Information about agencies to be shared on the DSAB website.

1. **Who are we?**

Derby Homes Limited manages and maintains housing services on behalf of Derby City Council. We provide housing management and tenancy-related services to council tenants across Derby and work closely with a range of partners to support residents and communities

2. **What do we do?**

We provide a wide range of housing services including:

- Tenancy management.
- Rent collection and income management.
- Repairs and maintenance.
- Estate and neighbourhood management.
- Anti-social behaviour case management.
- Tenancy sustainment and support.
- Safeguarding and wellbeing interventions.
- Working with partner agencies to support vulnerable residents.

Our aim is to help tenants maintain safe, stable, and sustainable tenancies while promoting the wellbeing of individuals, families, and communities.

3. **Referral Route:**

Housing applications are made through Derby Homefinder.

Referrals relating to safeguarding, support needs, anti-social behaviour, tenancy concerns, hoarding, self-neglect, domestic abuse, exploitation, or tenancy sustainment can be made directly to Derby Homes through the appropriate service area.

4. **Who do we work with and what is the criteria for accessing the service?**

Derby Homes works with a wide range of agencies including:

- Adult Social Care
- Children's Services
- Derbyshire Constabulary
- Health Services

- Substance Misuse Services
- Domestic Abuse Services
- Mental Health Services
- Probation Services
- Community and Voluntary Organisations

We provide services to tenants living in Derby Homes properties and work collaboratively to support vulnerable residents, manage risk, and promote independence.

Our Tenancy Sustainability Service provides additional support to residents who may struggle to maintain their tenancy due to health, wellbeing, financial, or social issues

5. **Where geographically do we work?**

Derby Homes provides services across the city of Derby.

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

Staff work flexibly between 7:00am and 7:00pm.

The main switchboard operates Monday to Friday, 9:00am to 5:00pm.

Outside these hours, calls are managed by Derby Carelink, with access to Derby Homes' on-call arrangements for emergencies

7. **What information do we hold about people?**

Derby Homes holds information relevant to housing management and tenancy services, including:

Tenant and household details.
Contact information.
Tenancy history.
Rent accounts.
Repairs and maintenance records.
Anti-social behaviour reports.
Safeguarding concerns.
Vulnerability and support information where appropriate.

Information is managed in accordance with data protection legislation and information-sharing protocols.

8. **Whom should you contact about safeguarding enquiries?**

📧 DH-MASH@derby.gov.uk

📧 safeguarding@derbyhomes.org