

Your Rykneld

RYKNELD HOMES CUSTOMERS MAGAZINE

SPRING 2022



Money Matters

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Estate walkabouts

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New homes in North Wingfield

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Welcome

This year is likely to be a challenging one for many people as we face higher energy prices and rising inflation. We have put together some useful information and contact details for anyone who is struggling to pay their bills. See page 10.

If you are having difficulty paying your rent, please let us know as soon as possible. There is support available and the sooner we know there is a problem the sooner we can look to help you. Please, do not struggle alone.

We are pleased at the progress on the development of new bungalows in Danesmoor. We are creating nine new homes at Pine View. We are also looking forward to finalising our plans for 72 new homes in North Wingfield following Council approval for the scheme this spring. See page 12.

With the lifting of Covid restrictions our staff have been out and about again in the district meeting up with customers and local communities. Our estate walkabouts have recommenced. These are a great opportunity for you to meet with us and partner organisations to discuss any issues affecting your estate and we have included the dates for this year. See page 14.

Our Community Involvement Team has also been working with local groups and community organisations to support activities in our towns and villages. Through our Neighbourhood Improvement Budget, we have made grants worth up to £500 available to organisations able to demonstrate how their activities benefit local people – for more details see page 9.

Finally, we are very pleased to have signed a new, five-year management agreement with North East Derbyshire District Council. We look forward to continuing our work to provide value for money services to our customers and supporting the communities they live in.

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.



Join us on our estate walkabouts this year
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Newsround

Successful partnership working

North East Derbyshire District Council has signed a new five-year Management Agreement with its Housing Company, Rykneld Homes.

Rykneld Homes has successfully managed the Council's stock since 2007, securing and delivering millions of pounds of investment - providing property maintenance, income collection, estate management, housing support and building new homes for rent, sale, and shared ownership.

It is also carrying out regeneration work to many of the Council's non-traditionally built homes with almost 1,500 properties now benefiting from external wall insulation to make them easier to heat and keep warm.

Richard Welton, Chair of Rykneld Homes, said: "The signing of a new five-year Management Agreement is testament to the quality of services provided by Rykneld Homes and the successful partnership with the Council which has delivered for tenants and residents in our district.

"The Agreement reaffirms the importance of high performance, value for money and customer satisfaction for the Council and Rykneld Homes. It also offers continuity and reassurance that Rykneld will continue to deliver services that have enjoyed high customer satisfaction levels."

Cllr Carolyn Renwick, Council member with responsibility for housing, said: "The renewal of the Management Agreement has been an opportunity to strengthen the partnership and delivery of good quality housing management services and strong housing growth in the district.



L to R: Cllr Carolyn Renwick, Member with responsibility for Housing; Sarah Sternberg Assistant Director of Governance and Monitoring at NEDDC, Cllr Richard Welton, Chair of Rykneld Homes; Lorraine Shaw, Managing Director of Rykneld Homes.

"The Agreement acknowledges the strategic alignment between the Council's Corporate Plan and Rykneld's Business Plan and how both will deliver on the provision of high-quality homes for tenants and residents in future."



Spring Clean in Killamarsh



Spring Clean in Holmewood and Heath

Spring clean

A big thank you to everyone who took part on our community spring cleans in Holmewood and Heath, Killamarsh and Holmgate.

In Holmewood volunteers from a local walking group, the Parish Council and local residents, as well as Rykneld Homes Estate Caretakers and Community Involvement Team took part and collected 16 large bags of rubbish.

Keep checking on our website www.rykneldhomes.org.uk and social media to find out more information about similar future events

Working with Communities



Eckington Community Orchard project

Community orchard

Our Community Involvement Team supported Eckington Parish Council to create a community orchard in the town. The parish council are collaborating with One Planet Matters (a national environmental group) and North East Derbyshire District Council to create several community orchards across the District.

In Eckington we helped to plant a large number of trees in a quiet green space in the heart of the village. The group has also planted an area in Renishaw. The Community Involvement Team will continue to support the project, helping contribute towards the national One Million Trees movement.

Eckington fun session

We were pleased to see so many visitors to our February half-term family event in Eckington. Huge thanks to the team at Virgin Media that joined us for the day bringing face painting, glitter art, games, Paddington Bear and a fabulous world class entertainer from Holland/Sheffield! Thanks to the Parish Council for their ongoing support and our volunteers.

The 100 places available booked out within days and we had to turn down not far off 100 people.



Boccia

The Wholey Place Community Group at Broadleys in Clay Cross enjoyed the Boccia session organised by our Community Involvement Team.

Any community group who would like ideas for fun activities, whether for young or old, give our Team a call on 01246 217670.



New youth club

Our Community Involvement Team are helping to support a new youth club in Clay Cross. The club is available for children aged 11-17 years every Monday 7pm-9pm at Clay Cross Social Centre on Market Street. The cost is £1.50. We made bath bombs with the kids and there were lots of other activities available. Around 30 children attended the session.

Fun in Renishaw

We supported a great Easter family activity morning in Renishaw. 37 children and 14 adults took part in crafts, sports, and games. The children enjoyed a healthy lunch and were provided with a food hamper and Easter Egg to take home.

Thanks for all the great feedback from those who attended.

These events could not happen without the whole team so a big thank you to everyone. We really appreciate everyone's hard work and commitment, as do the people of Eckington Parish and beyond.



Pantry volunteers

Eckington Community Pantry opens every Wednesday and Friday morning 10am – 12pm. At the pantry, you can choose up to 15 items of food for £3.50. Please follow our Facebook page for more information and updates.

If you would like to volunteer at the pantry, please do get in touch. This could be collecting food from supermarkets or helping to restock and rotate stock. Volunteers are also needed to help organise community projects, we need you to keep running these fantastic events!

Grassmoor and Hasland

We supported free activities for children and families in Grassmoor and Hasland over the Easter holidays. Free food and refreshments were provided. We organised a professional artist to do crafts, and Samba sports led lots of fun sports including football and rounders.



Holiday hunger

In April we delivered our Mickley Holiday Hunger project thanks to Healthy Activity Fund funding provided by Derbyshire County Council. Almost 30 young people took part with activities provided by Joker Entertainment who held a circus skills workshop. The Community Involvement Team also delivered multi-sports on the field.

Get Together

Rykneld Homes was delighted to support the Great Chesterfield Get2Gether held at the Winding Wheel.

The event in April was free and helped to raise awareness of the local provision available to support people aged 55 years and over living in the area. Rykneld Homes was able to talk about how it supports community groups across the district.

Our Community Alarm Service was also on hand to discuss with visitors the benefits of the service which is available to adults of all ages who are vulnerable, have a disability or health issues.

If you would like to find out more about our Community Alarm Service call us on 01246 217670 or email: CATS@rykneldhomes.org.uk



What you said about us

It's 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 our customers, which is fantastic given the difficult year we have all faced.

Charity Appeal

Staff at Rykneld Homes received thanks from the Chair of North East Derbyshire District Council, Martin Thacker MBE, for their fund-raising efforts to support his Appeal for Ashgate Hospice. "Thank you for organising the recent charity collection for my Appeal, Ashgate Hospice. Everyone is aware of the difference the Hospice makes for cancer patients and their families across North Derbyshire. Your contribution to the Appeal will go towards enabling the Hospice to continue their amazing work. I am grateful to you all for choosing to support my Appeal. I appreciate your kindness and generosity."

Polite and courteous

A customer in Eckington wrote to thank us regarding improvements to her home in Eckington. "I would just like to thank you and every member of your team for the works carried out at my property. From you initially coming to visit me to explain the work involved and right up to the finished job, I cannot thank you all enough. Every member of your team



has been polite and courteous, but most of all the speed it has taken the guys to complete it has been absolutely amazing. Your Management Team have constantly been on the estate and always answered any questions. You are all absolutely fabulous."

Thank you

A customer in Eckington wrote to praise our Housing Support Team. "I just wanted to say thank you so much for letting the house swap go so quickly. I absolutely love it here and the neighbours are so nice too. Thank you for all your help."

Above and beyond

Our Housing Support Team received praise from a customer who moved into a home in Holmewood. "I just want to say thank you for supporting me getting the gas uncapped on the property. The housing officer made numerous phone calls to the energy providers and the gas engineer. She managed to sort this out on the day and definitely went above and beyond to help rectify the issue. I want to say a big thank you to her and the team."

Professional and helpful

A relative wrote to thank us for the help given to her father. "Thank you for everything you did for Dad over the few years he was at this address, I can honestly say he enjoyed his time at this property, and your employees who came in and out for one reason or another, were always professional and helpful."

Big thank you

A customer rang to praise the work of one of our joiners. "I just want to say a big thank you to the joiner who has been to my flat. He is a gentleman, he is very polite and well spoken. He offered to remove his shoes when entering the property, he complimented my flat on how nice it was. I want to say thank you to your team."

Making things easy

A customer in Dronfield rang to thank our staff. "I would like to compliment the rents team on working out my Direct Debit amounts every year and I am grateful that it's made so easy. I would also like to compliment the call centre for always being there to take on the bad things people call about. I know that I can call for any problems I have."

Choir lift the trophy!

A huge congratulations went to the Chesterfield Honey Belles choir who won the North Derbyshire's Got Talent competition and performed live at the Technique Stadium, raising money for North East Derbyshire District Council Chairman's charity, Ashgate Hospicecare.



L to R: Lorraine Shaw, Managing Director at Rykneld Homes and Cllr Martin Thacker MBE, Chair of North East Derbyshire District Council present the trophy to the Honey Belles

The Honey Belles are a ladies choir based in Chesterfield and are in their 7th year of singing together, led by Kate Challinor-Moss.

After entering the competition they were crowned winners and had the chance to sing live at the Techniques Stadium in front of their largest crowd ever!

North East Derbyshire District Council Chairman, Councillor Martin Thacker said, "The ladies were incredible on Saturday. The crowd loved them as they performed to their largest audience to date."

Rykneld Homes was proud to help sponsor the event.

Time to talk

We teamed up with the Council to take part in their planned Meet the Council events this spring.

Events were scheduled to be held in Shirland and Barlow during April and May to give residents an insight into the work of North East Derbyshire District Council and its housing partner Rykneld Homes.

Visitors were given a chance to:

- Speak with Councillors and Officers
- Chat with Rykneld Homes staff
- Raise queries regarding the services including Housing, Community Grants, Benefits and Council Tax.
- Obtain advice and guidance.

Bogus callers

We are aware that over the past few months there have been an increasing number of customers reporting suspicious callers to their home.

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 customer has not asked for. The workmen have then asked for payment.

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 staff and 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 .

Supporting Customers

Damp and condensation

All reports are investigated by our team of building surveyors as there are different types of dampness that could affect a home and they all need to be treated differently.

Our surveyors will assess the case and can recommend measures to address any problems found.

To offer support we have put in place a set of procedures for dealing with damp or mould issues and updated our information leaflet. This sets out what measures we can take to help and the steps you can take to prevent damp, mould and condensation occurring.

As part of our inspection process, we undertake to ensure:

- Customers are informed about the inspection process
- We will share the outcome of any survey findings
- Customers are clear about the steps we will take to address any problems.

Dampness can be caused by water leaking into areas such as walls and roofs, or by defective pipework. Our building surveyors can identify where this is the case and put forward a programme of repairs to rectify any issues. Additional measures could include loft insulation, passive air vents, extractor fans and PIV's (Positive Input Ventilation).

For more information visit our website at www.rykneldhomes.org.uk



Condensation and Mould
A guide for managing condensation and mould in your home.

Managing Condensation

Preventing condensation from forming is a lot better than having to treat the mould which might follow. There are a few simple measures you can take to reduce condensation:

When cooking

- Cover boiling pans
- Do not leave kettles boiling
- Keep the interior kitchen door closed, but open the kitchen window
- Use an extractor fan and cooker hood, if fitted.

When bathing

- Keep the bathroom door closed, but open the bathroom window and use the extractor fan, if fitted
- When filling the bath, run cold water first and then add hot water; this will reduce the amount of steam

When washing/drying

- Dry washing outside, if possible. If drying washing inside is unavoidable then do so in a closed, warm, well-ventilated room
- Use an extract fan, if fitted.
- If a tumble dryer is used it must be ventilated directly to the outside air

Every occupant in your home produces moisture regardless of any other factors

Four people in a property...

...create an incredible 16 pints of moisture per day...

...that amounts to a massive 112 pints of moisture per week

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
- They can help you with the promotion of your project
- They can 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.

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



Money matters

In this issue of Your Rykneld we take a look at some of the help available for anyone who is struggling with debt.

We have included information about local and national support agencies.

It's important to remember you need not struggle alone if you are in debt – there is advice and support out there. It is never too late to start dealing with debt but it is crucial that you seek help as soon as you realise you're struggling. Simple steps can help to put you on the right track:



Rykneld Homes

Our Financial Inclusion Officer can provide money management advice and support to customers who have difficulties with:

- Tackling and reducing their rent arrears
- Certain vulnerabilities which means they need help completing online applications for some benefits
- Opening bank accounts
- Budgeting
- Universal Credit.

The Rykneld Homes website at www.rykneldhomes.org.uk contains lots of information about managing debt and organisations that can offer help and support.

The Financial Inclusion Officer can be contacted on 01246 217670 or email contactus@rykneldhomes.org.uk



Derbyshire Welfare Rights

Derbyshire County Council offers a welfare information and help service to Derbyshire residents including up to date details about benefits, job centres, housing and allowances.

They can help people who may be missing out on benefits and support them to claim benefits they are entitled to.

Support includes:

- advice over the phone about which benefits to claim and how to claim them
- sending out claim forms and advising on how to challenge decisions by the benefits authorities

To get help:

- email: welfarebenefits@derbyshire.gov.uk
- Tel: 01629 531535 from 11am to 4pm on Monday, Tuesday, Thursday and Friday

Derbyshire Unemployed Workers Centre

The centre offers:

- Free, independent and confidential advice on benefit and credit entitlements
- Benefit checks
- Help to fill in claim forms
- Support and representation for challenging decisions made by the government
- Assistance with queries regarding Pension Credit and Attendance Allowance.

Helpline (8am-4pm): 01246 231441

Email: info@duwc.org.uk

Credit Union

- Credit Unions are co-operative organisations offering low cost loans, basic banking and savings. For a safe place to save and borrow money, Rykneld Homes recommends Chesterfield and North East Derbyshire Credit Union. For more information about them, visit their website at www.cnedcu.co.uk or telephone them on 01246 278833
Email: webmail@cnedcu.co.uk

Citizens Advice

You can seek free, independent and confidential debt and financial advice from the **North East Derbyshire Citizen's Advice** who can be contacted on 0808 250 5702.

Other agencies

- Payplan - Offers comprehensive advice, guidance and support if you are struggling with debt. You can get in contact with Payplan by calling the free helpline on 0808 278 4588 which is open Monday - Friday 8.00am - 8.00pm and Saturday 9.00am - 3.00pm (calls free from landline and mobile).
- Visit the Government's website Gov.uk. It gives information on working age benefits, such as Universal Credit, ESA, JSA and Income Support.
- HM Revenue and Customs gives information on family benefits. For example: Child Benefit, Child Tax Credit, Working Tax Credit.
- StepChange - Provides free expert debt advice based on your personal circumstances. They provide free telephone debt information and advice for anyone experiencing debt problems. You can also get in contact with StepChange by calling the free debt helpline on 0800 138 1111 which is open Monday - Friday 8.00am-8.00pm and Saturday 8.00am-4.00pm (calls free from landline and mobile)
- Advice and guides to help improve your finances
- Support over the phone and online
Tel: 0800 138 7777
<https://www.moneyadvice.org.uk/en>

Food Banks

Food Banks can ensure residents who are struggling with low income and debt have food in times of need.

To receive a food parcel, residents need to be referred to a Food Bank from GPs, schools and a range of other agencies. Contact our Financial Inclusion Team for more advice and support.

Details of Food Banks in North East Derbyshire:

- Clay Cross Food Bank
Community of Christ Church, Thanet Street, Clay Cross S45 9JS

Tuesday 1-2pm
Friday 1-2pm

- Living Hope Food Bank
Abundant Life Christian Centre, Tibshelf Road, Holmewood S42 5TA
Wednesday 12noon-1.30pm
- Morton Food Hub
- New Hope Food Bank - Killamarsh
Unit 3 Norwood Industrial Estate, Rotherham Close, Killamarsh S21 2JU

Eckington Community Pantry

The Community Pantry is open every Wednesday and Friday from 9.30am - 12noon at Eckington Business Centre and is open to people living in the Eckington Parish and surrounding areas.

There is a one-off joining fee of £2 which gets you a reusable hessian bag and membership card.

From then on, there is a £3.50 charge each session which allows you to choose 15 items from the



Community Pantry. There are good quality food and household goods available.

Help with energy bills

The Government announced a series of measures to help households struggling with their energy bills in 2022. These are the support measures confirmed in February 2022:

Council Tax rebate

£150 non-repayable rebate on Council Tax available to households in England, Scotland and Wales in Bands A to D. People will receive it automatically.

Energy Bills Support Scheme

£200 credit on energy bills that must be repaid over five years. It will automatically be applied to energy bills from October 2022.

Warm Home Discount

£150 support for low-income homes. Eligible customers will receive the rebate automatically.

Discretionary Fund

People must apply to the Council for support. The government gave £144million to support customers who are not eligible for the Council Tax Band A to D rebate.

Regeneration and renewal



Warmer homes for customers

Work is nearing completion on a £12.5m investment scheme to make more than 400 Council homes easier to heat and keep warm.

The Council, in partnership with Rykneld Homes, has carried out improvement works to 427 hard to heat properties across the district.

The government has granted £2.13million towards the cost of the work under its Green Homes funding programme, with the Council investing the remaining amount. The houses, which are non-traditionally built properties, have been fitted with External Wall Insulation and where needed new roofs and windows as well as other enhancements.

The government made funding available to councils who are committed to improving hard to heat homes – making them more energy efficient and reducing carbon emissions.

Over the past year work has been carried out to homes in Mickley, North Wingfield, Dronfield, Unstone and Eckington, Renishaw and Holmesfield.

Work to insulate the homes will be completed in June. The total carbon saving in North East Derbyshire will be 335 tonnes per year and a total of 9,715 tonnes by 2050.

A customer in Dronfield said: "I am really pleased with the work. The house looks beautiful and so much better than before. The house used to be difficult to keep warm."

A customer in Unstone said: "I'm starting to notice a difference in the warmth of the house since the works have been done. It really keeps the heat in."

New homes in North Wingfield

Proposals to build more new homes in North Wingfield are progressing.

The Council has chosen Rykneld Homes as their recommended partner to build 72 homes on council-owned land in the Whiteleas area of the village.

A planning application for the development to build a mixture of homes for rent, shared ownership and open market sale is scheduled to be submitted to Planning in May.

New homes in Clay Cross

Work is well underway on the building of nine new bungalows on the Pine View estate in Danesmoor. The £1.6million scheme will see homes built using some of the latest energy efficiency technology as part of the Council's commitment to reduce carbon emissions in the district. They are scheduled for completion early next year.

An extra £18,000 will be spent on each new property to fit them with:

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



The scheme is part of Rykneld Homes, and the Council's long-term regeneration plans for non-traditionally built properties.

In addition to creating new housing in North Wingfield the Council has completed regeneration works to 39 non-traditionally built properties on the Whiteleas Estate to make them more energy efficient and to help reduce carbon emissions in the district.

Work experience

At Rykneld Homes we are keen to support young people into work or to gain valuable work experience.

As well as taking on apprentices we have also worked with local schools and colleges to offer work experience placements.

Our Electrical Team recently took on two students from Chesterfield College who are undertaking electrical courses that require work experience.

This has been a great opportunity for the students. One of them, Josh Sykes, said: "I would like to thank Rykneld for letting me complete my work experience with Paul from your electrical department. I really enjoyed my time with him. Paul explained what he was doing although I was not able to help, I feel that I did learn a lot and I really appreciate it. I would like

to offer my time to continue work experience with you if the opportunity to do this is ever available again in the future."

Property alterations

We know that many customers are proud of their homes and want to improve them through redecoration, improvements, or alterations.

Before you carry out improvements or alterations to your home, such as replacing your kitchen or bathroom, erecting a shed, or installing an extra plug socket, you need to obtain written permission from us.

Some work may even require Planning Permission or Building Regulations approval. For more information, contact your Housing and Support Officer.

You can now request to make a property alteration to your home online.

Visit our website:

<https://www.rykneldhomes.org.uk/your-home/your-tenancy/request-property-alterations/>



Estate Walkabouts

Now that Covid-19 restrictions have been lifted we are able to re-start our regular estate walkabout inspections.

They are a great opportunity to meet with our Housing and Support staff to chat about any issues you may have with your estate or neighbourhood.

We have already held some walkabouts this year which we advertised on our website and social media – we have included here dates for the summer and autumn. Please check on our website at www.rykneldhomes.org.uk

Contact numbers for our Housing and Support staff can be found on our website at www.rykneldhomes.org.uk or telephone our Contact Centre on 01246 217670.

We have included information about the estate, the location to meet, the date and the time.

Apperknowle and Hundall - top of High Street, Fri 10 June 10.30am

Arkwright - Arkwright Centre, Wed 22 June 10.30am

Ashover - (Rural Areas) Ashover, Woolley Moor, Kelstedge and Littlemoor - former Garage Site, West Edge Close - Thurs 26 May 10am

Barlow - Junction of Springvale Road and Valley Road, Thur 4 Aug 10.30am

Brackenfield (Rural Areas) Brackenfield and Wessington - Hill Crest Avenue, Tues 28 Jun 1.30pm

Calow - Central Drive car park, 5 Sept 1pm

Clay Cross - Park Row, Wed 18 May 10.30am Wed 7 Sept 10.30am

Clay Cross Florence Road area - Garage Site, Florence Road, Wed 14 Sept 10.30am

Clay Cross Angel Estate area - Top of Queen Street, Wed 22 Jun 10.30am

Cutthorpe - Junction of Riggotts Way and Main Road, Thur 16 Jun 10.30am

Danesmoor - Penncroft Lane flats, 20 Jul 10am and Thur 17 Nov 10am

Danesmoor - Bevan Road, Thur 6 Oct 10am

Danesmoor - Springvale Road, Tues 17 May 10am

Dronfield - Stonelow/Hartington - Outside Block 1 Stonelow Green, Stonelow Road, Tues 4 Oct 10am

Dronfield - Snapehill - Bottom Garage Site on Marsh Avenue, Thurs 20 Oct 10.15am

Duckmanton - Top of Robertson's Avenue, Wed 22 Jun 10am

Eckington - Castle Hill, Woodview, Pitt Street - Junction of Castle Hill and Castle Hill Close, Tues 12 Jul 10am

Eckington Central - Entrance to Eckington Swimming Pool, Mon 11 Jul 10am

Grassmoor - New Street/Tennyson Way - Grassmoor Community Centre, New Street Thurs 14 Jul 1pm

Grassmoor - Broom Drive/Vernon Rise - Junction of Broom Drive and Mill Lane, Tues 19 Jul 10am

Heath - Junction of Heath Road and Heather Avenue, Tues 13 Sept 11am

Hepthorne Lane - Top of Bamford Avenue, Wed 12 Oct 1pm

Holmesfield - At the junction of Woodside Avenue and Woodside View, Fri 16 Sept 10.30am

Holmewood - Junction of Queensway and St Albans, Thurs 14 Jul 10am and Tues 8 Nov 10am

Holmewood - Junction of Heath Road and Searston Avenue, Tues 18 Oct 10am

Holmewood - Junction of Mornington Road and Heath Road, Wed 11 May 10am

Holmgate - Thurs 22 Sept 11am

Holymoorside - Corner of Pinfold Close, Wed 8 Jun 10am

Kelstedge (Rural Areas) Ashover, Woolley Moor, Kelstedge and Littlemoor - Former Garage Site, West Edge Close, Thurs 26 May 10am

Killamarsh Central - Tues 14 Jun 10am and Mon 12 Sept 10am

Killamarsh Manor - Entrance to Manor Road, Tues 7 Jun 9.30am and Tues 6 Sept 10am



Killamarsh Norwood - Junction of Norwood Place and Cross Street, Tues 14 June 10am and Tues 13 Sept 10am

Killamarsh Sheepcote - Junction of Chandos Crescent and Orchard Place, Tues 10 May 10am and Tues 9 Aug 10am

Killamarsh Westthorpe - Junction of Westthorpe Road and Cherry Tree Drive, Wed 11 May 10am and Mon 15 Aug 10am

Littlemoor (Rural Areas) - Ashover, Woolley Moor, Kelstedge and Littlemoor, Meet - Former Garage site, West Edge Close, Thur 26 May 10am

Marsh Lane - Junction of Bramley Road and Ridge Road, Thurs 13 Oct 10.15am

Mickley - Junction of Mickley Lane and Priestley Avenue, Thurs 20 Oct 10am

Morton Maltby Avenue area - Maltby Avenue, Thurs 23 Jun 10am

Morton Evershill Lane area - Evershill Lane, Thurs 23 Jun 10.30am

North Wingfield - Whiteleas Avenue - North Wingfield Community Resource Centre, Mon 3 Oct 10am

Pilsley - Junction of Hallgate Lane and Broom Avenue, Wed 15 Jun 10am and Wed 12 Oct 10am

Renishaw - Junction of Carrwood Road and Wood View, Tues 2 Aug 10am

Shirland - Garage Site, Willow Street, Tues 13 Sept 10.30am

Stonebroom - Birkinstyle Avenue, Tues 6 Sept 10am

Temple Normanton - Junction of Springwood Street and Elm Street, Mon 20 Jun 10am

Tupton - Davenport Road - Junction of Davenport Road and Wingfield Road, Wed 14 Sept 10am

Tupton - Derby Road and Northside - Outside 119 Queen Victoria Road, Tues 20 Sept 1pm

Unstone - Junction of Hardhurst Road and Whittington Lane, Thurs 27 Oct 10am

Wadshelf - School Lane flats, Fri 10 Jun 1.30pm

Wessington (Rural Areas) Brackenfield and Wessington - Hill Crest Avenue, Tues 28 Jun 1.30pm

Wingerworth - Adlington Estate - Halcyon Approach, Wed 18 May 2pm and Wed 2 Nov 2pm

Wingerworth - Allendale Estate - Allendale Road Flats, 18 May 2.45pm and Wed 2 Nov 2.45pm

Woolley Moor (Rural Areas) Ashover, Woolley Moor, Kelstedge and Littlemoor - Former Garage Site, West Edge Close, Thur 26 May 10am

Abuse to staff not tolerated

At Rykneld Homes we want our staff to be safe at work.

We believe they should be able to go about their work with customers free from abuse and injury or upset through acts of aggression and violence.

The nature of the work undertaken by Rykneld Homes means staff are required to work with customers and members of the public who can be at times distressed, anxious, or angry. Such situations can lead to a risk of aggressive or violent behaviour towards our employees including staff in our Contact Centre.

Rykneld Homes will not tolerate any instances of work-related abuse or violence. This type of behaviour at work can have both physical and emotional consequences for the member of staff

which may affect their health.

No employee should be subjected to any kind of violence, threats or abuse while undertaking their duties. Tenancy Enforcement Action will be taken against any customer who has been found to behave in this way and the incident reported to the Police.

Rykneld Homes is committed to providing a legal framework and protocol to protect their workers and provide an environment in which employees are free of harm or harmful situations.

No form of abuse is acceptable and our staff will report any behaviour of this kind.

Rykneld offers access to support when faced with verbal, physical or psychological abuse within a workplace setting.

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



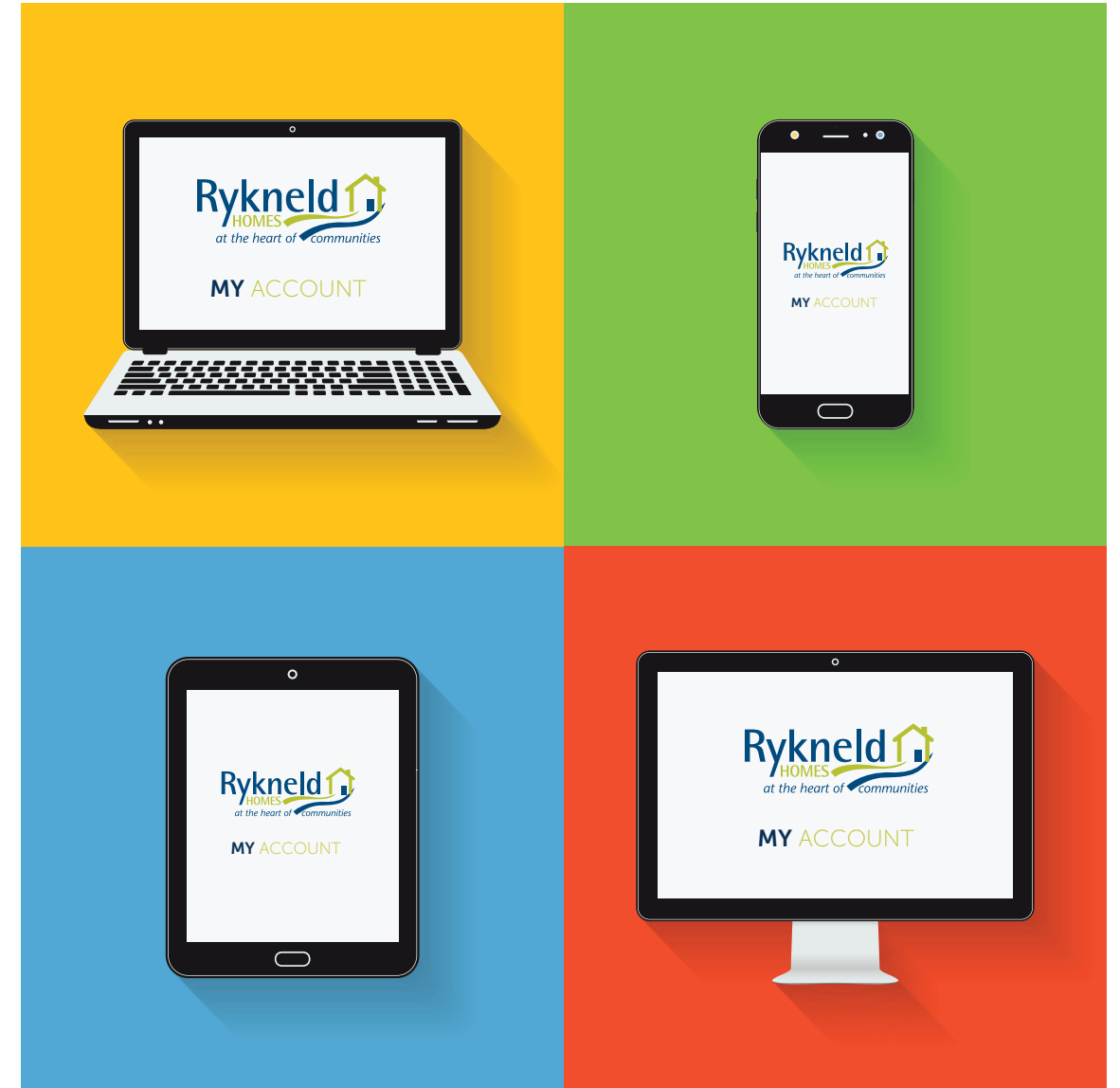
Always use the correct charger for the device



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

 YouTube
   www.derby-fire.gov.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

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!

Well done to Elouise Woodward from Holmewood who won £25 in shopping vouchers after winning our competition in the Spring 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 Jubilee words?

- Anniversary**
- Celebration**
- Queen**
- Platinum**
- Bunting**
- Community Party**
- Jubilee**
- June**
- Seventy**

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



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**

Please send your completed entry to:
 Competitions, Communications, Rykneld Homes, Pioneer House, Mill Lane, Wingerworth, Chesterfield S42 6NG
 Closing date for entries is Friday 10 June 2022.

Name Address

Tel Email



Help at
the touch
of a button

Community Safety Alarm

If you are looking for peace of mind for you or your loved ones our Community Alarm Service is available to adults of all ages in the district who are vulnerable, have a disability or health issues.

At the press of a button, you will be put in touch with our helpful alarm centre if you require help from a named contact or the emergency services. Prices start from £22 per month. To find out more contact our Community Alarm Team on **01246 217670** or email them at **CATS@rykneldhomes.org.uk** or visit our website at **www.rykneldhomes.org.uk**