

Your Rykneld

RYKNELD HOMES' CUSTOMER MAGAZINE

FEBRUARY 2023



**Working with
communities**

See page 8-9

**Cost of
Living support**

See page 5-7

**New homes on
the way**

See page 4

Welcome

In this issue of Your Rykneld we take a look at an exciting housing development that will see 72 new homes built in North Wingfield.

The Council and Rykneld Homes are continuing their strong partnership working to create more housing in our district to meet local needs and the scheme in North Wingfield will see homes offered for social rent, shared ownership and open market sale. To find out more turn to page 4.

We are also excited that our development to build nine new bungalows in Danesmoor is scheduled for completion this Spring. We are looking forward to welcoming the first new customers to live in the properties which have been built using the latest housing technologies – including air-source heating. Turn to page 4.

With food and energy prices continuing to rise this year we are aware that the cost of living crisis is affecting many of our customers. In this issue of the magazine we have included a cost of living fact sheet which contains useful information and contact details about the help available both locally and nationally. See page 5-7.

We are urging anyone who is facing financial difficulties not to struggle on alone and to seek support and advice as early as possible. If you are concerned about not being able to pay your rent please get in touch with us. We will be able to discuss your situation and look at the support available.

Over the past few months we have been out and about in communities across the district helping local organisations to deliver everything from cookery sessions to foodbanks. We are very keen to continue our support in 2023 – don't forget we can offer grants of up to £500 to community groups with projects aiming to improve life for people in their area – to find out more see page 10.

Change of details?

Have your contact details changed recently? To help us keep our contact information up to date it would be a great help if customers could let us know if they have changed their mobile or landline telephone numbers or email address.

By letting us know, this will help speed up how quickly we can contact you and ensure you receive the best service possible.

To let us know your latest details please contact our Contact Centre on 01246 217670.



Volunteers in Grassmoor enjoyed a get together supported by Rykneld Homes

See page 8

Contents

3

Community clean ups

Rykneld supported more customers to hold community clean ups in their area.

4

New homes on the way

Exciting housing schemes in Danesmoor and North Wingfield

5-7

Cost of Living

Advice and information about the support available

20

My Account

A great way to access your account details

Front Cover:

Rykneld Homes Community Involvement Team supporting events in Clay Cross.

Fantastic family event



Rykneld Homes supported another great family event organised by Kenning Park Community Forest School. Activities included a BBQ at the campsite, den building and biscuit decorating - led by the Community Involvement Team. The session was free and everyone was welcome to get involved. It was hugely popular with around 100 children attending along with their families.

■ Kenning Park Forest School is launching a new wellbeing session for adults. There is no need to book but more information can be found on the Kenning Park Community Forest School Facebook page. The sessions will run term time only and will include having a go at a craft, learning new skills or just simply relaxing and having a chat by the campfire for an hour and feel the many benefits of being outdoors with friends.

Seeds of success

We had a fantastic session in Grassmoor with the Friends of Grassmoor Country Park and Don Catchment Rivers Trust. The event was organised to sow seeds as part of a new scheme to slow down storm water flows to reduce flooding and diversify wildlife habitat. As one of the volunteers said, we were putting the grass into Grassmoor!



Community clean ups

Thanks to everyone who joined Rykneld staff to carry out community clean ups at locations across the district over the past few months.

We have organised clean ups in North Wingfield, Unstone, Morton and Tupton.

Rykneld Homes provides litter pickers and gloves for those taking part and is happy to support residents who want to help make a positive difference in their community. Contact our Community Involvement Team on 01246 217670.



Community clean up in North Wingfield



Community clean up in Unstone

Join in the conversation

We regularly update our social media sites with news about Rykneld Homes and the services we provide. You can also get in touch with us by leaving a message and we will get back to you.

Why not follow us on?

-  [facebook@RykneldHomes](https://www.facebook.com/RykneldHomes)
-  [twitter@rykneld_homes](https://twitter.com/rykneld_homes)
-  [Rykneld Homes](https://www.youtube.com/RykneldHomes)



New homes in North Wingfield

Work is scheduled to start this spring on the creation of 72 new homes in North Wingfield.

North East Derbyshire District Council has approved plans to build a mixture of houses and bungalows off Whiteleas Avenue in partnership with Rykneld Homes.

The development will include 27 Council-owned homes for rent, 10 properties available for Shared Ownership and 35 homes offered for open market sale.

The scheme, which will be delivered by Rykneld Homes, will be a mixture of two, three and four-

bedroomed properties – including eight bungalows and offer a total of 148 car parking spaces.

Work is expected to start on site in Spring with the development scheduled for completion in 2024

In approving the planning application, the Council acknowledged there was a demand for affordable homes in the North Wingfield area and was pleased the scheme included provision for 4-bedroomed houses which are in low supply in the district.

New homes in Danesmoor

We are looking forward to welcoming the first customers into our new Council bungalows built in Danesmoor.

The nine homes on the Pine View estate are scheduled for completion this spring with two of the properties being wheelchair accessible.

The £1.6million bungalow project has been built using some of the latest building technology as part of the Council's commitment to reduce carbon emissions in the district.

An extra £18,000 has been spent on each new home to fit them with:

- Air source heat pumps
- Solar photovoltaic PV panels
- Electric vehicle charging points
- Fire sprinkler systems
- A full customer care package including remote door entry, falls notification and a care alarm.

In addition to the new homes the Council has also invested in upgrading other bungalows on the Pine View estate.

Existing bungalows have received new roofs, windows, minor structural works, new kitchens and bathrooms, making them more energy efficient. Fencing has been installed to give customers contained private gardens rather than communal areas. Additional car parking spaces have been created for existing residents.



Cost of living

As energy and food prices continue to rise the cost-of-living crisis is affecting all our lives.

To help customers during this difficult time we have put together a handy guide which gives details of the support available, locally and nationally and the steps we can all take to help save money.

Useful information can also be found on our website www.rykneldhomes.org.uk

Supporting our customers

Rykneld Homes can offer support if you are finding it difficult to make Council Tax payments, pay your rent or are in need of debt advice. Anyone worried about not being able to pay their rent or needing debt advice can contact our Financial Inclusion Officer who will be able to discuss your issues and offer information about the support available from Rykneld Homes and external agencies. You can contact Rykneld Homes by: Phone 01246 217670, Email contactus@rykneldhomes.org.uk Address: Pioneer House, Mill Lane, Wingerworth, Chesterfield S42 6NG.

Cllr Carolyn Renwick, Cabinet Member responsible for Housing, said: "Rykneld Homes provides award-winning customer care and prides itself on supporting people in our district. It has responded to the current cost of living crisis by providing further help to local groups, seeking to support those most in need and is encouraging any customer facing difficulties to get in touch as quickly as possible so they can work with them to address their issues."

Benefits help

If you receive certain benefits or tax credits you may be able to get a payment to help with the cost of living. This will be paid automatically and you should not be asked to apply or speak to someone about the payment - beware of any contact as this might be a scam.

Cost of living support from Citizens Advice

The local CAB can offer help with:

- **Income Maximisation:** Can help clients to check they are receiving all income they are entitled to and help to identify any areas where they may be able to reduce expenditure without affecting their quality of life.
- **Charitable Grants/Support:** Look at sources of support from local or national charities.



- **Dealing with debt:** Debt advisers can support dealing with creditors and identifying the best option for managing debts. If you want to know what options are available to help you, call Citizens Advice NED on 0808 250 5702 (9am - 2pm, Mon-Fri) or visit the drop-in service in Clay Cross.

Energy Support and Advice

Energy costs are continuing to rise and so are the number of people in Derbyshire struggling to heat their homes. From young families to the elderly, there are many households who will need additional help to reduce their fuel bills and increase the energy efficiency of their homes.

Energy Company Support

Contacting your energy company is the first step if you find yourself in debt with energy bills. Most of them have schemes to help people who are really struggling with bills.

Below are sources who can help with advice and payment help along with finding ways to reduce your energy consumption.

Warmer Derby & Derbyshire offer free advice on energy saving, contact them on 0800 6771332. This is part of Marches Energy Agency who offer free advice on energy saving in your home, contact them on 0800 6771307 and find out more on the Marches Energy Agency website.

COST OF LIVING

Derbyshire Healthy Homes Programme offers help to people with long term health conditions help with cold homes, contact them on 01629 536919 and find out more on the Derbyshire County Council Making Homes Healthier webpage

Rural Action Derbyshire can provide energy advice, and signpost you services such as community oil buying schemes, help with the cost of heating oil and energy bills. Contact them on 01629 592970 and find out more on the Rural Action Derbyshire website.

National Energy Support and Advice

If you're finding it hard to keep up with energy payments or you're worried you won't be able to afford the energy you need this winter, you might be entitled to financial support.

Energy Saving Trust provide resources to help reduce your energy bill and financial support related to heating your home. Find out more on the Energy Saving Trust website

National Energy Action provide support to people who are struggling to heat their homes, open Monday to Friday 10:00am-12:00pm (noon). Contact them on 0800 304 7159 and find out more on the National Energy Action website.

EDF have some specific advice if they are your energy supplier and more general energy advice, you can find this on the EDF website.

Ofgem provides resources to help you understand your energy bills, you can find out more on the Ofgem website.

Warm Hubs

Warm Hubs (also known as Warm Places and Warm Spaces) are community venues which have opened to the community to get warm, stay warm and enjoy the company of others.

All libraries across the District offer warm and welcoming spaces for everyone and you don't need to be a library member to visit.

We are happy to publicise any Warm Spaces that establish within our District. If you are offering a warm space at a community venue please let us know and we will be happy to promote it.

Dronfield

- Baptist Church – 10am-3pm every Thursday
- Methodist Church – 10am-3pm every Tuesday
- Church of the Holy Spirit 'Life Lunches' - 10am-3pm every Tuesday
- The Oakes – Monday, Tuesday, and Thursdays
- The Barn

Renishaw

- Miners Welfare - regular sessions

Eckington

Eckington Parish Council have organised a Warm Bank – residents that are struggling can receive free electric blankets, quilts, draught excluders, radiator reflectors, time plugs and LED bulbs.

Food Banks

Food Banks can ensure residents who are struggling with low income and debt have food in times of need. Food banks are run by charities and non-profit organisations and mainly run by volunteers. They provide a minimum of three days' emergency food and support to people experiencing crisis.

- Rural Action Derbyshire can direct you to a nearby food bank using the Rural Action Derbyshire Food Bank Near You webpage, can also contact them on 01629 592970
- Grassmoor Methodist Church Food Cabin provide weekly food parcels for £3 and community lunch for £3. 1 Chapel Rd, Grassmoor, Chesterfield S42 5EL. Contact them on 07731 532166
- Living Hope Food Bank sell food parcels, open 12:00am-1:30pm Wednesday, Abundant Life Christian Centre S42 5TA, contact them on 07940 845 805 and find out more on the Abundant Life Living Hope webpage
- Rhubarb Farm is open every Friday and anyone can buy a bag of food for £3. Located on Hardwick Street, Langwith, NG20 9DR, contact them on 01623 741210 and find out more on the Rhubarb Farm website
- Clay Cross Food Bank (the Trussell Trust), Community of Christ, Thanet Street, Clay Cross, S45 9JS, requires a referral from Citizens Advice North East Derbyshire (0808 250 5702). Contact the foodbank on 07899 878398 and find out more on the Clay Cross Food Bank website
- Eckington Community Pantry open 10am-12noon every Wednesday and Friday, there is a £2 membership fee and £3.50 to fill a bag for life with



15 items per family/individual. To qualify you have to live in the Eckington Parish. Located: 8 Gosber Street, Eckington S21 4DA. Contact them on 01246 439010 and find out more on the Eckington Business Centre website

- **New Hope Food Bank** requires a referral through Social Services, Doctor Surgeries, Sure Start, Probation Service, Citizens Advice, Age Concern etc. Contact them on 07939 950713 and find out more on the New Hope Food Bank website
- **Oaks Community Church** open 3.45pm-5.00pm Tuesday and 9.00am-10.30am Thursday, open to everyone in the S18 area, you can buy a bag of food for £1. Located: 2-4 Lea Road, Dronfield, S18 1SB, contact them on 01246 414448; to find out more and check availability use the Oaks Community Church Re:Store webpage.

Mental Health Support

Mental health is an important part of everyone's life and good mental health and wellbeing is directly linked to good physical health.

- **Derbyshire Mental Health Helpline and Support Service** help people who are struggling to cope, contact them 24/7 on 0800 028 0077 and find out more on the Derbyshire Healthcare website
- **Derbyshire Recovery and Peer Support Service** support people who are having difficulties with their mental health, contact them on 01773 734989 from 9:00am to 5:00pm Monday to Friday and find out more on the Rethink Mental Illness Derbyshire Recovery and Peer Support Service webpage
- **CALM** provide mental health support, their helpline is open 5pm-midnight 365 days a year, contact them on 0800 585858 and find out more on the CALM website
- **HopeLineUK**, operated by Papyrus Prevention of Young Suicide, supports young people up to the age of 35 who are struggling with their mental health. Call 0800 068 4141, text 07860 039967 or visit the Papyrus website
- **Mind** provide mental health advice and information/signposting service. Contact them by phone on 0300 123 3393 and find out more on the Mind Urgent Help webpage
- **Samaritans'** free helpline is open 24 hours 365 days a year, to help you face any issues you are facing. Contact them on 116 123 and find out more on the Samaritans website
- **Sane** provide a range of services to anyone affected by mental illness, you can contact their helpline (4pm-10pm) on 0300 304 7000 and find more information about their services on the Sane website

- **Rethink** provide a range of services and advice regarding mental health, find out more on the Rethink website or contact their advice service on 0808 801 0525.



Money Saving Tips

Most people have had to cut back due to the current economic climate. Here are some tips to help save you money:

- Use the Budget Planner from the Money Advice Service to work out where your money goes each month and keep track of your expenses
- Turn off lights when you leave a room and switch to energy saving lightbulbs - these last at least 10 times longer than ordinary bulbs
- Consider changing your energy supplier - use a free and impartial service to help you find out if you can save money on your utility bills
- You can compare the price of your weekly shop - you'll be able to see when a product is on offer at any of the supermarkets and compare the price of your entire shop to make sure you always get the best deal
- Write a list before you go to the supermarket or do your shopping online - this will help to keep you focussed and stop you buying things you don't need
- Make packed lunches for you and your family instead of buying meals while at work, school or out and about
- When making a purchase on the high street, compare prices in different shops and try not to impulse buy. You can compare prices while you are out and about by using your smart phone to ensure you do not overpay
- Use price comparison websites to make sure you get the best deal on any large purchases, insurance, loans and gas and electricity suppliers
- Use public transport where possible - it is much cheaper than filling your car with petrol
- Consider selling your unwanted or unused possessions on a website such as eBay.

Working with

Over the past few months our Community Involvement Team (CIT) has been out and about supporting community activities across the district.

There are so many fantastic projects organised by local groups supported by a brilliant army of volunteers – we couldn't do it without you!

We've included here a roundup of our partnership working with community organisations – maybe it might inspire you to get involved in some of the activities happening in your area.

If you are interested in starting up your own community project Rykneld Homes has grants worth up to £500 available. To find out more turn to page 10.

Renishaw history and craft sessions

We've really enjoyed working with the community in Renishaw by delivering history and craft sessions in the village.

The sessions started last September and are held every fortnight in St Matthews Church Room.

Activities have included art, weaving and wreath workshops. Said Jessica Popplewell-Barker from the Rykneld Homes CIT: "One chap, who had only popped into the Church and professed to have no creative capability was phoned by his wife an hour later, she was concerned he had been gone so long - he was busy painting a card!"

One of the sessions was led by a local historian and the group brought along their own historical items for discussion. An NHS Social Prescriber attended and was available for the group to speak with about health and wellbeing. At the session, the local historian

recorded 90 minutes of interviews with the participants about the historical items and what they meant to them.

Added Jessica: "All the sessions have been really interesting, and I am looking forward to the rest of the project, particularly a fascinator workshop and visit to Renishaw Hall. Please do encourage others to come along."



Volunteering in Grassmoor

We are working with a great team of volunteers in Grassmoor.

We recently held a recruitment and celebration event at the Pavilion when more than 20 volunteers attended. It was a great opportunity to chat about the amazing work they do and the activities on offer, which includes chair based exercise, petanque, litter picking, improving the Country Park and green spaces in the villages, supporting activities and food for children in school holidays, community allotment events, community cinema and theatre, men in sheds and much more.

We are always looking for new people to get involved so please get in touch with our CIT for more information by emailing get.involved@rykneldhomes.org.uk.



Danesmoor

Rykneld Homes supported the Danesmoor charity winter fayre, held at the St. Barnabas Centre. The Community Involvement Team got creative, making a



Communities

variety of snowflakes with adults and children, as well as discussing housing enquiries and signing people up to the Rykneld Digital Involvement Group.

Wholey Place

The CIT delivered a cooking workshop at the Broadleys Community Room in Clay Cross for members of the Wholey Place Community Group. We made a delicious pea and leek soup, which attendees helped cook. The group then enjoyed a friendly communal meal. Communal eating is fantastic for mental health and wellbeing. If your group is interested in having the CIT come and deliver a session like this, contact the team on 01246 217670.



Festive fun

Christmas seems a long time ago now, but it was a busy time as we worked with local communities to support festive events across the district including:

- Eckington Community Pantry, in partnership with Rykneld Homes and with funding from the Healthy Activity Fund (HAF), provided 50 free food hampers and activity packs for school aged children on free school meals or suffering financial hardship. The pantry provided an additional 30 hampers to customers without school aged children
- Rykneld Homes worked with Eckington Parish Council and a group of local volunteers to organise

three fantastic community Christmas events. These events were made possible by funding from Rykneld Homes and District Councillor funding from Cllr Carolyn Renwick

- In Marsh Lane we held a children's party, this was the first party held at Green Lawns community room
- After last year's success, we put on another Christmas party in Renishaw
- At Eckington Civic Centre, we delivered our biggest event so far 'The Greatest Show', a fantastic family event
- Santa visited Grassmoor Allotments at a special festive open day
- In Grassmoor, we supported the Big Local to distribute 80 food hampers and activity packs. They were provided to children on free school meals or suffering financial hardship with HAF funding
- A family Christmas event at Stonebroom Community Centre.

Eckington healthy cooking

We are currently planning free healthy, and on a budget, cooking sessions at Eckington Civic Centre. The sessions will support participants to cook healthy and tasty meals at low cost, sharing lots of money saving ideas as well as supporting customers who are struggling with the cost of living and heating their homes by inviting partner agencies to the sessions.

Winter Holiday Clubs

Rykneld Homes supported the Winter Holiday Clubs organised by Derbyshire County Council. It's About Me ran free activity clubs across Derbyshire for children aged 4-16 who are eligible for benefits-related free school meals. Activities included sports and games, arts and crafts, cookery, dance and music and a free meal was provided.

Putting you in the picture

Rykneld Homes has been helping a community group in Dronfield Woodhouse to become established in the community building at Moray Place. The group runs a mental health support group, and men's mental health group and they also hold art and photography sessions. Anyone interested in joining the group can contact our Community Involvement Team on 01246 217670.

Feel like moving home? Try HomeSwapper!

The HomeSwapper website can automatically find matches for possible Council houses or other social landlord exchanges. The service is free and secure for customers to use.

You can register at www.homeswapper.co.uk and once we have approved your entry onto the website, you will be able to access information about other exchange properties within North East Derbyshire as well as details of those wishing to move into North East Derbyshire from outside the District.

If you cannot access the internet to create an account on HomeSwapper please contact your Housing & Support Team on

01246 217670 who will be able to discuss ways in which they can support you.

Some of the benefits of using HomeSwapper are:

- 9/10 users get matched within 24 hours
- See all your matches in an instant
- Search for swaps locally or nationally
- 100+ matches per member on average
- Thousands of homes added every week
- Build your own multi-swaps with the unique tools.



Almost 400 of our customers are already registered with HomeSwapper - join them and the thousands of other swappers nationwide and find your perfect home!

Did you know? Community grants up for grabs

Did you know that Rykneld Homes has grants worth up to £500 available for community projects in our District.

Through our Neighbourhood Improvement Budget (NIB) we want to support local groups and projects that make a difference in our communities.

Any groups wishing to apply for NIB funding must meet certain requirements:

- Funding will be available for projects that have been identified by the local community, which will help to fulfil Rykneld Homes' (and North East Derbyshire District Council's) vision
- Funding will only be available to groups that have clear aims about what they want to achieve and can show the impact the funding had on their community
- Groups applying for funding need to have a constitution (we can support you with this if required).

To find out more about the application process please visit our Get Involved section on our website at www.rykneldhomes.org.uk or email our

Community Involvement Team at get.involved@rykneldhomes.org.uk

Other help we can offer

One of the main issues facing many groups is trying to find support and funding. Our Community Involvement Team can help you – we have the knowledge and experience to work with your group and make your project a success.

The team can:

- Provide their time and knowledge in helping your group to apply for a range of funding by supporting you with application writing
- Help you with the promotion of your project
- Provide their time and experience to help you to deliver your project including support with the arrangements, using their range of contacts to gain additional support, help with setting up the event, support during the event or project and evaluating the impact of the event/project on the local community.

What you said about us

It is always good to hear your feedback which helps us to know when we are getting things right and sometimes when we get them wrong! Your comments help us to improve our services. We have included here some of the recent compliments sent in by customers.

Above and beyond

A customer in Eckington rang to praise the work of one of our electricians. "I would like to pass my thanks on to the operative. He said he wasn't leaving until he had sorted it and knew I was okay. He was very good; he's a kind gentleman and he went above and beyond. People are quick to complain but not to compliment and he deserves to know how helpful he was."

High standard

Customers in Renishaw were very happy with work carried out on their bathroom by an operative. "He deserves some recognition for his outstanding efforts. I would like to say what an absolute pleasure it was having him carry out this job. He was extremely well mannered, prompt, and carried out his work to a very high standard. His professionalism is outstanding, and we cannot thank him enough."

Pride in work

A customer in Shirland rang to thank one of our operatives. "I want to pass on my compliments. The man was lovely and polite and did a beautiful job. You could tell he takes pride in his work, and I can't thank him enough."

Appreciate everything

A member of our Contact Centre was praised by an elderly customer in Barlow who had lost her door key and could not get into her home during heavy rain. The customer said: "The Contact Centre person was lovely, and I really appreciated everything she did for me." The Contact Centre arranged for an operative to attend as soon as possible and called the customer back a couple of times to check she was ok and back inside the property.

Everyone so lovely

A customer in Ridgeway called in to thank an operative and our Contact Centre for being so kind when a repair was needed at her home and taking the time to explain everything to her. "Everyone has been so lovely to me, and I am very grateful."

Care is appreciated

The work of our Customer Liaison Team was praised by a customer in Holymoorside when they helped her



move items during a major repair. "They were wonderful in packing and organising my room when it needed to be cleared. Sadly, I had to go to a funeral. On my return home my room looked lovely. This was a very traumatic time for me, and their care was much appreciated."

Feeling relaxed

A customer in Dronfield called to pass on her compliments following a gas service appointment. "The operative was very pleasant and a star. The service was quick, and nothing was too much trouble which made me feel very relaxed."

No cause for concern

A customer in Grassmoor rang to compliment two operatives who carried out work on their home. "They were very presentable, tidy, and fresh faced. They used all the relevant PPE/RPE, not at one stage throughout did they look to be any cause for concern. Even when presenting me with an issue they backed it up with a solution. Overall, they conducted themselves in a manner that I would expect from a professional tradesperson, leaving minimal mess."

A gold star

The work of two operatives carrying out a repair earned praise from a customer in Tupton. "They both need a gold star. I can't explain how nice they were, and I would like them to be put in the magazine."

Lovely and polite

A customer in Shirland passed on her compliments to an operative. "He was lovely and polite and did a beautiful job. You could tell he takes pride in his work, and I can't thank him enough."

Did you know?

Our website is a great place to find out lots of information about Rykneld Homes and the services it provides. By using our website you can contact us at a time and place to suit you - check out what's on offer at www.rykneldhomes.org.uk

My Account

Create your own online account with Rykneld Homes. My Account is a great way to keep up to date with your rent account and you can access the information at a time and a place to suit you. You will be able to:

- View your rent and service charge balances online
- Pay your rent
- View and print your rent statement. Just visit our website and follow the simple instructions to set up your account.

Set up Direct Debit

Did you know you can now set up a Direct Debit over the phone? It is quick and simple to do. You will need to have your:

- Rent account number (6-digit reference number starting with a 4) – can be found on your rent statement letters
- Bank account number and Sort code. Simply give us a call on 01246 217670 and we will take care of the rest. You can also set up a Direct Debit by logging onto the My Account service - found on our website.

Report a Repair

If you have a routine repair you can fill in our on-line form, found on our website. It is quick and easy to do and once you have sent us the form a member of staff will be in touch to discuss the repair. For emergency repairs you should call our out of hours number 08000 121 621.

Contact Us

Even when our offices are closed you can still leave us a message by using our online contact us form. The form is found on our website and once we have received your enquiry, we will be in touch to discuss any issues.

Social media

Did you know you can get in touch with us by using our Facebook or Twitter sites? Our staff will respond to any enquiries and ensure any issues are passed on to the right team to be dealt with.

On-line forms

Find a form. By using our website, you can download many of our forms at the touch of a button – you can find:

- Housing Application Form
- Change of circumstances
- Medical needs assessment
- Mental health medical needs assessment.

You can also:

- Report Anti-Social Behaviour
- Register to get involved in the work of Rykneld Homes – such as joining our Tenant Scrutiny Panel, Tenant Inspectors Panel, Digital Involvement Group
- Register to join our Young Community Improvers Group.

How to videos

Did you know we have created a series of easy-to-follow videos to help our customers? You can find out how to:

- change a thermostat battery for your central heating
- bleed a radiator
- Set up a direct debit
- Set up My Account. Check them out on our website at www.rykneldhomes.org.uk or our Rykneld Homes YouTube channel.



What to do if you are struggling to pay your rent

Your Rent

The cost of living may mean that you are struggling to pay your rent. If this is the case, it is important that you speak to us as soon as possible.

Our Rents Team are available to discuss your circumstances and set up an affordable repayment agreement.

Financial Inclusion

Our Financial Inclusion Officer can help:

- Claiming benefits
- Welfare benefit checks
- Organising finances and budgeting
- Energy advice
- Information on responsible borrowing
- Referrals to other agencies.

Help and Advice

North East Derbyshire District Council
01246 231111 <https://www.ne-derbyshire.gov.uk>

Government Help for Households
<https://helpforhouseholds.campaign.gov.uk/>

Citizens Advice North East Derbyshire
0808 250 5702
<https://www.citizensadvicened.org.uk/home>

Money Helper
<https://www.moneyhelper.org.uk/en>

Contact Us

- ☎ 01246 217670
- ✉ contactus@rykneldhomes.org.uk
- 🌐 www.rykneldhomes.org.uk

Speak to us, identify
the problem and
make a plan

Seek
independent
financial advice

Speak to our
Financial
Inclusion Officer

Rykneld
HOMES
at the heart of communities

Bogus callers

We are aware that over the past few months' customers have been reporting incidents of suspicious callers to their home or receiving suspicious phone calls.

Some of the incidents have involved 'workmen' cold-calling at a property, claiming to be from Rykneld Homes, or North East Derbyshire District Council, and requesting entry to carry out a repair that the customers has not asked for. The workmen have then asked for payment.

We are also aware of bogus phone calls to customer from people claiming to be investigating damp issues at properties on behalf of the Council or Rykneld Homes.

We want to make clear the procedures we follow when carrying out a repair in your home.

- We will only carry out a repair if you have contacted us first and an appointment has been made
- Our operatives, or contractors, will not ask you for money for the repair
- All our operatives and contractors carry ID badges.

If you are unsure who the caller is, there are some steps you can take:

- Check to see if you know the caller from the window
- Keep the door on the chain and look to see who is calling before opening
- You can ask the caller to wait outside whilst you check their identity by calling us on 01246 217670.

If you have any doubts about a caller claiming to be from Rykneld Homes, or working on our behalf, you should call us on 01246 217670 and we can verify their identity.

Shortlisted for awards

We are very pleased to have been short-listed for three awards in the prestigious Building Communities Awards 2023.

Together with our contractors SBS we have been short-listed in the categories Best Carbon Reduction Project; Best Refurbishment and Best Collaborative Working.

The Building Communities Awards are organised by the Efficiency East Midlands group and showcase best practice from public and private sector organisations across the region.

The winners will be announced in March.

Help us to help you

Fire door safety checks

In January this year the Government introduced new laws governing fire door safety checks for customers living in flats above 11m (36ft) high.

The new law follows recommendations from the enquiry into the Grenfell Tower fire disaster.

The Government has emphasised that residents have an important role to play in ensuring that, if there is a fire in their flat, the flat entrance door is an effective barrier to the spread of fire and smoke into the rest of the building.

Fire doors play an important role in preventing the spread of smoke and toxic gases.

To keep everyone as safe as possible the new law requires residents to follow a number of safety procedures:

- fire doors should be kept shut when not in use
- residents or their guests should not tamper with self-closing devices
- residents should report any fault or damage immediately to the Responsible Person
- if a resident wants to alter or change their front door, this should be done with the knowledge and agreement of the Responsible Person. This is to ensure that it does not pose a risk to the fire risk assessment for the building.

Under the new regulations Rykneld Homes will be carrying out additional checks on fire doors and flat entrance doors.

We are asking customers to grant us early access to your flat in order for the checks on your entrance door to be carried out. It is vital we make the inspections to ensure everyone is kept as safe as possible. We need to know if:

- there has been any alterations or damage to a door
- if there are any gaps around the door frame and that seals and hinges are fitted correctly
- that the door closer shuts the door
- that the door closes correctly around the whole frame.

We will write to you asking to make an appointment to carry out the safety checks – it is important those checks are carried out as quickly as possible so we can identify if there are any problems.

More information about the fire door safety checks can be found on our website at www.rykneldhomes.org.uk

Be gas safe

It is important you allow us access to your home to maintain and service your heating appliances so that they are safe and working efficiently.

We want our customers and their families to live in a safe environment and by allowing us into your home to service your appliances you help to ensure the safety of you and your family. The annual service is also a legal requirement and failure to allow us access to your home to carry out the service is a breach of your Tenancy Agreement.

We will inform you when we intend to visit your home by letter. If the appointment is not convenient, please let us know as soon as possible by contacting us on 01246 217670 or completing our online form at www.rykneldhomes.org.uk



Damp and condensation

Damp mould and condensation can be caused by a number of different reasons such as water leaks, defective pipework and lack of ventilation and heating.

We want to make sure that we do everything we can to resolve any issues you experience. We also want to provide you with practical advice about how to prevent damp and mould.

Managing condensation will help to prevent mould from forming. The Property Care Association recommends the following measures to reduce the problem.

Kitchen and bathroom

- Cover boiling pans
- Use an extractor fan and cooker hood if fitted.
- Open the bathroom window and use the extractor fan, if fitted
- Avoid drying laundry on radiators
- If a tumble dryer is used it must be ventilated directly to the outside air

Improve ventilation

In homes some ventilation is required all of the time. This will help to remove moist air from the home and replace it with drier air.

- Keep trickle vents open in window frames
- Open windows, even if only slightly, on the security setting
- Open windows wider during cooking, washing, drying clothes and bathing
- Avoid putting furniture such as beds, wardrobes and sofas against external walls as this stops air circulation.

Insulate and draughtproof

Draughtproofing windows and outside doors will help to keep your home warm. When draughtproofing:

- Do not block permanent ventilators
- Do not draughtproof rooms where there is a fuel burning heater, such as a gas fire
- Do not draughtproof windows in bathrooms and kitchens

Even though preventative measures may have been taken, mould will sometimes find a way to grow on your window joints and sills, on ceilings and behind furniture.

Wipe down any affected areas but do not use household bleach as this will not solve the problem and is not recommended by health and safety experts.

For further information about preventing condensation and mould please visit our website at www.rykneldhomes.org.uk or call us on 01246 217670.



Condensation and Mould

A guide to managing condensation and preventing mould in your home

DIRECT DEBIT



Direct Debit is a quick and convenient way to pay your rent.

You can set up a Direct Debit by:

- **Logging onto the My Account service at www.rykneldhomes.org.uk**
- **Calling us on 01246 217670**
- **Completing a Direct Debit mandate form - available to download from our website.**

Please be aware that after you have set up the Direct Debit you will need to leave 21 days for it to be cleared and ready to use.

You will not be able to pay by Direct Debit until after that time.

In order to set up a Direct Debit over the telephone you will need to have your:

- Rent account number (6 digit reference number starting with a 4)

- Bank account number and sort code.

There are many benefits to paying by Direct Debit including:

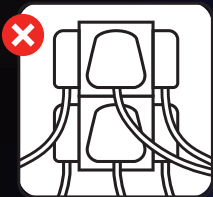
- Payments are made on a set date each month - you can choose either 7th, 15th, 21st or 28th
- No more queuing at the Bank or the Post Office
- Once a Direct Debit is set up it is continuous and does not need renewing
- You have the right to cancel at any time
- You are given advance notice in writing if the amount or date of the Direct Debit changes.

Simply give us a call on **01246 217670** and we will take care of the rest



Avoid electrical fires in your home

These days our homes are full of electrical items from white goods to mobile phones to extension leads, all of which can be a fire risk if not used and looked after correctly. So, to help keep you safe, here's our top tips on electrical fire safety:



Never overload extension leads



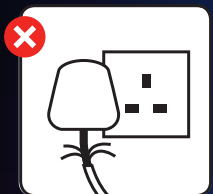
Make sure electrical appliances have the British or European safety mark when you buy them



Unplug appliances when not in use and when going to bed



Always use the correct charger for the device



Keep your eyes peeled for signs of dangerous or loose wiring such as scorch marks, hot plugs and sockets, fuses that blow or circuit-breakers that trip for no obvious reasons, or flickering lights

Register your appliances at www.registermyappliance.org.uk



www.derbys-fire.gov.uk



At your service

Rykneld Homes and North East Derbyshire District Council believe Community Involvement is essential to the provision of a successful housing service.

We have signed up to the Together with Tenants Charter, which seeks to strengthen the relationship between social housing providers and their customers. Through our adoption of the charter, we will uphold the following six commitments:

- Relationships - Involvement will be inclusive, representing our customer base and the wider community. We will ensure our involvement is based on honesty, openness and transparency.
- Voice and Influence - We will seek and value the views of customers and will use this information to inform decisions. Every individual resident will feel listened to on the issues that matter to them and can speak without fear.
- Communication - We will provide clear, accessible and timely information about the issues that matter to customers. This includes providing important information about customers' homes and local communities, how the organisation is working to address problems, how the organisation is run, and information about performance on key issues.
- Accountability - Collectively, we will work in partnership with customers so they can independently scrutinise us and hold us to account for the decisions that affect the quality of their homes and services. We will report annually on the impact of our Community Involvement work.
- Quality - We will work with partners to develop meaningful projects that deliver customer priorities, look at best practice across the housing industry and strive to be innovative in our approach.

- When things go wrong - Residents will have simple and accessible routes for raising issues, making complaints and seeking redress. Residents will receive timely advice and support when things go wrong.

If you would like to know more about how you can help Rykneld Homes to improve services for customers, please have a look at the Get Involved section of our website www.rykneldhomes.org.uk and if you would like to join us, contact a member of the Community Involvement Team on 01246 217670 or by emailing get.involved@rykneldhomes.org.uk.

Our Community Involvement Strategy outlines some of our key commitments for the next few years and can be viewed on our website.

Digital Involvement Group

- Would you like to be part of helping to improve our services?
- Did you know you can now do this digitally by completing short online surveys?

Why not join our Digital Involvement Group?

We email occasional surveys to group members. They generally only take a couple of minutes to complete but they give us vital information to help us improve our services to you.

You do not have to complete every survey - just those that interest you.

If you are interested in signing up, please visit the Get Involved section of our website at www.rykneldhomes.org.uk to find out what you need to do.

Competitions

If you can solve our wordsearch or find the three Ryki characters hidden somewhere on the pages of this magazine you could win £25 in shopping vouchers! You can enter either one or both of our puzzles – the choice is yours!



Congratulations!

Congratulations to Betty Page from New Tupton who won £25 in shopping vouchers after winning our competition in the Autumn issue of Your Rykneld.

Can you find our three little Rykis?

1. Page number Title of article

2. Page number Title of article

3. Page number Title of article

Word Search

Can you find our Spring words

- Easter
- March
- Spring
- April
- Daffodil
- Flowers
- Chocolate
- Lambs
- Eggs
- Showers

C	M	W	I	N	K	R	F	U	B	W	U	C	D	E	P
B	T	E	L	A	H	S	H	B	K	Y	L	O	N	S	O
S	I	A	T	A	R	C	E	L	E	B	O	I	B	C	I
T	B	S	T	O	R	L	K	N	L	K	S	W	R	I	F
G	A	T	J	A	S	O	L	I	H	H	A	L	Y	P	M
J	H	E	M	E	R	C	D	I	O	W	O	E	C	B	A
Y	E	R	V	N	M	O	T	W	E	T	Y	T	G	S	K
F	O	P	C	A	F	E	E	R	A	N	G	A	O	K	E
F	E	E	L	F	S	R	G	M	I	N	D	L	I	S	A
V	R	B	A	E	S	H	N	R	I	D	I	O	A	B	S
Y	A	D	U	L	E	S	D	R	M	K	L	C	N	M	U
H	F	S	T	S	U	J	P	Y	P	M	O	O	W	A	Z
S	X	W	G	V	M	S	Y	L	K	H	V	H	C	L	J
G	A	M	H	G	I	B	O	F	G	O	S	C	Y	I	W
D	B	M	E	L	E	C	D	S	R	E	W	O	L	F	O
H	I	D	B	J	U	N	P	Y	W	I	N	C	T	E	S

Please send your completed entry to:

Competitions, Communications, Rykneld Homes, Pioneer House, Mill Lane, Wingerworth, Chesterfield S42 6NG
Closing date for entries is Friday 31 March 2023.

Name Address

Tel Email



North East Derbyshire District Council

North East Derbyshire District Council

District Council Offices,
2013 Mill Lane, Wingerworth,
Chesterfield S42 6NG.

Tel: **01246 231111**

Or visit our website at:

www.ne-derbyshire.gov.uk

ConnectNE@ne-derbyshire.gov.uk

Payment line: **01246 217750**

Council Tax and Housing Benefits

Tel: **01246 231111**

Environmental Services

Tel: **01246 231111** for abandoned vehicles, Burgundy Bin collection, Bulk Collections, Cleansing, Dog Wardens, Fly Tipping, Pest Control, Pollution Control (air, noise, odour), Recycling initiatives, refuse collection and street cleansing.

Homelessness

Tel: **01246 231111**. For emergency out of hours call Derbyshire out of hours duty team **01629 532600**. During normal office hours if anyone is in need of emergency housing they should contact **01246 231111**. After 5pm the emergency out of hours service kicks in and this is run by Call Derbyshire (managed by Derbyshire County Council). The emergency out of hours number is **01629 532600**.



Rykneld Homes, Pioneer House, Mill Lane, Wingerworth, Chesterfield S42 6NG. For all services please call us on **01246 217670**

Contact Centre opening times: 8am-4pm

Or visit our website at:

www.rykneldhomes.org.uk

Or Text us at **07800 002 425**

Repairs

For repairs contact **01246 217670**. Emergency housing repairs (including drainage). Only serious emergencies accepted out of hours.

Freephone 08000 121 621.

Text repairs4u to 07800 002 425

Adaptations

Tel: **01246 217670**

E-mail: adaptations.team@rykneldhomes.org.uk

Other Services

Derbyshire Constabulary

For non-emergencies phone **101**

www.derbyshire.police.uk

Derbyshire Law Centre

Freephone **0800 7076990**
01246 550674

Chesterfield Jobcentre Plus

Tel: **01246 343100**

Choice Move

Tel: **01246 217670** Email: choicemove@rykneldhomes.org.uk

Home Ownership

(Right to Buy and Leaseholders)

Tel: **01246 217670**

Email

homeownership@rykneldhomes.org.uk

Housing Accounts/Rents

Tel: **01246 217670**

Tenancy Support

Tel: **01246 217670**

Text: **07971 793 892**

by writing to Community Sustainment, Pioneer House, Mill Lane, Wingerworth, Chesterfield S42 6NG

Community Involvement Team

Tel: **01246 217670**

Email: get.involved@rykneldhomes.org.uk

North East Derbyshire Citizens Advice Bureau

Tel: **0808 250 5702**

Derbyshire County Council

Tel: **08456 058 058**

8am - 8pm Monday to Friday and 9.30am - 4pm Saturdays.

Email: contact.centre@derbyshire.gov.uk

Text: **86555**

Fax: **01629 585995**

Minicom: **01629 585400**

By writing to:

Derbyshire County Council, County Hall, Matlock DE4 3AG.

Community News

Do you have any community events you would like to promote? We can help you spread the word through the pages of Your Rykneld, on our website or through our Twitter site.

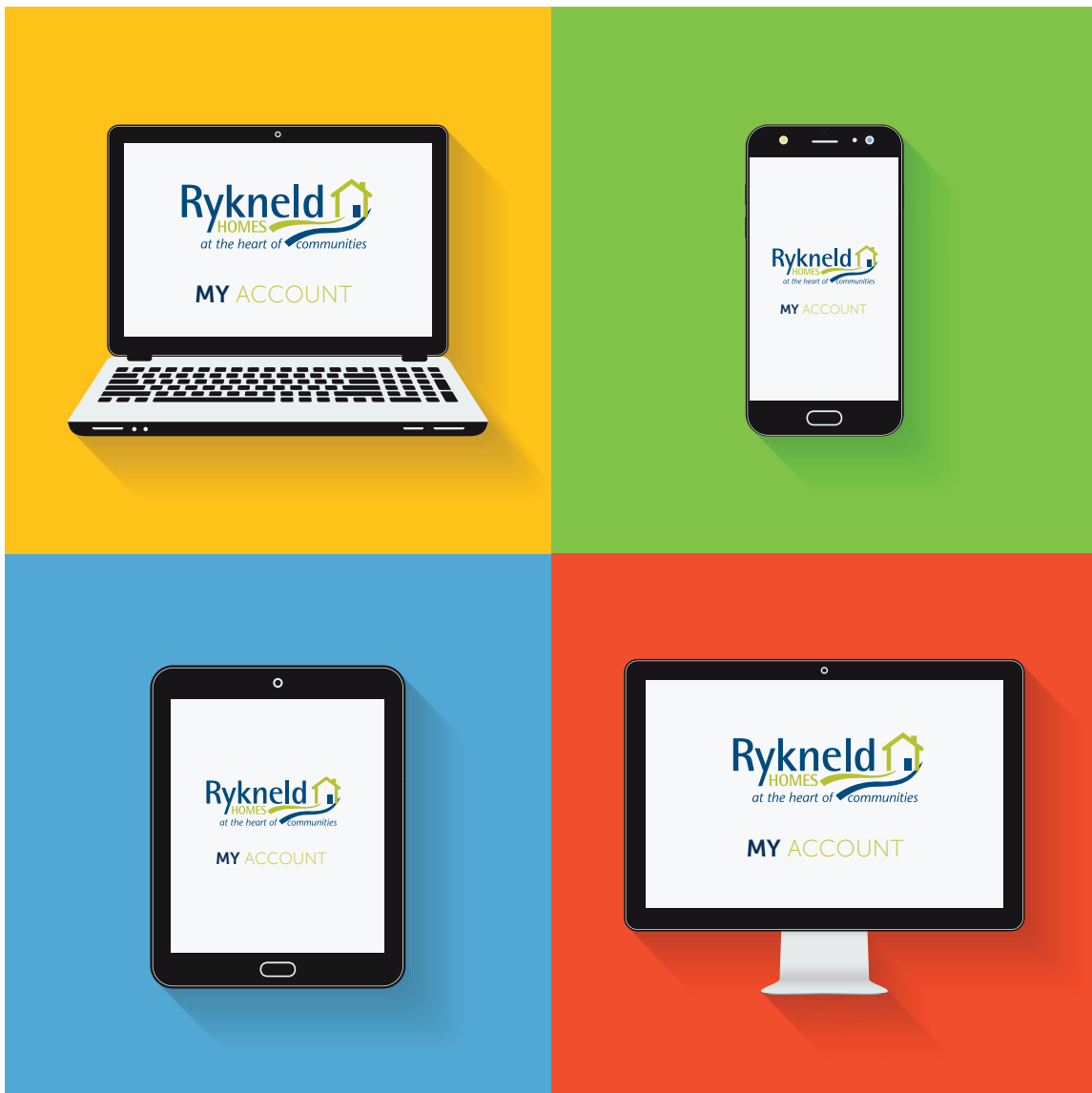
All you need to do is get in touch with our Communications Team by sending them an email marked for their attention to contactus@rykneldhomes.org.uk

You will need to include:

- the date and time of your community event
- the location
- brief details of the event
- a contact person
- contact details of phone number or email address where we can contact you.

Get in touch

The Danesmoor, Clay Cross and North Wingfield Tenants and Residents Association is keen to hear from anyone who would like to join their group. If you are interested in getting involved you can fill in a form on our website in the Get Involved section and it goes straight to the group. You can find the form by visiting www.rykneldhomes.org.uk



Why not find out what so many customers have now discovered?

My Account is a great way to keep up to date with details about your home.

It's a free, online tool for customers to log in and access rent account details – including payments made and rent due.

It's simple to sign up and easy to use.

My Account puts information at your fingertips with 24-hour access, at a time and a place to suit you.

To use My Account you will need to register – using your Tenancy Reference number and an email address.

- Your account details
- Details of rent paid and rent due
- Ability to print out your rent statement
- Set up a Direct Debit on-line.

To find out more visit our website
www.rykneldhomes.org.uk