

DERBY HOMES

Policies and Procedures

Housing Management

Procedure
1 Abandoned Properties
2 Abandoned Vehicles
3 ASB & Noise Nuisance
4 Customer Care
5 Death Intestate
6 Discarded Needles and Syringes
7 Discretionary Allocations
8 Estate Inspections
9 Fast Track Vacancy
10 Garage Lettings
11 Gardens
12 Gas & Electric Heat Lease
13 Illegal Occupiers (Squatters)
14 Improvements, Alterations & Additions
15 Mutual Exchanges
16 Petitions
17 Pets
18 Pre-Vacancy Inspections
19 Racial Harassment
20 Repair Inspections/Orders
21 Retention of Tenants' Alterations & Additions
22 Right To Buy
23 Right To Repair
24 Shared Ownership
25 Sign-Up Of A New Tenant
26 Succession & Assignment
27 Tenancy Terminations
28 Tenant Consultation
29 Void Inspections
30 Void Management