



Derwent Living goes under the microscope

Derwent Living is giving its residents the chance to cast a critical eye over its housing schemes through a new customer inspector project.

The team of residents, recruited voluntarily from across the region, will be visiting housing schemes owned by the Derby-based housing provider, to inspect and report on issues such as litter, graffiti, landscaping, lighting, car parks and bin stores and to make sure that the overall appearance of the estates are in a good state of repair.

There are seven active volunteers who are already hard at work and a further four who are currently in the induction and training process. The initiative is part of a community volunteer project set up by Derwent Living to respond to the growing need for a range of tenant scrutiny options.

Prior to the inspections, the team underwent training under the guidance of Derwent Living's community development manager, Mitch Allseybrook and resident involvement officer, Sue Williams, with support from training company, Encams. The volunteers have already started on the streets in some areas and have a number in the pipeline.

One volunteer and Derwent Living resident Kath Isam, 70, has already been on two inspections and is getting ready for her third. She said: "I live in a retirement housing complex in Heanor run by Derwent Living. I love where I live and am always really proud to tell people. That's why I wanted to get involved with the inspectors project as I would like to help improve where other people live so that they too can have some pride in their area.

"I travel around Derby quite a bit and I know that not everyone is as fortunate as me in terms of where they live and that people don't look after the areas they live in as much as they possibly could. By volunteering to become an inspector, I hope that I am helping in some small way to improving how other people live so that they can be proud of their homes too."

Sue Williams said: "Our volunteers have all received one- to-one training to ensure they understand the aim of the project, that they understand health and

safety and confidentiality issues related to the project and the key points to ensure successful inspection and reporting procedures are adhered to.

“We are really grateful to our volunteers as their opinions as residents themselves really help us to work harder to ensure our schemes are being maintained to the highest possible standards. This can only help us in our aim to ensure that our customers are fully satisfied with the accommodation and service they receive.”