



Welcome to South Derbyshire Housing News

Autumn/Winter 2026 Edition

A Message from Jason Dhesi, Head of Housing



As Head of Housing, I am pleased to share an update on some of the important work taking place across our housing service and to thank tenants for your continued support and engagement. In September 2025, we launched our Tenancy Audit programme, with the aim of visiting every council housing property by September 2027. We have already completed 1,800 visits, and these conversations are helping us keep tenant information up to date, identify outstanding or urgent repairs, and make sure additional support is offered where tenants may be experiencing financial difficulty or have vulnerabilities. Thank you to everyone who has welcomed us into their home so far, your time and cooperation are greatly appreciated.

It was also fantastic to see tenants attend our Housing Roadshow on Tuesday 28 July 2026 at Midway Community Centre. The event was a real success and provided a valuable opportunity for tenants to speak directly with colleagues from across the housing service and our partners. This year, we have also introduced regular drop-in sessions, which have started well. I would encourage tenants to come along whenever they can. We want to hear what you think we are doing well, where you feel we could improve, and how we can continue working together to strengthen the services we provide. The sessions are also a great opportunity to meet your Housing Officer and other members of the team.

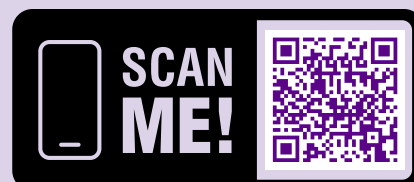
Our Planned Capital Works programme is now underway, and we will be investing more than £3 million in our homes. This investment will support improvements across our housing stock and help ensure that tenants continue to live in safe, well-maintained homes.

We know that our Repairs Service has continued to experience exceptionally high demand, and this has meant we have been working hard to catch up. I want to reassure tenants that our teams are doing everything they can to respond as quickly as possible and to prioritise urgent issues. I would also like to sincerely thank you for your patience and understanding while we work through this busy period.

Thank you once again for your continued support, feedback, and patience. Your involvement makes a real difference and helps us improve the services we provide. We look forward to continuing to work with you to make our homes and communities in South Derbyshire even better places to live.

As we move into autumn and winter, we usually see an increase in reports relating to damp, mould, and condensation. We remain committed to raising awareness and supporting tenants to keep their homes healthy and safe. The following video, produced by the Association of Safety and Compliance Professionals, may be helpful for anyone wanting practical information and advice:

Watch the **Understanding Damp, Mould, and Condensation: Keeping Your Home Healthy** video **here:** <https://www.youtube.com/watch?v=FzJ2Azbj6GU> or scan the QR code below:



Housing Drop-In Sessions: Supporting Tenants Face-to-Face

Our Community Engagement Team has been out in the community over the summer, holding a series of local Housing Drop-in sessions as part of a “You said, we did” response to tenant feedback asking for the Housing team within the council to be more accessible. The sessions give tenants the opportunity to speak to staff directly, raise concerns face to face and access support in a familiar setting.

Drop-in sessions have taken place at Percy Wood Close, Hilton on 18 May 2026, Patrick Close, Linton on 12 June 2026 and Kendricks Close, Hartshorne on 25 August 2026, Brook Close, Findern on the 16th September 2026. Staff from Housing, Repairs and Compliance attended, alongside Energy Outreach support from Citizens Advice Bureau and CVS Safer Homes.

The sessions gave tenants a convenient way to report issues in person, ask questions and receive advice without needing to make a separate appointment or contact different services individually. In total, 35 tenants visited the 4 drop-ins. Tenants were able to speak directly with Housing Officers about tenancy matters, discuss repairs with the Repairs team, raise compliance-related queries and find out more about energy advice and safer homes support.

Face-to-face conversations can help issues be understood more clearly, allow staff to provide immediate guidance where possible and help build stronger relationships between tenants and housing services. They also make it easier for tenants to raise concerns they may not otherwise report and ensure they are signposted to the right support at the earliest opportunity.

Thank you to everyone who came along and spoke to us. Feedback from these sessions will help us continue improving how we work with tenants and respond to local housing priorities.

You said, we did

You told us you wanted the Housing team to be more accessible in your community.

We listened - and we're here meeting you face to face.



Upcoming Housing Drop-ins

Please make a note of the dates for our next Housing Drop-ins below to give you the opportunity to attend.



Friday 23 October 2026, 11am–1pm

Unity Close Community Room, Church Gresley



Thursday 12 November 2026, 11am–1pm

Fisher Close Community Room, Repton



Friday 29 January 2027, 11am–1pm

Melbourne Assembly Rooms



Wednesday 24 February 2027, 1–3pm

Newlands Close Community Room, Church Gresley



Monday 22 March 2027, 1–3pm

Pear Tree Community Room, Etwell

Community Engagement Roadshows Bring Tenants and Services Together

Our Community Engagement Officers have been out and about over the spring and summer, bringing together council teams, partner organisations and local residents through two successful Housing Roadshows.



Spring Roadshow at Gresley Old Hall

The first Roadshow took place on Tuesday 7 April at Gresley Old Hall. We were delighted to welcome:



100 residents -

who came along to speak with services, ask questions and find out more about about the support available to them.

The event was supported by:



25 departments -

and organisations, both from within the council and external partners.

There were also:



8 lucky raffle winners

who each received an Easter egg.



Summer Roadshow at Midway Community Centre

Following feedback from tenants, our Summer Roadshow was held in the evening on Tuesday 28 July at Midway Community Centre. This helped make the event more accessible for tenants who may not be able to attend during the day because of work commitments. We were delighted to welcome:



83 residents -

with some travelling from as far as Hatton and Etwall to speak with us.

The event was supported by:



23 departments -

from inside the council and external organisations came along to provide information, advice and support.

There were also:



5 lucky raffle winners

who received luxury food hampers

Thank You to Our Partners

We would like to say a big thank you to all the teams and organisations who supported our Roadshows. These included Energy Advisor Citizens Advice, Derbyshire Fire and Rescue, Derbyshire Police, Derbyshire Mind, the Counter Fraud Team at Derby City Council, the Environmental Education Project based at Rosliston Forestry Centre and South Derbyshire CVS.

There are too many supporters to mention them all, but we are grateful to everyone who helped make the events a success. If you would like to see someone in particular at our next event, please let us know by emailing: tenant.participation@southderbyshire.gov.uk.

Join us at our Winter Roadshow

Our Winter Roadshow will take place on **Wednesday 9 December**, from 1:30pm to 4pm, at Frank Wickham Hall, Etwall.

We hope to see you there.



Gardening Competition celebrates tenants' green-fingered talents

Our recent Housing Gardening Competition was a wonderful celebration of creativity, colour and community spirit, with 17 tenants taking part and proudly sharing the outdoor spaces they have worked so hard to create.

The competition invited entries across three categories: Best Individual Garden, Best Hanging Basket, Window Boxes and Planters, and Best Community Garden. It was lovely to see so many beautiful gardens and displays, and we were genuinely blown away by the effort tenants had gone to in showcasing their gardens.

From beautifully cared-for and colourful planting to bright hanging baskets, window boxes, planters and shared spaces that bring neighbours together, the entries showed just how much pride our tenants take in their homes and neighbourhoods.

Judging the competition was a tough job, as the standard of entries was so high. We were also pleased to be supported by two members of our Tenants Voice Group, who assisted us with the judging and helped recognise the care, creativity and effort shown by tenants across all categories.

Celebrating together

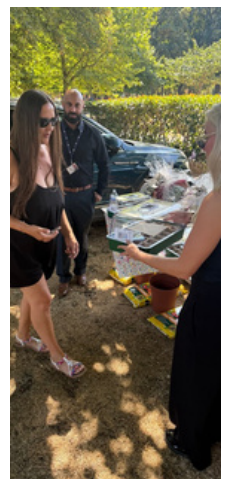
Everyone who entered was invited to a private event at Wacky Wednesday to find out whether they were one of our lucky winners. Tenants enjoyed a lovely afternoon tea, and each entrant received a personalised montage of their garden, including a photo of them in it, presented in a picture frame, along with a pack of seeds as a thank-you for taking part.

Prizes & thanks

Our winners of each category received a fantastic selection of prizes, including hampers, bags of soil, propagators, pots and gift vouchers for local garden centres. These prizes were kindly donated by Wates, our contractors; Atlas, our window cleaners; EEM through their community funding; and local garden centres.

The prizes were awarded by our sponsors, members of our leadership team and Chair Cllr Alistair Tilley.

Congratulations to all those who took part - your hard work, enthusiasm and community pride were truly inspiring, and the competition was a wonderful reminder of the difference a beautiful garden can make to that area.



Tenants Voice Group: A busy few months

Beth Poultney, Chair of the Tenants Voice Group, shares her experience of joining the group, the work we've been doing together, and why now is a great time to get involved.

Lynda Raven, Community Engagement Officer at SDDC, first contacted me when I became a Council tenant in December 2025 and invited me to join the Tenants Voice Group (TVG).

I went to my first meeting in January 2026 and was impressed by the group's dedication to representing tenants across the area.

In March 2026, I became Chair of the TVG, with Graham Broadhurst as Vice-Chair. Since then, we have worked together to support the group's continued progress.

Our work includes:

- Reviewing draft Council policies.
- Attending TPAS training and seminars.
- Helping with void inspections.
- Meeting local councillors.
- Attending the Housing Working Group.
- Discussing a wide range of tenant-related issues.



Tenants have engaged well with the Housing Roadshows and drop-ins, using them to raise housing matters directly with Council representatives. Our group also attends and supports these events.

At most monthly meetings, an SDDC representative gives an update on work taking place across relevant departments to improve services.

We also welcomed a visit from the Regulators, which was very positive and led to an excellent report.

It has been a very busy few months, and I hope that momentum continues.

If you are interested in joining us, you can be sure of a warm welcome from me, Graham, and all our wonderful members. Contact tenant.participation@southderbyshire.gov.uk if you want to join!

Garden Competition Brings Colour, Community and Celebration

Over the summer, I took part in an exciting garden competition celebrating creativity, colour and community pride.

Judging began in July and was no easy task. We visited some lovely people and saw beautiful arrangements, bursts of colour and fabulous scents, all backed up by judging criteria, notes and plenty of photos.

After many hours reviewing photos and reports, first, second and third place winners were chosen for each category.

On 12 August, I was invited to Maurice Lea Memorial Park in Swadlincote for an afternoon cream tea and awards presentation, it was great to be invited to this after being involved in the judging process.

This competition is just one of the many events the TVG gets involved in. I have been a member for nearly two years and can truly say each month gets more interesting. If you would like to find out more or get involved, please get in touch.

-Lesley Davis, member of the TVG



Making a difference through the Tenants Voice Group

Finding purpose through Tenant Voice

My name is Graham Broadhurst, and I was born, brought up and still live in the fantastic South Derbyshire village of Willington.

About two years ago, I had to finish work due to ill health. After working long hours all my life, I quickly felt a void. Although I have a wonderful family, I missed that sense of worth and belonging that work had given me for 27 years.

I needed to find something I could do within the limits of my illness and was invited to join South Derbyshire District Council's Tenant Voice Group. From the start, I was made very welcome by the group members and the council Community Engagement Officers, Lynda and Anna.

The group meets every third Thursday of the month at Newlands Community Room in Church Gresley. Members are council tenants who work with the council to help shape and improve services, including housing allocations, repairs and other issues that affect council tenants.

We receive training, attend meetings, take part in housing void inspections and support events such as SDDC Housing Roadshows and Housing Drop-Ins. These activities give tenants the chance to speak directly with council teams and share their views.

For me, the Tenant Voice Group has helped bring back that missing sense of purpose. I can support the group, help improve services for fellow tenants and hold the council to account, all within my own ability and the constraints of my health.

Most of all, it gives me the opportunity to meet other tenants and enjoy being part of a community that wants to make a positive difference.

Please come along to a meeting and see what it is all about — you will be made very welcome.

-Graham Broadhurst



A tenant voice in shaping a useful, accessible website

Since retiring from a career in computers, I wanted to put my skills to good use, and being part of the Tenants Voice group has given me the chance to do just that. As volunteers, we help decide what goes into the new Tenants Corner on the website, from highlighting roadshows and housing drop-ins to sharing meeting results, with the aim of making the site accessible, useful and user-friendly for all tenants.

-Tony Perry

Unity Community Room Group in Church Gresley

By Beth Poultney - Group Leader

At the end of July, I took over the running of the group after Denise moved to Wales to be nearer to her family. Denise has done an amazing job in keeping the group going, and I would like to thank her for all her hard work and dedication.

I have been made very welcome by all members and have already introduced a few changes, including renaming the group and changing the meeting time from 11.30am to 2.00pm.

Our meetings continue to include a variety of activities such as quizzes, bingo, arts and crafts, and painting. I also try to arrange a guest speaker once a month to bring something new and interesting to the group.

Since taking over, we have welcomed speakers from Swadlincote CVS and Alan Ayriss from Foxy Mindful Pegs. We are also looking forward to hosting Swadlincote MIND and the Commonwealth War Graves Society in September.

We would love to welcome new members to one of our meetings. You can be sure of a warm welcome from a very sociable group, with hot and cold drinks, cakes and biscuits served every week.

The group would also like to give a heartfelt thank you to our volunteers Wendy, Helen, Ruth, Sylvia and others. Without their support, I would be run ragged!

I am looking forward to seeing both new and familiar faces in the coming weeks.

New Members Welcome!
Join us for a warm, sociable group
with hot and cold drinks, cakes
and biscuits every week.



Brook Close Community Room Social Group in Findern

Brook Close Community Room Social Group is a welcoming and friendly local group offering regular activities including gentle chair based exercises, crafts, bingo, and opportunities to socialise with others in the community.

The group is led by Maisie, who is fully qualified and insured to teach Chair Based Exercises. Her sessions provide a safe and supportive way for people to keep active, build confidence, and enjoy time together.



Dates of Interest



8 October:
visit from the Fish and Chip Van.



24 November:
trip to Trentham Gardens for Christmas shopping.



18 December:
Christmas party.



Regular Sessions



Chair Based Exercises and Bingo



alternate Tuesdays,
2:00pm to 3:30pm.



Craft sessions
every Thursday,
2:00pm to 3:30pm.

New members are always welcome. Whether you would like to join in with gentle exercise, try a craft activity, enjoy a game of bingo, or simply meet new people, Brook Close Community Room Social Group offers a warm and inclusive space for everyone.

Repairs Service:

What to Expect and How to Get Help

We understand how important it is for tenants to have repairs completed promptly, safely and to a good standard. Our repairs service is here to help keep your home safe, secure, and well maintained.

Our full repairs service is available Monday to Friday, from 8:00am to 4:00pm. Appointments are offered in two time slots: morning appointments between 8:00am and 12:00pm, and afternoon appointments between 12:30pm and 4:00pm.

Outside these hours, including bank holidays and the Christmas period, we operate an emergency repairs service only. This ensures we can respond quickly to situations where there is an immediate risk to health, safety, security, or the property itself.



Reporting a repair

To report a housing repair during normal working hours, please contact the Contact Centre on 01283 221000 or via the Council's website.

Normal working hours
01283 221000



Emergency repairs

For emergency repairs outside normal working hours, please call

Emergency out-of-hours
01332 912642

When is a repair an emergency?



We have seen a significant increase in out-of-hours repair calls. To make sure we can prioritise tenants who need urgent assistance, please only use the emergency repairs service where there is an immediate risk.



An emergency repair is one where there is an immediate risk to life or safety, a risk of serious damage to the property, a risk to the security of the home, or severe inconvenience or hardship, such as having no heating during winter.



Emergency repairs are attended within 4 hours and completed within 24 hours wherever possible. The purpose of an emergency visit is to make the situation safe and reduce the immediate risk.



In some cases, the repair may be completed during the emergency visit. Where this is not possible, a follow-up appointment will be arranged to complete the remaining work.



Please remember that if we attend an out-of-hours call and the repair is not classed as an emergency, you may be recharged for the visit.

Careline Digitalisation

As of **January 2027**, all traditional analogue phone lines in the UK will be switched off, moving to a fully digital network. This affects everything connected to your landline, including emergency services like lifeline systems, including alarms, pendants, and other sensors. In many areas of South Derbyshire, this switchover is already taking place. Your phone provider will also have contacted you about this.

We are already in the process of switching over your Careline Alarms to a digital solution and we are around 60%, completed across South Derbyshire. Our aim is to have switched all equipment to digital by December 2026, to enable us to continue providing an excellent service to all our Careline customers.

If you have any queries or concerns, do not hesitate to reach out:

Email: careline@southderbyshire.gov.uk

Phone: 01283 225810

Let's get ready for the digital future together!



Careline Service Update - Since 1 April 2026



16,654

Since 1 April 2026, Careline have answered a total of 16,654 calls from customers activating their emergency alarms.



99%

99% of these calls were answered within 30 seconds.



323

Since 1 April 2026, our Careline service has supported 323 people following a fall across South Derbyshire.

For over two decades, Careline and the Independent Living Service have provided community alarm services in South Derbyshire, offering reassurance through home monitoring and quick access to help, enhancing independence, peace of mind, and security.

The 24/7 emergency line is staffed by skilled operators who respond to calls, provide guidance, contact emergency services, or dispatch fall recovery responders. Careline Support Co-ordinators also offer welfare visits, providing one-to-one support focused on health, wellbeing, and safety advice.



Our first Careline Voice Group meeting will be held in late October.

If you would like to be a part of this group, please contact us.



Careline Voice Group



If you:



Are a customer of Careline and Independent Living Services



Have a family member who uses Careline and Independent Living Services



Are a carer for someone who uses Careline and Independent Living Services



Are someone with an interest in Careline and Independent Living Services

We want you share your thoughts and help shape these services for the future

Want to get involved? Please Contact:



Email: Careline@southderbyshire.gov.uk



Phone: 01283 225 810

Our meetings will be held every 3 months at Careline, Oakland Village, Hall Farm Road, Swadlincote, DE11 8ND.

Keeping Your Home Safe: How Our Housing Compliance Team Helps

Our Housing Compliance Team helps make sure your home, and the shared areas in our buildings, are safe places to live and visit. A lot of this work happens in the background, but it is an important part of looking after residents and meeting our responsibilities as your landlord.

By law, landlords must take steps to keep homes safe and manage important risks properly. This means arranging checks and inspections, keeping clear records, fixing problems when they are found, and making sure safety work is completed in good time.

The team works with specialist contractors, repairs teams, housing staff and other colleagues to manage safety in key areas including gas, fire, electrics, water hygiene, asbestos and lifts. Our aim is simple: to help keep residents safe and give you confidence that the right checks are being done.

How residents can help

Residents also have an important part to play. Please let us in when safety checks are due, tell us if something does not look right, and report repairs or concerns as soon as possible. Working together helps us keep homes and communities safe for everyone.



What this means for residents

Gas safety: we arrange annual gas safety checks where required, carried out by qualified Gas Safety registered engineers.



Fire safety: we assess fire risks in our buildings and maintain important safety measures such as fire doors, alarms and emergency lighting.



Electrical safety: we arrange electrical testing and make sure any safety issues are followed up.



Legionella and water hygiene: we check and manage water systems to reduce the risk of harmful bacteria developing.



Asbestos safety: we keep information about asbestos in our buildings and make sure it is managed safely, especially before repair or improvement work starts.



Lifts: we make sure lifts are serviced, inspected and repaired when needed so they remain safe to use.



Smoke alarms: we test these annually and replace if they are not working or when they are close to going out of date.



Tenants' Void Inspectors support our Void inspections

The Tenants' Void inspectors have been assisting SDDC Housing with void inspections over the summer months, helping us to look at empty homes through the eyes of tenants before they are re-let.

So far, the group has visited properties in Hartshorne, Church Gresley, Newhall and Midway. These visits give volunteer tenant inspectors the chance to identify practical issues that could affect a new tenant's moving-in experience.

We would like to thank our volunteer tenant inspectors for their time, careful observations and commitment to improving the standard of our empty homes.

THE INSPECTION PROCESS

Each visit takes place with SDDC VOID Inspector Codi, with both officers and tenant inspectors using a checklist as they walk around the property. Any issues raised during the inspection are recorded and completed by repairs operative before the property is re-let.

ISSUES IDENTIFIED

During the inspections, volunteers have highlighted issues including broken glass in gardens, rusty handrails, full gutters, missing or peeling sealant on kitchen floors, unused pull cords that had not been removed, and dripping kitchen taps.

IMPACT ON FUTURE TENANTS

The visits take place every six weeks and are helping to make sure homes are safe, clean and ready for future tenants.

Twenty new council homes coming to New House Farm

We are excited to announce the upcoming completion of twenty new council-owned properties at the New House Farm development in Mickleover.

Located to the west of Mickleover, New House Farm is a thoughtfully planned neighbourhood on the edge of Derby. The council will be acquiring twenty modern one-bedroom apartments, which will be offered to eligible applicants on the council's housing register, helping to meet local housing need.

We have now had the first four properties handed over to us this month, with the remaining homes due to be completed by the end of **December**.

Residents will benefit from a range of community facilities, including sports pitches, play areas and landscaped open spaces, all within easy reach of Mickleover's amenities. The development also offers excellent transport links to Derby and the wider South Derbyshire area.



Warm Home Discount Scheme

Qualifying means-tested benefits

- Housing Benefit
- Income-related Employment and Support Allowance (ESA)
- Income-based Jobseeker's Allowance (JSA)
- Income Support
- Pension Credit
- Universal Credit

Check your eligibility

To quickly check whether you're eligible for Pension Credit, use the Government's free Pension Credit calculator at www.gov.uk/pension-credit-calculator, or call the free helpline on 0800 731 0469.



The Warm Home Discount is a government scheme that gives eligible households a one-off discount of £150 towards their energy costs each year.

The £150 is typically deducted from your electricity bill, but you may be able to get the discount on your gas bill instead if your supplier provides both your gas and electricity. You'll need to contact your supplier to request this.

You should get the discount automatically if you are in receipt of a qualifying benefit AND you (or your partner, or legal representative) were named on your electricity account or bill on **23 August 2026** (the qualifying date for the payment).

All households receiving a qualifying means-tested benefit should get the discount automatically between October 2026 and March 2027.

Pension Credit

If you are of pension age and your total income is under £238 a week (£363 for a couple who are both pensioners), you're *likely* to get Pension Credit, as this is the level of the full state pension it is designed to top up. There is a higher threshold if you claim certain disability benefits or have caring responsibilities, so it is worth checking if this applies to you.

Helping more people move into Council homes sooner

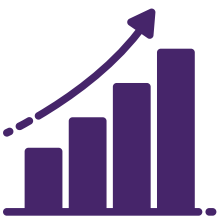
An update for residents on how South Derbyshire District Council is improving the way empty Council homes are repaired, prepared and let.



A warm welcome

Everyone deserves a safe, secure and welcoming place to call home. When a Council home becomes empty, our priority is to make sure it is repaired, checked and ready for the next tenant as quickly as possible, without compromising on quality.

By improving how we manage empty homes, we can help more people move into the homes they need, reduce waiting times where possible, and make better use of Council housing for the benefit of local communities.



What has improved so far?

Over the last 18 months, good progress has been made. At one point, around 100 empty homes were waiting for work to be completed. That backlog has now been cleared, and the Council is currently managing around 40 empty homes at any one time. We know there is still more to do, and we are continuing to look for ways to reduce this further.



Getting homes ready more quickly

Homes that need more significant work are now being completed within target times. We are also focusing closely on homes that need smaller repairs, so they can be made ready and offered to new tenants sooner.



Clearer information for residents

We have introduced a clear standard for empty homes, so residents know what to expect when they are offered a property. Each empty home is inspected before and after works are carried out, helping us make sure homes are safe, clean and ready for new tenants.



Putting residents at the heart of the service

We want the process of moving into a Council home to feel clear, fair and supportive. That means improving communication, reducing avoidable delays, and making sure residents feel listened to throughout the process.





Listening and learning

Feedback from residents is helping us understand what is working well and where improvements are needed. When residents tell us about their experience, we use that learning to make practical changes to the service.



Working better together

Our repairs, maintenance and allocations teams are working more closely together so homes can be advertised, repaired and let in a more joined-up way. This helps us keep residents better informed and supports a smoother move-in experience.

Thank you for your feedback and support. By working together, we can continue to improve the way Council homes are prepared and let, helping more people settle into safe, secure homes across South Derbyshire.

What we are working on next

- ✓ Providing key information about homes earlier, so residents can make informed choices.
- ✓ Looking at repair timescales and where delays can be reduced.
- ✓ Improving how we monitor performance, so we can spot issues and respond more quickly.
- ✓ Testing whether some suitable homes can be advertised earlier in the process.
- ✓ Making sure the right skills and support are in place across the service.
- ✓ Reducing avoidable waiting times during shortlisting and approval stages.
- ✓ Reviewing the Allocations Policy to make sure it continues to meet local needs. You can help our Review by responding to our consultation survey:
<https://www.smartsurvey.co.uk/s/HAConsultation/>
- ✓ Using feedback and performance information to improve quality and consistency.
- ✓ Continuing to involve residents and employees in shaping future improvements.

What happens now?

We will continue to build on the progress already made and keep residents updated as improvements are developed. Our next steps include:

1. Listening to feedback from residents and employees.
2. Using that feedback to improve the process.
3. Developing a clear improvement plan.
4. Continuing to reduce the number of empty homes.
5. Working with contractors to reduce turnaround times where possible.
6. Keeping a strong focus on homes that need smaller repairs.
7. Sharing further updates through future communications.

Want to Volunteer but Not Sure Where to Start?

South Derbyshire CVS' New Volunteer Matching Service Can Help

South Derbyshire CVS has launched a Volunteer Matching Service to help local people find volunteering opportunities that suit their interests, skills and circumstances.

If you've thought about volunteering but aren't sure what you could do, how much time you can give or where to look, the service can help.

You don't need previous volunteering experience, a CV or even a clear idea of the type of role you're looking for. All you need is an interest in getting involved.

After completing a short registration form, a member of the South Derbyshire CVS team will arrange a conversation with you to find out more about your interests, experience, availability and what you would like to get from volunteering.

People volunteer for many different reasons – from meeting new people and becoming more involved in their community, to building confidence, developing skills, gaining experience or simply doing something positive with their spare time.

The team can also take into account anything that might affect the type of opportunity that would work for you, such as transport, costs, caring responsibilities, confidence or any adjustments you may need.

Once they understand what you're looking for, South Derbyshire CVS can match you with suitable opportunities as they become available. These could include regular volunteering roles, one-off projects or shorter-term community activities.

They can also support you with making contact with an organisation or completing an application if you need a little extra help getting started.

There's no pressure to accept an opportunity that doesn't feel right. If the right match isn't available straight away, you can remain on the matching register for future opportunities.



Interested?

Registration only takes a few minutes. You'll need to provide your name, phone number or email address and home postcode.

To find out more or register for the Volunteer Matching Service, contact South Derbyshire CVS:



Email: volunteer@sd cvs.org.uk



Telephone: 01283 219761

Sometimes the hardest part is knowing where to begin. The Volunteer Matching Service can help you take that first step.



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:
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:
Housing.estatemanagement@southderbyshire.gov.uk

Tenancy Sustainment Support

- Managing money and budgeting to ensure rent and other essential bills are paid.
- Maximising 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 cost 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: 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.