



# Working together with Rykneld Homes

Rykneld Homes wants to provide the best possible services to all of our council tenants and leaseholders in North East Derbyshire. We believe we can only achieve this by working together with you, so we have put this booklet together to let you know how you can help us improve the services you receive.

Rykneld Homes has a vision:

*"Homes, communities and neighbourhoods,  
where people choose to live and enjoy their lives"*

Everything we do is designed to achieve this. Your involvement can make a very big difference, please turn over the page to find out how!

*We look forward to working with you*

# No English? No problem

If you require this  
publication in  
large print, braille or on  
audio tape please call us on  
**01246 231111**

**Rykneld**  
HOMES  
The road to success

**TALKBACK**



☎ **01246 231111** (ENGLISH)

We care. We want all of our customers to be able to access all of our services. To talk to someone in English, ring this number.

You will not be charged for the TALKBACK service.

☎ **01430 457390** (CANTONESE) 廣東話

☎ **01430 457391** (MANDARIN) 國語

本市政府關心閣下，我們希望區內所有的市民都能夠使用我們所有的服務。請致電上列這一號碼，可用廣東話或國語和我們交談。

免費為你提供此項服務。

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☎ **01430 457392** (ITALIAN)

**Noi ci prendiamo cura di voi. Il nostro obiettivo è quello di dare a tutti i nostri clienti la possibilità di accedere ai nostri servizi. Per parlare in italiano, chiamate questo numero**

Questo servizio è senza spese o commissioni

☎ **01430 457394** (URDU) اُردو

ہم احساس کرتے ہیں۔ ہم چاہتے ہیں کہ ہمارے صارفین ہماری تمام سروسز سے استفادہ حاصل کریں۔ اگر آپ کسی سے اُردو میں بات کرنا چاہتے ہیں تو اس ٹیلیفون نمبر پر رابطہ کریں۔ اس سروس کو استعمال کرنے کے لیے آپ سے کوئی معاوضہ نہیں لیا جائے گا۔

☎ **01430 457395** (POLISH)

**Dbamy o naszych klientów. Pragniemy, by wszyscy mogli skorzystać z całości oferowanych przez nas usług. Aby porozmawiać w języku polskim, wybierz ten numer telefonu.**

Korzystanie z tej usługi jest bezpłatne.

☎ **01430 457396** (PUNJABI)

ਅਸੀਂ ਦੇਖ-ਭਾਲ ਕਰਦੇ ਹਾਂ। ਅਸੀਂ ਚਾਹੁੰਦੇ ਹਾਂ ਕਿ ਸਾਡੇ ਸਾਰੇ ਗਾਹਕ ਸਾਡੀਆਂ ਸਾਰੀਆਂ ਸੇਵਾਵਾਂ ਤੱਕ ਪਹੁੰਚ ਕਰ ਸਕਣ। ਕਿਸੇ ਨਾਲ ਪੰਜਾਬੀ ਵਿਚ ਗੱਲਬਾਤ ਕਰਨ ਵਾਸਤੇ, ਟਿਸ ਨੰਬਰ ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

ਇਸ ਸੇਵਾ ਦੀ ਵਰਤੋਂ ਲਈ ਤੁਹਾਡੇ ਕੋਲੋਂ ਪੈਸੇ ਨਹੀਂ ਲਏ ਜਾਣਗੇ।

☎ **01430 457397** (OTHER LANGUAGES)

# Get involved

We have a wide range of ways for you to get involved and help us to improve.



*Please don't be nervous about getting involved, we are friendly and helpful. We also encourage all of our involved tenants to:-*

## Get involved in training and development

You may want to increase your knowledge or confidence to help us to examine services and develop ideas for how they should progress.

We provide training and information to help you.

- This could be from our own staff, bought in from independent trainers, or on external courses.
- There will be no cost to you, and we will pay your reasonable expenses.
- So you could meet new people, gain skills and confidence, and help us to improve, all at the same time.

## Sign up to our Viewpoint Panel

Just send back the form or give us a call, and we will do the rest.

This gives you a range of choices so that we only ask you to get involved

- In the services or parts of the business you are interested in
- By the methods you want to use
- That take the amount of time and commitment you are willing to give

*You could start small, with the "Stay at Home" activities, and if you enjoy it you could get more involved. Read on to find out how.*

# Stay at home and get involved

You don't even have to leave your home to help us to improve our services, and this kind of involvement only takes a little of your time. It includes:-

## Read our newsletter – “Homing In”

### *An hour of your time, every 3 months*

We will send out a newsletter four times a year to keep you up to date with what we are doing and how well we are performing.

We might also include an insert about things that are going on in your local area, such as major works to homes or estates.

We always welcome your comments back or why not submit an article yourself? You can register to receive newsletters and other information in different formats such as Braille, large type, CD or audio cassette, or translated into your language.



## Visit our Website

### *A few minutes of your time*

[www.rykneldhomes.org.uk](http://www.rykneldhomes.org.uk)

Our website has information about our services and who to contact about what, with their phone numbers and email addresses. If you have internet access it's a quick and easy way to find out what you need to know, to give us your ideas and to let us know what you think about our services.

# Make suggestions for service improvements

## *A few minutes of your time, when it suits you*

Get in touch by any of the methods on the back page. We will make sure that your suggestion gets to the right service manager, and that your suggestion is recorded and followed through.

We will tell you what has happened as a result of your suggestion.

# Answer our questionnaires, phone or email surveys

## *Up to 15 minutes*

We will occasionally send out questionnaires, some to all tenants and leaseholders and some – particularly phone and email surveys – to smaller groups of tenants and residents from those who have joined our 'Viewpoint Panel' this is a quick and easy way of getting involved. We will provide feedback on the actions taken as a direct result of your comments..

Questionnaires and surveys will be used by service managers and service review groups to check that their work matches what tenants want to see. The results will be included in reports to the Board so that they know what tenants think before they make final decisions.

# Return Feedback Forms to us

## *Five minutes whenever you have a job done*

For some of our services, mainly repair and maintenance of homes and estates, we leave a feedback form with you to check the quality of the service and customer care that you have received.

Join our Special Working Groups and Panels We use these to make sure our services are good quality and value for money, and to pick up on any problems you identify.

# Help us write interesting newsletters

*Regular meetings for panel members; a couple of hours to give your comments from home*

We want to make sure our newsletters, leaflets, handbooks and other documents are interesting to you, so we have set up a tenant 'Editorial Panel' to oversee the content.

Why not join this panel and email us your comments and improvement suggestions? We also hold meetings to discuss these items so you can do either!



## Meet with us and Get Involved



We hold lots of meetings with tenants for all sorts of reasons: getting feedback on our plans, helping us to improve, design and review our services, making sure our plans suit tenants priorities, the list goes on. Here are a few...

# Attend our Tenant Days and Conferences

## *Half a day to attend, up to a few days to arrange*

We hold tenant days or conferences at least once a year. We use them to test out our plans and services with as many people as possible.

Please help us to make sure these events are fun, by getting involved with us in planning them and telling us what would attract you to attend.

We will also attend other events and galas to promote and consult on our services, so if your school or community group is planning a fun day or gala let us know – we can help out.

# Attend a Board Meeting

## *Half an hour to 3 hours*

Our monthly Board meetings are open to the public, and we have a half-hour slot before each meeting where tenants, leaseholders and other residents can ask questions.

You can also stay on to observe (but not speak at) the Board Meeting itself.



# Help us to manage our contracts

*Varies, but could take up several half or full days*

Tenants are involved with our staff in deciding on priorities for future works. You can help us in selecting and monitoring contractors to deliver housing and estate improvements. You can help to ensure value for money for all tenants. We also provide training and support to help you.



## Join our Special Working Groups and Panels

*Half a day a month of your time*

We have a leaseholders panel which we work with about services to leaseholders, service charges, and major works to blocks and estates.

We also want to set up other groups for tenants who have specific needs or interests that do not apply across the board, e.g. for tenants in supported housing, sheltered housing, disabled tenants (e.g. regarding the aids and adaptations service) and for younger tenants.

Please get in touch if you would like to join one of these panels, or if there are other groups you would like to see set up.

# Help us to develop, inspect and review our services

## *Several meetings over 2 or 3 months*

All of our services – e.g. repairs and maintenance, anti-social behaviour, allocations and lettings, rent and service charges etc – need to be reviewed regularly. You can help us make sure we are meeting tenants' needs, that we are up to date with legalities and good practice, and getting value for money.

Staff will work with tenants, provide training and information, and we come up with plans for service improvements together.

Our Tenant Audit Group goes further. They examine individual service areas in detail, carry out interviews and produce a final report with improvement recommendations.

We are keen to extend this tenant – led inspection approach to other services. So contact us and get involved!

# Be a Mystery Shopper

## *A few hours each time*

Mystery shopping is a fun way for you to help us find out what we do well or not so well, and have an impact on how our staff relate to tenants. We are part of the Derbyshire Tenants Network (DTN) Mystery Shopping Group, so there is also an opportunity to meet tenants from other landlords too.

We provide training and expenses.

# Attend a Focus Group

## *Half a day*

Every now and then, we may hold one or more focus groups to give us a flavour of what tenants are thinking and what they want.

We try to seek out tenants who are not already involved with us in a significant way, and a range of ages and backgrounds, to act as a sounding board on a specific theme.

# Help us to Get the Right People

We like to invite tenants to have a say in who works for Rykneld Homes and to get involved in the management of the organisation. The following options will help you do this, if you're interested...

## Help us to appoint our staff

### *One day, plus training time*

When we advertise many of our jobs, the candidates have to have an assessment before we interview them. Tenants are involved in these assessments of our Neighbourhood Champions and our Community Involvement Champions.

This is a new initiative and may be used in a wider range of appointments in the future.

We provide training so that tenants understand the recruitment process and the tests and questions being put to the candidates

## Join the Board

### *About 6 to 8 days each month, plus training*

Tenants have an opportunity to join our Board of Management, when one or two tenant members come to the end of their term of office. This is a highly responsible role, working with other tenants, Councillors and independent experts to oversee Rykneld Homes.

Board Members attend monthly meetings and need to read the paperwork beforehand. They may also be on a sub-committee, and have occasional Board away-days. They need to keep up their knowledge and understanding through regular training.

We will set up a training programme for all tenants and leaseholders who think they may be interested in Board Membership, so you can decide whether it is right for you before putting your name forward for election.

# Meet your Neighbours and get involved

Making a difference to your own community and making new friends is the "buzz" that first gets many people involved. We have a number of ways you can do this.



## Join a Tenants and Residents Group

*A few hours a month to attend, though if you get the "bug" it could become a very important part of your life...*

Many tenants in North East Derbyshire have experienced the benefits that having a local tenant group can bring. Groups develop social activities, meet with Rykneld Homes staff to discuss issues in the local area and comment on proposed service and policy changes. They give a voice to their communities with Rykneld Homes, the council, and other services.

We work closely with the Federation of North East Derbyshire Tenants and Residents (FNEDTR) and they provide help and assistance to tenants in groups and those who want to set up new ones.



You can join an existing group – their contact details and FNEDTR's are on the inside back cover of this booklet – or you can get together with your neighbours to set one up. Either way, the Federation of North East Derbyshire Tenants and Residents will work with you to help you make your group a success.

# Become a 'Village Voice'

## *One or two half-days each month*

Many parts of the District of North East Derbyshire are rural, and there are too few council homes close enough together to sustain a tenants and residents group. You can represent the views of others and get your voice heard by becoming a "Village Voice".

# Go on an Estate Walkabout

## *A couple of hours, twice a year*

Our Neighbourhood Champions invite tenants and residents to walk their estates with them at least twice each year. These are advertised in advance and you can join them to look at estate maintenance and neighbourhood issues.



The Neighbourhood Services Team also has a small Neighbourhood Improvement Budget. This is to spend on priorities identified in the walkabouts that are not covered by other budgets.

# Keep your area clean and safe

## *One day or part of a day, plus a set-up meeting*

Our staff and tenants work with the community safety partnership on estate clean-up days. The council and the Police also get involved, and we also use the days to promote community safety. So if you want to take pride in your local area get involved in the 'clean up' days.



## Federation of North East Derbyshire Tenants & Residents

The Federation represent the Tenant & Resident Groups throughout North East Derbyshire. The federation welcome representatives from local Tenant & Resident Groups and will help and support your group. Contact the Rykneld Homes Community Involvement Team and we will put you in touch.



# Interested?

If you want to get involved with us, or if you have ideas for different activities, it is easy to get in touch.

- Call the Community Involvement Team on **01246 217295**
- Send an email to: [get.involved@rykneldhomes.org.uk](mailto:get.involved@rykneldhomes.org.uk)
- Speak to your neighbourhood champion or area office staff.
- Write to us at Community Involvement Team, Rykneld Homes, Pioneer House, Mill Lane, Wingerworth, Chesterfield, Derbyshire S42 6NT
- Contact us via our website [www.rykneldhomes.org.uk](http://www.rykneldhomes.org.uk)
- Complete the form – we will add you to our Viewpoint Panel.
- Contact the Federation of North East Derbyshire Tenants and Residents – FNEDTR – about local tenants and residents groups.

Whichever way you choose to work with us to improve our services, we promise you that

- **We will keep in touch with you about what impact your involvement has had**
- **We will use our newsletter to tell all tenants about the impact that tenant involvement has had on our services**

If you would like to see a full copy of our Involvement Agreement you can request a copy by contacting Rykneld Homes Community Involvement Team: Tel: 01246 217295

*[email get.involved@rykneldhomes.org.uk](mailto:get.involved@rykneldhomes.org.uk)*



# Working together with Rykneld Homes

- Yes! I would like to get involved, please add me to the 'Viewpoint Panel'
- Yes! I would like to get involved, please contact me so I can find out more.
- Yes! I would like to get involved in...  
*(Please state which methods you are interested in)*

.....  
.....  
.....

Name:.....

Address:.....

.....

..... Post Code:.....

Tel: ..... Email:.....

Please return this form to: Community Involvement Team, Rykneld Homes Ltd. Pioneer House, Mill Lane, Wingerworth, Chesterfield, Derbyshire S42 6NT



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