

# Derby Homes News



## Autumn/Winter 2022/23

pg.4



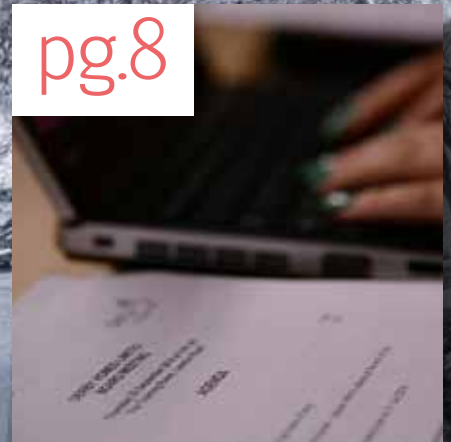
**Reporting repairs | Guide**

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**Help getting online**

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**Join our Board**

**SUPPORTING  
YOU WITH THE  
COST OF LIVING**

**FOR SUPPORT CALL 01332 346266 OR VISIT  
[derby.gov.uk/costofliving](https://derby.gov.uk/costofliving)**

**8 PAGE  
PULL-OUT  
INSIDE**





# Welcome to our Autumn/Winter newsletter



For most, the end of the year is a time for celebration and looking forward, but this year the financial pressure

that comes with Christmas will be a worry for many of us. As promised in our last newsletter, we have included lots of information to help you manage the cost-of-living crisis. The pull out in the centre of this newsletter has lots of information on the support available, energy saving tips, free activities and mental health and wellbeing support.

Something we are great at in Derby is coming together in difficult times. The number of organisations, groups and individuals doing their bit to help around the city is inspiring. I recently visited some and it really lifted my spirits.

Many groups hold activities that are open to anyone. These can be at the community rooms we manage ([pg.7](#)) in the pull-out) or in other venues, such as churches and community centres. You could pop along for a chat and a cuppa or maybe you can help in some way? Either way, it's beneficial to just get out there and join in.

A few weeks ago we all became

aware of the tragic death of two year old Awaab Ishak. Awaab lived with his parents in a social housing flat in Rochdale and died of a severe respiratory disease caused by mould in his home. The landlord did not listen to the parents concerns and failed to address the problem. As we move into winter we are all facing the battle of trying to keep our homes warm but at the same time it is important to allow some ventilation to prevent a build up of condensation that can cause mould, particularly in kitchens and bathrooms. I cannot promise we have all of the solutions, but I promise we will listen to you. If you are concerned about damp, condensation or mould in your home please let us know. We'll arrange to visit, carry out an initial assessment, carry out any necessary work and give you advice on keeping the problem under control. We have more information on damp and mould and how to reduce the risk of it appearing in your home on our website.

I hope that you have a happy and healthy Christmas and New Year. Please remember to check our revised services during this period ([Pg.12](#)).

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 **My Account**

[www.derbyhomes.org](http://www.derbyhomes.org)

### Call Us

**01332 888777**

#### **Non-urgent enquiries**

Monday to Friday – 9AM to 3PM

#### **Homefinder enquiries**

Monday to Friday – 8.30AM to 4.30PM

#### **Urgent Enquiries**

Anytime

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

#### **Homeless advice**

8.30AM - 5PM, Monday - Friday

Outside of these hours call our out of hours number

**01332 956606**

### Email us

#### **Customer Service**

[Contactus@derbyhomes.org](mailto:Contactus@derbyhomes.org)

#### **Rent**

[Incometriageteam@derbyhomes.org](mailto:Incometriageteam@derbyhomes.org)

#### **Housing Advice**

[Housing.options@derby.gov.uk](mailto:Housing.options@derby.gov.uk)



**Text service for hearing impaired customers**  
**07860 097426**

## Housing Options phone changes

As of 11 October 2022, the phone options for the Housing Options service on 01332 888777 have changed to the following:

**Option 4:** Housing or homeless enquiries

**Option 5:** Derby Homefinder housing applications

# Want to move home?

You might want to consider a **Mutual Exchange**.

There is extremely high demand for social housing and applying through Derby Homefinder may mean it takes much longer to find a home than it would through a mutual exchange.

A mutual exchange is an agreement between two (or more) tenants to swap homes (within Derby or nationally).

To be eligible both tenants must be a Council or Housing Association tenant, have a secure tenancy and not be in rent arrears.

There are many websites available for mutual exchanges, but most will charge you to use this service.

House Exchange is free for Derby City Council and Derby Homes tenants. You can find more information and instructions on how to register on:

[www.houseexchange.org.uk](http://www.houseexchange.org.uk).



## How to swap your home

Once you've found someone you want to swap homes with, you'll both need to fill out our mutual exchange form and either email or post it to us.

**You must get permission from us before you agree to an exchange.**

If the person you wish to swap with is not a Derby Homes tenant, they will also need to follow their housing provider's own process for mutual exchange.

Once we've received the form, we carry out an inspection and checks on the property before the exchange can happen.

If you need help with a mutual exchange, or want us to send you a copy of the application form, just contact us.

## Listening and learning

As hard as we try, we don't always get things right. When we do make mistakes, we always try to put things right and aim to prevent them happening again.

### Recent learning from a complaint

We have 22 community rooms around the city that are available for public and private bookings. Recently, a customer booked a room on the weekend for a birthday party, but when they arrived they found the room was not up to standard.

## What we did wrong

- The fob they had been given did not work, and when they called, the out-of-hours operator had not been trained to allow access
- The room was untidy and had not been cleaned
- Tea, coffee and cleaning materials had not been provided



## What we learned

Cleaning is now done on a Friday afternoon, so the room is ready and stocked for any weekend bookings

- Our out-of-hours operators receive information and training on our community rooms, including; allowing remote access, instructions for room users, and alarm codes

## How to make a complaint

If we've let you down, you can make a complaint.



[www.derbyhomes.org](http://www.derbyhomes.org)



[housing.complaints@derbyhomes.org](mailto:housing.complaints@derbyhomes.org)



**01332 888777**

If you're not satisfied with the outcome of your complaint, you can ask for it to be reviewed by the Housing Ombudsman at anytime.



[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)



[info@housingombudsman.org.uk](mailto:info@housingombudsman.org.uk)



**0300 111 3000**

# Repairs and maintenance

We aim to get all repairs right first time. This might not always be possible if the repair is more complicated than initially thought, or where specialist equipment is needed. If we need to revisit, we will make sure we rebook an appointment with you and order any necessary materials.

You can help us by making sure you give us as much information as possible when reporting a repair to us.

## How we prioritise repairs

Repairs are prioritised on the nature of the work, the impact to your home or neighbouring homes and your own individual needs and circumstances. We treat some repairs more urgently if you are elderly, disabled or have very young children in your home.

We have three priority categories:

- **Emergency**
- **Urgent**
- **Non-urgent/routine repairs**

**Find out more about each priority on the page opposite.**



## How you can report repairs



Online using MyAccount



[contactus@derbyhomes.org](mailto:contactus@derbyhomes.org)



01332 888777

## Gas servicing | Stay safe and save money

Each year, we carry out safety checks in all homes with a gas supply. We're required to this by law, but more importantly, it keeps you and your family safe and makes sure gas appliances are working as they should be.

We're noticing a significant increase in the number of tenants not being at home on the day of their appointment. This has increased to an average of **500 missed appointments a month**.

This can delay our service to other people and could also mean you're paying more for your heating than you should be if your boiler is not operating efficiently.

We estimate that missed appointments on gas servicing alone cost us around **£28,000 a month, this is your money**, funded from rent payments that could be used to improve services for everyone.

We know that sometimes you will need to change an appointment but please let us know as soon as possible if that is the case. When you get your letter or reminder by text just reply or call us and we will rearrange the appointment at a time to suit you.

**Let us know as soon as possible if you want to change your appointment.**

Repeated missed appointments cost not only time and money but can also risk your safety.

### GAS SAFETY CHECK

Dear Tenant



You have failed to allow access for this work on two occasions. We will return on the date shown to carry out the work. **This is the final visit we will make before starting legal proceedings against you.** If you know that you will not be able to allow access on this date it is essential that you call us on **01332 888777**.

Address

We will call again on:

# Repair priorities and timescales

## Emergency repairs

These are repair issues that can cause harm to people or damage to the property.

Depending on the problem, we'll attend as quickly as we can and normally within **two hours**. We'll always let you know how long it will be before we are with you.

Our priority is always make sure the situation is safe, and if we can't complete the work there and then, we'll arrange a follow up appointment.

Examples include:

- Making your home secure
- Gaining entry to your home, if you are vulnerable or disabled
- No lights or power
- No running water
- An uncontrollable water leak in your home
- Making your home safe after a fire or structural damage



## Urgent repairs

We aim to complete all urgent repairs within **a week**, and in some cases within **24 hours**. We will always let you know when we are coming.

Examples include:

### Within 24 hrs

- Board up a broken window
- Blocked toilet
- Bare wiring or damaged electrical fitting
- Partial loss of electrics
- Unable to lock doors
- An insecure downstairs window
- Roof leak
- Bad water leak inside your home

We'll always look at your individual circumstances and judge the impact of the problem on your situation. For example, a broken shower will be a higher priority for someone who has no other form of bathing, than someone who has a bath they can use.

### Within 5 days

- Blocked sink, basin or bath
- Leaking waste pipe
- Loose banister rail/handrail
- Individual sockets not working
- Taps that are not working
- Water leak that you can contain



## Non-urgent and routine repairs

Non-urgent or routine repairs don't need immediate action. In most cases, they can be done without serious inconvenience to you.

Examples include:

### Within 5 weeks

- Dripping taps
- Easing a stop tap
- Cleaning out guttering
- Repair to internal door

We aim to complete some of these works within **five weeks**, but others may take **up to 12 weeks** if we need to order specialist materials or equipment. In some cases, we may need to visit once to take a measurement, and then return on a second appointment to complete the work.

### Within 12 weeks

- Plastering repairs
- New internal or external doors
- New kitchen units or worktop replacement
- Work that needs scaffolding





# Health and safety advice

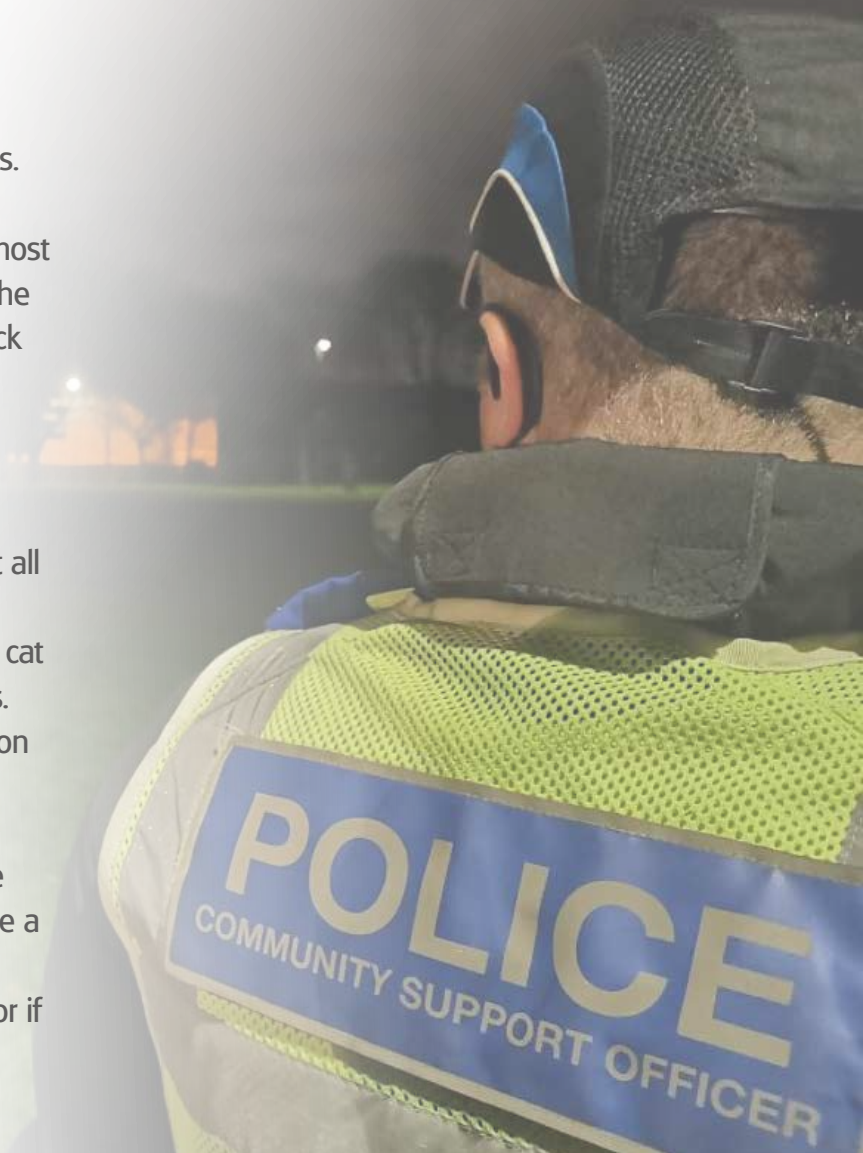
## Darker Nights

Now that the clocks have gone back and the darker nights are upon us, it's time for us all to think about home security during the late afternoon and evenings.

Although Derby continues to be a safe place to live, most burglaries are carried out by thieves who might use the darker evenings to their advantage. This may be to check which homes look empty, which have valuables on display or if there are any security lapses.

### Take these simple steps:

- **Keep windows and doors locked** and secure at all times, whether you are in or out of your home.
- **Keep valuables out of sight** and out of reach of cat flaps, letterboxes, downstairs doors and windows.
- **Leave your car keys in a secure place** and not on a key hook.
- **Use outdoor security lighting.**
- **Make your home looks occupied** when you are out – draw your curtains, leave a lamp on or leave a radio playing.
- **Set your lights on timers** so you appear home or if it will be dark before you get home.



## Firework advice

Fireworks are safe if you use them properly. If you're putting on a home display, you should follow some simple steps to make sure that everyone has a good time without getting hurt.

We want children to enjoy fireworks, but they need to know that they can be dangerous if they are not used properly. Each year, over half of all firework injuries are suffered by children.

Did you know that sparklers get five times hotter than cooking oil? Sparklers are not toys and should never be given to a child under five.

Don't cut corners just to save a few pounds. Always buy fireworks from a reputable shop to make sure that they conform to British Standards. This means that they should have **BS 7114** written on the box.

Whatever you do, don't buy fireworks from anywhere you're not sure about, such as the back of a van or from a temporary, unlicensed market stall.



# SUPPORTING YOU WITH THE COST OF LIVING

**FOR SUPPORT CALL 01332 346266 OR VISIT  
[derby.gov.uk/costofliving](https://derby.gov.uk/costofliving)**

Community Action Derby, Derby City Council and many other organisations across the city are working together to centralise support available in Derby.  
**A new online resource has a range of useful links and information on:**



**WAYS TO INCREASE  
YOUR INCOME**



**HOUSING AND  
RENTAL SUPPORT**



**HELP WITH BILLS**



**FREE & DISCOUNTED,  
CLOTHES, FURNITURE  
& TOILETRIES**



**DEBT SUPPORT**



**MENTAL HEALTH  
AND WELLBEING**

**PLUS LOTS OF OTHER USEFUL TIPS AND LINKS**

If you don't have access to the internet,  
you can call the **Support Hub** on **01332 346266**.

# MONEY

## Can a credit union help you?

Derby Homes have worked with credit union Derbyshire Community Bank for many years.

The not-for-profit financial co-operative is owned and controlled by its members.

Membership is open to anyone living or working in Derbyshire and they are based in the city centre of Derby at Cubo on Victoria Street.

As a financial cooperative they offer a full range of banking services including loans (of between £100 and £7,500), savings accounts, payroll membership, Christmas savings accounts, junior savings accounts and ISA's.

New and existing members can apply for products and manage their accounts easily online via the website, or by downloading their free app. There is a minimum of £1 share to open an account. You will need to live or work in Derbyshire to become a member.

To find out more visit: [www.dcbank.org.uk](http://www.dcbank.org.uk)



## Earn up to £200 by switching your current account

Some banks will give you **up to £200** for switching your current account from your current bank over to them.



The offers aren't always available, so keep an eye on their websites.



## Debt Support

Our Money Advice team offers Derby City Council and Derby Homes tenants **FREE** advice and support on:

- benefit entitlement and increasing your income
- planning your budget
- managing your debts



[money.adviceteam@derbyhomes.org](mailto:money.adviceteam@derbyhomes.org)



01332 643394

## Other debt support services

### Jubilee Project | Derby City Mission



01332 460346



[www.derbycitymission.org.uk](http://www.derbycitymission.org.uk)

### The Derby Law Centre



01332 287 850



[www.thederbylawcentre.co.uk](http://www.thederbylawcentre.co.uk)

### Citizens Advice Bureau | Debt Advice Service



01332 228745



[www.citizensadvicemidmercia.org.uk](http://www.citizensadvicemidmercia.org.uk)



# ENERGY

## What the Energy cap actually means

From 1 October 2022, the government introduced the Energy Price Guarantee. They have committed that "a typical UK household will pay no more than £2,500 a year on their energy bill until April 2023 from 1st October". But what does this actually mean?

There's a limit on the amount the energy companies can charge you for one unit (Kilowatt hour), not on your total bill. If you use more energy, you'll pay more. If you use less energy, you'll pay less.

The figure of £2,500 is the amount the government expect the average household to use, so if you use more than the average household, your bill will most likely be higher than £2,500.

## The cost of one unit of energy

According to Ofcom, the average prices a customer with typical usage, paying by direct debit will pay is:

<b>Electricity:</b>	<b>£0.34</b> per kWh <b>£0.46</b> daily standing charge
<b>Gas:</b>	<b>£0.10</b> per kWh <b>£0.28</b> daily standing charge

The amount of energy home appliances use varies massively, and some of them may surprise you.

## Energy used when cooking:\*

<b>Electric oven (60 minutes)</b>	<b>= 3.04kWh - £1.03</b>
<b>Microwave (10 minutes)</b>	<b>= 0.14kWh - £0.05</b>
<b>Slow cooker (8 hours)</b>	<b>= 1.30kWh - £0.44</b>

## Energy to boil water for one cup of tea:\*

<b>Electric kettle (2 minutes)</b>	<b>= 0.07kWh - £0.02</b>
<b>Electric hob (5 minutes)</b>	<b>= 0.18kWh - £0.05</b>
<b>Microwave (4 minutes)</b>	<b>= 0.05kWh - £0.02</b>

\*Figures are averages, taken from the BBC and Uswitch. Cost is based on average cost of energy at writing of £0.34 per kWh.



## £400 Energy Bills Support Scheme

All households in Great Britain will receive a £400 discount on their energy bills. The payments will be made by energy suppliers spread over six months, with payments starting from October 2022. You'll receive your discount through:

- **discounts on your bill**
- **Energy Bill Discount Vouchers**  
(if you pay by a traditional pre payment meter)

## Prepayment meter? Don't miss out!

According to PayPoint, only 53% of the 800,000 vouchers it has issued have been redeemed so far. If you haven't received your voucher, check your junk/spam email or call your energy provider.

It's important you use the Energy Bill discount vouchers within 90 days. You get these each month by SMS, email or post (also see SCAMS section on page 8), using your registered contact details. You redeem them at your usual top-up point, such as a PayPoint or Post Office branch. If you have a smart prepayment meter, your rebate will go directly to your meter.

## Turn your appliances off at the wall

You need to leave some appliances on at all times such as your fridge and your freezer, but some will save you £££'s by switching off at the wall socket when you're not using them. Here are some examples of annual savings (estimates by British Gas):

• <b>Games consoles</b>	<b>£12.61</b>
• <b>Computers</b>	<b>£11.22</b>
• <b>TV</b>	<b>£24.61</b>
• <b>Microwave:</b>	<b>£16.37</b>
• <b>Shower:</b>	<b>£9.80</b>
• <b>Washing machine:</b>	<b>£4.73</b>
• <b>Printer:</b>	<b>£3.81</b>
• <b>Phone charger:</b>	<b>£1.26</b>

## APPS THAT OFFER FREE AND CHEAP ITEMS

There are many apps available that are aimed at reducing waste and helping those that need it. Here are a few examples.

### Freecycle

A non-profit website that allows people to give away items they no longer want or need to those that do. It's free to sign up and you can find some great stuff on there.



[www.freecycle.org](http://www.freecycle.org)

### OLIO

OLIO connects neighbours and local businesses to make sure food, that would normally be thrown away, is shared and goes to people that need it.

Not only can you get free food, you're also doing your bit for the environment by making sure food doesn't go to waste.



[www.olioex.com](http://www.olioex.com)



### Too good to go

Too good to go was set up to reduce the amount of food that goes to waste.

The app allows businesses to sell food that would be thrown away in 'Magic Bags' that contain a range of food items at a huge discount.

You never know what will be in a Magic Bag, but if you're not fussy, it can be a great way to save money.



[www.toogoodtogo.co.uk](http://www.toogoodtogo.co.uk)



## FOOD SUPPORT

### Derby Food 4 Thought Alliance

Food 4 Thought supports people in Derby who are experiencing food poverty, through food provision, signposting, education and advice.

If you need assistance, call **01332 346266** or email **df4ta@communityactionderby.org.uk** and they can provide you with a range of support including an emergency food package.



[www.communityactionderby.org.uk/df4ta](http://www.communityactionderby.org.uk/df4ta)



**01332 346266**



**df4ta@communityactionderby.org.uk**



### Food waste tips

Household food and drink waste costs the average family with children around **£700** a year, or up to **£60** a month. There's a huge opportunity for us to cut what we spend by saving more of the food we buy.

For more information visit: **[www.derby.gov.uk](http://www.derby.gov.uk)**



# HEALTH AND WELLBEING

Financial hardship can affect your mental health and wellbeing and make you feel alone. If you, a member of your family, or someone you know is struggling with their mental health, help and support is available.

There's an extensive list of charities and services that offer free advice and support on the **Supporting You With the Cost of Living** section of Community Action Derby's website. If you don't have access to the internet, you can call the **Support Hub** on **01332 346266**.

Evidence suggests there are five steps you can take to help improve your mental health and wellbeing:

## 1. Connect

Connect with the people around you. This can be with family, friends, colleagues and neighbours. Building these connections will support and enrich you every day.

## 2. Be active

Exercising makes you feel good. Most importantly, discover a physical activity you enjoy and that suits your level of mobility and fitness.



## 3. Take notice

Be aware of the world around you and what you are feeling. Reflecting on your experiences will help you appreciate what matters to you.

## 4. Keep learning

Learning new things keeps your mind active, nurtures confidence as well as being fun.

## 5. Give

Seeing yourself, and your happiness, linked to the wider community can be incredibly rewarding and creates connections with the people around you.

# COMMUNITY SPACES

We have 22 Community Spaces around the city. Many of these rooms host a range of **FREE** community led activities such as:

- **Coffee mornings**
- **Social groups**
- **Parent socials**
- **Support groups**
- **Games evenings**
- **Yoga**
- **Craft clubs**
- **Choirs**
- **Youth clubs**
- **Exercise classes**

You can find your nearest room on the map on the next page.



If you'd like to know what's happening in a room near you, or if you'd like to start your own community group or activity, get in touch:

**hub@derbyhomes.org**



**01332 888777**



**Not all groups are open to the public, so please contact us to find out what's on.**

# SUPPORTING

## YOU WITH THE

# COST OF LIVING

## COMMUNITY

**ACORN CLOSE**  
SHELTON LOCK  
DE24 9GD

**BOYER STREET**  
CALIFORNIA  
DE22 3TF

**CENTURIAN WALK**  
CHESTER GREEN  
DE1 3RD

**CHURCHSIDE WALK**  
CALIFORNIA  
DE22 3WL

**COLVILLE STREET**  
NEW ZEALAND  
DE22 3AT

**CONISTON CRESCENT**  
BREADSALL  
DE21 4DP

**CRADDOCK AVENUE**  
SPONDON  
DE21 7HT

**DONINGTON CLOSE**  
SUNNYHILL  
DE23 1NB

**FAIRDENE COURT**  
NORMANTON  
DE23 6XE

**FILBERT WALK**  
CHELLASTON  
DE73 6UG

**GLENGARRY WAY**  
SINFIN,  
DE24 9NP

**HOLLY COURT**  
MICKLEOVER  
DE3 0TA

**HUMBER CLOSE**  
ALVASTON  
DE24 0RX

**KESTREL HOUSE**  
SINFIN MOOR  
DE24 3DD

**MAX ROAD**  
CHADDESSEN  
DE21 4HB

**OAKLEIGH AVENUE**  
CHADDESSEN  
DE21 6NR

**REBECCA HOUSE**  
NEW ZEALAND  
DE1 1GF

**SLANEY CLOSE**  
ALLENTON  
DE24 8LS

**STRETHAM ROAD**

**REBECCA HOUSE**

**BOYER STREET**

**HOLLY COURT**

**STREATHAM ROAD,**  
MACKWORTH  
DE22 4AZ

**TINTAGEL CLOSE**  
ROSE HILL  
DE23 8EH

**WATERMEADOW  
ROAD**  
ALVASTON  
DE24 0TE

**WHITECROSS HOUSE**  
WEST END  
DE1 3PL



# SPACES MAP



## SCAMS

We've noticed an increase in text message scams. It pays to be cautious of anything that doesn't seem right.

Please be aware of these particular scams, which claim to be from the government asking recipients to click a link on the message - **Do not click the link!**

This Energy Bill Support Schemes has been targeted in particular, but scammers are often quick to exploit any new initiative and rely on those less informed or vulnerable to fall victim.

Remember, you don't need to do anything for this particular scheme, as the money will be paid directly to you, or will be taken off your bills automatically.

GOVUK: You are eligible for a discounted energy bill under the Energy Bills Support Scheme. You can apply here: <https://gov-rebate.web.app>

19:26

GOV-UK: Due to the Energy Bill Support Scheme, you are owed £400 under the discounted energy bill. You can apply here: <https://energy-bill-uk.web.app>

21:34

## CLOTHES, FURNITURE & TOILETRIES

### TOGS Clothes Bank

TOGS is a children's clothes bank offering clothing and toys for children aged 0-16 years.



**119 Osmaston Road  
DE1 2GD**



**Tuesday: 1pm - 3pm  
Friday: 10.30am - 12.30pm**



**07989 117929**



**anthealpeters@gmail.com**

### The Hope Store Derby

Hope Store provides donated clothing, toiletries, and kitchen equipment to those in need.



**01332 341189** - access by referrals only



If you've received a suspicious text message, please report them to Action Fraud.

**It pays to always be suspicious. In all cases, you should not be asked for your bank details at any point.**



**0300 123 2040**



**[www.actionfraud.police.uk](http://www.actionfraud.police.uk)**



### Hope City Furniture

Hope City Furniture provides good quality furniture and household items free of charge to those who have been rehoused due to experiencing a sudden or unexpected crisis.



**07340 244416**



**[Info@hopecityfurniture.org.uk](mailto:Info@hopecityfurniture.org.uk)**



**[www.hopecityfurniture.org.uk](http://www.hopecityfurniture.org.uk)**



# Get online

The digital world can sometimes seem like a confusing place, but it doesn't have to be.

There are lots of advantages to being online, and nowadays you can do just about anything on the web.

## "I wouldn't know where to start"

Our partners, Derby Adult Learning Service, offer a range of free courses that can help you get online:

- **First Click into Computing** - For first time users
- **Essential Digital Skills courses** - For beginners and improvers
- **Digital skills classes** - More advanced users

There are also more courses available, if you'd like to improve your skills, or gain qualifications.

 [dalsenquiries@derby.gov.uk](mailto:dalsenquiries@derby.gov.uk)

 **01332 956565**

 [www.adult-learning-derby.org.uk](http://www.adult-learning-derby.org.uk)



## My Account: Manage your tenancy online

If you sign up for Derby Homes' My Account service you can:

- report non-urgent repairs at anytime
- check your rent account
- update your tenancy details

You can do all this without having to leave your home, make a call or speak to anyone. For more information visit [www.derbyhomes.org](http://www.derbyhomes.org) or give us a call and one of our team will be able to help you sign up.

## Pay rent directly from your bank

Did you know you can make rent payments directly from your bank account or banking app? These can be made as one-off or scheduled, regular payments.

To set up a payment, all you will need are our bank account details:-

**Sort code: 30-92-59**

**Account number: 00005911**

The payment reference is your **rent reference number** in full, without any spaces or punctuation marks.

Do not enter any other information. Names and addresses are not required.

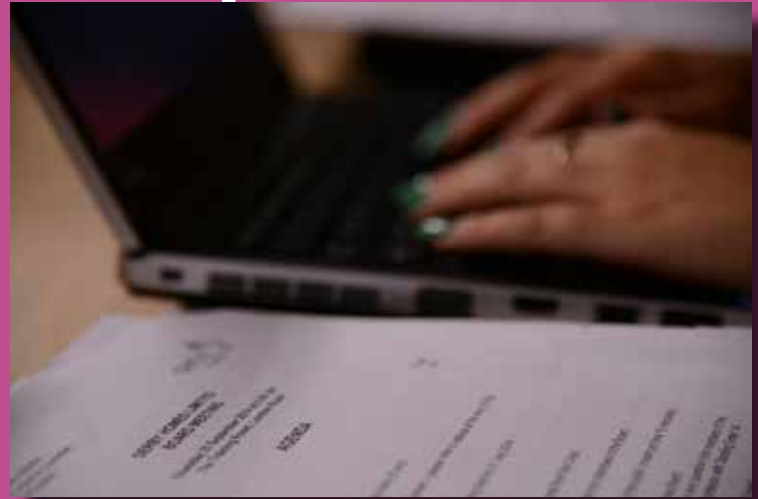
You will only need to enter this information the first time you make a direct payment. The details will then be held within your bank account.

Quoting the correct number will ensure the payment goes directly onto your rent account. If you need any help, just get in touch with us.

# Governance | Do you have a question for us?

**Did you know**, if you have a question about Derby Homes or our services you can ask our Board or Operational Board? Every public meeting has a 15-minute agenda slot for questions from tenants, leaseholders or members of the public.

Your question should be about something we're directly responsible for. You can submit it by phone, email, or in writing. Don't forget to include your contact details, all questions can be confidential if requested. We need to receive your question at least two days before the meeting, so we can ensure we can get an answer.



## We need Board members!

Derby Homes is run by a board which oversees our work and ensures we are meeting our mission, objectives and values.

**The Board** is responsible for the overall strategy, direction and the financial management of Derby Homes. It typically votes on longer term, strategic decisions. **The Operational Board** focuses more on the day-to-day running of Derby Homes. It's a sub-committee that makes decisions and monitors

performance on services such as anti-social behaviour, rent collection, estate improvement schemes and community initiatives.

We are always on the lookout for new members to join. Find out more about how you can make a difference on our website or email our governance team for more details.

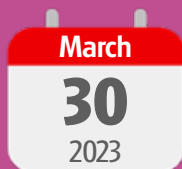


[dh-governance.services@derbyhomes.org](mailto:dh-governance.services@derbyhomes.org)

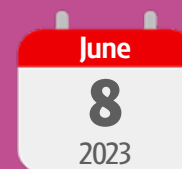
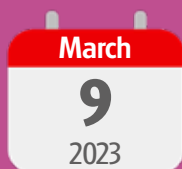
## Upcoming public meetings (subject to approval)

You can join us live, or watch previous meetings at any time on our YouTube channel. All meetings start at 6pm and links to full public reports can be found in the description. We also add quick-access chapters in all of our videos, so you can jump to the discussion on any particular report.

### Board meetings



### Operational Board meetings



[youtube.com/@derby\\_homes](https://youtube.com/@derby_homes)



More information on board members and historic meeting documentation can be found at:

[derbyhomes.cmis.uk.com/derbyhomes](https://derbyhomes.cmis.uk.com/derbyhomes)

# Safeguarding Exploitation

## Focus on: Modern slavery

**Modern slavery** is the illegal exploitation of people for personal or commercial gain. It covers a wide range of abuse and exploitation, including forced sexual exploitation, organ harvesting, domestic slavery or forced labour on farms, in construction, shops, bars, nail bars, car washes or manufacturing.

Victims of modern slavery can be any age, gender, nationality and ethnicity. They are tricked or threatened into work and may feel unable to leave or report the crime through fear or intimidation. They may not recognise themselves as a victim.

Communities have an important role to play in recognising abuse.

To report a suspicion or seek advice, you can contact the Modern Slavery Helpline confidentially on **08000 121 700**. This is open 24 hours a day, 365 days a year.

Alternatively call the police on **101**, or if you wish to remain anonymous you can contact Crimestoppers on **0800 555 111**.



## Working towards a national Domestic Abuse Housing Alliance (DAHA) accreditation

We are committed to transforming the housing sector's response to domestic abuse, for our customers and staff, and are proud members of DAHA.

Learn more about our Safeguarding Policy on our website:  
[www.derbyhomes.org/safeguarding](http://www.derbyhomes.org/safeguarding)

## Use of drones for roof inspections

We are now using drones to carry out roof inspections on the properties we manage. Drones are what are known as unmanned aerial vehicles (UAVs). They have cameras on board and can record HD video and still images.

Traditionally, roof inspections need scaffolding to be erected. Using a drone to carry out an inspection will minimise the cost, inconvenience, and time taken to get to what's needed, to fix a roof.

All our drone operators have a valid Flyer ID from the UK Civil Aviation Authority. Although there are no privacy issues based on our planned use, we still have a strict procedure in place to ensure that safety and privacy

remain at the forefront of any inspections. For example, we'll only record images and video once the vehicle is above roof level.

If you'd like to know more about privacy and how we process data, see our website, or ask to see our Fair Processing Notice.





# Community News

## Normanton Park celebrates 113th birthday

The community celebrated **Normanton Park's 113th birthday** with a host of games and stalls being setup to mark the milestone.

The park opened in 1909 as a place for people to escape the heavily populated and industrial area, and is still well used to this day.

The successful event was well attended with Sporting Communities, Green Thyme and a host of local stall holders catering for local residents.

Money from the occasion was donated to the Pakistan Floods appeal. Bring on next year's event!



## War Memorial Village bungalows officially opened

We had a fantastic time at the War Memorial Village in August celebrating the official opening of the new bungalows and community garden.

The ribbon to the gardens was cut by special guest and fundraising superstar Finley Skinner.

The seven-year-old had been raising money for the War Memorial Village charity for two years by selling poppies and raised a whopping **£2,500!** His hard work even landed him an audience with Prime Minister Boris Johnson! Colonel John Wilson OBE DL, Councillor Chris Poulter, Councillor Harvey Jennings and Derby Homes Managing Director Maria Murphy also gave speeches during the opening ceremony.

It was a fun packed day of activities and food live entertainment, even Lance Corporal Derby (the Derby Ram) got to join in with the festivities. We want to thank all of you who came down and helped make it a huge success.





# Residents get in the kitchen for home cooked meals

Milestone House residents have been keeping busy in the kitchen as part of their support sessions.

They have been collecting ingredients with staff opening up the café for them to use this summer.

Team Leader Frankie Baker said: "We have been asking residents what sort of activities they would like to do for their support sessions and the majority of them wanted to cook, alongside their Support Workers to learn some independent skills.

"They've all wanted to keep busy, occupying their minds away from any addictions and feel more part of society.

"It's also so important that our staff build that relationship by supporting them to achieve their goals."

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. Referrals are coordinated by the Housing Options Team and the Move-on Coordinator.



## Anti-social behaviour (ASB) awareness week

We were at Kiwi Park with partners for a community event to help tackle anti-social behaviour in Derbyshire.



It was great to meet local residents who were able to discuss with partners what issues affect them. We also had plenty of families try out a number of different sports with Derby County Community Trust, Derbyshire Cricket Foundation and Sporting Communities, who were also in attendance. Thanks also to Derbyshire Victim Services, Derby City Council, Derbyshire Constabulary, Derby Parks and Derbyshire Fire & Rescue Service for their support too!

You can find out more about ASB and how we deal with it here: [www.derbyhomes.org/report-asb](http://www.derbyhomes.org/report-asb)

## Coming soon: Let's Talk Derby Homes!

We're very close to launching our new engagement platform: Let's Talk Derby Homes.

This will be come the new way we consult, carry out surveys and get your opinion on all the services we deliver.

It means you can sign-up and then take part in whatever's the current hot-topic. We'll also be sharing information on Community Rooms there, and any representative resident groups, such as Derby

Association of Community Partners, the Customer Voice and any new ones that form.

If you're keen to have a look, you'll find it on our website, otherwise watch this space!



# Festive service updates

## Derby Homes Christmas opening times



We will be delivering a reduced service between **Saturday, 24 December 2022 - Monday, 2 January 2023** but we are still here to help.

If you have an emergency repair or are homeless tonight, you can call us on **01332 888777** (option 4 for homeless enquiries)

Our offices will be closed for the festive period, we will re-open for normal service on **Tuesday 3 January 2023**.

If you can't get through to our main number, try calling our out-of-hours service numbers (**pg.2**).



### Rent Free Weeks

The next rent free weeks (for those whose rent is calculated over 48 weeks) fall on the weeks starting:



Remember, if you are up to date (one week in advance) with your rent, you can choose not to pay during these weeks. You should continue to pay if your account balance is not up to date. If you are in arrears, you must still pay during these weeks to reduce the amount you owe.

### Council refuse teams will be taking a well earned break for Christmas

There will be no bin collections between **Monday 26 December 2022** and **Monday 2nd January 2023**.

Collections will resume on **Tuesday 3 January 2023**.

The quickest and easiest way to see which bin will be collected on which day is to log in to the Council's **MyAccount** service at: [myaccount.derby.gov.uk](https://myaccount.derby.gov.uk)

The home page will show your collections for the upcoming weeks. If you're already registered, you'll get an email notification reminding you to check your Christmas bin collections.

You can also use the Council's 'Bin Day look-up' tool at: [secure.derby.gov.uk/binday](https://secure.derby.gov.uk/binday)

