derby homes

Derby Homes
Annual Report
2010/11

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KEY

ACHIEVED

FAILED

ONGOING

REVIEWED BY YOU

Councillor Philip Ingall, Bob Osler and Dennis Rees OBE signing the Housing Management Agreement.

Bob Osler Chair of the Board

Welcome to your annual report for 2010/11

I believe that 2010/11 was a year of challenges but also a year in which Derby Homes has made some excellent, positive progress.

The past year has been one of national economic pressures, at Derby Homes we have been working hard to ensure that we continue to deliver high quality services whilst at the same time achieving value for money and delivering efficiencies within our management fee.

Last year's annual report launched the local offers, 23 service areas, which you, our tenants and leaseholders told us were important to you.

In this annual report, we've decided to focus on our first six months of performance. This means you're getting really current information, but please remember we're only halfway through the year.

I would like to take this opportunity to thank our tenants and leaseholders for their continued co-operation and commitment to working with us. Thank you also to our partners for working as one team, to Derby City Council for continuing to support Derby Homes in the granting of a new ten year contract and to our Board for all their time and involvement in leading the business. Finally thank you to all of our staff for their commitment and enthusiasm as we go forward.

The next twelve months

You said we did

The next 12 months will of course bring new challenges; we are preparing for the changes in subsidy arrangements for the Housing Revenue Account, striving to ensure best outcomes for our customers. We will continue to modernise and transform our business activities to achieve greater efficiencies which we can re-invest into our properties and on the estates. We will seek to protect services to vulnerable individuals and families on our estates and give them more opportunities in training, volunteering and employment. Finally, and most importantly I look forward to continuing to work with you, our tenants and leaseholders as we take on these challenges.

Phil Davies **Chief Executive**

The last year has seen us build the first Derby Homes new homes for rent, make great improvements to the repairs service and agree a new 10 year contract with the Council.

As part of our new contract we have agreed to make savings of over £1m in our annual costs, through efficiencies and new ways of working. I am pleased with the progress we are making and remain confident that we can achieve our target. All change is difficult, but I am determined that the changes will mean we continue to provide an excellent service for you. Last year we launched our 23 Local Offers after wide consultation. I am sure these are helping us focus on what's important to our tenants and leaseholders. Within this annual report we have shown our progress so far and I am pleased to say that in most areas we are making good progress. There is still much we can do to improve - by working together with tenants, leaseholders, the Council and all our partners.

> "we have agreed to make savings of over £1m in our annual costs, through efficiencies and new ways of working"

Achievements 2010

April 2010

We created the Tenancy Sustainment team and were finalists in the NFA ALMO awards for our Home 2 Work Scheme.

May 2010

We launched our new website and achieved ROSPA Gold for the 5th consecutive year.

June 2010

The DACP showcased 90 Years of Council Housing in Derby and we launched Derby Homes Repairs team.

July 2010

We were busy raising funds for our chosen charity The Alzheimer's Society. Over the year we raised £3570.21.

August 2010

We celebrated with 50 staff who all successfully achieved NVQ Levels two and three in Customer Service Business Administration.

September 2010

We were awarded the Housemark ASB accreditation which is nationally recognised.

DACP showcase from the 90 years of council housing event in June 2010.

Achievements 2011

October 2010

A big month for us, we launched our new style annual report introducing the Local Offers in line with the Tenants Services Authority.

November 2010

We helped launch Derby United Credit Union and our Enquiry Centre achieved the Customer Contact Association (CCA) Global Standard.

December 2010

Our two Local Boards merged into one. The City Board had it's first meeting.

January 2011

We started to carry out our tenancy fraud initiative program. There were also 300 positive news stories about us in 2010/11 an average of 5.7 a week.

February 2011

Proud time, we handed over our first 10 new homes to very happy tenants on Penalton Close in Allenton.

March 2011

We introduced SMS text messaging as a way of communicating with you. We also completed the training sessions of our Review Panel.

February 2011, new homes at Penalton Close

Review Panel

The review panel was set up in April 2011. They are a group of tenants and leaseholders whose role is to carry out specific scrutiny reviews on Local Offers. The panel have completed an intensive training course to enable them to do this effectively.

"We are working closely with Derby Homes to ensure they achieve all the Local Offers"

Gillian, Spa Lane

"Where our performance is measured as a percentage we have set realistic, interim goals towards achieving 100%."

Jim Joyce
Resident Involvement and Resource Centre Manager

Local Offer 1

We will keep our repair appointments.

GOAL FOR 2011	FIRST SIX MONTHS PERFORMANCE	ACHIEVED
98% of appointments	From April to September this year, we made 10,068 repair appointments. We kept 10,004 of these which means we only missed 64 appointments. This is 99.36%	✓

COMPLAINTS

July to Sep
4 Complaints

"I'm very pleased with our performance so far, given the problems we have had to overcome. This has been achieved due to the hard work of our planners and operatives pulling together."

Terry Willis, Repairs Manager

Local Offer 2

We will complete non-urgent repairs within 30 working days.

GOAL FOR 2011	FIRST SIX MONTHS PERFORMANCE	ACHIEVED
93%	A total of 5449 repairs have been carried out since April. Of these 5298 were completed within our target of 30 working days. This means we didn't keep 151 within our target. This is 97.2%.	REVIEWED BY YOU!

COMPLAINTS

April to June
2 Complaints

July to Sep
9 Complaints

"This is a great result, again down to a real team effort. Our performance will be tested later this year when we implement a new software system, but I'm confident we can keep to our goal."

Terry Willis, Repairs Manager

"We learnt a lot from the short time we spent with various staff and managers within the organisation. It had a huge impact on our understanding and on our expectations of the repairs service."

From the Review Panel report, October 2011

Local Offer 3

We will inform you in advance of any planned maintenance to your home.

GOAL FOR 2011	FIRST SIX MONTHS PERFORMANCE	ACHIEVED
To improve the way we communicate with you when we are planning to carry out work in your home.	We write directly to all affected tenants and when relevant, put updates in Derby Homes News. Where appropriate we hold exhibitions and sometimes use an empty home for tenants to view the improvement work we intend to carry out. Where work is linked to specific areas, we attend local Housing Focus Groups to raise awareness and knowledge.	✓

COMPLAINTS

None received

"We've made a lot of progress since April, we're working towards more information being available on our website. This will be updated regularly so you can keep track of our progress and see how it affects you, using the tenants dashboard."

Andy Higginbottom, Planned Maintenance Manager

Local Offer 4

We will make sure newly let homes meet our agreed standards of repair.

GOAL FOR 2011	FIRST SIX MONTHS PERFORMANCE	ACHIEVED
Every home we let from April will meet our newly established standards of repair.	The Derby Association of Community Partners (DACP) carry out inspections on empty properties to assess the quality against the standard. In Quarter 2 they found that 3 of the 9 properties inspected did not meet the lettable standard. The team responsible for this work are working closely with the tenants to gain a common understanding of the lettable standard and improve performance in this area.	✗

COMPLAINTS

July to Sep
2 Complaints

"We use the feedback we receive from our new tenants and mystery shoppers (carried out by the DACP). They have told us that our standards only meet basic requirements and that we need to improve on areas such as decoration. We will aim to make improvements within the budgets available to us." **Errol Harriet, Contract Manager**

"We have now completed two separate rounds of Mystery Shops on "Ready to Let" properties. The standards have improved, but we will continue to check at regular intervals and report our finding to the City Board."

Harry Margett, DACP

Local Offer 5

We will develop our own energy efficiency standards which exceed government requirements.

GOAL FOR 2011	FIRST SIX MONTHS PERFORMANCE	ACHIEVED
To provide you with warm, watertight energy efficient homes.	We are committed beyond the basic standards set by the governments decent home standard. We are currently insulating walls and lofts and our long term double glazing window replacement program is in its final year. In addition, we've installed over 75% of high efficiency boilers in your homes. We are fitting solar panels to over 800 homes, which will supply free electricity, a saving of £150 a year for the tenant. All of this will be helping to reduce fuels bills and keep heat in your home. We provide a home energy advice service, delivered through a dedicated telephone referral service. We regularly keep you updated through our Derby Homes News and our website on Energy Efficiency issues.	✓

COMPLAINTS

None received

"We've now got this new air to air system, and we're thrilled with it. We'll really begin to feel the benefit when the winter comes, and we're expecting our bills to be lower too."

Harold, on testing a new heating system in his home.

Local Offer 6

We will offer appointments for all urgent and non-urgent repairs.

GOAL FOR 2011	FIRST SIX MONTHS PERFORMANCE	ACHIEVED
93%	Since April, we've received a total of 10,917 repairs that fall into the categories of urgent and non urgent work. We made appointments for 10,068 of those, which means that we were unable to make appointments for 849 repairs. This is 93.18%	✓

COMPLAINTS

None received

We would like to be able to offer appointments for all repair requests. Unfortunately, there are some occasions when we can't. One example of this is periods of very high demand. During the very bad weather in November and December last year, we received a much higher than normal number of repair requests, not all of which could be done by appointment in the normal way.

Murray Chapman, Customer Services Manager

Local Offer 7

We will regularly service any appliances we provide in your home.

GOAL FOR 2011	FIRST SIX MONTHS PERFORMANCE	ACHIEVED
To make sure your appliances are safe to use and in full working order.	All properties require a gas service annually and in the first 6 months we have serviced 8,576 of the 13,454 properties. Properties only require an electrical test every 10 years and of the 1,350 requiring a service this year we have completed 628. All fire alarm, stair lifts and solid fuel appliance tests have been carried out. All other appliances such as smoke alarms, and stair lifts have a schedule of works that will ensure 100% of these will receive an annual service.	

COMPLAINTS

None received

"We are making excellent progress towards achieving 100% of the annual gas servicing requirement. For the first half of this year, we've been focusing on replacing old door entry systems around the city. Our work from September onwards will see an increase in the number of smoke alarms we service."

Tony Billingham, Specialist Works Manager.

Local Offer 8

We will carry out any decoration to your home to an agreed standard.

GOAL FOR 2011	FIRST SIX MONTHS PERFORMANCE	ACHIEVED
To provide you with a quality home decoration service.	We have developed a clear specification of the work we should do. We are working to summarise this into a more customer friendly booklet. Designated liaison officers carry out checks against the specification as work is carried out and ensure customers are kept informed at. We are also introducing the same checking procedures into contracts for external and communal painting to ensure we achieve high standards of service.	

COMPLAINTS

None received

"We've made the Home Decoration Scheme more accessible to tenants who meet the criteria. We have transformed the scheme by appointing a dedicated officer, working to clear transparent processes, the quality of workmanship and materials have improved, increasing customer satisfaction. The next 6 months will mean looking at budgets, whilst ensuring that quality and satisfaction is maintained, consideration must be focused on reducing costs."

Andy Higginbottom, Planned Maintenance Manager.

"Feedback from our second round of "Customer Journey" visits showed the service had improved all round. Hopefully, we'll continue to see positive comments with future visits."

Harry Margett, DACP

Local Offer 9

We will complete any garden or grounds maintenance work to agreed standards.

GOAL FOR 2011	FIRST SIX MONTHS PERFORMANCE	ACHIEVED
To keep up the appearance of your estate and community.	The standard of the work carried out is monitored by our Housing Officers on Estate Inspections. We created a photo quality book which gives set criteria and standards against which we can measure performance. From the mini status survey in March 2011, 63.1% of tenants were satisfied with the Grounds Maintenance work and 58.2% were satisfied with the Garden Maintenance work.	✗

COMPLAINTS

April to June
2 Complaints

July to Sep
3 Complaints

"Grounds Maintenance is a highly visible service that has improved considerably in the last few years. I know we can still do better and inspecting our estates against our standards can only improve things."

Craig Congreave, Estates Pride Manager

Local Offer 10

We will keep you informed if you report a communal repair.

GOAL FOR 2011	FIRST SIX MONTHS PERFORMANCE	ACHIEVED
To provide you with relevant and timely information.	Notice boards have been put up in communal areas and details of any current communal repair orders will be displayed here. In addition to this the person reporting the repair will be informed by a card through their door once the work has been carried out. Following the City Board meeting in August 2011, The Board asked for this offer to be in place by October 2011. We are confident that we now have systems in place to achieve this goal from October 2011.	

COMPLAINTS

July to Sep
1 Complaint

"We are exploring the possibility of displaying communal repair information (where relevant) alongside the individual repairs in your Tenant Dashboard on our website."

Terry Willis, Repairs Manager Responsive Maintenane

Local Offer 11

We will provide new tenants with help and support to allow them to maintain their tenancy.

GOAL FOR 2011	FIRST SIX MONTHS PERFORMANCE	ACHIEVED
To help you keep to your Tenancy Conditions.	Since April we have signed up 426 Introductory Tenancies. Of these 138 receive the Tenancy Sustainment service which is 32.39%. We carry out a needs assessment for all Introductory Tenancies to identify if there is a risk of the tenancy failing. So far 21 Introductory Tenancies have had to be extended due to tenancy breaches. Anyone over 60 or receiving Disability Living Allowance is referred to our Supported Living Team. Of the 137 referrals received since April, 72 of them are now being supported in their homes, this is 52.5%.	

COMPLAINTS

None received

"My support workers helped me with benefit advice and they also gave me financial guidance and general overall support regarding my finances. I would not have been able to achieve this without their help."

Ryan, Chaddesden

Local Offer 12

We will offer to help you manage your finances in a confidential and professional manner.

GOAL FOR 2011	FIRST SIX MONTHS PERFORMANCE	ACHIEVED
To help you keep out of debt and keep your home.	We provide a service which involves completing a financial statement at the early stages of your tenancy and offer advice and support as necessary. Within our arrears processes we can refer tenants to independent specialist money advisors who will negotiate on your behalf and try to increase your disposable income. During 2010/11 we have increased access to advice through our website and introduced an on-line self-assessment tool.	

COMPLAINTS

None received

"Prevention of rent arrears is our first priority, early support and advice can avoid tenants falling into serious levels of debt"

Jaz Sanghera, Arrears Manager

"I probably would have struggled financially and this would have affected my mental and physical health. This service has provided me with the means to be financially stable."

Amy, Sinfin

Local Offer 13

We will give you opportunities to discuss rent arrears and to clear these in full or by affordable instalments.

GOAL FOR 2011	FIRST SIX MONTHS PERFORMANCE	ACHIEVED
To help you manage your debt and stop it from increasing.	Our procedures work by taking into account your current circumstances and ability to pay, so that the amount to be paid is affordable and sustainable. Where payment agreements are maintained no further action will be taken. So far this year we have made 140 arrangements to clear outstanding balances on rent accounts.	✓

COMPLAINTS

None received

"Our approach to making affordable agreements is intended to give our tenants peace of mind and will often prevent a debt from increasing out of control".

Jaz Sanghera, Arrears Manager

Local Offer 14

We will provide and develop convenient ways to access your rent account.

GOAL FOR 2011	FIRST SIX MONTHS PERFORMANCE	ACHIEVED
To make paying your rent easy and accessible.	We have redesigned our website. It is now easier to register, is more user friendly and includes a new area where tenants can view their own rent account details and make on-line payments. The service is available 365 days a year providing access to information at a time to suit the tenant.	✓

COMPLAINTS

July to Sep
1 Complaint

"The dashboard gives me quick access to my rent account and I can make payments easily online. It's a service that I now use regularly"

Zoe, Allestree

Local Offer 15

We will actively promote access to low cost credit.

GOAL FOR 2011	FIRST SIX MONTHS PERFORMANCE	ACHIEVED
To give you more options when you want to save or borrow.	We seconded an employee to work with the Derby United Credit Union (DUCU) for twelve months. Over 60 new accounts have been opened and we have promoted volunteering, saving and responsible borrowing opportunities to our tenants. We will continue to work with the Credit Union, Midlands Community Finance and other organisations providing information for tenants and leaseholders on their services and encourage responsible saving and lending habits.	✓

COMPLAINTS

None received

"I'm always saving. The fact that I can borrow three times as much as I've saved is a real bonus. It's been really handy for a recent holiday, completing some jobs around my home and getting some work done on my car."

Alistair, DUCU member

Local Offer 16

We will provide vulnerable or elderly tenants with access to a range of service to help them live independently.

GOAL FOR 2011	FIRST SIX MONTHS PERFORMANCE	ACHIEVED
To help you live longer in your own home.	We are continuing to offer a range of support services to vulnerable and elderly residents which includes liaison with Adult Social Care, Falls Prevention Team and First Contact Derby. We also have referral mechanisms in place to arrange for people to receive more specialist support or services if needed. We are also supporting our tenants to help them organise their own social activities within their communities to promote social inclusion.	✓

COMPLAINTS

None received

"We continue to build exciting partnerships with other agencies including the YMCA, the Big Help Project, Derby University, the QUAD and Re Think to introduce new activities and services aimed at helping vulnerable and elderly tenants to be independent."

Gaynor Sladen, Supported Living Team Leader

"...it's enjoyable, it gets you out, you meet people, you learn about them, you get to know them..."

Dennis, Chaddesden on attending a lunch club, run by volunteers at Max Road Community Room.

Local Offer 17

We will at the very least, give you monthly updates on any anti-social behaviour complaint you make.

GOAL FOR 2011	FIRST SIX MONTHS PERFORMANCE	ACHIEVED
100%	Since April, we have had a total of 940 opportunities to update complainants about anti-social behaviour complaints they have made. We managed to do this on 895 occassions. This achieves 97% and we have systems in place to ensure we improve.	✗

COMPLAINTS
None received

"Most people we spoke to on our visits were receiving regular, monthly feedback and said that the updates they got about their complaint were good".

Harry Margett, DACP

Local Offer 18

We will always ask you for feedback once your anti-social behaviour case is closed.

GOAL FOR 2011	FIRST SIX MONTHS PERFORMANCE	ACHIEVED
We want to learn from your feedback to improve the service.	We currently gather feedback through our 'mini status survey'. This has not been an effective way of gathering information on how you feel we have handled your complaint. We have now agreed to start gathering feedback from individuals in a specific survey relating only to the handling of the anti-social behaviour complaint.	✗

COMPLAINTS
None received

"I am disappointed that we have not been able to introduce a new method of gathering feedback more quickly. Whilst we will not always be able to resolve complaints to your satisfaction it is important that we take account of your views to improve our service".

Mary Holmes, Customer Services Manager

"We collected some poor feedback from our Customer Journey visits in June 2011, but much of this seemed to be because the outcome of their complaint was not what they wanted or expected."

Harry Margett, DACP

Local Offer 19

We will publish our standards for estate services and make them easy to access.

GOAL FOR 2011	FIRST SIX MONTHS PERFORMANCE	ACHIEVED
To be open and transparent so you know what to expect from the service and challenge us if the standard is not kept.	Our website contains details on standards for our estate services and these link back to estate management, grounds maintenance and cleaning contracts. Our Housing Officers' carry out monthly estate and flat inspections to ensure that we are meeting our standards. We encourage tenant and leaseholder representatives from the DACP to attend these.	✓

COMPLAINTS

None received

'Standards need to be real and not just words. You need to know what you can expect from us so you can hold us to our promises'

Murray Chapman, Customer Services Manager

Local Offer 20

We will encourage and support projects that benefit the communities in which our tenants live.

GOAL FOR 2011	FIRST SIX MONTHS PERFORMANCE	ACHIEVED
To build a positive community spirit in your local area.	We have enjoyed some notable success this year. At the National Federation of ALMO's AGM Derby Homes won the category for Best Community Initiative for the Arboretum Community Project. We have also continued to support 'The Big One' Derby's main carnival event at Chaddesden Park, 'It's a Knock Out' competition and Play Day activities involving young people from our estates. We are supporting and working closely with residents in Osmaston, through Osmaston Community Asscoation of Residents (OSCAR). We have also helped the community to launch a neighbourhood watch scheme that covers 2,700 properties.	

COMPLAINTS

None received

"Your visit was a 'Godsend'. I hope that OSCAR continues to provide this service for other families like mine and for the elderly"

Deborah, Allenton on the Osmaston clean up day organised in conjunction with Osmaston Community Association of Residents.

Local Offer 21

We will carry out estate improvements that benefit the communities in which our tenants live.

GOAL FOR 2011	FIRST SIX MONTHS PERFORMANCE	ACHIEVED
To improve the environment where you live.	We have delivered a significant number of small and large scale Estates Pride projects over the course of the last year. Investing over £300,000 on small projects identified through the Housing Focus groups and the Quick fix bidding round. All projects have helped ease local problems around ASB or other issues. Invested over £1m on large scale improvements to estates, we have completed a large scale metal fencing project around the Victory road area, carried out significant improvements to gardens and paths around the Craddock avenue bungalow complex and made a start on a project to improve the street scene on Harvey road.	

COMPLAINTS

None received

"Our area is much improved after the work you carried out, especially our drying area"

Suzanne, Littleover

Local Offer 22

We will develop and support volunteering opportunities for our tenants.

GOAL FOR 2011	FIRST SIX MONTHS PERFORMANCE	ACHIEVED
To establish clear volunteering roles and promote the opportunities to our tenants.	A number of volunteering opportunities have been created for our tenants which are advertised through our website. We have held a volunteering open day and recruited to a number of roles. The Volunteer Forum meets regularly to progress new volunteer opportunities and manage our volunteer processes. Our 2011 tenants and staff conference was themed around volunteering.	

COMPLAINTS

None received

"I'm pleased with the roles we've already established so far. We're aiming to increase the number of volunteering opportunities in Derby Homes over the next six months."

Annabelle Barwick, Change Manager

"It's given me real experience on the telephone and communicating in a workplace. It's been interesting to see how things work in the Public Sector and I've met loads of people."

Karen, Home 2 Work Scheme

Local Offer 23

We will ask for your feedback when you've been involved with improving the service we provide.

GOAL FOR 2011	FIRST SIX MONTHS PERFORMANCE	ACHIEVED
Continually learn from your experiences.	During the first half of this year, we have focused on establishing the tenant review group. We ask for feedback informally from many of our methods of involvement.	

COMPLAINTS

None received

"In the future, we will consolidate feedback from longer term methods of involvement, such as volunteering and review panels to help improve our services."

Jim Joyce, Resident Involvement and Resource Centre Manager

Our Board

Information

The Board is made up of 15 members – four elected tenant representatives, one elected leaseholder representative, five councillors and five independent people with professional skills to help run Derby Homes.

Pictured (Back left to right)
Councillor Bob Troup, Patrick Molson, Councillor Paul Bayliss, Bob Osler, Councillor John Keith, Mike Ainsley, Tony Holme Tabani Ndlovu, Iain MacDonald, Councillor Roy Webb, Dennis Rees OBE and Brian Perry.

Not featured in the picture
Councillor Margaret Redfern, Ken Whitehead and John Bloxsom.

Our Performance

April 2010 to March 2011

£43,688,969

of the

£44,649,282

due in rent and service charges was collected

86%

of our customers were satisfied with the overall service provided by Derby Homes in 2010 compared to 82% in 2009.

54

people were evicted due to rent arrears.

543

ASB cases dealt with

473

ASB cases fully resolved

43

Court orders

Rent arrears of current tenants at the end of the year was:

£932,176

against a target of:

£941,236

24.91

The average number of days it took us to relet empty properties.

This was against a target of 26 days.

134,089

of the:

177,367

calls to the Enquiry Centre

...were answered within 10 seconds.

This is 76%.

The whole truth

The accreditations above also show that many of our services are independently assessed.

Can you believe what you read?

Well, yes. This is us being honest. We've made commitments to you and we're being open about whether or not we're achieving them.

We're trying to give you a balanced picture of how we're doing. If you'd like to tell us what you think, want to know more or want to help test our services, just get in touch.

annualreport@derbyhomes.org

"On behalf of the DACP and the Review Panel we can confirm that the updates and performance information within this Annual Report are correct and form an accurate reflection of our progress against the Local Offers."

Gill Young Review Panel

Dennis Rees OBE DACP

More information

Please contact us if you need help reading this information

ئەگەر بۆ خوێندنەوەی ئەم دەقە پێویستتان بە یارمەتی هەیە، پەیوەندیمان پێوە بکەن

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਪੜ੍ਹਨ ਵਿੱਚ ਮਦਦ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ

اگر آپ کو اسے پڑھنے میں مدد درکار ہے تو ہم سے رابطہ کریں

,, Prosimy o skontaktowanie się z nami, jeśli potrzebują Państwo pomocy w zrozumieniu treści niniejszego dokumentu''

Contact Derby Homes

01332 711000

www.derbyhomes.org

enquirycentre@derbyhomes.org

City Council
Customer Service Centre
Albion Street, Derby.

Derby Homes
Floor 2
South Point
Cardinal Square
10 Nottingham Road
Derby
DE1 3QT

Visit Derby Homes website

You can now pay your rent, view your rent account, report a repair and more on Derby Homes website. Visit **www.derbyhomes.org/my-derby-homes to register**.

www.derbyhomes.org