

Derby Homes News



Winter 2024



Made with 100% recycled paper

Tenant Satisfaction Measures results revealed inside



pg.3

Help us learn more 'About you'

pg.7

Installing cookers safely

pg.19

We're Rainbow Accredited

Welcome to our winter newsletter



Throughout this edition, you can find our Tenant Satisfaction Measure (TSM) performance information for 2023-2024. The figures are a mix of perception and other performance measures that have been set out by the Regulator of Social Housing.

We do not know exactly how we compare to other landlords in the country yet, but early indicators suggest Derby are one of the top performing landlords.

Despite this high performance, we always strive to do better and will be working hard across all our services.

If you have not already, please complete our 'about you' survey (Pg.3). The survey only takes about 5-10 minutes to complete and asks questions about you and everyone in your household. It's so important we have this information to make sure our services are accessible and

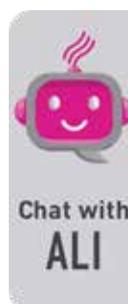
tailored to your needs.

If you would like more regular updates, we have started sending email newsletters out every 1-2 months. To receive them, make sure we have your email address on our system.

I also want to draw attention to some of the safety information, particularly around window restrictors (Pg.4) and installing gas and electric cookers (Pg.7). We have these devices and procedures in place to keep you and your families safe - not to be difficult. When it comes to safety, it's always best to be certain, so contact us if you're ever unsure about anything.

Finally, I want to wish Merry Christmas and a Happy New Year to all those celebrating.

Maria Murphy
Managing Director,
Derby Homes



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

IT WILL BE CANCELLED



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

2



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.

Is your information up to date?

About you



Scan me to complete the survey

A hand holding a smartphone displaying a survey titled 'About yourself'. The form has five sections: 1. Forename(s) * with a text input field and 'Maximum 255 characters' and '0/255' below it; 2. Surname * with a text input field and 'Maximum 255 characters' and '0/255' below it; 3. Preferred name (if this is different from your full name) with a text input field and 'Maximum 255 characters' and '0/255' below it; 4. Your date of birth * with a 'Select date' button and a calendar icon; 5. Your address *.

Help us learn more 'about you'

When did you last tell us about any changes to you, your household and any needs you have? Our new 'about you' household survey aims to help us better understand our customers and their needs.

It takes between 5-10 minutes to complete for each person in your house and it will make sure we have up to date information. Getting this right is important, as it has a knock-on effect on how we communicate with you and deliver our services.

The survey will ask for your basic information and contact details. Some of the questions will be used for equality monitoring purposes and to make sure we are not discriminating against any group.

There are questions about disabilities, health conditions and support needs. These are important to us so we can consider

how we deliver our services. If you have a disability or health condition, you will be asked how it affects you. If you have any support needs, you will be asked about any changes we may need to consider in how we deliver our services.

If you don't have any disabilities, illnesses or support needs, please still complete the survey and confirm this.

If there are any questions you'd rather not answer, there is a 'Prefer not to say' option.

You will then be asked to complete relevant information for everybody else living in your household. This includes all children and any other adults living there as their main place of residence.

Visit derbyhomes.org/about-you or scan the QR-code.

TENANT SATISFACTION MEASURES

Repairs satisfaction

82.9%

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)

Satisfaction with time taken

79.9%

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)

Satisfaction home is well maintained

84.5%

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

Homes that are non-decent

0.6%

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

Non-emergency repairs on time

75.5%

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

Emergency repairs on time

96.2%

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

What are the Tenant Satisfaction Measures? See page 16.

Tampering with window restrictors | A high price

Window restrictors are there for your safety. Removing or tampering with them puts you and your family at risk.

Window restrictors are safety devices that prevent windows from opening more than 10cm. We have them installed on all flat windows that are above the second floor. This is to reduce the risk of people falling from heights that can cause serious injury or death.

If you have an issue with yours, report it to us.



Locked window restrictors

Severe weather damage | Who to contact and when

Winter is well and truly here, and so is the unsettled weather. The last few years have brought us plenty of storms, flooding and damage to both nature and property.

When damage does happen, knowing what to do is important. Here's some advice on what to do when faced with common issues caused by severe weather.

Flooding

Who you need to report floods to, depends on the type of flooding. Derby City Council have a list of who to contact and when on their website. If there is danger to life, you should call the emergency services on **999**.

Fences

In most cases, you are responsible for repairing and replacing fences. There are some exceptions where we may repair and replace fences, for example:

- in communal areas
- where properties adjoin public spaces
- where there is a safety risk

In all exceptional cases, we will carry out an individual assessment to inform our decision.

Any fence that is deemed dangerous will be made safe but will not be repaired or replaced.



Roof tiles that have come loose can be dangerous

Cold weather

Cold weather can cause issues with your boilers, radiators and cause water in pipes to freeze.

We have information on our website that will help you diagnose and resolve issues with your heating and hot water - including how-to guides on re-pressurising your boiler and how to bleed a radiator.

If you are unsure what the issue is or how to fix it, get in touch with us and we will try to help over the phone or send someone out to you.

When to contact emergency services

If there is imminent danger, call **999**.

When to contact Derby City Council

If there is damage to public land such as a fallen tree in a park or on a footpath and it isn't causing immediate danger, contact **Derby City Council** to report it.

When to contact Derby Homes

In an emergency - If there is damage to your home or other housing land that is causing danger to you or your neighbours, such as a roof tiles that have come loose and are at risk of falling, you need to call us straight away.

Non-emergency - If the damage is on housing land, and is not causing a danger, you should email us. You can call us, but be aware our phone-lines may be extremely busy after a storm so it may be worth waiting a day or two.



TENANT SATISFACTION MEASURES

Satisfaction home is safe

85.9%

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

Gas safety checks

99.8%

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

Fire risk assessments

99.9%

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

Asbestos inspections

100%

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

Legionella risk assessments

100%

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

Passenger lift safety checks

100%

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

What are the Tenant Satisfaction Measures? See page 16.

Christmas light safety

We love seeing houses lit up with festive decorations, but all the extra lights and clutter can increase the risk of fire.

Here are some steps you can take to keep you and your family safe this Christmas:

Unplug Christmas lights when you're going to bed or leaving the house.

Check lights conform to a safety standard, e.g. British Standard 60598.

Always use an RCD (residual current device) on outdoor electrical equipment.

This safety device can save lives by instantly switching off the power if there is a fault and can be found in any DIY store.

Don't overload sockets with too many lights.

Don't block exits with Christmas trees, presents, or other decorations.

Find out more: www.derbys-fire.gov.uk





Replacing cookers safely

Gas and electricity can be extremely dangerous. When arranging to install a new cooker it's very important that you follow the correct procedure and do not cut any corners:

- ✓ **Request permission**
- ✓ **Check the space**
- ✓ **Use a professional**
- ✓ **Send us the safety certificate**

Request permission - You must not start any work until you have received a permit from us. You can download a permit request form on our website, or contact us and we can send one out to you.

Once permission is granted, you have 28 days to complete the work. You'll need to apply for another permit if work has not been completed within this time frame. You cannot remove any existing cupboards to install a cooker.

Check the space - Make sure there is enough space for your new cooker and that the space is safe to use:

- Leave enough space between the cooker and counter-top and either side of the cooker - at least 20mm.
- Make sure there is space for the cooker door to open.
- Check for obstructions in the space, like gas pipes or wiring.
- Make sure there are no switches in the 'hot zone'.*

Use a professional - You must get your cooker installed by a registered gas safe engineer or registered electrician.

Send us a copy of the certificate - The engineer that installs your cooker will give you a safety certificate which you will need to send us a copy of.



Free standing cooker.

If you do not follow this procedure, you are potentially putting yourself at risk. Not only that, we will also need to disconnect your cooker when we carry out our next gas safety check, meaning you will have to pay for it to be reconnected. We may charge you for any alterations you make without permission.

***The hot zone**

The hot zone is the area around the cooker that can become hot. This area must be clear of plug sockets, switches and flammable materials.

Hot zones and safety requirements may differ on different cooker types so make sure your kitchen meets the minimum requirements before installing yours. You can check in the manufacturer's guidance, online, or contact us.

You must not start any work until you have received a permit from us.

TENANT SATISFACTION MEASURES

Listens and takes action

74.9%

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

Keeps you informed

82.6%

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

Treats you fairly and with respect

90.4%

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

What are the Tenant Satisfaction Measures? See page 16.

Consultations

We hold consultations on new and updated policies, procedures and changes to services.

They are an opportunity for you to have your say on services that affect you.

We use your feedback to help shape our services to make sure they are fair, accessible and put you first.

Visit lets-talk.derbyhomes.org to find out what consultations we're currently running.

Advocacy and Authority to Act policy - Consultation results

This policy sets out how tenants and prospective tenants can give authority for someone else to act on their behalf in matters relating to their tenancy.

100% agreed the policy is easy to read and understand.

100% agreed the policy clearly explains the difference between 'advocacy' and 'authority to act'.

100% agreed the policy clearly explains how to access advice and support should they need someone to act on their behalf when dealing with Derby Homes.



Respectful and helpful engagement

Pest and infestations policy - Consultation results

This policy sets out who is responsible for dealing with pests and infestations in the properties we manage.

63.7% agreed the policy was easy to read and understand - 36.4% neither agreed or disagreed.

56.4% agreed the policy covers everything that they expect to be included - 27.3% neither agreed or disagreed.

72.7% agreed the policy clearly explains tenants' responsibilities for pests and infestations in their home - 27.3% said they neither agreed or disagreed.

63.6% agreed the policy clearly explains Derby Homes' responsibilities for pests

and infestations in their home - 36.4% said they neither agreed or disagreed.



Anti-social Behaviour policy - Consultation results

This policy sets out our approach to preventing anti-social behaviour as well as resolving it where it occurs.

62% agreed the policy was easy to understand – 38% neither agreed or disagreed.

62% agreed the policy covered everything expected – 33% neither agreed or disagreed.

77% agreed the policy explained Derby Homes' position on anti-social behaviour – 21% neither agreed or disagreed.

Hate Crime Policy - Consultation results

This policy sets out our approach to dealing with incidents of hate that are against, or perpetrated by tenants or staff members.

84% agreed the policy was easy to understand.

84% agreed the policy covered everything expected.

84% agreed the policy explained Derby Homes' position on hate crime.

What we did

Based on positive feedback, no major changes were made to any of these policies. We also consulted with **Derby City Council, Community Safety Partnership, and Resolve**, who endorsed the anti-social behaviour and hate crime policies.

TENANT SATISFACTION MEASURES

OVERALL SATISFACTION

86.3%

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

KEEPING PROPERTIES IN GOOD REPAIR

82.9%

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)

79.9%

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)

84.5%

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

0.6%

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

75.5%

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

96.2%

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

MAINTAINING BUILDING SAFETY

85.9%

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

74.9%

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

82.6%

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

90.4%

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

EFFECTIVE HANDLING OF COMPLAINTS

51.2%

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)

39

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

5

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

97.4%

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

93.6%

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

RESPONSIBLE NEIGHBOURHOOD MANAGEMENT

74.9%

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

77.3%

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

70.0%

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

72

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

2

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



TENANT SATISFACTION MEASURES

Complaint satisfaction

51.2%

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)

Number of stage one complaints

39

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

Number of stage two complaints

5

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

Stage one complaints within timescale

97.4%

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

Stage two complaints within timescale

93.6%

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

What are the Tenant Satisfaction Measures? See page 16.

Complaints performance

The Tenant Satisfaction Measures (TSMs) for complaints are intended for benchmarking against other registered housing providers. They can give an indication of satisfaction, numbers of complaints received and how many were dealt with within the handling code's timescales.

They do not include the outcomes of complaints, whether they are upheld (Derby Homes found to be at fault) or not upheld (Derby Homes not found to be at fault).

In 2023-24, 363 (55%) of all complaints (659) were upheld. This means that for just over half the complaints we

investigated, Derby Homes were found to be at fault for some elements of the complaint.

The largest area of complaints was in our responsive repairs service. The second largest area was complaints about our staff.

Over the last three years, we have seen a significant increase in the number of complaints we receive. This is likely to be due to increased national advertising campaigns along with our own efforts to increase awareness with customers how to make a complaint to Derby Homes.

Search our website for 'complaints' to find out more.



New learning framework

The new regulatory requirements place more emphasis on landlords listening to, learning from, and acting upon their customers' feedback, particularly following complaints.

From 1 April, 2024, we have adopted a new framework and process to identify and capture lessons learnt from complaints, and to record, implement, and monitor any service improvements as a result.

We are working with heads of service and their managers to identify and record lessons learnt, any required actions, and timeframes for completion. These will be monitored and reviewed regularly to ensure there are no repeated complaints trends.

A quarterly update report will be presented to the Operational Committee as part of our performance monitoring and scrutiny.

Our aim is to understand whether customer satisfaction has increased, and complaints have reduced as a result.

We will be sharing our learning with you in a range of ways.



The new team

Because of changes brought about by regulation and the new Complaint Handling Code from the Housing Ombudsman, we have invested more resource and completely restructured how this service is organised. We now have a team dedicated to dealing with, investigating and resolving complaints.

This new approach will make sure we deal with complaints in a consistent way.

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



TENANT SATISFACTION MEASURES

Communal areas

74.9%

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

Neighbourhoods

77.3%

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

Anti-social behaviour

70.0%

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

Number of anti-social behaviour cases

72

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

Number of hate incidents

2

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

What are the Tenant Satisfaction Measures? See page 16.

Anti-social behaviour |

First in the UK

We're incredibly proud of our Anti-social Behaviour Apprentice Renee, becoming the first person in the country to complete the Anti-social Behaviour and Community Safety Officer Apprenticeship.

The apprenticeship was launched in 2022. It was created by Resolve, SFJ Awards, Derby Homes and others to create new career opportunities and help broaden the appeal of supporting local communities.

Renee passed her end point assessment in May 2024 and received the highest possible grade - distinction. Not only was she the first to complete the apprenticeship, she was also the youngest of the first draft of apprentices and the only one to be recruited without any previous experience in housing or anti-social

Renee - The first person in the country to complete the Anti-Social Behaviour and Community Safety Officer Apprenticeship.



behaviour, making her achievement even more impressive.

We're really not surprised in the slightest that Renee was the first person ever to pass the apprenticeship. From the get-go, she showed signs of maturity and capability beyond her years and started managing her own case-load after just three months – nine months earlier than we had planned!

Domestic CCTV & doorbell cameras | Know the laws

Over the past few years, the popularity of doorbell cameras has risen dramatically. This has raised concerns around people's privacy and General Data Protection Regulation (GDPR). So, what is the law and who is responsible?

Doorbell cameras are classed as domestic CCTV. So, if you have one, you are responsible for making sure you follow GDPR and privacy law for anything you capture outside your property boundary.

Do you need permission?

You do not need our permission to install domestic CCTV, including doorbell cameras, unless the installation will physically alter your property. In this case, you will need to complete a permit request form.

Permission is only granted for property alterations and not the use of CCTV.



Camera doorbells are a form of domestic CCTV



Your responsibilities

If you have CCTV or a doorbell camera, you are the **data handler**. This means you must follow data protection laws. This only applies if you are capturing anything outside your property boundary, including neighbouring property, pavements and roads. If you are only capturing images within your boundary, we still recommend putting up a sign to inform anyone that comes on to your property that they are being filmed.

Our responsibility

We are not responsible for domestic CCTV you have installed yourself. We will only get involved if the correct permits have not been issued to make alterations to the property. If you think somebody is breaking data protection laws, you can make a complaint to the Information Commissioners Office.

What are the Tenant Satisfaction Measures?

From 1 April 2023, all registered providers of social housing must collect and publish a range of comparable information in key areas of service. These are known as the Tenant Satisfaction Measures (TSMs).

They are part of the Regulator of Social Housing's wider programme of work to develop proactive, consumer regulation of the social housing sector.

We have met the regulator's requirements and our performance against the TSMs has been submitted to the Regulator of Social Housing.

We have also published our results in full on our website and published a summary of our performance in this newsletter.

How we compare

In the coming months, the Regulator of Social Housing will be publishing the results from all social housing providers. We won't know exactly how we compare until then, but early indicators suggest we will be one of the higher performing landlords.

As these performance and satisfaction measures are new, we're unable to make any real comparisons to our performance last year.

You can read how we have ensured this performance information is an accurate, reliable, valid, and transparent reflection of our performance in our '*Summary of approach*' document.

This is available on our website or available in another format on request.

How rent income is spent

You can find detailed information on how we spend our income in our Annual Report and Financial Statements. Search our website for, "Derby Homes Annual Report".



Performance and Finance

Where every £1 of your rent goes

Interest on debt
£0.12

Housing Management
£0.28

Responsive Repairs
£0.35

Major Works and improvements
£0.25



Remote Assist | Video repair reporting

Sometimes, repairs and issues can be quite difficult to explain and can lead to wrong jobs being raised.

We have a video reporting tool called Remote Assist. The tool can help us diagnose a repair, identify a location or even view a letter you've been sent.

How it works

When you're on a call with us, we will send you a text message with a link to follow which gives us temporary permission to use your camera. This lets us view the issue through your smart phone.

If you'd like to use the service, you just need to ask an advisor.

Note: You will need a smart phone and internet access to use this service. We will not be able to view your camera once the call has ended.



Remote Assist



Cleaning up Sinfin

We were at a clean-up event at Shakespeare Street in Sinfin back in August to help give the area a much-needed spruce-up.

The event was organised by Derby City Council to help give residents pride in the area they live. Everyone pitched in and got their hands dirty on the day, including local Councillors, volunteers and even some children.



Derby Homes staff member sweeping up debris

Congratulations Maxine | Great Neighbour winner!

Massive congratulations to Maxine Bartlett, a resident of the Council's extra care facility Parkland View, for winning the Great Neighbour award at the prestigious BBC Make a Difference Awards.

Maxine was nominated for the active role she has taken at Parkland View over the years, organising a residents group, social activities and fundraising events.

She has even trained with St Peter's Church to become a Chaplain, so she can provide a Chaplaincy service for the residents.



Maxine is thrilled with her award

Maxine is always thinking of others. Whenever a new resident moves in to Parkland, Maxine is always the first one to introduce herself to make them feel welcome and help them settle in.

"Making the final was a big enough shock. Then on the day of the award ceremony we went to Derby County Football Club, it was all very well done and we were looked after very well.

There were lots of awards given out and some were very emotional. When it got to my award, the nominees details went up on the big screen with the videos and then when they announced my name on stage I was absolutely astounded!

I was given my award by Derbyshire County Cricket Club's Head Coach Mickey Arthur, which was such an honour.

I would like to say thank you to all who were involved in this process, especially BBC Radio Derby and our very own Gaynor Sladen."

- Maxine Bartlett



We're Rainbow Accredited

We have been awarded 'Rainbow Accreditation' by Derbyshire LGBT+ due to our ongoing commitment to inclusivity.

Derbyshire LGBT+ is a support service in Derbyshire, that gives advice and information to anyone who identifies as LGBTQ+. This includes support for their families, friends and allies.

The service launched the Rainbow Accreditation scheme in 2021, to make sure organisations in Derbyshire have the knowledge and skills to support LGBTQ+ staff and customers.

Historically, those who are LGBTQ+ have experienced discrimination. Whilst laws are now in place to offer protection, discrimination, bullying and harassment sadly still exists. As part of our mission to provide high quality services for people, homes and communities, we aim to understand and meet the needs of all our customers.

Achieving the Rainbow Accreditation highlights our commitment to the LGBTQ+ community, and our ongoing work to achieve and embed LGBTQ+ inclusive practices across the organisation.



Chair of Derby Homes Board Jsan Shepherd posing with the accreditation with members of our diversity forum and Derbyshire LGBT+.

Derby Pride

We were also at Derby Pride at Markeaton Park on Saturday 14 September, to celebrate and show support for the LGBTQ+ community.



Photo from Derby Pride

Derby Homes flying the flag at Derby Pride

Over State Pension age?

You could be entitled to **Pension Credit** and get the **Winter Fuel Payment**.

Find out more



If you need help, contact our Money Advice team: 01332 643394

Christmas opening times



We are closed for an extended period over Christmas and New Year. We will be closed from **5.00pm Tuesday 24 December 2024 reopening Thursday 2 January 2025**.

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

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

Money Advice drop-in session

Every Thursday, 10am-12pm

**The Council House, Corporation Street
Derby, DE1 2FT - Ask at reception**

Come see how we can help you.

