



Housing

FACT SHEET 4

What we do

The Community Housing Team assists people who are homeless or threatened with homelessness. We also provide Housing Advice and can help people look at the options open to them.

We work with Social Services and the voluntary sector to provide services that support and help vulnerable people with their housing needs.

We also work with developers and landowners to ensure that new housing meets the needs of local communities. This includes making it possible for new, affordable houses to be provided for people in the Derbyshire Dales.

Community Housing works with Housing Associations who

want to develop new affordable housing in the Derbyshire Dales. We can also help Housing Associations to provide support to help someone maintain his or her tenancy.



Housing enquiries:
housingadvice@derbyshiredales.gov.uk
Problems with private rented accommodation:
envhealth@derbyshiredales.gov.uk

By email:

By fax: 01629 761165

General housing enquiries:
01629 761311 or 01629 761117
Problems with private rented accommodation: 01629 761212
The Emergency Duty Team at Social Services provide out of hours cover for the Homelessness Service: 01773 728222

By telephone:



Community Housing
Derbyshire Dales District Council
Town Hall
Matlock
Derbyshire DE4 3NN

In writing:

During office hours at the Town Hall, Matlock open 9am to 5pm Monday to Friday.

In person:

How to contact us

How we can help

Finding a home

If you or your family are threatened with homelessness or require advice on how to obtain housing locally, someone from Community Housing will be happy to talk to you.

We can also help if you are setting up home for the first time and need assistance with a rent deposit, or need advice on what to look for when renting a home.

The District Council works in partnership with Age Concern to provide a dedicated service for older people who need housing advice concerning staying at home or moving to more suitable accommodation.

Problems with private rented accommodation

If you live in private rented accommodation and are being harassed by your Landlord, threatened with eviction or have problems with property repairs, we can help. Our Environmental Health Team has the power to take a number of enforcement actions to make sure Landlords keep properties up to scratch.

If you are a tenant in a private rented property and have problems, you can contact us with your complaint. We will then liaise with you and the Landlord to decide on the best course of action.

Home-Options

Home-Options give more choice about where you want to live. It also gives you a better idea of what is available in your area. Existing Council, and Housing Associations tenants who would like to transfer to another home can use Home-Options to find one. This also includes homeseekers who are people on the housing register or who are homeless.



Every fortnight Home-Options produces a free property sheet, which advertises most of the available Council and Housing Association homes. You can look at the adverts and decide whether you want to be considered for any of the properties. You can express your interest in properties by making a bid for them.

Five steps to a new home

Step 1 – Membership

You may be an existing tenant wanting to transfer, currently homeless, renting from a private sector landlord, owner or occupier or living with family or friends

Step 2 – Registration

Home-Options will confirm your registration, send your band in writing and send you coupons, which you can use to make bids. If you are not on the housing register you can register on line at www.Home-Options.org or we can send you a form



Step 3 – Choosing

You can see available properties on the Home-Options website, or pick up a copy of the free property list at various local places. If you see any properties that you want to move to, you can submit up to three bids during each bidding cycle.

Step 4 – Offer

If your bid is at the top of the list and you are eligible, we will contact you and offer you the property.

Step 5 – Feedback

Home-Options will publish details of how many people bid for properties advertised in previous bidding cycles.

Housing developments

Land owners who want to develop land to provide affordable housing can contact us for information on the District Council's Housing Needs Survey. This survey sets out the current and future housing requirements of the District.

COUNCIL OFFICES

Ashbourne – Ashbourne Leisure Centre.
Bakewell – Agricultural Business Centre.
Matlock – Town Hall, Bank Road.

Switchboard number for all offices: 01629 761100

Switchboard and reception opening hours 9am until 5pm
Monday to Friday

OUT OF HOURS EMERGENCY

In an emergency, outside office hours, please contact the
Emergency Control Room on: 0844 770 3501

This information is available free of charge in electronic, audio, Braille, large print and other languages. Please call 01629 761100 for help or more information.

We have made every effort to ensure that this information is correct and up-to-date. However, Derbyshire Dales District Council cannot accept responsibility for any loss, damages or inconvenience caused by any errors or omissions.

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