in touch with us

The best way to get in touch with us is online or by phone.

If you need to visit us in person you should arrange an appointment by calling or emailing us.

We also offer a general enquiry service at the Council House.



The Council House
Corporation Street
DE1 2FS
Monday - Friday
9am - 1pm

Helping you access our services

Thank you to all those who have taken the time to update your household circumstances and advise us of disabilities, health issues and support needs.

If you told us you have additional support needs, we are now considering whether there are any changes (reasonable adjustments) we can make to our services.



About you: Household survey

If you haven't already provided this information, please complete the 'About You household survey' or contact us to discuss it over the phone.

Once you have provided this information, we will consider the kinds of reasonable adjustments you might need. A lot of requests can be implemented straight away

without the need for us to contact you. If your request is more complicated, we may contact you to discuss this. We can't promise to do everything, but we will always consider any request we receive and assess whether it would be reasonable for us to deliver them.

Some examples of the changes we can make include:

- Giving a bit more time for you to answer the door if you have mobility difficulties.
- Arranging non-urgent appointments at times that fit around school runs or medical appointments.
- Making sure heating repairs are prioritised if someone in your home has a health condition that could be affected by the cold.

If you need us to consider physical modifications to your property, such as things like handrails, ramps and stair-lifts, you will need to follow our adaptations procedure - more information is on our website.

**Scan me to
complete the
survey**





Monitoring the condition of our homes

At the end of 2023, we hired an independent company to carry out condition surveys of all the homes we manage. We did this to make sure the information we hold is up to date, accurate and make sure your home meets the governments Decent Homes Standard.

We've completed these in roughly two thirds of the homes we manage and will continue to carry them out until we have visited all properties.

What we've found

The good news is that there haven't been any nasty surprises. In the majority of cases, the surveys have backed up the information we already held, and all homes we have surveyed meet the Decent Homes Standard – except the few we already knew about and have plans in place to rectify.

We have however, found that damp and mould build up is a common issue in our properties. The surveys has helped us identify property types that are more likely to have issues, and put steps in place to proactively prevent it through

our maintenance program. Read about what we're doing to tackle damp and mould on [page 6](#).

How we are using the data

As a result of the information, we've taken action to help us make improvements to our properties and services, including:

- Raised **95 emergency repairs**
- Altered our maintenance programme time-scales to reflect the condition of our homes. This will make sure your rent money is being spent more efficiently **(Pg.17)**.
- Helped identify people that may require extra support to access our services.



Let us in

So far, we haven't been able to access 1 in 5 properties. It's really important that you allow us access to your home so we can make sure it is safe and to help us plan for future improvements. It is our duty to ensure we have accurate information about all properties. This means we need everyone to take part.

Every home that is missed makes the survey less reliable and means we have gaps in our records. Our contractor, Ridge and Partners

LLP are very professional, and they will minimise any disruption to you and your household.



Booking appointments online

If you need to report a non-urgent repair, you can now book an appointment anytime through My Account.

It's quick, easy, and convenient, plus you'll get access to the exact same appointment slots as you would over the phone. You can save time when you are busy during the week, and log a repair in the evenings or at the weekend.

If you haven't My Account yet, you can do it online through our website.

You can still report repairs by phone if that's what you'd prefer and you still need to call us if it's an emergency repair.

Visit **www.derbyhomes.org** and click the  My Account icon in the top right corner or **scan the QR code** to sign up.

Sign up for My Account

Scan me





Maintaining building safety

Changes to how we deal with damp and mould

Damp and mould can affect the health and wellbeing of everyone in your household. New legislation called Awaab's Law has been introduced this autumn. It makes reporting damp and mould in your property simpler and means landlords like Derby Homes have stricter deadlines for investigating and responding to these issues.



What is Awaab's Law?

Awaab's Law is a new piece of legislation that requires social housing landlords to address hazards like damp and mould within strict timeframes. Named after two-year-old Awaab Ishak, who tragically lost his life after prolonged exposure to mould, it provides rigid guidelines for investigating a hazard, completing repairs and providing feedback to tenants. Phase one came into force in October 2025.

Phase one focuses on damp and mould issues, in 2026 the legislation will be

extended to include further hazards such as excessive cold and heat, fire and electrical hazards, structural collapse, domestic and personal hygiene and food safety.

We recently updated our Damp and Mould policy and webpages to make sure they reflect the new legislation. We have also rolled out a programme of staff training to make sure all employees in customer-facing roles are able to provide advice and support when issues are reported.

Phase one requires all social housing landlords to:

- ✓ Investigate and make safe any emergency hazards within **24 hours**.
- ✓ Investigate any potential significant hazards relating to damp and mould within **10 working days** of becoming aware of them.
- ✓ Provide a written summary of investigation findings within **3 working days**.
- ✓ Carry out any relevant safety work or repairs within **5 working days** following an investigation, if a significant hazard is identified.
- ✓ Begin work to prevent a significant or emergency hazard recurring within **5 working days**. If steps cannot be taken to begin work in this time, it must be done as soon as possible and must be physically started within **12 weeks**.
- ✓ Offer temporary accommodation if the safety work cannot be completed within the specified timeframe.
- ✓ Keep the tenant updated throughout the process and provide information on how to keep safe.



What does this mean for you?

We will investigate all reports of damp and mould within these timescales and when possible, aim to investigate significant cases within 24 hours.

We will also provide you with a written summary of our investigation, letting you know what we are going to do to fix the issue and when work will be carried out and check in with you after 3 months to make sure the problem is resolved.

It's really important you allow our operatives access when they visit so they can carry out a thorough inspection of the problem and get it resolved for you as soon as possible.



Preventing damp and mould

Minimising condensation in your home

Condensation can cause mould to grow on walls. Things like not leaving kettles or saucepans boiling for longer than necessary, opening a window when drying clothes inside, and keeping your home warm and well-ventilated, can help reduce condensation.

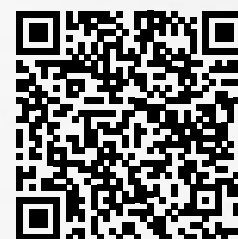
Minor mould problems can be treated –

Use a special mould spray available at most supermarkets, make sure the area you are treating is well-ventilated and belongings are covered.

Report issues to us - If you are concerned about damp or mould in your property, get in touch with us as soon as possible.

Our website has more information including video guides on how to reduce condensation build up in your home.

Visit **www.derbyhomes.org** and search "**mould**" or scan the QR code



Volunteer to help improve our services.

Customer Voice are a group of volunteers, made up of Derby Homes customers, who play a key role in making sure we offer the best service possible.

They look at performance information and feedback to help us identify improvements we can make to our services.

Shaz Davis has been a member of Customer Voice for two years. She kindly shared her journey and how being part of the Customer Voice has given her self-esteem and confidence she never knew she had.

How did you get involved with Customer Voice?

"I answered an advert in the customer newsletter, Derby Homes News, to become a Mystery Shopper. I was invited to a 'Meet the Customer Voice' coffee morning and



Customer voice member Shaz Davis

went with my support worker. Straight away I felt like I was accepted, heard and listened to. I felt valued - that's a big one for me."

What are the benefits of joining Customer Voice?

"Joining Customer Voice has given me a purpose.

You don't always know what goes on behind the scenes at Derby Homes, so by getting involved, you get to appreciate it from all angles. We get laptops to use for our project work and have access to online training.

We have a budget to attend events, conferences and other training. You can do as little or as much as you want to, it's flexible.

Knowing we are being listened to and encouraged to challenge things makes you feel like part of a team."



What would you say to encourage people to join?

"I've learnt loads – never judge a book by its cover because there's always a different story to tell inside. We are given the space and have the confidence to ask questions, no matter how difficult it might be.

Be brave, give it a try. Tenants are the eyes and ears of the community for Derby Homes. Come and make a difference!"

If you are interested in finding out more about joining Customer Voice, please email your details to feedback@derbyhomes.org and we will contact you.



Customer voice members Shaz, Neil, David and Cindy

Consultation Results

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

- **Pet Policy**
- **Rechargeable Repairs Policy**
- **CCTV policy**
- **Decant Policy**
- **Responsive Repairs Policy**
- **Welfare Adaptations Policy**

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

Our new Pet Policy has been approved and is now available on our website.



Give us your feedback

We post all our open consultations on Let's Talk Derby Homes.

Scan the QR code or visit www.lets-talk.derbyhomes.org to have your say.



TENANT SATISFACTION MEASURES 2024/25

OVERALL
SATISFACTION
85.0%

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

KEEPING PROPERTIES IN GOOD REPAIR

83.4%

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)

78.6%

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)

84.7%

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

0.7%

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

85.9%

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)

MAINTAINING BUILDING SAFETY

86.2%

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

99.8%

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

99.9%

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

100%

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

73.5%

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

83.6%

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

91.2%

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

EFFECTIVE HANDLING OF COMPLAINTS

43.3%

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)

51.8

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

10.4

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

97.8%

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

79.4%

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

75.0%

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

65.0%

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

80.9

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

1.8

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



Effective Handling of Complaints

Listening, Learning, and Improving Together

Over the past year, more of you have been getting in touch to share your experience.

Our complaints process remains an important method to investigate service failures, but our priority is always to put things right as soon as we can.

What we're seeing in 2025

Between 2023/24 and 2024/25, the number of complaints rose from 659 to 909. While that may sound like a big jump, we see it as a sign you feel confident and empowered to speak up. It also gives us the opportunity to learn and make our services better.

The types of complaints we have received this year are similar to last year. The highest number of complaints have been about:

- **repairs**
- **property condition**
- **staff conduct**
- **communication**

We've established a new learning framework which reviews trends in complaints and identifies ways we can improve our services. Every complaint helps us learn, grow, and deliver a better experience.

Areas of weakness identified and what we're doing to improve:

Empathy and personalisation - We are working hard to make sure we know who our customers are by collecting data through our "About You" survey, and whenever we speak to you. This will help us personalise our service and implement reasonable adjustments for those that need them. We have also issued training on improving tone and communication with you.

Record keeping - We are improving the way we record and evidence our interactions with you and the work we do. For example - we now take photographs of every empty property before it is rented, to provide evidence that it meets the lettable standard.

Monitoring repairs - We run daily progress checks to ensure customers are kept informed of any changes or updates.

Consistency in complaint handling - All complaints are now managed by one team.


Read more in our Annual Complaints Performance and Service Improvement report. Visit www.derbyhomes.org and search '**complaints**'

How to make a complaint

 housing.complaints@derbyhomes.org

 **01332 888777**

 www.derbyhomes.org

 **Derby Homes Ltd**
839 London Road
Derby
DE24 8UZ



Complaints about repairs

We get over 40,000 requests for repairs each year. A proportion of complaints we get are about repairs not being done in a timely manner or not being completed first time. We listened, and have been working hard over the past few years to improve things.

Performance update

For the past few years our repairs service has been facing significant pressures due to an increase in the number of repairs being reported each year.

To cope with this increase in demand, we have put measures in place including:

- **Increasing our workforce**
- **Reviewing the way we schedule work.**
- **Strengthening our maintenance program.**
- **Increasing training** to make sure repairs are logged correctly.
- **Improving access rates** by contacting you the day before an appointment.
- **Ensuring our vans are stocked** with commonly used parts so we complete jobs on the first visit.

This time last year we had an average of **5,000** repairs outstanding, we've now got this number down to **3,800** current outstanding repairs.



The number of outstanding repairs is now around the same as the number we get each month, which means we no longer have a backlog of repairs.

In 2024/25 we completed **94.9%** of emergency repairs within our target time-scale, a small dip from last year. We are looking at how we can improve on this.

We are currently completing **85.9%** of non-emergency jobs within the target time-scales which is up almost **10%** from last year.

Working together

Thank you for your patience and help while we worked through our backlog of repairs. You can continue to help us by following three simple steps:

1. Make sure you're in. A wasted trip means a delayed repair for someone else. Let us know if you need to cancel or change an appointment by replying to your SMS reminder or by calling us. If it's less than 24 hours of your appointment, you must call us. If you don't let us know, we may charge you a £10 missed appointment fee.

2. Give us access. Make sure we can access the areas we need to work in. Our staff cannot enter a home without someone over 18 years old being home.

3. Know what to expect. Some jobs can't be completed on the first visit. Sometimes we'll need to take measurements, order specialist equipment or materials, to make sure the work is done properly.



Responsible neighbourhood management

Keeping in touch with you

We recently introduced 'Keeping in Touch' visits to make sure the information we have about you is correct.

If it's out of date, we might not be able to deliver our services to suit your needs, or help keep you safe.

What are Keeping in Touch visits?

They are a chance for us to meet you, listen to your needs and concerns, and make sure your home is safe and in good condition. They are carried out by members of our Housing Management and Income teams, who will visit your home, ask you a few questions and check the identification (ID) of everyone living in your house.

Why do you want access to my home?

As part of our visit, we will carry out a quick, non-intrusive inspection of your home and garden. This is to help us identify any improvements, repairs or adaptations required.

We also need to update our records on:

- the people living in your property
- any pets you may have
- any alterations to your home that we do not know about.

If we don't know this information, it could put your household in danger in an emergency. By identifying any issues now, we are able to address them and make sure everyone in your household is safe.

When will my visit be?

You will get a letter or a phone call from us to let you know when we will be visiting.



We may arrange your Keeping in Touch visit to take place at the same time as another appointment, such as a damp, mould and condensation visit, to make things more convenient for you.

If you need to rearrange your appointment, get in touch with us to let us know.

What if I or someone in my household does not have formal ID?

During our visit we will ask to view identification for everyone living in your home. We will accept a valid passport or photocard driving license as a valid form of ID. If you don't have either of these, we will accept a birth certificate.

Validating the identity of all the people living in your property helps us keep you and your family safe and prevent tenancy fraud. Refusing to allow access is considered a breach of your tenancy agreement.

If you miss the timeslot offered for your Keeping in Touch visit or refuse entry we may take further action against you.

Mutual Exchange: A guide to swapping your home

Are you looking for a new home? Applying through Derby Homefinder can be a lengthy process due to high demand. A mutual exchange offers a faster, more direct alternative.

A mutual exchange is an agreement between two (or more) tenants to swap homes. This can be within Derby or even with a tenant in another part of the country. It's a way for tenants to find a home that better suits their needs, whether that's a different size, area, or type of property.

Who is eligible?

To be eligible for a mutual exchange, both tenants must:

- Be a Council or Housing Association tenant.
- Have a secure tenancy.
- Not be in rent arrears.

By directly connecting tenants who want to move home, a mutual exchange can be much quicker than applying through Homefinder, especially if you have specific needs or a lower housing priority.



Mutual Exchange process

Find a Swap Partner: Use a mutual exchange website like House Exchange to find someone you want to swap with.

Apply for Permission: Once you've found a match, you both need to fill out a mutual exchange form and submit it to your respective housing providers.

Inspections and Checks: We will carry out an inspection and other checks on your home. We then have 42 days to approve or refuse your application.

Finalise the Exchange: If approved, safety checks (such as gas and electric) will be carried out before the swap can go ahead. You can withdraw from the process at any time before the final Deed of Assignment is signed, with no negative implications for your tenancy or future housing applications.



People who have been through the process before have found it to be a quicker route to finding a home that meets their needs and gives them more choice over where they want to live. If you claim benefits and your home is too large for the size of your household it can also help you move to a smaller, more suitable property, removing the need to pay an under-occupation charge.

To find out more, scan the QR code or visit **www.derbyhomes.org** and search "**swap**"

**Scan me
to find
out more**



Where every penny of your rent goes

2024/25



£0.35

Responsive repairs



£0.25

Major works and improvements



£0.29

Housing management



£0.11

Interest on debt



You can find detailed information on how we spend our income in our Annual Report and Financial Statements. Visit www.derbyhomes.org and search "**Annual Report**", or scan the QR code.



New kitchens and bathrooms

We have a rolling programme of replacements and improvements to make sure you are provided with a home that is safe, secure and high-quality. This includes updating kitchens and bathrooms when they are near the end of their lifespan.

Recently we employed an external company to look at the condition of homes (pg. 4) to help us assess the lifespan and plan upgrades. This survey has highlighted that older kitchens and bathrooms are still in very good condition and are outlasting their current lifespans. We have updated our kitchen and bathroom replacement programme to reflect this:



Kitchens - 22 years*



Bathrooms - 28 years*

*These time-scales are an estimate only.

We will contact you when your kitchen or bathroom is near the end of its estimated lifespan and arrange for a surveyor to come out and check its condition. We will only

replace them if it's needed.

Improving services

Replacing kitchens and bathrooms is paid for by your rent money. Increasing the lifespan means we can spend this money more efficiently which gives us more money to improve our other services.

What to do if your kitchen or bathroom needs repairing

Any issues or repairs should be reported as normal, by visiting **My Account** or calling us on **01332 888777** if it's an emergency.





Members of Derby Homes, Derbyshire constabulary, Safe and Sound Derby City Council, Sporting Communities and Derbyshire Cricket Club.

Anti-social Behaviour Awareness Week 2025

In July this year, we hosted a series of pop-up events across the city with local sports, music, arts and community groups. It was great to hear from residents about the issues affecting their community and share more information about how we deal with reports of anti-social behaviour (ASB).

Thank you to everyone that came down, we hope you found it as insightful as we did. Find out how we tackle ASB on our website.

Visit **www.derbyhomes.org** and search '**ASB**'.

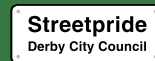




Food waste collection

From 31 March 2026 we will be collecting your new green food waste container every week.

derby.gov.uk/bins



Stop smoking with Livewell

Stopping smoking is one of the best things you will ever do for your health.

It's never too late to quit, whether you've been thinking about it for a while or have tried quitting before.

Livewell's free programme for Derby Homes residents includes:

- Support from trained advisor, Charlotte
- Free nicotine products including vapes or medication for up to 12 weeks
- Drop-in clinics at Derby Homes community rooms
- Carbon monoxide testing to see how levels improve over time
- Tips and guidance to beat cravings and prevent set backs

Find out more

 **07350394048**

 **charlotte.kenny@derby.gov.uk**

 **www.livewellderby.co.uk**

Or scan the **QR code**



livewell

Ready to quit?



You're three times more likely to quit for good with expert support

Christmas opening times

We are closed for an extended period over Christmas and New Year.

We will be closed from **5.00pm** on **Wednesday 24 December 2025**, reopening as normal on **Monday 5 January 2026**.

Don't worry, you'll still be able to get in touch with us in an emergency by calling us on **01332 888777**.

Any non-urgent repairs should be reported through My Account. You can access My Account **24 hours a day 7 days a week**.

Dangerous damp and mould in social housing?

A new law means it must now be investigated within...