

Information about agencies to be shared in 'Making Enquiries under S.42' training

1. Who are we?

Derby Homes Limited



2. What do we do?

We provide housing management services to tenants residing in Derby City Council housing. We also manage services for other landlords as well as those living in the accommodation owned by Derby Homes.

3. Legislative Powers

Derby Homes can take legal action to gain possession of a property if the tenant is failing to abide by the conditions of the tenancy. This can include non-payment of rent, committing anti-social behaviour, damage to property, etc.

Derby Homes can take out injunctions under the latest legislation – ASB Crime and Policing Act 2014 – whenever necessary to protect tenants, staff and other members of the community. Where serious violence has occurred, or is a risk of occurrence, in emergency or extreme circumstances Derby Homes can seek “without notice Injunctions in the County Courts”. This is to protect a person or member of staff, or member of the community from harm. Action such as an Injunction can be taken to prohibit visitors to the property where the visitors are causing a nuisance, or have committed violence, or are threatening violence against a tenant or their neighbours. Action can also be taken to prohibit people who are staying at the property without the consent of the tenant. Breaching an injunction is a “contempt of court” offence as it is a prohibition order, preventing someone from doing something or not doing something; breaches of an Injunction can lead to up to 2 years in prison, and orders can vary from 6 months to approximately 5 years in duration.

In addition to the Injunction, under the same legislation, the Police and or the Council can apply to the Magistrates Court for a ‘Closure Order’, which essentially can shut a property down for up to 3 months. In these incidences it is usually where there is large-scale drugs activity at a property with lots of visitors going to the address with lots of associated nuisance, etc. In addition to this, ‘Closure Orders’ are often used in ‘cuckooing’ situations where vulnerable tenants have had their properties taken over; often in these circumstances a ‘Closure Order’ can prohibit everyone other than the habitual tenant from being at the address.

4. Referral route

Applications for properties are made via Derby Homefinder; properties are allocated according to need.

5. Who do we work with and criteria for accessing the service?

We provide a service to all tenants living in Derby Homes properties. This can range from general housing management services, dealing with issues such as repairs, replacing kitchens and bathrooms, mutual exchanges to more complex issues such as anti-social behaviour.

We have a Tenancy Sustainability Service that can provide support to tenants who may struggle to maintain and sustain a tenancy.

We work in partnership with several agencies. As the landlord we have a right to gain access to the property; this can be useful to us and our partners when working with people who are difficult to engage.

6. Where geographically do we work?

Derby City

7. What hours do we work and what level of response can be expected inside and outside of hours?

Derby Homes staff work flexibly between 7am – 7pm. The main switchboard operates between 9am-5pm. However, out of hours calls are managed by Derby Carelink. Derby Homes has an on-call rota; therefore, Carelink always have someone that can be contacted in an emergency.

8. What information do we hold about people?

Derby Homes will keep information that is relevant to the tenancy. This will include names of occupants, dates of birth, and previous addresses with Derby Homes. We will also keep notes on tenancy breaches, rent payments, repairs and maintenance or any concerns that are highlighted with regards to the safety and safeguarding of the tenants.

9. Whom should you contact about Safeguarding Enquiries?

- DH-MASH@derby.gov.uk
 - safeguarding@derbyhomes.org
- ☎ Bobby Howe- Complex Needs Manager – tel: 01332 888556