

Rents and Service Charges Consultation for 2026-2027

SURVEY RESPONSE REPORT

01 August 2025 - 17 August 2025

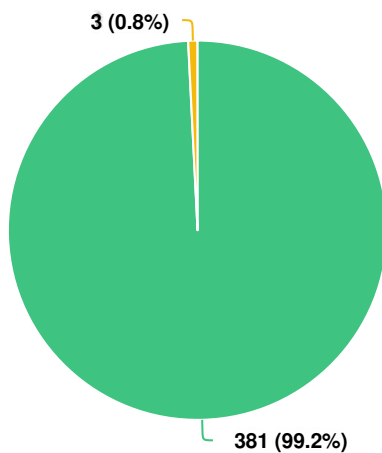
PROJECT NAME:

Rents and Service Charges Consultation for 2026-2027



SURVEY QUESTIONS

Q1 | By completing this survey, you are agreeing that you have read and understood Derby Homes' Fair Processing Notice.

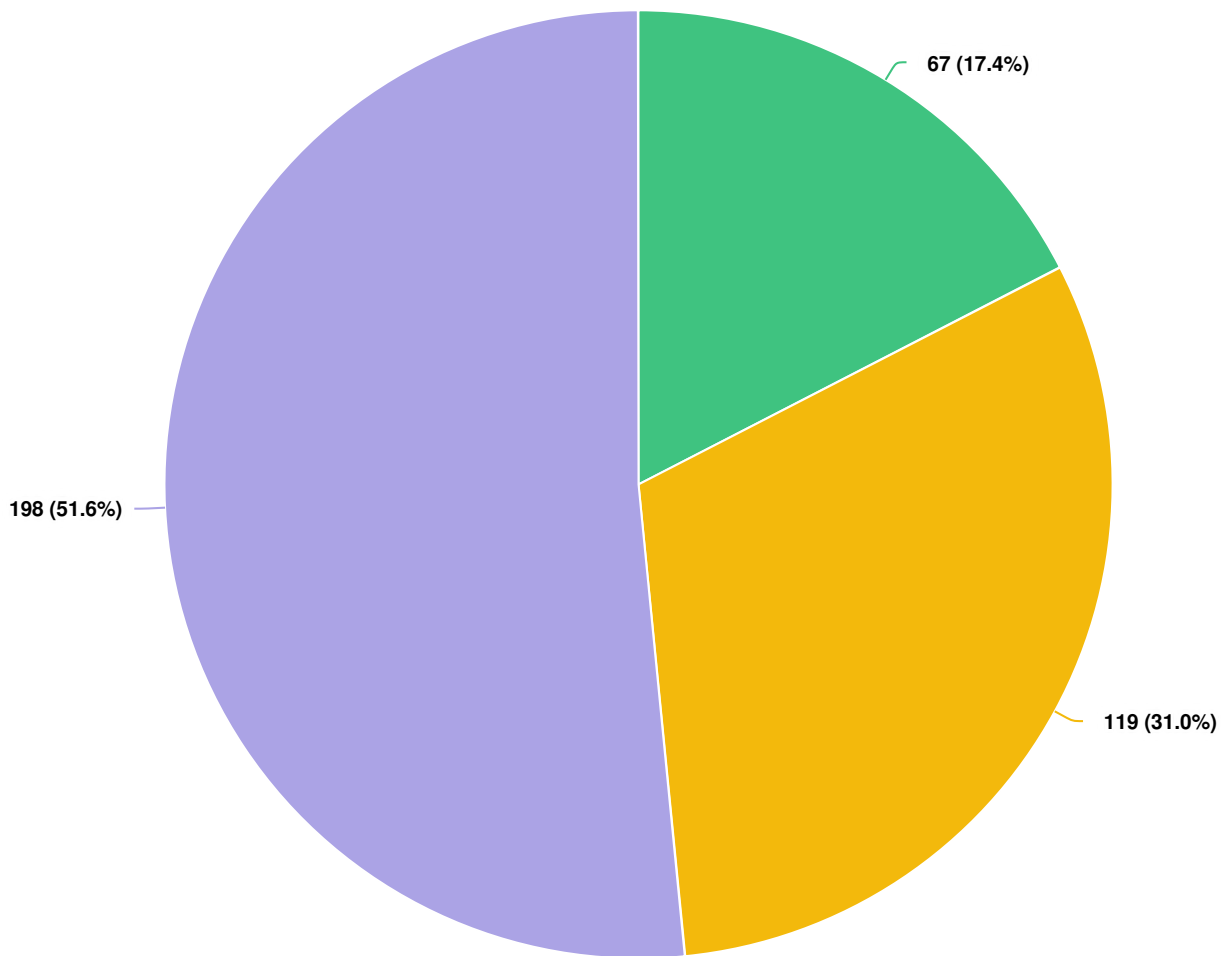


Question options

- Yes (continue to survey)
- No (end survey)

Mandatory Question (384 response(s))
Question type: Radio Button Question

Q2 This means an estimated rent increase of 4.5%, plus for the majority of tenants an extra increase of up to £2 per week. Do you agree with this proposal?

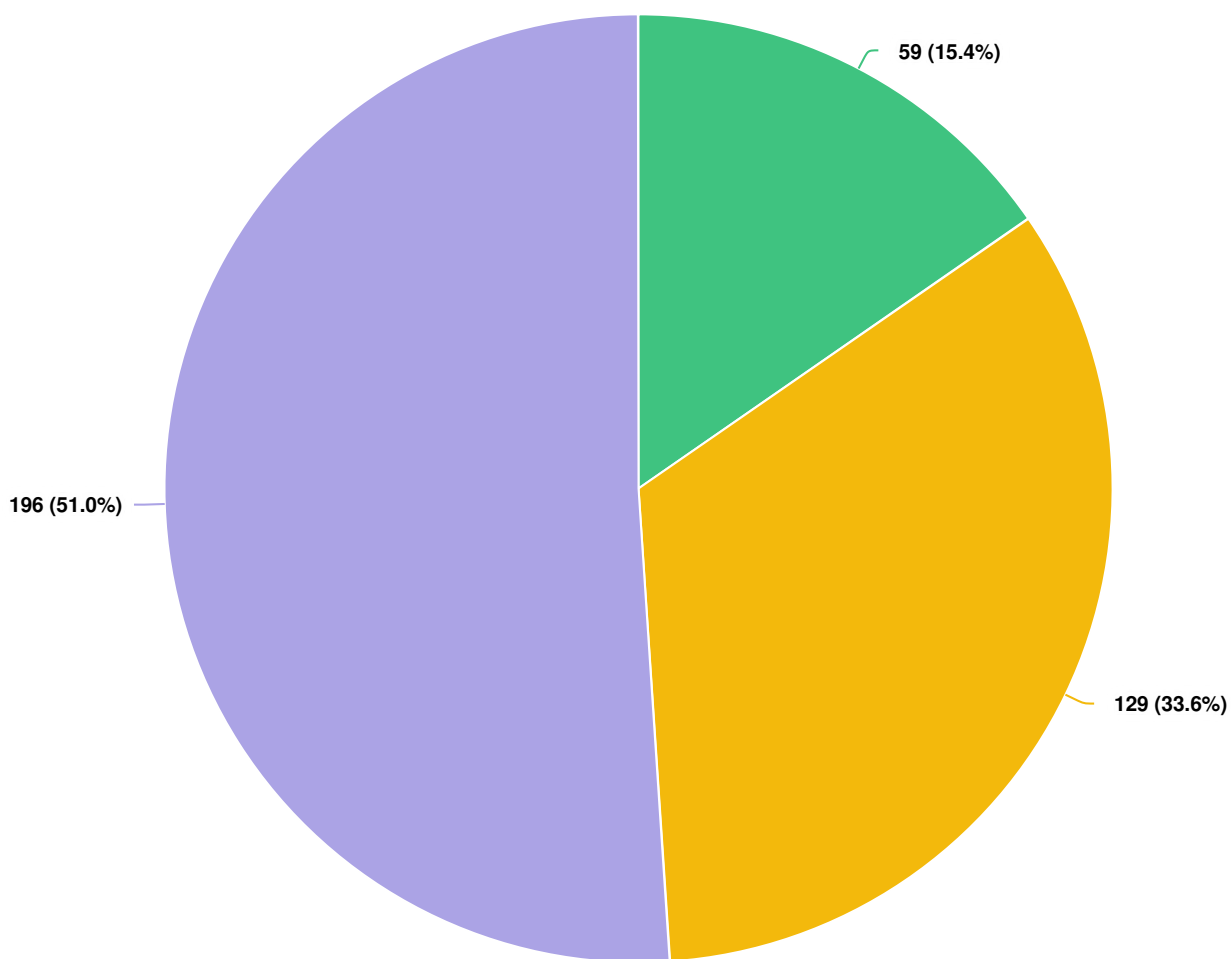


Question options

- Agree
- Neutral
- Disagree

Mandatory Question (384 response(s))
Question type: Radio Button Question

Q3 For 2026/27 – the Council is proposing to increase most* service charges in line with the September 2025 CPI inflation level – estimated at 3.5%. *This proposal does not include charges for: Furniture Packs, Grounds Maintenance, Communal Cleaning ...

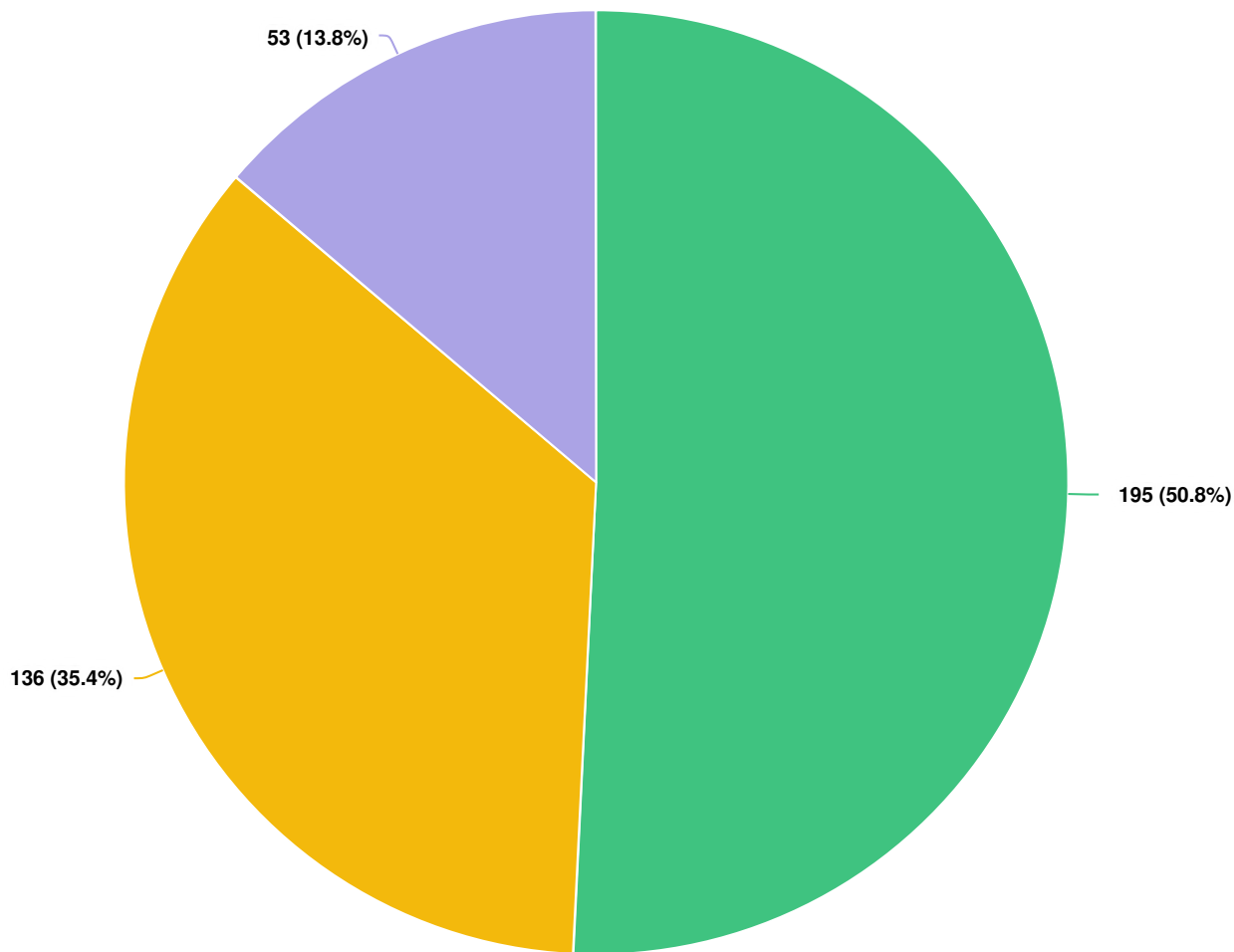


Question options

- Agree
- Neutral
- Disagree

Mandatory Question (384 response(s))
Question type: Radio Button Question

Q4 | The council is proposing that there is no increase to Furniture Pack service charges for 2026/27. Do you agree with this proposal?

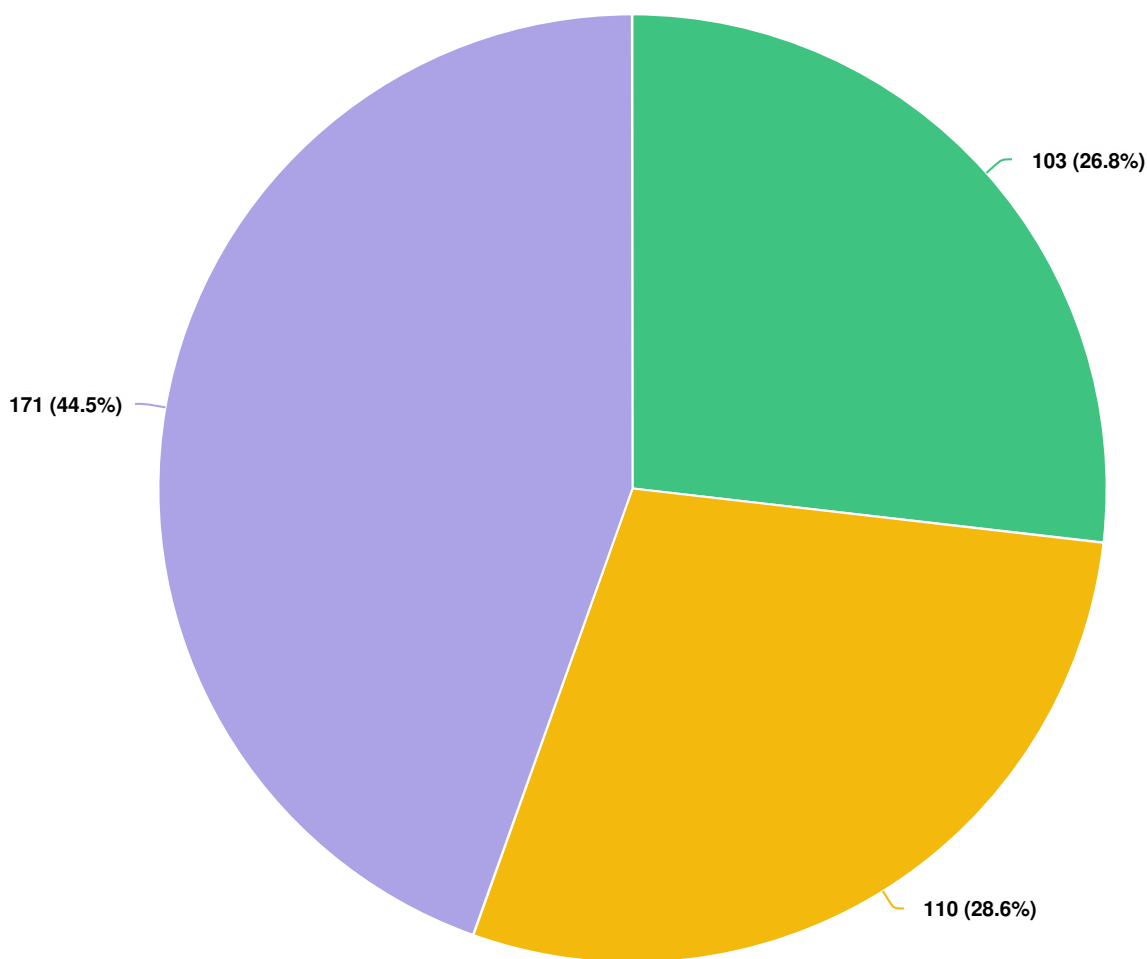


Question options

- Agree
- Neutral
- Disagree

Mandatory Question (384 response(s))
Question type: Radio Button Question

Q5 For 2026/27, the Council is proposing an increase of up to £1 per week for those tenants (and leaseholders) receiving the ground maintenance service. Do you agree with this proposal?

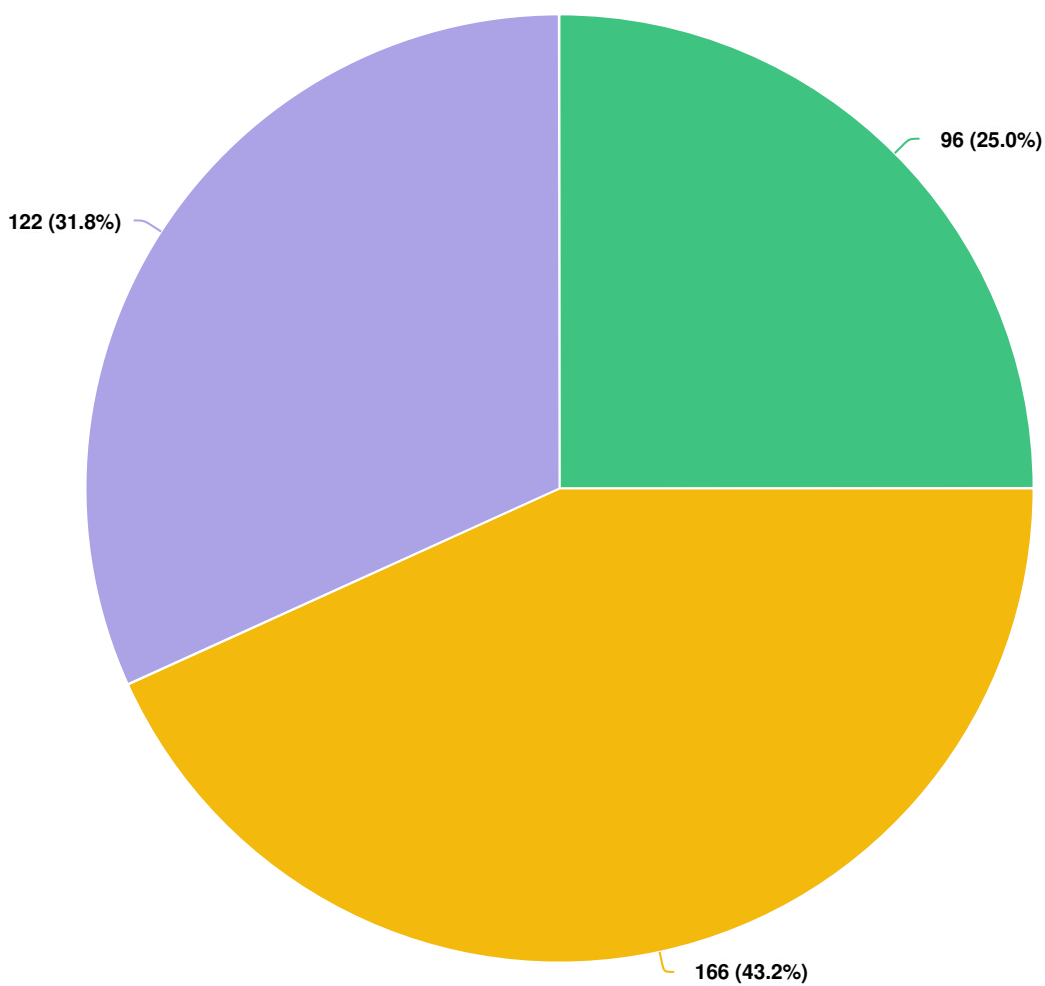


Question options

- Agree
- Neutral
- Disagree

Mandatory Question (384 response(s))
Question type: Radio Button Question

Q6 For 2026/27, the Council is proposing an increase of up to £1 per week for all tenants (and leaseholders) receiving the service. Do you agree with this proposal? *Note: This increase will still not cover the full costs of providing the Communal Cle...

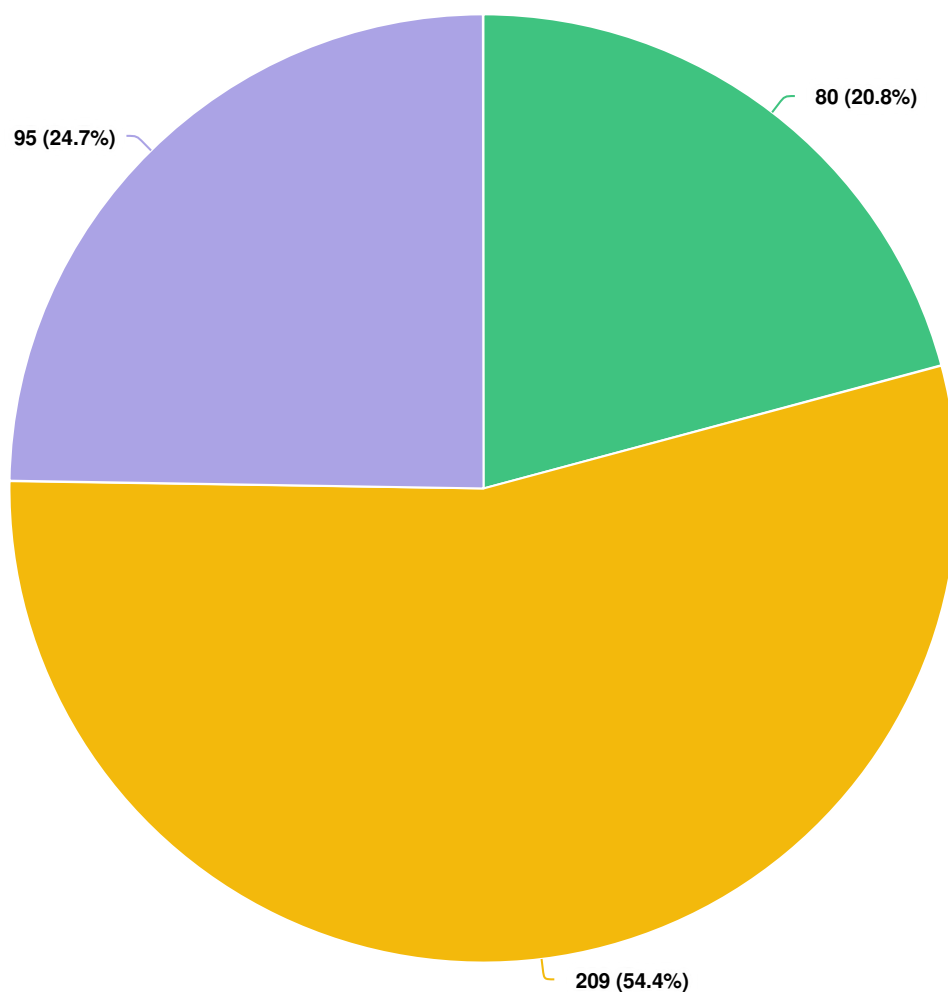


Question options

- Agree
- Neutral
- Disagree

Mandatory Question (384 response(s))
Question type: Radio Button Question

Q7 For 2026/27 the Council proposes to increase the utility (gas and electricity) service charges at Parkland View, Whitecross Gardens and Rebecca House by £3 a week. Do you agree with this proposal?



Question options

- Agree
- Neutral
- Disagree

Mandatory Question (384 response(s))
Question type: Radio Button Question

Q8 Thank you for taking part in this consultation. If you have any comments you would like to share in relation to any of the rent and service charge proposals, please use the box below.

Anonymous

8/01/2025 01:06 PM

Please fix my broken front door

Anonymous

8/01/2025 01:10 PM

I feel that in my area of. Lapwing close should have cctv

Anonymous

8/01/2025 01:12 PM

I pay £78 month for a spare bedroom which occasionally I use as I toss and turn all night and disturb my husband. I don't understand why this small bedroom costs so much . I get enhanced pip on daily living and mobility.

Anonymous

8/01/2025 01:12 PM

I think it is wrong to increase the rent and service charges as there's so many people struggling and the council does nothing about to help struggling families.

Anonymous

8/01/2025 01:13 PM

We pay enough rent without adding more to our costs.

Anonymous

8/01/2025 01:13 PM

Derby homes doesn't maintain there houses but yet have the cheek to ask for more rent services charges absolutely scandalous

Anonymous

8/01/2025 01:14 PM

INCREASES HURTING EVERYONE WITH EVERYTHING EG: LIVING COSTS AND ENERGY BILLS AND FOOD ETC. SO I DISAGREE AND HARDSHIP FOR THE PEOPLE WHO ARE STRUGGLING TO GET ANY HELP IN THEIR LIVES.

Anonymous

8/01/2025 01:14 PM

Im sick and tired of my rent increase every year but actually what derby homes do is less and less for tenants.do t even provide adequate fences around properties. Which for myself is a safety/security issues do less and less yeah after year.

Anonymous

8/01/2025 01:19 PM

I am writing in response to your recent survey regarding the proposed increase to housing costs. I wanted to share my feedback as this change will directly impact myself and other residents in our building. Many of us are already struggling to meet our current housing charges. Increasing these costs further will make it even harder to

manage essential expenses, particularly when factoring in the existing service charges and ground rent we already pay. While we do receive communal garden maintenance, the quality of this service does not reflect the increased cost being proposed. The grass is cut and debris blown around, but little else is done to maintain or improve the communal areas. In fact, in some places the grass is dying, and the trees are overgrown and in poor condition. This suggests that the standard of upkeep is not consistent with the level of charges we are already paying, let alone with any further increase. Given these circumstances, I believe it is unfair to impose a higher charge without first addressing the quality and consistency of the services provided. I respectfully request that Derby City Council review this decision and take into account the financial pressure already facing residents, as well as the standard of maintenance currently being delivered. I appreciate your time in considering my feedback and look forward to your response.

Anonymous

8/01/2025 01:22 PM

Ground maintenance has been disgraceful our communal gardens at the back of the flats hasn't been done in months it's a over grown mess also when it was done it was never done properly grass chopped after it had just rained and trees are totally over grown so no sun gets through it's dark in some of the flats because of this

Anonymous

8/01/2025 01:23 PM

The cost of living is a joke

Anonymous

8/01/2025 01:23 PM

The quality of cleaning and maintenance of grounds is not worth the money we pay now

Anonymous

8/01/2025 01:28 PM

The grounds dnt get cleaned. And as for the cleaning that's a laugh they spend more time smoking and tea.needs a new work force to bring the place to a decent standed of living

Anonymous

8/01/2025 01:29 PM

Im appalled at the service charge increase as its already a joke that the council have cut garden services but charging more! You should be ashamed of yourselves!

Anonymous

8/01/2025 01:30 PM

The term "social housing" is supposed to mean that the cost of living in social housing is a social amount, not an anti social amount. It should not be the responsibility of tenants to subsidise your income for whatever reason. I do not agree with raising rents, services charges or for cleaning communal areas. It is councils responsibility across the whole of the UK to pay for services that are specifically

aimed at those who can't afford to buy a property. Why are you putting the onus on the tenants??

Anonymous

8/01/2025 01:33 PM

Stop wasting money on stupid stuff

Anonymous

8/01/2025 01:34 PM

A lot of families are already struggling financially, Increasing rent and services changes will affect families

Anonymous

8/01/2025 01:36 PM

Derby homes flats are a rip off. I will be moving to a private landlord and will get more for my money

Anonymous

8/01/2025 01:36 PM

In the 8 years ive lived in my house ive had absolutely no upgrades on anything maintenance is minimum my kitchen is falling apart and 2 years off the 20 year lifetime ive asked twice to consider a new one still being told I have to wait

Anonymous

8/01/2025 01:37 PM

How can you do this to people that are already struggling with all the rise of costs and can not afford this

Anonymous

8/01/2025 01:39 PM

Whilst I understand these increases have to happen it's already stretching a single working person on a low income to the maximum. I think the communal cleaning charge is high, they are here 10 minutes and it's just as bad the next day especially in winter. Also those claiming housing benefit aren't bothered because there on benefits so don't pay rent ect, so they will tick agree to everything when it's not coming out of their pocket hence why I don't think these surveys are fair, if they even get looked at ♀

Anonymous

8/01/2025 01:41 PM

You shouldn't put up cleaning as you only see them once a week if at all. You shouldn't put up ground maintenance as it's rarely done.

Anonymous

8/01/2025 01:41 PM

I think you already charge far to much for gardening scheme also I would love to know why a 1 bed bungalow is more expensive in basic rent than a 2 bed house derby homes totally unfair

Anonymous

8/01/2025 01:43 PM

I personally believe that derby homes should not be rising rent or service charges until they truly do the work that they claim they are doing in this survey, I've requested plenty of repairs this year and most I have been told you no longer do it! My ceilings are falling and

you came to my house after making me 4 months to tell me you don't do skim overs plastering or board overs anymore and that the repair is now Tennant responsibility, also ground maintenance, keep butchering my garden strim the grass to the bare soil and leave all the grass waste on the ground, you do not do your jobs correctly and yet still think its acceptable to keep upping the rent, I think derby homes need to have a serious sit down and realise your demanding the most and giving the littlest in return, personally will stop my rent from next year if my repairs haven't bee complete by the 01/01/2026 regards ■■■■■
■■■■■

Anonymous

8/01/2025 01:47 PM

I have not received any information as why I would need to pay a service charge for my property. I agree with increasing rent charges on an annual basis as costs rise. However I do not believe that I should pay a service charge at all, these should only be applied to houses where there is a potential to benefit from such a charge. I may believe this as I do know what the benefits are and I assume my rent covers things such as repairs etc. Maybe providing information on what the service charge covers may change my option. However as it stands, the document I just read states tv Ariel's etc and other things which are not applicable to me.

Anonymous

8/01/2025 01:49 PM

I'd like some work done to my garden and and fence

Anonymous

8/01/2025 01:50 PM

We are being charged a service charge but have none of the items listed

Anonymous

8/01/2025 01:53 PM

You put rents up but you don't actually spend the money on repairs or making a safer neighbourhood crime and burglarys are on the up but spondon councillors are more bothered about flowers and making the village look pretty

Anonymous

8/01/2025 01:53 PM

The trees in front of property never gets trimmed at all and trees around the estate have been cut down

Anonymous

8/01/2025 01:55 PM

I would like new doors internally as everything seems to get done in Beaufort Street Corsley Road area I had new gate fitted and still not painted why should I pay rent and they don't and they get everything done for free. Would like to see housing inspectors round again to speak to like we had years ago

Anonymous

8/01/2025 01:55 PM

Seems very unfair to be adding another £2 per week for nothing. Of course the council say this will only be charged to some tenants, when in reality it'll be applied right across the board.

Anonymous

8/01/2025 01:58 PM

The council contain to increase the rent each year but do not maintain the properties they had to even an adequate standard. They sent workmen out, which can take several months and when they eventually arrive they patch or cover up the problem, which only leads to being called out again to patch yet again. If the fixed the issues appropriately tenants would not have to keep calling for repairs. So with the increases and the patch jobs, where is the money actually going?

Anonymous

8/01/2025 01:59 PM

Na

Anonymous

8/01/2025 02:00 PM

The only thing I will say is that as a tenant many years ago I was quite happy to mop and clean our stairwell myself and keep the surrounding areas clean. I was not asked if I was in favour of having this service and to pay for it. Every year the prices go up. I would liked to have been asked or informed about cleaning the stairwells and being charged for this service.

Anonymous

8/01/2025 02:00 PM

With the increased cost of living, further increases in prices, especially for rent, only pushes the most vulnerable to the edge. Less bureaucracy and more efficiency savings elsewhere should help cover the need for increased rentals. At least in the mean time until after 2027. This will allow families to recover from the current and continuing CoL crisis to abate. Hopefully. I hope you will not have already made up your mind. Somehow, hopefully you will be taking these suggestions iinto consideration. Thanks

Anonymous

8/01/2025 02:00 PM

I think its good white goods and furniture packs don't rise they should stay at set price as you were offered they could up the price yearly but to the new tenants once issued the packs you pay the price as shown

Anonymous

8/01/2025 02:02 PM

Regarding the ground maintenance charge, I think it is disgusting that a tenant is made to have this charge. I have been in my property for nearly 3 years now, and I never wanted or never needed to have grounds maintenance. I know the charge was on the rent account from the previous tenant, but I should have been given the choice to have it or not as I am a full rent payer and not on any benefits. All the

back gardens where I live have all been fenced off and made into private gardens by the previous tenants, so they are no longer communal gardens. The ground maintenance scheme is just a money making scheme. I have only just had a driveway done at my property, so that has now taken half of the front grass. Ground maintenance do not maintain borders of which I have 3, they do not maintain edges if you have one, I haven't got one anymore, they do not maintain any weeds that grow on the edge of the pavements, so if you are walking anywhere or parking on the road there are always a lot of weeds you have to deal with. So all I get for my very high grounds maintenance charge is, now a small half of front garden cut by a drive on mower without a grass box! so the garden looks a complete mess! and the rear garden cut by a hand mower with no grass box! So that also looks a complete mess! So I am made to pay a weekly charge of £14.60 which is £58.40 per month on a service that only cuts half of a front garden and the full back garden without any grass box's to pick up the grass, and I think this is disgusting when you do not require the service, and further more I think it's disgusting to keep putting the charge up for hardly any work to be done. I have been told in the past when I have asked for the charge to be removed, it cannot be removed! Why can this charge not be removed if you do not require it? I have also been told that the grounds maintenance charge also covers for work to be done on the pathways, but I can assure you this is not the case! As I am a full rent payer and not on any benefits it would be a lot cheaper for me to be taken off the scheme and to maintain the garden and a half and all the weeds in the borders by employing my own decent gardener. Every year the charges are being put up, but you never get any extra work done for the money. Who on earth wants to pay all this money on cutting the grass for a property with a garden and half. Also why have I got to pay all this money a month when we all know they stop cutting the grass by about end of October / November and they don't start again until about end of March because we are in winter. So why am I paying for a service for 48 weeks of the year or 12 months of the year when I am only getting the grass cut 7/8 months of the year??? Where is the rest of my money being used on!

Anonymous

8/01/2025 02:03 PM

The cleaning of the communal area is not getting cleaned properly, stairs and walls. It has not been painted since I've been here 11 years ago.

Anonymous

8/01/2025 02:03 PM

You will charge what you want anyway no point doing the survey really the cleaners should be paid I agree with that.

Anonymous

Repairs don't get done, emails get ignored, lack of communication.

8/01/2025 02:04 PM

Houses ain't worth the increase when things aint getting done

Anonymous

8/01/2025 02:04 PM

I don't have a garden to use so why should I pay for something I can't use same goes for the alarm system rent went up now they taking them out rent as not gone down. Still why are we paying for something we can't use. Rent should come down

Anonymous

8/01/2025 02:04 PM

Costs are increasing everywhere and to bring these so of increases will cause even more hardship. Just because the private sector is increasing its rents (making big fat profits by exploiting) the council doesn't need to try and use what they charge to justify its increase

Anonymous

8/01/2025 02:04 PM

Tenants lawns are paid for all year but are only cut through summer months so why paid for yearly

Anonymous

8/01/2025 02:04 PM

Colville Street has been missed out, 2 out of all the residents of Colville Street and Noel Street have access to the community room, though its not used as no one else has access, and sometimes the people that rent the community room don't lock the gate behind them when leaving, as for the community garden, grounds maintenance do not talk with residents and allow a disabled man to pay for water, electricity and any other needs for the garden to keep it looking nice, when we could agree to the changes proposed, and use the community room to ensure the community garden is kept looking as nice as it does.

Anonymous

8/01/2025 02:06 PM

Cutting of grass is disgraceful,not collected anymore,they ride over 6ft long dead branches,too idle too move them,where's general maintenance ? Weeds one foot long on paths and car parks ,check brettton ave yourselves if you can be bothered!!!

Anonymous

8/01/2025 02:08 PM

Your going to do it anyway, whether tenants agree or not.

Anonymous

8/01/2025 02:09 PM

All utilities, gas, electric and water have increased significantly over the last few years and I'm sure will increase further so the financial pressure on tenants who pay rent are significant. To keep this to an absolute minimum DH needs to reduce their operational costs. I suggest a start could be made by significant reductions to the equity, diversity and health and safety budgets. Savings could then be channeled into front line customer facing services ie, repairs etc. The cost of smoke alarms should not be itemised on bills they are not

optional. Itemising them suggests they are. Housing benefit should not cover grounds maintenance costs. Housing benefit is about housing people not cutting grass. These costs should be chargeable to all relevant tenants. Radical suggestion, how about not cutting the grass so often. Let it grow sow wildflower seeds, plant more trees in communal areas. Not popular with everyone but certainly better for the environment. Probably said enough now so leave it there.

Anonymous

8/01/2025 02:13 PM

Thank you Derby Homes for your services. Just waiting for a new back door.

Anonymous

8/01/2025 02:16 PM

You put up charges every year and never improve the service you're offering us. If anything it gets worse. How can you justify increasing rents and services charges when the service you provide is so poor? Consistent down turn in quality housing and services does not tie in with increased rents and charges. It is ridiculous to potentially increase rents again. Absolutely disgusting

Anonymous

8/01/2025 02:16 PM

house being updated before rent and charges go up. I still have old log burning fires in bedrooms. I have a roof with tiles falling off and damaging cars. had to update my own bathroom because it was over 20 years old and was told I couldn't get a new one. a driveway I am paying towards which was put in before I moved in so not sure why I am charged for it.

Anonymous

8/01/2025 02:16 PM

Everything is too expensive as it is

Anonymous

8/01/2025 02:17 PM

I agree with the rent as the council do provide a good service with the properties. The service charges for decorating schemes and driveways and gardening are not worth it as they just make a mess and charge for a service that is not up to standard. I used the decorating scheme once and had to have it decorated again after as it was a mess. I have been paying for a driveway the last 3 years that I had professionally done myself it's wrong and the gardeners well you have to clean up after them when they have been and sometimes do it yourself to rectify what they have missed. Not worth the money charged.

Anonymous

8/01/2025 02:17 PM

I am struggling paying for the decorating scheme I am going to miss paying my gas bill to pay for it and now I don't want it decorated but Derby Homes say I have to pay for it I am not in debt before now I am I'm disabled and think it's not fair.

Anonymous

8/01/2025 02:23 PM

I dont think its fair to charge for smoke alarms- these are a necessity and for those that are hard-wired , we also pay the cost of electricity to run them !!

Anonymous

8/01/2025 02:24 PM

You charge too much already with this labour council. They will be gone soon.

Anonymous

8/01/2025 02:26 PM

It's too expensive

Anonymous

8/01/2025 02:28 PM

Keep cost low as possible, people are struggling

Anonymous

8/01/2025 02:28 PM

So increase in rent goes towards up keep? Not convinced as when we had a surveyor round we needed new windows nothing heard of. When moved into the property the ceilings needed replastering we have to do it our selves. Regarding new homes tennents should have the option of one so you can repair or upgrade old ones for new people on the list.

Anonymous

8/01/2025 02:30 PM

People who pay full rent and can't claim benefits aren't all rich and think it's overpriced. Don't agree with the maintenance they don't do a good job and always having to rake and clear by the front door as they don't clear up properly, it might not cover everything but could do better myself and think it's definitely overpriced as they don't come all year round but we have to pay all year.

Anonymous

8/01/2025 02:39 PM

I disagreed with the increase to the grounds maintenance as I feel they don't do a good enough job now. Grass mown but cuttings not cleared so blow everywhere causing a mess, weeds left to grow then just strimmed down once they get a few feet high. I have a privet hedge in front of mine its nearing 30ft hasn't had the top cut in 3yrs, sides just done twice a year but only up to about 10ft. I get no natural light in my property as a result which affects my health when i've asked about it been told they don't have the training and equipment to cut the hedge and the company who used to do it lost the contract and they are looking at other companies that was over a year ago.

Anonymous

8/01/2025 02:43 PM

Agreed

Anonymous

8/01/2025 02:44 PM

Old people are struggling now so where are they gonna find more.

Anonymous

8/01/2025 02:45 PM

Derby Homes get just over 7 thousand pounds a year for grounds maintenance for the flats at the end of Eden Street. The whole area is a mess, the rear of block 161-171 is overgrown with briars coming through the fence, the drying areas are filthy and the decking area has decking boards come loose, which are a trip hazard, and is slippy in winter.

Anonymous

8/01/2025 02:47 PM

Any increase is not welcome at this time of poverty in social care and daily living eg. Cost of living..

Anonymous

8/01/2025 02:47 PM

The 4.5 % increase . Doesn't even cover my pay increase of 2.8%. Your 4.5% increase in just for rent/ on top of rent increases food increase gas and electricity increases water increases. I'm left out of pocket overall

Anonymous

8/01/2025 02:49 PM

I feel people should be able to put up s

Anonymous

8/01/2025 02:52 PM

I feel that the rent increase is too much every year and does not take into account the tenant. Houses should be upgraded from the inside if this is the case such as doors and new bathrooms should be fitted

Anonymous

8/01/2025 02:54 PM

You know how to bleed people dry with all the money going up all the dam time.

Anonymous

8/01/2025 02:54 PM

I object to any increases in communal maintenance fees as we never see anyone maintaining the area. Our street drains are blocked and our grounds are littered with dog mess as some residents don't clear it up and the bin areas are untidy.

Anonymous

8/01/2025 02:57 PM

My grounds maintenance charge is excessive and the cost does not compare with the lack of work done. I don't have a car therefore I don't need to pay for car park maintenance. I have been told that my dog cannot run and play in the communal areas therefore I shouldn't pay my garden is no longer maintained by Derby Homes therefore I don't need to pay. I am awaiting an outcome from the ombudsman in regards to my complaints. I have not been supported by Derby

Homes

Anonymous

8/01/2025 03:02 PM

The gardening needs to vastly improve

Anonymous

8/01/2025 03:03 PM

The way the council is planning to increase the service charges looks well in proportion because the council takes good care of its tenants. The council provides all the facilities they promise to give and their transparent system comes on top of all and they deal equally with all their customers & tenants. I blindly trust the government and all its institutions.

Anonymous

8/01/2025 03:04 PM

Although in favour of the proposed increases in rent, please do not make comparison with the private rental market. Councils and government should be working to limit the spiralling costs of private rentals, rather than using them as justification for their own increases

Anonymous

8/01/2025 03:05 PM

Please look at the decorating scheme with regards to it's frequency, quality, and contractual obligation. (There should be an opt out clause offered)

Anonymous

8/01/2025 03:07 PM

I have lived at my property for 12 years. I have draughty windows that I have reported and heard nothing back. I've had no work to the property apart from what I have done myself. It was not a new bathroom and kitchen when I moved in so what I have is outdated. With that in mind I disagree with the proposed rental increase, although I do understand it is still cheaper than private rental

Anonymous

8/01/2025 03:15 PM

When I first moved in my rent was £425 it is now £524 if not more

Anonymous

8/01/2025 03:31 PM

I agree with paying a service charge for my house and garden but not for anywhere else . You plant flowers to have them pulled up and left to die . Park are full of young people trying to cause trouble by making somewhere look nice you are enabling hooligans to wreck it and shout abuse at people

Anonymous

8/01/2025 03:48 PM

I disagree with the communal charges as they are extortionate for the work we get done, we only get the grass cut every few weeks we don't even get the fences repaired or painted anymore. Off the top of my head we are paying nearly £15 a week it's disgraceful.

Anonymous

8/01/2025 03:50 PM

The problem I think is that the service charges don't match the service provided! At parkland view the carpets are filthy most of time with great big brown patches and by the doors theres an accumulation of dirt. The carpets stink due the heavy over heating in the corridors!

Anonymous

8/01/2025 03:56 PM

I find it ridiculous how often rent is increased. I also find it ridiculous how unprofessional some of the staff have been. And suspicious that some of this wasn't over email where it can be seen by other staff members from the finance department but over secure, private servers that only that person can view. I think increasing maintenance for people on the disability gardening scheme is a joke when they don't come every fortnight as stated when signing up and when they do, the grass is not disposed of in the brown bin as it states it would be. Instead a leaf blower is used to spray grass all over the buildings and outhouses, garden furniture, kids play stuff, etc and ends up blocking the drains regularly. Not to mention the amount of carelessness shown. Previously my kids sandpit was hit repeatedly with the streamer, which made holes in it and allowed animals to get into it, infest the sand and shit in it so a £20 sandpit and £50 worth of sand had to all be disposed of. Of course, Derby Homes never takes responsibility for anything so the financial burden was on a family already in hardship. They recently did around my deflated pool and I am praying they were less careless and haven't punctured our new pool that hasn't even been used yet. The lack of care and attention paid is a joke and so does not holding up their end of the agreement made when signing up to the scheme or accountability Derby Homes take. There isn't much understanding about rent and financial hardship either. When someone is paying you back over £100 extra each month and then £200 extra that they really can't afford, to pay it back and you go behind their back with no attempt to discuss it and take it all back at once from Universal Credit, pushing them into further hardship, don't tell me you are doing the best for your tenants. It's unprofessional and damaging. But then Derby Homes pay no mind to mentally damaging people I have found, especially disabled tenants. Paying extra for fire alarms that you insist we have to have legally is a joke too. If it's a legal requirement then they should be included in the rent as part of your responsibility as the landlord. And I don't mean whacking it on the rent and just changing the description. Service charges for things you are responsible for, that should be standard for tenants is ridiculous. Focus on giving a shit about your tenants, ALL tenants, able-bodied or DISABLED and not damaging them mentally and emotionally instead of focusing on always grabbing more money by any means necessary whilst costing tenants more and more money by damaging their property regularly. When you can give the basic regard and are meeting those standards, then

consider raising rent, service and maintenance charges.

Anonymous

8/01/2025 04:25 PM

For vast majority this doesn't effect them as on housing benefit it applies to those that do pay it is a big increase for those who get no benefit

Anonymous

8/01/2025 04:26 PM

The money keeps increasing on rent and grounds maintenance, yet nothing changes and the building and groups we live in are still in a poor state or repair. You quote "how much" it cost to deliver the proposed maintenance etc but yet this seems to be in the important areas while others are left to be neglected

Anonymous

8/01/2025 04:30 PM

Life is very expenses and tougher as at now. Please don't increase rent

Anonymous

8/01/2025 04:31 PM

Up dating homes that are well over due, most flats are well over 30 years old for kitchens and bathrooms.

Anonymous

8/01/2025 04:39 PM

The rent and service charges should reflect the quality/level of work carried out by the council. The vast majority of tenants carry out their own home repairs due to the poor quality carried out or due to the fact that the council refuses to do it.

Anonymous

8/01/2025 04:41 PM

If rent and service charges will go up, which it will no matter of this survey, money should spend on people needs, if residents ask to fit something it should be done, rather than making excuses

Anonymous

8/01/2025 04:44 PM

The service charge increases are unfair considering that there are seldom times when you get the full service with things like people being off sick or on holiday they never seem to have cover yet we still pay the weekly charge. Store charges, I don't see why these have to keep increasing as none of my lock ups have electric lights or anything that costs money so I feel this is just taking advantage of people and being greedy. The rental market is over priced as it is. Just because it's high doesn't mean it it's right or fair. Regards cleaning and contract floor cleaning. I have previously suggested to that rivermead house invest in a proper floor cleaner the likes that shops uses where they clean and scrub the floor and take the water back up. This would both save money as they do the same job as the contractors machines. Currently you're using a mop and bucket to mop the floors through the week which is super time consuming and

the water isn't getting changed as often as it should so it doesn't really clean the floor. It's a no brainer. It's quicker and you get better results and you wouldn't have to keep paying contractors to clean the floors. Yet you've took no notice.

Anonymous

8/01/2025 04:45 PM

think if tenants have it listed what is for rent and what is for other services would be of benefit to your tenant's and helps those with learning difficulties to help them understand why they may be a short fall in their rent that would not be covered with universal credit etc. gardening package is good but there are short falls in this but wouldn't take much to bring this up to an excellent standard ie when doing back gardens do the weeds on the paths and patios too, and have trees regular trimmed back. and also have away to let tenants know when the gardeners will be coming ie week three of the month so vulnerable tenants don't feel scared when there is a sudden bang on the door or people in their gardens, i know it doesn't take much to realise who is in your garden but cant cause stress and distress when sudden there are men in your garden and your not expecting them more importantly to those who have domestic violence or abuse in the pass

Anonymous

8/01/2025 04:46 PM

In my experience with Derby Homes, they do the absolute bare minimum when it comes to maintenance. I have had repairs jobs logged as completed when they haven't been, I have a kitchen which is literally crumbling away, a floor with holes in. I have issues with neighbours smoking drugs every day, which DH ASB team couldn't be bothered to help with, so their entire department is a waste of funding as well. You might as well get your tenants to fill in an ASB complaint form and then delete it. The results would be the same. Now you're demanding more money for such a shoddy service? I honestly think that is insane. This is the problem with the UK in general atm. Those higher up are constantly demanding more money for things which are not improving. In fact everything is worsening while more money is clawed from the people who are worst off. It's disgusting. I've lived in a DH home for over a decade. In that time my rent has doubled, and let me tell you the service certainly hasn't doubled in standard. Neither has the quality of life across the country. You're just immoral capitalists making the poor poorer. That's what I think about your rent increase proposal, and I'm certain any tenant with a brain would agree.

Anonymous

8/01/2025 04:47 PM

I think is totally wrong that you cannot opt out of a furniture pack after a certain amount of time. The goods are substandard and so old that you have to replace them yourself if you want something decent and a nice home but still get charged by the council. I've had to replace

my carpets myself as you refused but I'm still being charged. The fridge was unusable so that's been replaced by me as well, but still I'm charged. I understand how a pack can help some people but you should be able to opt out as with other councils.

Anonymous

8/01/2025 04:48 PM

A price increase in doing communal gardens i have a bungalow and share garden with a other neighbours i don't like how the gardeners cut Grass and leave a mess behind and done within minutes I've even asked them to use the smaller grass cutter on my section and they never do and end up with patches mud where the grass has been taken away due to the big mower it looks a eyesaw and takes a few weeks to repair its a shame we can't have separate areas as many neighbours don't get on and it's causing a nasty atmosphere some neighbours seem to do what they want and put up fences while others can't

Anonymous

8/01/2025 04:48 PM

Why should the council increase the rents and other charges to elderly and disabled tenners whe derby city council provide homes and food an electric gas and other services free of charge to illegal immigrants and the so called boat people when a lot of your tennents are struggling and the council use the proposed increases to support these illegal immigrants

Anonymous

8/01/2025 05:03 PM

You want to increase the garden service but we are not having our hedges cut twice a year as stated in the contract so have been breaking the contract for years. However, you want to increase the charges when you are unable to provide what is stated in the contract. You have no right to do this while you are not keeping to the contract.

Anonymous

8/01/2025 05:17 PM

How ever much you increase rent and charges it will prove a hardship to most people especially with water and power increasing

Anonymous

8/01/2025 05:19 PM

I do not agree with alot of the questions asked as alot of people are struggling to make ends meat with out the added stress of things increasing in price also I definitely don't agree with the service charges as when the jobs are done they are not done properly the grass doesn't get done properly ie lumps and several missed parts the clean up after also is not done proper as they just blown the mess into the nearest corner and leave it this has happened multiple times over the years and I think if we have to pay for a service it should be done properly

Anonymous

8/01/2025 05:26 PM

Trying to stop decorate/carpets/ grass cutting as I pay proper people to do this for me at a much better rate than you charge

Anonymous

8/01/2025 05:29 PM

I don't agree with the increase in ground maintenance charge, I pay for this service, all that gets done is the grass cutting, there's no weeding done, no tree maintenance done, and it makes the area look increasingly dilapidated and untidy

Anonymous

8/01/2025 05:30 PM

While I'm not in favour of anything going up in cost it is, unfortunately, a fact of life. Recovering the actual cost completely makes sense. What doesn't make sense is allowing a shortfall to continue. To me this means the cost has to come from somewhere else and either service or support in those areas is lessened. I do not find that acceptable.

Anonymous

8/01/2025 05:47 PM

No thank you

Anonymous

8/01/2025 05:53 PM

Despite the proposed increases social housing is significantly cheaper than renting privately, even for those who do not receive housing benefit. For those who have communal heating, asking them to pay more is fair seeing as everyone else is having to pay more. There is no point running services at a loss and expecting those who do not benefit in any way to subsidise the cost. Those on lower incomes will continue to receive benefits despite the increase and those who do not will have to pay more but should themselves being compensated by the fact that being in social housing is more secure and cheaper than renting privately. It is important that the current housing stock is maintained at its current standards or even improved.

Anonymous

8/01/2025 05:56 PM

Before thinking of increasing weekly rent, we would appreciate the outside of our house bring up standard i.e. painting the outside of our house which has not been done for about 25 years and the render is all cracked and also the guttering needs replacing, which is usual checked before painting which means it has not been done for 25 years.

Anonymous

8/01/2025 06:17 PM

Why should we pay for tv aerial when they don't work also why do we pay for smoke detectors

Anonymous

The majority of council homes under Derby homes are in poor state

8/01/2025 06:45 PM

of repair and repairs reported sometimes take a long time or a forgotten about. Most homes are outdated and not bought up to 21st century. Social housing is supposed to be for families on low income and therefore increasing rent means people are going to struggle to pay their rent as well as other rising costs. But you won't listen anyway so do not see the point of these surveys as you will make your own decisions.

Anonymous

8/01/2025 07:15 PM

The cost of living keeps going up even working people who are trapped in house where the rent is over £140 per week feel that every penny counts and it all adds up and we struggle

Anonymous

8/01/2025 08:00 PM

Changes to my benefits mean I have to pay for the decorating scheme out of my benefit and I will not be able to afford this anymore, can you help with this matter, I need to get rid of this payment as I cannot afford it as it is not included in my rent anymore, I was also told I would get a new kitchen in 2025, my epc rating ran out in 2013 just before I moved in and I understand this is a legal requirement

Anonymous

8/01/2025 08:03 PM

Would be great if the older council houses had new kitchens and bathrooms updated like most have

Anonymous

8/01/2025 08:06 PM

No comments

Anonymous

8/01/2025 08:47 PM

The TV aerial charge should be dropped. In my block not one person uses an aerial, and nobody has been to service the aerial in over 15 years.. Where has the money we have all paid gone?

Anonymous

8/01/2025 09:05 PM

u keep. increasing rents but the service we get is appalling. Derby Homes us no longer tenant friendly, you charge use for smoke alarms which is a necessity for safe guard people. no ones life should have a price on it by all means increase household rents for those on housing benefit. but the working class work hard just to afford to live and pay rent and bills we dont get no help for

Anonymous

8/01/2025 09:13 PM



Anonymous

8/01/2025 11:00 PM

Money would be well spent in repairs and dealing with damp issues. I pay for grounds maintenance and it's constantly full of rubbish and

vandalism. I have reported numerous times about damp and rubbish but nothing gets done. Maybe a good investment would be to work on that first then it would be worth putting the cost up.

Anonymous

8/01/2025 11:15 PM

I think it's disgusting that you put rent up but don't fix fences and gates and cutting services but want more money. There are fences falling down around mackworth older people cannot afford to fix them and as for not painting them it's a disgrace the area looks a mess. I live in a communal area and the price of cutting the grass is terrible with the mess they leave behind not nice for old people to have to put up with piles of grass everywhere

Anonymous

8/01/2025 11:47 PM

All repairs should be done before rent etc are put up. I have numerous repairs outstanding from more than 2years ago.

Anonymous

8/01/2025 11:52 PM

I object to part of my rent being used to fund the community building across from my flat as I have never set foot in it and have no idea what it is used for. No information about its supposed usefulness is ever provided in any Derby Homes related info such as the magazine and I never see any one going into it. This same amount could be used for improving or maintaining the flats/houses that residents live in.

Anonymous

8/02/2025 12:30 AM

These are challenging times for people who are struggling with the cost of living. However, having a safe well maintained home is the bedrock of family life. I have always considered Derby Homes to be decent, reliable landlords who provide these homes for people who would encounter great difficulty in securing one elsewhere. I believe that all and any increase in rents and charges would only be applied if considered necessary. I have been a tenant for 33 years, and feel fortunate to be so.

Anonymous

8/02/2025 01:07 AM

Very worrying times ahead.

Anonymous

8/02/2025 02:21 AM

I think rents are already high enough . People are already struggling

Anonymous

8/02/2025 04:59 AM

The block of flats i live in has YMCA tenants that dont work and make the mess in the stairs wells. 2 of us work and pay for the cleaning, its not fare that we pay and keep it clean and tidy yet the YMCA people dont work and make the mess

Anonymous

8/02/2025 06:23 AM

Firstly, I don't agree with increasing rent because it takes for ever for Derby Homes to meet tenants needs. Secondly I don't agree with increasing ground maintenance because the job is never done properly. I think the ground maintenance charges should stop and let tenants who can do it themselves they do a better job.

Anonymous

8/02/2025 06:25 AM

If there could be consistency with hedge cutting as our houses have a park behind and there is a lot of anti social behaviour happening behind the tall hedges(cheviot Street). Thank you

Anonymous

8/02/2025 06:36 AM

It's difficult to agree to rent increases when the service I receive when maintenance is required is deplorable. I have no issues paying increases as charges raise and fall with inflation but I expect value for my hard earned money I like my location as I have children and it's within walking distance but communication with derby homes is awful

Anonymous

8/02/2025 07:38 AM

I don't agree with paying for a tv Ariel's socket and I don't agree with the cost of the ground maintenance as they don't do a very good job on it

Anonymous

8/02/2025 08:36 AM

People can't keep affording there rents to keep going up and people are already struggling as it is just to put food on there table .myself included and we already struggle to pay the rent we pay now and go short to pay it .

Anonymous

8/02/2025 08:49 AM

As a Derby Homes tennant I am very satisfied and happy with the services you provide and totally agree with the increases you have outlined.

Anonymous

8/02/2025 09:26 AM

Last year my rent went up from £392 per month to £431 per month. This was an increase of £9.75 a week. Previous years my rent went up £2 a week. How can my rent go up so much and the service I get is poor.

Anonymous

8/02/2025 09:57 AM

The council do not replace things like internal doors they just fix them in my opinion it's not who you are it's what you are. It seems if paying full rent you get nothing but if on benefits you get everything.

Anonymous

The communal gardening charge seems to be excessive for an

8/02/2025 10:24 AM

occasional visit for about an hour with a lawnmower. There are a number of flats included, which amounts to several thousand pounds per annum.

Anonymous

8/02/2025 10:53 AM

I disagree to the increases because it is nearly impossible to get any repairs done, and the communal areas where I live are a disgrace, and only get cut back once a year!

Anonymous

8/02/2025 11:15 AM

Although I agree rents and service charges need to increase in line with inflation, I believe that the total increase charged to tenants should not exceed the annual increase in state pension thus preserving the ability to pay it.

Anonymous

8/02/2025 11:21 AM

Too expensive e

Anonymous

8/02/2025 11:47 AM

Paying far to much rent now as it is property not worth that much in it's state damp mould also the service charges are the biggest rip off to date why should I have to pull weeds up when I pay this rip of charge? If the block paving was laid properly the weeds would not grow. Suppose your making money to house the boat people

Anonymous

8/02/2025 01:51 PM

I believe the communal areas should be looked into more More rubbish is being dropped and not arranged to be picked up. Bin shed is seeing more rubbish. I believe the shed should be locked.

Anonymous

8/02/2025 02:47 PM

People do not have a choice in the service charge but yet you are not doing what you are supposed to do by cleaning and maintaining the communal areas I see. When repairs are needed on properties the work is below par

Anonymous

8/02/2025 03:10 PM

Some of the charges going up are ok but most of these rise are hitting those who would find increase difficult. Those who have gardens done ect there mo ey is not going to be going up in alinement and thoses on low wages. I just think especially at this time risers in any area would course alot of stress to tenants that are already feeling the stress over money

Anonymous

8/02/2025 05:39 PM

I had to pay £250 to have a window glass because Derby homes was expecting me to wait over 3 months for new glass yet this was suppose to be carried out within a few weeks according to tenancy

agreement. Poor repair service so no why should I pay more for services and rent, they will not pay me back for the money I have had to fork out to get things repaired in a timely manner. Another issue is why should I pay more for a two bedroom house that derby homes thought oh we cut one bedroom in half and class it as a 3 bedroom to collect more rent even though the smaller room will not fit a single bed. Duh conmen.

Anonymous

8/02/2025 05:47 PM

If the cleaners spent more than 2 mins cleaning and did a half decent job I wouldn't mind a increase but when the tenants do most of the cleaning the the council should give us a discount, the cleaners spend more time in the can than cleaning which makes the employers think they are spending the correct amount of time doing the job they are supposed to be doing

Anonymous

8/02/2025 07:23 PM

still waiting for damp to be resolved by front door, hopefully it will be sorted before my rent goes up next year!!!!!!!

Anonymous

8/02/2025 08:42 PM

I disagree with the ground maintenance as the job they are doing is pretty poor, if they show up at all. Hedgenis usually blocking the gate by the time they come, they leave the ground looking barren with their big tools and has never looked like a lawn. Anything too big to go up their machines is left, like branches. Out of control climbing plants are ignored and the edges of the garden are still in a right mess. I'm stuck paying for it and it doesn't even make sense to pay for someone to destroy it every so often.

Anonymous

8/02/2025 09:42 PM

We now pay £117 a week eventually if prices continue to rise it will make it unfordable and we would have to have welfare support. My understanding is that a big majority of tenants do not pay full rent but are subsidied by the state if this is the case it will put more strain on those paying full rent and on the state.

Anonymous

8/02/2025 10:15 PM

I live in a block of three elderly/disabled bungalows. Given our conditions our gardens are important however the service we receive is very low with nothing more than grass cutting the trees are overgrown there are weeds growing through the block paving and coming through the paths to the rear part of the garden making it slippery when wet. The weed killer is only evident to the front street facing parameter. I've lived here since 2008 and up until 2022 I would struggle but did it myself so we all could enjoy our garden time. Sadly my condition is Degenerative and I'm no longer able to do that which is supposed to be covered by the cost incurred. I try to keep the

weeds controlled but it causes a great deal of pain. It's disappointing because we are vulnerable physically hence the housing we live in

Anonymous

8/03/2025 10:29 AM

I think the communal garden services charge is too much

Anonymous

8/03/2025 01:07 PM

In my opinion, the rent payment proposals increase to 4.5% is already high against the living cost we all will be facing disregard to other housing factors. I am sure it will have quite a big impact on all work of life across the country and typical on those with low income

Anonymous

8/03/2025 03:24 PM

As we pay for the greens outside our properties to be maintained, it's already a ridiculous amount to pay for a service that is already bellow par. Maintenance is poor at best incompetent at worst. The "workmen" spend most of their time on their phones chatting or sat in the vans. We regularly observe them doing the bare minimum of work to achieve a satisfactory job. If they are subcontractors, then you need to look at what we are paying for and find someone better. To increase what we already have to pay would be farcical. In our cul-de-sac we would rather maintain the greens ourselves and not pay. as out of 8 bungalows, 4 are privately owned and the owners of these properties do not pay for maintenance but those of us who are council tenants do. If as suggested that it was included in everyone's council tax, then by that assumption council tenants are paying twice.

Anonymous

8/03/2025 04:02 PM

Am hopping how can i get in to work pay.Thanks a lot

Anonymous

8/03/2025 06:45 PM

before considering raising rent charges, you should consider carrying out repairs in a timely manner and not 6 months after the initial report

Anonymous

8/03/2025 05:00 PM

not my address

Anonymous

8/03/2025 05:46 PM

Tenants should have a choice when it comes to furniture packs/TV aerials etc I have not had my carpet changed in 10 years yet I've been paying weekly for this. I am already struggling with the rent in addition to my other bills every month, more increases will leave me with hardly enough for food and bus fares to work! No doubt there will also be increases in Council Tax and Utilities!

Anonymous

I understand why need to increase but you need to make sure

8/04/2025 01:15 AM

services are fairly given eg constantly missing grassed area of one block I also feel everyone should pay something including benefits recipients to bring bag respect or fines for abuse especially cleaning

Anonymous

8/04/2025 06:20 AM

Derby Homes need to focus on quality of work undertaken to maintain your existing homes. Poor workmanship, repeat call out to basic jobs. Furniture Pack non white goods items are of poor quality - sofas, beds needs looking into. Great scheme when first taking on tenancy but to have to keep on it for the lifetime of tenancy is excessive. Needs to be looked at. Investment needed in older homes particularly externally as some looking very unkempt in comparison to properties purchased.

Anonymous

8/04/2025 07:25 AM

I had no tree management service at my home when I have asked a lot of times for this to be done.

Anonymous

8/04/2025 09:13 AM

Furniture provision should be upgraded, especially for white goods in kitchens. Replacement should take place on a regular basis and maintenance should be carried out by the owner of the products i.e. the Council

Anonymous

8/04/2025 09:50 AM

I pay my own full rent with service charges, yet here I am with the neighbour from hell, who derby homes have failed me significantly, dog mess all over the communal garden, he has orders in place but he just compromised. So the money I spend on rent, council tax and in particular the upkeep of the communal gardens, derby homes have not actively reduced my services charges

Anonymous

8/04/2025 01:27 PM

There should be some electrical charge points put in place for residents as electric vehicles are becoming more popular and a thing of the future

Anonymous

8/04/2025 03:54 PM

The gardening charge is not value for money .i cut the grass as the gardening team dont come often enough .the job they do is not satisfactory.

Anonymous

8/04/2025 05:57 PM

I don't think it is fair that Derby Homes insist on tenants to have equipment installed that they do not want and then make them pay a weekly service charge. An example is - compulsory care alarms, compulsory extra smoke alarms, compulsory carbon monoxide alarms.

Anonymous

8/04/2025 09:13 PM

I do not agree with being charged separately for smoke alarms or house alarms. In my view, these are essential safety features and should be included in the overall cost of rent. It's unreasonable to expect tenants to pay extra for something that is a basic necessity.

Anonymous

8/05/2025 11:44 AM

Would be very useful for all tenants to be aware of what the cost is to them, seems to be a grey area.

Anonymous

8/05/2025 07:11 PM

I have a broken window for two years now, it has had a protective film in place, but not repaired. I have had a boiler change, I've lived here 11 years and it looks old and outdated, when are we going to see some modernization

Anonymous

8/06/2025 07:48 AM

Although I pay every month towards grounds area mine is very rarely done but I'm still charged for that service every month so I'm not happy 😞 about that

Anonymous

8/06/2025 11:49 AM

1. Revenue Diversification Why has the Council not explored commercial revenue streams from its housing assets - such as renewable energy generation, digital infrastructure partnerships, or mixed-use development opportunities that could offset the need for above-inflation rent increases? 2. Cumulative Impact Assessment What analysis has been conducted on the cumulative financial burden these increases place on working tenants who earn just above benefit thresholds - the group most likely to experience genuine hardship from these changes? 3. Cross-Subsidy Ethics If the majority of rent increases are absorbed by the benefits system, what is the justification for imposing the maximum allowable increases rather than more modest rises that demonstrate fiscal responsibility to taxpayers? 4. Performance Accountability Given that Derby Homes receives an annual management fee (subject to potential reduction as noted), what performance metrics ensure tenants receive value for money, and why aren't efficiency gains being prioritized over rent increases? 5. Strategic Vision The 30-year budget projections suggest a reactive rather than proactive approach - where is the innovation in housing delivery, energy efficiency, or asset utilization that could reduce long-term dependency on rent increases as the primary revenue source?

Anonymous

8/06/2025 12:51 PM

If you as a council/ government are not going to increase our income it is unfair to ask us to pay more out of money that we hardly have anyways, you say this will help housing however it's just going to

kaw people not be able to afford to live. , I think it's disgusting that you are even asking people this so Wasting our money on un usefully things and help our people who are in a cost of living crisis

Anonymous

8/06/2025 01:12 PM

I would like the council to provide house window cleaning service i would pay per week to have this done for all OAP in Derby homes area

Anonymous

8/06/2025 02:50 PM

white goods package is a rip off my cooker is 10 years old and told I can have a new one until it breaks or becomes unsafe its old and tired and only a cheap brand . service charges like lawn and hedge cutting not worth it , and worst of them all is the decorating scheme 1 room a year hmm chose my bathroom the other year not even a whole tin of paint was needed , now no wallpapering, they never prep properly either

Anonymous

8/07/2025 10:15 PM

I struggle to understand why there is a £2 rent convergence increase. Social housing is supposed to be for mostly people struggling , But putting an increase of inflation plus 1% and £2 rent convergence is going to hit people on low income jobs really hard. Is the rent convergence charge compulsory ? .

Anonymous

8/11/2025 10:26 AM

We pay for garden services to cut grass and the gardeners do not come regularly they also just cut front garden and not the back garden which is now overgrown. Think the service needs to improve before charging people more money.

Anonymous

8/14/2025 10:57 AM

Would like to see more maintenance in the garden. Also to be heard when raising concerns over anti social behaviour and fairness to tenants who actually take pride to their homes and communal areas, and the tenants who dont look after their property on who brings trouble to the area to take drugs and drink.

Anonymous

8/16/2025 09:34 AM

I have noticed an increase in litter & rubbish tipping lately on DHs estates. I would suggest litter bins.

Optional question (167 response(s), 217 skipped)

Question type: Essay Question