

Housing Issues and Homelessness:

Who to contact in Derby

Housing Options

For concerns about housing issues affecting a patient's health such as homelessness and risk of homelessness:

🌐 **derby.gov.uk & search for 'Housing Options'**

Non-urgent queries:

✉️ **housing.options@derby.gov.uk**

Urgent queries:

☎️ **01332 888777**

Call Before You Serve

A free service for landlords and their agents looking to serve notice on their tenants. The service works with landlords and tenants to prevent homelessness, giving landlords and their agents the help and assistance they need to avoid a Section 21 or Section 8 notice having to be issued.

✉️ **prs@derbyhomes.org**

☎️ **01332 956444**

Healthy Housing Hub

Supports residents in poor housing conditions impacting their health such as damp, mould and poor heating; hoarding; poor electrics and trip/fall hazards through measures including installing key-safes and hand/grab rails; moving furniture for hospital equipment and maximising income.

☎️ **01332 640337**

✉️ **healthyhousing@derby.gov.uk**

🌐 **derby.gov.uk & search for 'Healthy Housing'**

Warmer Derby and Derbyshire

Freephone advice line with support to tackle cold homes and energy issues to keep people warm and safe in their homes by reducing bills, finding financial support and accessing insulation and boiler schemes. Free home visit service available.

☎️ **0800 6771332**

✉️ **wdd@mea.org.uk**

Home Energy Advice Service

Free and impartial advice on all aspects of home energy, from bills, energy debt and meters to renewable energy and funding for home energy improvements.

In person – 3rd Wednesday of every month, 10am – 2pm, The Council House

✉️ **Home.Energy@derby.gov.uk**

🌐 **Derby.gov.uk/climate**

Direct Help and Advice and The Derby Law Centre

Free legal housing advice for Derby residents on issues including mortgage and rent arrears; tenancy deposit issues; notice from landlord; illegal eviction and serious disrepair.

☎️ **01332 287 850**

✉️ **info@dhadvice.org**

Citizen's Advice

☎️ **0808 278 7972** (Freephone, 10am–4pm Mon to Fri)

🌐 **www.citizensadvicemidmercia.org.uk**

Disabled Facilities Grants (DFGs)

Provided to improve access in the home for disabled people or their carers; support around heating systems and help to make the home safe.

To apply:

Adaptation for an adult: Adult Social Care:

☎️ **01332 640777**

Adaptation for a child: Lighthouse Disabled

Children's Team:

☎️ **01332 256990**

Further information:

🌐 **derby.gov.uk & search for 'Disabled Facilities'**

Housing Standards, Derby City Council

Ensures private rented homes meet legal requirements for health & safety and provides advice and support for tenants. Where private rented properties are in poor condition and improvements are not carried out, the team has enforcement powers to ensure landlords bring properties up to an acceptable standard.

🌐 **derby.gov.uk & search for 'Housing Standards'**

☎️ **01332 640764**

✉️ **housing.standards@derby.gov.uk**

Community Hub

Community Action Derby in partnership with Derby Food4Thought Alliance, assists anyone in Derby struggling to meet basic welfare needs that require a Good Neighbour, Food Assistance or further signposting, due to financial, social and health issues, isolation or feels vulnerable and needs support.

☎️ **01332 346266**

👂 Deaf customers can text **07490 341584**

✉️ **support@communityactionderby.org.uk**

🌐 **www.communityactionderby.org.uk**

