



Derby Homes, Derby

Derby Homes Limited is an arm's length management organisation (ALMO) created by Derby City Council to manage, maintain and improve its council houses and estates. The organisation is non-profit making and it does not pay dividends to any shareholders. It is 100% owned and controlled by Derby City Council.

Outsider Steps Inside



Derby Homes has a comprehensive empowerment approach to managing local authority housing across the city. There are a number of ways tenants can influence the service, designed to suit the time tenants have available.

There is a formal system which means coming to meetings such as community panels or tenant and resident associations, or there are more informal ways to get involved that are quick and flexible such as email, telephone or answering questionnaires about the service.

“I started off as a residents panel member, the panels were formed by Derby Homes to give residents a voice,” says Ken Whitehead of Osmaston, Derby. “To be honest I started because I had a grievance but it’s evolved from there.

“I’m now a board member and I’m involved in various sub-committees as well. Residents talk to me and I take their problems forward – I know who can help them.

“I really enjoy being at the forefront, I get a lot of satisfaction from helping people and making things happen. Nowadays I’m involved in making decisions that affect how Derby Homes is run and therefore I can have a real positive impact in making residents lives better right across the board – not just in individual cases.

“There have been real improvements that I’ve helped bring about like lights on housing and security doors, which are really helpful to tenants. The management do listen, there’s a genuine desire to do what residents want.

“I’m currently involved with plans for the redevelopment of the old Rolls Royce site, its 50 acres in size so it’s really important to get the right decision about what should go on there - should it be housing, commercial or industry? Local residents’ voice is going to be heard in that decision. The Council could be unresponsive and a bit dictatorial but that’s all changed.”



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