



Next Housing Road Show!
Tuesday 7 April 12-3pm



Gresley Old Hall
Gresley Wood Road
Church Gresley
Swadlincote
DE11 9QW

Welcome to South Derbyshire Housing News

Spring/Summer 2026 Edition

A Message from Our Head of Housing Jason Dhesi



The past year has passed in what feels like a moment, yet it has been one of significant progress for our Housing Service. Throughout 2025-2026, teams across the department have delivered excellent work, strengthened by a renewed focus on reviewing existing policies and developing new ones to support safe, healthy, and well-maintained homes for you, our tenants.

In recent months, our Repairs Service has faced exceptionally high demand, largely driven by severe and unpredictable weather conditions. Despite these pressures, our teams have worked tirelessly to respond, and I want to extend my sincere thanks to tenants for their patience and understanding during this challenging period.

Following the announcement of the Renters' Rights Act due to come in from 1 May 2026, we have seen a noticeable increase in the number of cases being raised by residents across the District. This reflects a growing awareness of rights and responsibilities under the new legislation, and we welcome the increased engagement. Our teams are adapting to meet this rising demand, ensuring that every enquiry is handled promptly, fairly, and in line with the strengthened regulatory framework and the Councils Allocations Policy. As always, our priority remains to support residents and assist them through these difficult and challenging times.

The Councils Tenancy Audit Programme continues to make strong progress, with over 680 audits completed so far. I would like to extend my sincere thanks to tenants for their cooperation and the warm welcome shown to our officers during visits. These audits play a vital role in ensuring the accuracy of tenancy records, supporting the safeguarding of vulnerable residents, and helping us identify property related issues at an early stage. If you receive an audit visit request, please can you reply to confirm the visit, as soon as possible, to ensure the process runs as smoothly as possible. The positive engagement we are seeing across our communities is instrumental in strengthening the quality of our service and maintaining safe, secure neighbourhoods.

As we look ahead to 2026-2027, our focus remains firmly on improving services, enhancing tenant experience, and ensuring every tenant lives in a safe, comfortable, and well-maintained home. Thank you once again to all tenants and colleagues for their continued support.

The introduction of Awaab's Law in October 2025 has marked an important shift in how we manage damp, mould, and condensation within our homes. This legislation places clear responsibilities on landlords to take timely action, and we are fully committed to these standards. As part of our ongoing awareness efforts, we **encourage tenants to watch a helpful video produced by the Association of Safety and Compliance Professionals: Understanding Damp, Mould, and Condensation: Keeping Your Home Healthy** <https://www.youtube.com/watch?v=FzJ2Azbj6GU>



SCAN
ME!



Updates from your Community Engagement Officers

It's been a busy few months across South Derbyshire, and we're excited to share some of the fantastic things happening in our communities. From launching our new gardening competition for 2026, to welcoming residents at our Tenant Housing Roadshows, to supporting local groups in our community rooms - it's all about bringing people together and making our neighbourhoods even stronger.

We'd like to say a big thank you to everyone who has taken part, supported projects, or simply joined in with activities. Your involvement is what makes these events and groups such a success.

We hope you enjoy this update, and we'd love to see you at one of our upcoming events or groups soon.



If you want to get in touch with our Community Engagement team, please email:
Tenant.Participation@southderbyshire.gov.uk

Gardening Competition 2026

We're celebrating our green-fingered tenants by launching our 'Can you Dig It?' gardening competition for 2026! If you love gardening, growing veg, or simply brightening up your home with plants and flowers, then this is the competition for you! There are several categories to enter, with each category winner going head-to-head for the title of Best Overall Garden for 2026.

Entries are now open, so if you're interested, please see the sign up sheet on pages 5-6 of this newsletter.



Oaklands Village Housing Roadshow

In January 2026, we held a successful Roadshow at Oaklands Village, Swadlincote with 22 partner teams in attendance, including a mix of internal colleagues and external agencies. Lots of residents joined us on the day, and five lucky raffle prize winners went home smiling!

*Our next Housing Roadshow will be taking place on **Tuesday 7 April, 12.00pm-3.00pm, at Gresley Old Hall, Gresley Wood Road, Church Gresley, Swadlincote, DE11 9QW***



Tenants Voice Group

Our Tenants Voice Group (TVG) meets face-to-face once a month at the Council.

From May, we will be running monthly Partnership drop-ins with members of our TVG. See the next page for more info!

Tenants Voice Group: Spring/Summer Updates



The Tenants Voice Group acts as Housing's critical friend, providing a key platform for tenants to influence, shape, and challenge our services. The group scrutinises the Councils performance, policies, and service standards to ensure we remain transparent, accountable, and responsive to tenants and the wider community. Through constructive challenge and evidence-based feedback, they help drive continual improvement and ensure tenant perspectives are central to decision making. Their work strengthens the Councils commitment to delivering high quality, customer focused housing services and promoting a culture of openness and accountability. The group is supported by the Council's Housing Community Engagement Officers.

The 14 active members play a vital role in the Housing Working Group, Void Inspection visits, supporting us at our quarterly Roadshows and monthly Joint Partnership Drop In Sessions at our Community Rooms.



Our new Tenant Void Inspection Group (TVIG) have undergone training to enable them to scrutinise and offer constructive comments when viewing our void properties. Members of the TVIG jointly view two properties every six weeks with our Void Inspector, where they go through a uniformed checklist to establish if the property meets the correct criteria to be re-let following any previous maintenance work that has undergone. If you'd like to join the TVIG group, please email Tenant.Participation@southderbyshire.gov.uk

Watch this space for our Monthly partnership drops ins, starting at a Community Room near you from May 2026! Each month we will be popping up at one of our eight community rooms, with partners like our Housing Officer, Repairs team, Careline, Compliance team and a representative from the TVG joining us on the day. These drop ins will enable tenants to speak with us regarding any concerns they have in their local area.

Monthly Partnership Drop ins: Dates and Locations

Percy Wood Close - 18 May 2026, 11.00am - 1.00pm
Patrick Close - 12 June 2026, 11.00am-1.00pm
Kendricks Close - 25 August 2026, 11.00am-1.00pm
Brook Close - 16 September 2026. 11.00am-1.00pm

Pear Tree Court - 13 November 2026, 11.00am-1.00pm
Unity Close - 7 December 2026, 1.00pm-3.00pm
Newlands Close - February 2027 (date and time TBC)
Fisher Close - March 2027 (date and time TBC)

The TVG gives tenants a real say in shaping services — and some of our members have shared what being part of the group means to them:



I joined the new TVG after Covid, misunderstanding what Tenant's Voice meant. It is about representing all Tenant's across our district, not just my little Close. We learn from each other what issues Tenants have with their properties and how they can be resolved and who by. We review draft policies from a Tenant's point of view and, hopefully cutting out jargon. We attend a nationwide group periodically and find out how other councils are faring with involving tenants in their plans, strategies for managing any issues we may experience.

We have a few activities at the Community Room in Findern: I'm fully qualified and insured to teach Chair Based Exercise for older/disabled people on alternate Tuesdays. I do this on a purely voluntary basis. On the other Tuesdays I run a Bingo session. Every Thursday afternoon I host a craft group, and bi-monthly we have a Community Group Meeting where we discuss ideas for outings or other social events i.e. Fish and Chip day, Christmas Party etc, and have speakers who we meet at TVG or Housing Roadshows.

Maisie Trotman

I joined the TVG eighteen months ago as I wanted to see how the Council works in different departments. Having this extended knowledge has helped me understand how these departments work and how they impact their tenants in South Derbyshire communities.

Glenis Weinman



Community Room Activities

Our community rooms are thriving with regular activities and groups. Here's what's on each week:

Unity Close Community Room, Church Gresley – Every Tuesday, 12–3pm: Arts & Crafts, Social, Bingo, Games

Percy Wood Close Community Room, Hilton – Every Tuesday & Thursday, 10am–1pm: Social group

Patrick Close Community Room, Linton – Last Tuesday of the month, 10.30am–12pm

Peartree Court Community Room, Etwall – Every Tuesday 11–1pm & Thursday 2–5pm: Coffee and Social Club

Kendricks Close Community Room, Hartshorne – Nothing currently scheduled, contact us if you'd like to set up a group.

Brook Close Community Room, Findern – Thursday afternoon Craft Group and alternate Tuesdays, Chair Based Exercises and Bingo, 12noon - 2pm

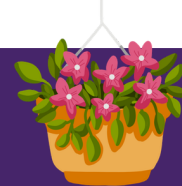
Fisher Close Community Room, Repton – Every Tuesday 10–12pm: Coffee Club, Fridays: Lunch Club

Village Hall, Weston-on-Trent - 14/04/26, 12/05/26 and 09/06/26, all at 10.00am-12.00pm

For more information on any of these groups, please contact Tenant.Participation@southderbyshire.gov.uk.



Can You Dig It? Gardening Competition 2026



Do you love gardening, growing veg, or simply brightening up your home with plants and flowers? We're excited to launch our Housing Gardening Competition 2026 - exclusively for our Housing Tenants and open for entry now!



Categories

- Best Community Garden
- Best Individual Garden
- Best Window Boxes / Tubs / Planters
- Best Vegetable Patch
- Children's Garden
- Best Street
- Best Overall Garden

All category winners will go head-to-head for the title of Best Overall Garden 2026.

Prizes will be awarded to winners and runners-up in each category, with a special award for the Best Overall Garden 2026. Full details of the prizes will be shared in our next newsletter.



Key Dates

Entries open: October 2025 (now!)

Closing date for entries: 31 May 2026

Judging: July 2026 (gardens at their best!)

Winners announced: Autumn 2026 newsletter

Entry

To enter, simply complete the application form on the back of this newsletter or apply online:

<https://forms.office.com/e/61WDJQzpti>

You can also return the paper form by post to: Housing Community Engagement Team, South Derbyshire District Council, Civic Way, Swadlincote, Derbyshire, DE11 0AH, hand it in at Customer Services, or email it to: Tenant.Participation@southderbyshire.gov.uk.

Let's celebrate the colour, creativity, and community spirit that gardening brings - we can't wait to see your entries!



Can You Dig It? Gardening Competition 2026 - Application Form

Your Details:

Name: _____

Address: _____

Telephone: _____

Email: _____

Please tick the category (or categories) you would like to enter:

- Best Community Garden
- Best Individual Garden
- Best Window Boxes / Tubs / Planters
- Best Vegetable Patch
- Children's Garden
- Best Street

How to return your form:

- **Post to:** Community Engagement Officer, Civic Way, Swadlincote, Derbyshire, DE11 0AH
- **Hand in at Customer Services**
- **Or apply by email:** Tenant.Participation@southderbyshire.gov.uk

Closing date for entries: 31 May 2026



Key Dates for your Diary!

Tuesday 7 April 2026, 12.00pm-3.00pm

Tenant Housing Roadshow

Gresley Old Hall, Gresley Wood Road, Church Gresley, Swadlincote, DE11 9QW

Meet our Housing team and partners, ask questions, and enjoy **free** family fun!

Family fun included! Bring the kids along to enjoy a variety of FREE activities including:

Hot and Cold Refreshments



Scavenger Hunt



Raffle



Bouncy Castle



Face Painting

Upcoming Monthly Drop Ins:

Percy Wood Close Community Room, Hilton - 18 May 2026, 11.00am - 1.00pm

Patrick Close Community Room, Linton - 12 June 2026, 11.00am-1.00pm

Welcome to Strategic Housing...

What we do:

- Deliver new affordable housing for the Council and through partnerships with housing associations
- Commission and conduct research to inform decisions on current and future developments, making sure new homes are suitable, well-connected and part of sustainable communities
- Work closely with other local services and council teams to raise housing standards, improve local quality of life and thermal comfort of people's homes across all tenures
- Negotiate with house builders to secure affordable housing where it is most needed in the district
- Deliver Better Care Funded services including Disabled Facilities Grants, aiming to keep people in their homes through health changes where possible

Internal partners

- Planning Department – making sure applicants and designs meet the need of our District
- Disabled Facilities Grant Team – overseeing the delivery of home adaptations across all tenures
- Environmental Health – enforcing housing standards in the private sector
- Allocations Team – keeping us up to date on waiting list trends to inform our priorities



External partners

- Community Voluntary Support South Derbyshire – providing Handy Person Services
- New Horizons – providing support to survivors of domestic abuse
- Housing associations - providing affordable housing across the district
- Homes England – the government body assisting with funding for new development and regeneration projects.

New Council Houses:

20 one-bedroom apartments are being built at the Arnett Grove development near Mickleover. The properties are expected to be ready to let by the end of this year, and will play an important role in meeting the growing demand on the Council's housing waiting list.

Above is a layout of the ground floor apartments and the external of the buildings.

Affordable Housing Delivery Across the District

From 2024-2025, 291 new affordable homes were delivered across South Derbyshire. Since April 2025, 118 more affordable homes have been delivered, including 13 bungalows.

Supporting National Apprenticeship Week, 9-13 February 2026

Two Officers from the Housing Team attended an event held at Civic Offices for young people from Abbott Beyne School to attend and chat with staff about their jobs and the benefits of working for the Council.

The Officers learned about the aspirations of the students and discussed their potential progression routes, talking about University versus Apprenticeships and their concerns about student loans.

It was a great opportunity to represent the Council's Housing Department and explain the wide range of involvement with tenants and residents in the community alongside telling them about the benefits of working for local government. There was a lot of interest in apprenticeships from the sixth formers and interest in work placements from the younger students.

Careline - Helping vulnerable residents, no matter the weather!

When the snow hit South Derbyshire in January, Careline staff needed help reaching residents in need. Thankfully, Derbyshire 4x4 response were there to lend a helping hand!

I can't thank the 4x4 response team enough for their incredible support during the recent snow. With the roads almost impassable and conditions worsening, they arranged for a volunteer to pick me up from my home so I could attend to a vulnerable resident who had suffered a fall.

The volunteer was absolutely wonderful, friendly, professional, and completely unfazed by the challenging weather. He made sure I arrived safely, waited patiently while I carried out my work, and then drove me home without hesitation. Knowing that transport was taken care of allowed me to focus on the person who needed help.

This service is a true lifeline for local people. When mother nature tried her best to disrupt everything, the 4x4 response volunteers stepped up and made sure essential support could still reach those who needed it most. An outstanding service and a brilliant example of community spirit in action.

Lisa McCree (Careline Team Member)



Impact of The Renters' Rights Act: Helping Residents in Need

The Renters' Rights Act will take effect from 1 May 2026, bringing about the most significant change to the private rental sector in nearly 40 years. It will abolish Section 21 "no fault" evictions, replace fixed-term tenancies with rolling periodic tenancies, ban rental bidding wars, and prohibit discrimination against tenants on benefits or tenants with children. Pets are also included in the new act as tenants will have the right to request a pet, which landlords cannot unreasonably refuse.

Due to this rapidly approaching change in legislation the Housing Solutions Team have seen an influx of landlords serving S21's. Receiving a S21 can be an overwhelming and frightening experience. More so in today's financial climate with the cost-of-living crisis, many people have little or no savings and with rising rents, we find that 'panic' often sets in.

'When we received the S21 paperwork we felt anxious, scared and it was horrible' (Tenant, recently received a S21 and approached the Housing Solutions Team for support).

The Housing Solutions Team assists tenants served with S21's by offering support through prevention, relief, and resettlement. The sooner a client contacts the Council the better. This enables The Housing Solutions Team to check the validity of the S21 (many are served incorrectly and invalid) and then work collaboratively with the tenants, landlords, and partner agencies to provide housing advice and assistance with the aim of resolving the threat of homelessness and securing safe, affordable and suitable accommodation.

'The homeless team were really helpful. We knew what was happening and when. They kept in touch with regular phone calls and we felt updated and informed throughout the whole process.'

(Tenant recently supported into new accommodation after receiving a S21).

Call B4 You Serve

New free of charge service funded by your local authority

Calling all landlords

Are you considering giving notice to your tenants?

If so please contact Call B4 You Serve for help with:

- Rent arrears
- Advice around benefit queries
- Mediation
- General landlord advice & guidance
- Linking into Local Authorities

We understand the challenges landlords face and that these often lead to a landlord having no option but to serve a notice. Call B4 You Serve is committed to helping landlords and preventing homelessness at the earliest opportunity.

For more information on how to make a referral please contact the friendly team.
Tel: 01332 640962 Email: CB4YS@derby.gov.uk

DASH Services
Providing Quality Housing Services

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Reflections from Alison Bennett, Executive Director of Place and Prosperity



Celebrating Our Green-Fingered Tenants

We're delighted to launch this year's Tenants' Gardening Competition, celebrating those who go the extra mile to make our neighbourhoods vibrant and welcoming. With categories ranging from Best Individual Garden to Best Street, there's something for everyone. Entries are open until 31 May 2026 with judging in July and winners announced in the Autumn newsletter.

Working with the Tenants' Voice Group

We continue to strengthen our collaboration with the Tenants' Voice Group (TVG). Together we are enhancing the housing section of our website, improving access to performance information, and creating more opportunities for tenants to scrutinise and shape services.

Join Us at the Tenants' Roadshow – Coming This April

We are excited to bring our next Tenants' Roadshow to communities across South Derbyshire this April. Roadshows continue to be a key part of our engagement offer, making it easier for tenants to meet the team, raise questions, and hear updates on planned investments and service improvements. The roadshows form part of our wider commitment to increasing engagement opportunities throughout the year.

Progress Against the Regulator for Social Housing Standards

We are pleased to report strong, continued progress against the Regulator for Social Housing (RSH) standards. Over the past year, we have strengthened compliance with the Safety & Quality, Transparency & Accountability, Neighbourhood & Community, and Tenancy Standards. Our third year of Tenant Satisfaction Measures has shown improvement across 11 out of 12 measures, demonstrating that our actions are making a meaningful difference. We remain fully committed to achieving a higher regulatory grading and ensuring that every tenant receives a safe, high-quality service.

Capital Programme – New Investment in Homes

We know how important it is for tenants to have clear information about planned improvements to their homes. We will shortly be publishing full details of our Capital Programme, which will include major investments such as:

- New kitchens and bathrooms
- Window replacements
- Heating system upgrades
- Electrical rewiring
- Roofing works

This programme supports our long-term Housing Transformation Plan and our commitment to safe, good-quality homes for every tenant.



Positive Tenant Satisfaction Results

We are very pleased to share that our recent Tenant Satisfaction Measures (TSMs) show positive findings across the board, reflecting the hard work of our teams and the strong partnership we have with our tenants. This feedback is essential as we continue to improve transparency, accountability, and service quality.

These results have also been published online to ensure tenants can see how we are performing and ask questions about the information provided.

Proud of Our Team

None of this progress would be possible without the dedication of our housing, repairs, engagement, and support teams. Their commitment to improving services and strengthening relationships with tenants continues to drive meaningful change—thank you to everyone involved.

A message from Helen Taplin, our Tenancy Sustainment Officer



Hello, my name is Helen Taplin, Tenancy Sustainment Officer for South Derbyshire District Council. My role is to help tenants stay secure in their homes by offering practical advice and support.

I can assist with:

- Budgeting, rent payments, and benefit checks
- Setting up utilities and managing bills
- Accessing affordable loans, grants, and low-cost furniture
- Referrals for debt advice, social care, and mental health support
- Digital inclusion and help with online services
- Guidance on looking after your property and understanding your tenancy



If you need support, please get in touch — I'm here to help you make your tenancy a success:
tenancy.sustainment@southderbyshire.gov.uk

An update from Helen on what the Tenancy Sustainment team have been up to:

Housing Support Fund Update

We are pleased to share that **137 families have now been supported through the Housing Support Fund**. This fund provides essential financial assistance to help tenants to support with rent payments and prevent homelessness. We are proud to continue offering this vital support to some of the most vulnerable members of our community.

New Weekly Tenant Support Surgeries

We have also introduced **regular weekly surgeries** for tenants, now held at the **Civic Offices**. These sessions provide direct access to a **Tenancy Sustainment Officer (TSO)** for advice and guidance. Support offered during these surgeries includes help with budgeting, benefits advice, assistance with housing queries, support navigating local services, and general tenancy-related issues. These drop-in sessions are designed to ensure tenants receive timely, face-to-face support to help them maintain long-term housing stability.

Denise Venning, Unity Close Community Room Social Group

I have been running social groups for the past 18 months now after approaching the Community Engagement Officers in November 2024. At this time, I was at a period in my life when I felt quite low and wanted to support others who may be feeling the same. With Anna and Lynda's support I set up a group to do crafts and games at Newlands Community Room in Church Gresley. The group was a big success with over 20 residents attending from not only the local area but also further afield.

Unfortunately, in October 2025 we found a leak in Newlands Community Room kitchen and then came the dreaded news that the community room would have to close to members of the public whilst the repairs were to take place. Not knowing how long this would take, Anna and Lynda were on hand to support me in finding another venue close by. Unity Close Community Room had sat vacant and unloved since Covid with previous social groups moving into to local village halls. They drafted up flyers for me and shared on line my new venue. This proved to be an excellent spot since October I have roughly 20 people who come each week.

We run a range of activities from Quizzes, Prize Bingo, Board Game days, Team Games , Karaoke and singalongs, singers to entertain us, acrylic canvas painting , watercolour painting, Easter Crafts, Xmas Wreath making, flower arranging , pebble painting, fish n chips, Afternoon tea. As you can see the list is endless, we also serve hot drinks , cakes and biscuits every week. However, this group cannot be the success that it is without some of my lovely volunteers Helen, Mellissa and Ruth.



Repairs Team: Planned Investments in Homes

We undertake repairs to your home which we are responsible for, when you request them. We also invest in homes to replace larger items such as roofs, kitchens, windows, and doors through a planned programme. The Council uses information it holds to determine which properties will be placed onto a programme of replacements for the year, based on condition and age. We do not replace items, based on customer requests, to ensure we focus on those most in need. We also replace items, through the empty homes process, where required to create sustainable, new tenancies and occasionally, react to replace items, such as failed boilers, as well. We've created a draft 30 year business plan, outlining our intentions for the future investment too.

April 2026- March 2027

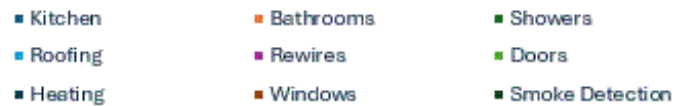
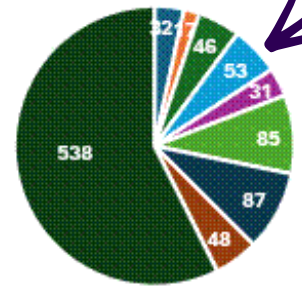
In 2026-27, we're looking to replace over 1,000 components in your homes. We've created a first draft programme for the year and will be contacting customers, who are earmarked for the programme between April and June this year to talk through and work with them to plan the replacements.

April 2025 to March 2026

We are on track to complete over 1,000 replacement items by the end of March 2026. We have lots of positive feedback and several learning points which will influence how we deliver in 2026-27. Here's a breakdown of the larger items we've replaced up to February 2026

2025-26 Investment

937 Replacement items (upto February 2026)



New Community Group: Weston-on-Trent

During a recent housing audit in the area of Weston On Trent, a number of tenants raised concerns of loneliness and isolation. The local housing Officer Caroline Clarke wondered if the Community Engagement Officers would be able to assist with supporting these tenants. Anna and Lynda visited the local area and conducted a door knock to speak to any SDDC tenants to engage with them and see what they would like in the local area. They also visited local venues, before meeting with Dorothy at the Village Hall in Weston on Trent. Dorothy was most accommodating and between them they have secured 3 months as a trial at the hall for residents to meet for a coffee and social group. Please find the dates below, we hope that these dates are a success and we will continue after June.

- 14/04/26, 10.00am-12.00pm
- 12/05/26, 10.00am-12.00pm
- 09/06/26, 10.00am-12.00pm

If you are local to Weston or Aston on Trent then please look out for our flyer being advertised in the local area and the coffee mornings starting.

Safer Homes Service - a FREE service helping people to feel safe in their own homes



The safer homes service can improve home security for older people (aged 60+), disabled or vulnerable people living in South Derbyshire.

Our safer homes operative, Mark, will give free crime prevention advice and will be able to provide and fit, free of charge, any equipment needed, such as door chains, spy holes, window alarms, shed alarms, sash jammers, security lights and padlocks to help secure the home.

Mark has been working with the South Derbyshire District Councils Community Engagement team across our District to deliver talks to residents and raise awareness around what the Safer Homes service can offer. A recent event at a coffee morning in Percy Wood Close, Hilton led to 15 of the residents having a safety check completed and equipment installed to their properties, and a further talk at Patrick Close saw nine people refer in for the service. It is great to know that from adding the extra security to people's homes the service can add reassurance and peace of mind.

We take referrals from agencies as well as self-referrals. To learn more or access the support offered please call [01283 219761](tel:01283219761) or visit our website www.sdcdvs.org.uk/practical-help-in-the-home

Understanding and Reporting Anti-Social Behaviour

As your landlord, the Council take anti-social behaviour (ASB) seriously and are committed to ensuring our communities remain safe and welcoming. If you are experiencing ASB with a fellow Council tenant, please contact our Housing Team on Housing.EstateManagement@southderbyshire.gov.uk, if it's with a non-tenant please contact our Community Safety Team on community.safety@southderbyshire.gov.uk so that we can provide advice and support.

In an emergency, or if you feel unsafe, you should always contact the police on 999. For non-emergency matters requiring police attention, please call 101.

A new [online contact form](#), accessed via the 'Your area' page on the police website, has been set up to enable the public to interact with their neighbourhood teams, with a commitment to respond to queries within 72 hours. This digital access is part of a broader effort to make policing more transparent and accountable.

Some examples of ASB include:-

- Verbal abuse
- Damage to property
- Threats
- Late, loud, persistent unreasonable noise
- Drug use/ dealing

Examples of what is not classed as ASB includes :-

- Staring at people / Looking through windows at other neighbours
- Neighbours talking about other neighbours /gossiping
- Kids playing in street
- Inconsiderate parking
- Disputes over parking, fences, hedges etc



Support and Helplines

Contacting our Housing Team

Who do you need to speak to?



If you need to speak to us, call our Customer Services team on 01283 221 000, or email us using the details below.

Finding the right team for your query - the below suggestions may help.

Income related matters

- All rent account queries.
- Make repayment arrangements
- Request refunds

Please contact us on Housing.income@southderbyshire.gov.uk

Estate Management Queries

- Tenancy Changes
- Estate management
- Report anti-social behaviour / neighbour disputes/ nuisance behaviour
- Struggling with maintaining tenancy agreement.

Please contact us on Housing.estatemangement@southderbyshire.gov.uk

Tenancy Sustainment Support

- Managing money and budgeting to ensure rent and other essential bills are paid.
- Maximise income and ensuring you are in receipt of all benefits that you are entitled to.
- Digital inclusion.
- Setting up utility (gas, water, electric) services
- Understanding your tenancy agreement
- Accessing affordable loans
- Accessing trust funds and grants
- Making referrals to specialist services, such as Adult Services/P3 mental health support
- Help getting low costs furniture
- Advising on how to look after your property
- Support in applying for Derbyshire Discretionary funds and Discretionary payments.
- Referrals to external support networks for debt counselling
- Support in setting up a bank account and accessing credit unions

Please contact us on Tenancy.sustainment@southderbyshire.gov.uk

If you or someone you know needs support, the following services can help:

- **National Domestic Abuse Helpline:** [0808 2000 247](tel:08082000247)
- **Derbyshire Mind:** <https://derbyshiremind.org.uk> 01332 623732
- **Refuge's National Domestic Abuse Helpline:** [0808 2000 247](tel:08082000247)
- **Men's Advice Line:** [0808 801 0327](tel:08088010327)
- **Trident Reach Domestic Violence Charity:**
<https://www.communitydirectoryderbyshire.org.uk/view/2635/trident-reach-derbyshire-domestic-abuse-services>

Please don't hesitate to reach out if you need help.