

Your Rykneld

RYKNELD HOMES CUSTOMERS MAGAZINE

WINTER 2022

Hedgehogs need you!

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Welcome

Welcome to our first issue of Your Rykneld for 2022!

The past year has been another difficult one for everyone, but we were delighted to be able to start working with communities again and have included some of the great activities we were able to support in partnership with customers and local groups.

Judging by the fantastic response we received to the events everyone is really looking forward to a return to some kind of normality and we hope to be able to provide a great programme of activities during the year.

We have funding available to help organisations and individuals wanting to promote community activities this year, so please get in touch with our Community Involvement Team – see page 9

The start of this year saw the beginning of work to build new Council homes in Clay Cross. Nine bungalows will be built on part of the Pine View estate where 38 existing bungalows have already undergone a refurbishment programme.

We are very excited about the project which will see the latest technology fitted to the new properties including electric vehicle charging points and air-source heat pumps.

North East Derbyshire MP Lee Rowley visited Council homes in Unstone to see first-hand progress on a £12million Green Homes scheme to make more than 400 homes in the district easier to heat and keep warm. The Government and North East Derbyshire District Council have provided the funding to fit external wall insulation to the properties, along with other refurbishment works.

Finally, we want to call out to any customers who would like to get involved in the work of Rykneld Homes. We really value the knowledge and experience our customers bring to the organisation – your voice is so important in helping us to shape our services.

To find out more about how you could become involved please turn to page 15 for further information.

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.



Lee Rowley MP visits regenerated homes in Unstone
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Newsround

Plenty to do in Grassmoor



We had a great start to the new year in Grassmoor when around 25 children braved the cold to take part in sports and craft activities organised by the Grassland and Hasmoor Big Local project with support from Rykneld Homes.

Participants were given 'make it at home' food bags. This was funded by the Healthy Activity Fund (HAF). Grassmoor Methodist Church continues to run a very popular food scheme twice a week. The cost is £1.50 for a bag of food. Through the HAF funding, around 180 food hampers were given out over the Christmas and New Year period. Just before Christmas, over 70 people attended 'A Christmas Carol' performance at Grassmoor WMC which we put on for £2.50 per

person, it was a fantastic show.

Rykneld Homes Community Involvement officer, Jessica Poplewell-Barker, said: "It is amazing to see the community spirit in Grassmoor which has come together due to the hard work of the Big Local team which is mostly volunteers. It just shows what can be achieved."

The group is looking for new volunteers. If you are interested please contact Jessica on 01246 217670 or email get.involved@rykneldhomes.org.uk

There are so many opportunities for all ages such as Men in Sheds, chair-based exercise, children's film club, food projects, events planning, parks and green space environmental projects.

Shine a Light Film Premier

Earlier this year we delivered the 'Shine a light' project in Clay Cross, working with First Arts, Holmgate and Sharley Park Primary Schools, and residents from Wholey Place and Marx Court.

Shine a light was about connecting with people who may have felt isolated during the Covid pandemic.

We wrapped the project up with a premier of the heart-warming film produced by First Arts.

At the premier, guests were treated to tea and cakes along with a live brass performance, which included the song 'light up'.

We are hoping to arrange further sessions so look out for more details.



Litter pick in Stonebroom

Litter picks

Thanks to everyone who has taken part in our community litter picks.

Last year we held several litter picks across the district and invited residents to join with Rykneld staff on our clean ups.

We held picks in Danesmoor, Dronfield, Holmewood, Heath, Eckington, and Renishaw. Our latest litter pick was in Stonebroom.

Looking forward to spring

As we look forward to the end of winter and the start of spring, we thought we would catch up with Diane Bradley the winner of our 2021 Garden Competition.

For many people their garden became an important escape during the pandemic lockdowns, and they're now bitten by the gardening bug!

We've included a few handy gardening tips for this time of year which can get you a head start towards a great display this summer!

Inspired by Charlie Dimmock

Diane Bradley from Apperknowle won £100 in garden vouchers when she was chosen by our Involved Tenants Group as our worthy champion. In this issue of Your Rykneld Diane shares some of her love of gardening as we look to the start of a new season. "When I lived at home my father was disabled and so I did all the gardening for him," said Diane. "Then I started watching Ground Force and was inspired by Charlie Dimmock.

"When I moved into this house 20 years ago, my sister gave me a Charlie Dimmock book and it went from there.

"At the start of the Covid pandemic I found myself with more free time and decided to concentrate on the garden. I did the pond all by myself.



"I was sat in the garden one day having a coffee and decided that I wanted to do something with the space. This was at the start of lockdown while I wasn't working. I just started digging and building it up. I worked it out and it probably ended up costing me about £150."

Diane was taken completely by surprise when she won our competition.

"I never win anything. It's an absolute joy. To think that someone else appreciates what I've done here is an absolute joy."

Jobs in the garden

At this time of year, we can start to look forward to spring and the start of longer days. Snowdrops will be out and other spring bulbs beginning to come through. If you're inspired by Diane to start gardening here are a few things you can do in February and March.

- Plant summer-blooming bulbs.
- Mow the lawn if it needs a trim - it probably is after the long, hard winter months
- At the end of March divide bulbs like snowdrops.
- Tackle the weeding. As the garden comes back to life after winter so do the weeds so best to catch them!
- Prune roses to encourage strong new growth.
- Fertilise vegetable beds with compost or well-rotted manure to prepare for the growing season ahead.



Hedgehogs need YOU!

Rykneld Homes is helping to conserve one of the UK's favourite animals – the hedgehog! Despite hedgehogs having declined by a third the public are coming together to help them fight their way back.

There's lots you can do to support hedgehogs, from creating a hole in your fence to building them a house!

Rykneld Homes has teamed up with Sustainable Building Services, which is carrying out regeneration work on houses in Eckington, to create hedgehog highways on a local estate.

One of the big problems facing hedgehogs is their lack of ability to roam. They need to be able to walk long distances to find food every night, but their way is often blocked because of garden fences. To tackle this problem, we will be creating 'hedgehog highways' on the Castle Hill estate. This involves cutting a small hole (about the size of a CD case) at the base of garden fences so that hedgehogs can access gardens. These have been proven to help local hedgehog populations. This won't just be good for the hedgehogs; they're also good for your garden thanks to their taste for creepy crawlies/insects.

If you live in the Castle Hill area and want to sign up to have a hole cut, please either call our Community Involvement Team on 01246 217670, email get.involved@rykneldhomes.org.uk or head over to our website at www.rykneldhomes.org.uk/hedgehog, where you'll find lots of other tips on how you can support this beloved native animal.

- The People's Trust for Endangered Species and British Hedgehog Preservation Society have set up 'Hedgehog Street', a project dedicated to supporting hedgehogs in Britain. Through their

website you can find all sorts of tips for how you can help this beloved little creature to thrive in your area. We would love if you could log your hedgehog sightings too through their interactive map, which enables anyone to add where and when they've seen a hedgehog.



COMMUNITY CLEAN UPS

We are organising community clean ups across the district - can you get involved? We provide litter pickers and gloves - please let us know if you can join us and make a difference.

Wednesday 9 March 10am meeting at **Holmewood** library car park, Heath Road, Holmewood, S42 5RB

Wednesday 27 April 10am meeting outside **Killamarsh** Leisure Centre, Stanley Street, Killamarsh, S21 1EL

Wednesday 25 May 10am meeting at **Holmgate** Community Centre car park, Valley Road, Clay Cross, S45 9QF

CONTACT US

Tel: 01246 217670 - Community Involvement Team
 Email: get.involved@rykneldhomes.org.uk
 Website: www.rykneldhomes.org.uk
 Facebook: @RykneldHomes
 Twitter: @Rykneld_Homes

Helping to protect the environment

We are all being asked to do more to save the environment and reduce our carbon footprint.

At Rykneld Homes, we are working in partnership with the Council, on a long-term project to make more of our homes energy efficient and easier to heat and keep warm.

That means less energy is used in the home which helps to reduce carbon emissions.

We have already carried out work on almost 1,500 non-traditionally built homes on estates across the district, to fit external wall insulation and new roofs and windows where needed. For information on the latest projects see page 10.

North East Derbyshire has a high number of non-traditionally built homes, mainly erected after the Second World War to ease the national housing shortage. These properties are generally built around a steel or concrete frame, rather than using the usual bricks and mortar. This can make them harder to heat and keep warm.

Our work to address energy efficiency issues will help the council to achieve its carbon reduction targets – meaning a cleaner and greener environment for everyone. When the houses have all been insulated, the total carbon saving in North East Derbyshire will be 335 tonnes per annum and 9,715 tonnes by 2050.

One tonne of carbon is equivalent to removing 2,400,000 balloons full of carbon dioxide from the Earth's atmosphere - every single year!

North East Derbyshire District Council has provided a handy guide to show a few simple steps we can all take to help protect the environment:



- **Turn your thermostat down by 1oC.** This simple action can save you £60 a year and it costs nothing to install. – Carbon saving of 275kg.
- **Replace traditional incandescent bulbs with LED bulbs.** You could save around £40 a year on your energy bills. – Carbon saving of 78kg.
- **If your shower runs off your boiler, fit a water efficient shower head.** By restricting the flow of water through the shower head you could save up to £38 a year by not heating as much water. – Carbon saving of 174kg.
- **Stop leaving electrical equipment on standby.** To save around £35 a year turn most devices off at the plug socket or unplug them altogether. – Carbon saving of 161kg.
- **Just turn off your lights.** By not leaving lights on in the house can save around £15 on electricity bills. – Carbon saving of 29kg.
- **Shower.** By spending one less minute in the shower can save you £8 a year. – Carbon saving 37kg.
- **Do one less wash a week.** Load the drum as full as possible without cramming laundry to save around £8 a year on electricity bills. – Carbon saving of 16kg.
- **Taking control of your recycling.** Recycling helps reduce carbon emissions. Using recycled materials to make new products reduces the need for virgin materials. – Carbon saving of 100kg.
- **Waste not, want not with food.** When we waste food, we waste the energy it's taken to produce it. Consider freezing, shopping smarter and composting food before wasting. – Carbon saving of 241kg.
- **Compost.** Compost your family's wasted food and garden waste to reduce emissions and improve your soil. – Carbon saving of 535kg.



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.

Excellent standard

We received an email from a customer following a bathroom repair.

"As always, the work was of an excellent standard, and I'd like to thank your staff for being so kind, considerate and efficient whilst undertaking the work. A shame other companies don't operate to the high standards you set! Thank you, thank you, thank you!"

Professional and friendly

A customer was delighted with the great repairs service they received. "I could not have asked for more excellent treatment. Right from the ladies that rang me to book the repairs to the workmen that came to carry out the repairs. As always, they were professional, knew exactly what they were doing and extremely friendly. They kept me informed what was happening and talked me through what they had done at the end of the job. Thank you very much."

Extra Mile

The work of our Choice Move team was praised by a customer who wrote: "All my dealings have been carried out with professionalism, empathy and respect. The Rykneld team have gone more than the extra mile."

Thankful

The daughter of a customer rang us to praise an operative who helped her mother after a fall. "My mother had had a fall and had been on the floor since 2am that morning and the Rykneld operative assisted her. I am very thankful."

Thank you

A boiler repair prompted this message of thanks from a customer. "I want to extend my thanks to your staff for the boiler repair. They were all so helpful and I am very grateful for everything that was done."

Thoughtful and calming

The care and consideration shown by one of our operatives called to a repair received praise from a satisfied customer. They wanted to pass on their thanks to our staff for "attending quickly and being so thoughtful and calming when dealing with a leaking boiler."

Above and beyond

Staff in our contact centre were praised by a customer for "looking out for me and always being helpful." She also praised the operative who came to her home for being very helpful and going above and beyond to help her out.

Care and consideration

A customer called to thank a member of staff for "their care and consideration. My husband is on palliative care and the operative was very respectful and cleaned where he had worked as well. He was a really lovely person and a credit to Rykneld."

A welcome smile

The positive attitude of a member of staff earned praise from a customer. "The operative arrived with a smile on his face and couldn't have been any nicer. He was very chatty, and I was very pleased with how quickly he carried out the repair."



Working with communities

Over the past few months, we have been out and about working with local communities on everything from litter picks to supporting foodbanks.

We've included here a round up of some of the projects and groups we have supported.

Eckington Community Pantry on BBC Radio Sheffield

We were delighted when BBC Radio Sheffield featured the work of the Eckington Community Pantry. They came along to interview people involved with the project and find out how it helps the local community.

Our Community Involvement Officer, Jessica Popplewell-Barker along with Christine Gale, a volunteer at Eckington Community Pantry gave a real insight into the work of the pantry and how people can access the service.

Mickley

Because of Covid restrictions we could not hold our traditional Mickley Halloween party. Instead, we organised some great outdoor activities including planting some spring bulbs on the estate – ready to add some lovely, welcome colour this year.



Supporting communities

Over the festive period we worked with local community groups to organise parties and get together. So many people said how happy they were to be able to meet up again after the isolation many of us have felt during the pandemic.

Rykneld's Community Involvement Officer, Jessica Popplewell-Barker, said: "In almost 14 years of running community projects, I don't think I have met people

more pleased to be attending such events. It is clear to see how much these get togethers mean to people, especially after the past few years."

Renishaw

We held a party in Renishaw, including crafts, a disco, food, games, the elf, and the shoemaker show.



Grassmoor

Rykneld supported a highly successful festive event at the Mill Lane Allotments in Grassmoor which attracted dozens of families (approximately 100 children). We handed out 'Make at home' meal bags for children plus activity packs to keep them busy during the holidays.



Apperknowle

There was a great response to our social event in Apperknowle which included a quiz, a delicious light lunch, and a few festive treats. We know the local community is eager to hold further sessions and we will look to work with them to set up a social group hopefully later this year.



Eckington

We handed out 25 family food hampers from Eckington Community Pantry. They looked fantastic and were well received. We had lots of fresh fruit and veg, set out like a market stall so people could choose, which was really popular. We also handed out 20 hampers to regularly users of the pantry (those without school aged children).

Towards the end of last year, we also held an 'extravaganza' event in Eckington and worked with Eckington Community Pantry to provide craft activities, a fabulous circus show and a delicious lunch of pie and peas! More than 50 people came along to enjoy the afternoon.

A big thank you to the Co-op at Killamarsh who have started making food donations to the

community pantry. If anyone is available to volunteer to help pick up the food, please get in touch with the community pantry which is open every Wednesday and Friday morning at Eckington Civic Centre.



Funding for your projects

Grants of up to £500 are available from Rykneld Homes for community projects in our district.

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

We know that one of the main issues that face many groups is trying to find and access support and funding.

Rykneld Homes Community Involvement Team has the knowledge and experience to help your group make your project a success. They can:

- Provide their time and knowledge in helping your group to apply for a range of funding by supporting you with application writing
- Provide you with details of the Rykneld Homes NIB and give guidance on whether your project meets the criteria



- 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.

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

- having a constitution (we can support you with this if required)
- developing projects that have been identified by the local community, which will help to fulfil Rykneld Homes' (and North East Derbyshire District Council's) vision
- having clear aims about what they want to achieve and being able to show the impact the funding has on their community.

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 on get.involved@rykneldhomes.org.uk

Regeneration and renewal



Regenerated homes in Unstone

One of our recent housing regeneration projects received a visit from North East Derbyshire MP Lee Rowley.

He called in to view a scheme in Unstone where 42 non-traditionally built homes have undergone work to make them easier to heat and keep warm and help to reduce carbon emissions in the district.

Work at Unstone is part of a £12m regeneration programme that will see a total of 427 Council homes fitted with External Wall insulation and new roofs and windows where needed. Work will also see soffits, fascias and gutters renewed.

Non-traditionally built homes are not constructed using bricks and mortar – they are usually built around steel or concrete frameworks which are now requiring repairs. The homes are also difficult to keep warm.

North East Derbyshire District Council, in partnership with Rykneld Homes, secured £2.13million of government Green Homes funding towards the External Wall Insulation and improvement works, with the Council contributing the remaining finance.

Lee Rowley, said: "The Green Homes energy efficiency investment carried out to hundreds of Council homes in North East Derbyshire is not only great news for tenants but will also bring long term benefits for the wider community as we help to reduce carbon emissions.

"Thanks to partnership working between North East Derbyshire District Council, Rykneld Homes and central government we have been able to bring



North East Derbyshire MP Lee Rowley with Rykneld customer Valerie Wright



together funding to carry out these energy efficiency works which have benefited tenants across the district.

"Not only are the homes warmer and easier to heat but they have also undergone an external upgrade with residents remarking on the improved appearance of their estates and neighbourhoods."

One of the customers whose home underwent improvement works was Valerie Wright in Unstone. She said: 'I feel so lucky to have had this done to my house. Especially with all the information in the news about climate change and the importance of insulating your home. I think we're so fortunate and I am thrilled.

"The house looks lovely with all new soffits and fascias and new white apex. I am so pleased. "I went round another part of the estate where some houses have had all the work done and they look lovely - they look so nice together.

"I'm starting to notice a difference in the warmth of the house since the works have been done. In the morning I turn the heating up to 18 degrees and it comes on for 10-15 minutes to get the house to that temperature then it doesn't come on again all day. It really keeps the heat in.

"The contractors have been considerate of my home. I have a pond in my front garden and when they were working, they always covered it with a big board when they were doing messy jobs and then took the board away when they had finished.

The Green Homes funding has also benefited properties and customers in other locations in the district including Dronfield, Mickley, North Wingfield, Eckington, Renishaw and Holmesfield.

When the houses have all been insulated, the total carbon saving in North East Derbyshire will be 335 tonnes per annum and 9,715 tonnes by 2050.

New homes in Clay Cross

Work started early in the new year on nine new homes in Danesmoor.

The bungalows will be built on part of the Pine View estate where 38 bungalows have already undergone a refurbishment programme including new roofs, electrical upgrades and structural repairs.

The new homes will be fitted with new technology including vehicle charging points, solar photovoltaic panels, air source heat pumps, domestic sprinkler systems and customer care options including remote door entry systems, fall notification and care alarm service.



ID badges

All our staff and contractors carry identification badges - please ask any caller to your home to show their proof of identity.

We want you to feel safe and secure in your home. For your own personal safety, it is important that you ask any caller to show you their proof of identity. Our staff and contractors are more than happy to show you their identification card before entering your home.

We provide our contractors with signs to display inside their vans - if you have any concerns with the identity of one of our contractors - please call our Customer Advice and Support Team on 01246 217670.

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

- Check to see if you know the caller from the window.
- Keep your door on the chain and look to see who is calling before opening it.
- Ask to see the caller's identification.
- You can ask the caller to wait outside whilst you verify their identity by calling us.

If the visitor insists they need access immediately, or before you carry out the necessary checks immediately call 999.

If in doubt - keep them out.

If you have any doubts that a caller to your home is from Rykneld Homes or working on our behalf, you can call us on 01246 217670 and we can verify their identity.

Making a claim

We are aware that companies are encouraging council tenants throughout the UK to make disrepair claims and seek compensation. The number of claims against councils is increasing and millions of pounds in legal costs are now being paid out. This means there is less money for vital services such as carrying out repairs and improvements to homes like yours.

We would rather see that money benefiting council tenants rather than private companies. We are aware that even when claims are successful, tenants may be left with only a very small percentage of money paid in damages. In some cases, tenants have been left with legal debts, and the stress of going to court for nothing.

If you are thinking of making a claim because of a disrepair issue please contact us first. We can work with you to sort out any outstanding repair problems.

You can also contact Derbyshire Law Centre which will be able to offer free and impartial advice about any potential claim.

Please be aware you may be contacted by companies which claim to be working with the council when they are not. Representatives may knock on your door. Make sure you:

- ask for identification
- talk to us before you sign any documents.

Some tenants have been left in debt with large legal bills. Don't be misled into signing anything, as you may have to pay fees if you change your mind.

Report a disrepair problem

If you are a Rykneld Homes tenant, you can report a repair issue by:

- Calling 01246 217670
- Email contactus@rykneldhomes.org.uk
- Fill in a repairs form on our website www.rykneldhomes.org.uk

Derbyshire Law Centre

Derbyshire Law Centre has launched a new service dealing with housing disrepairs. For further information contact the Law Centre on:

- 01246 550674
- dlc@derbyshirelawcentre.org.uk

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:

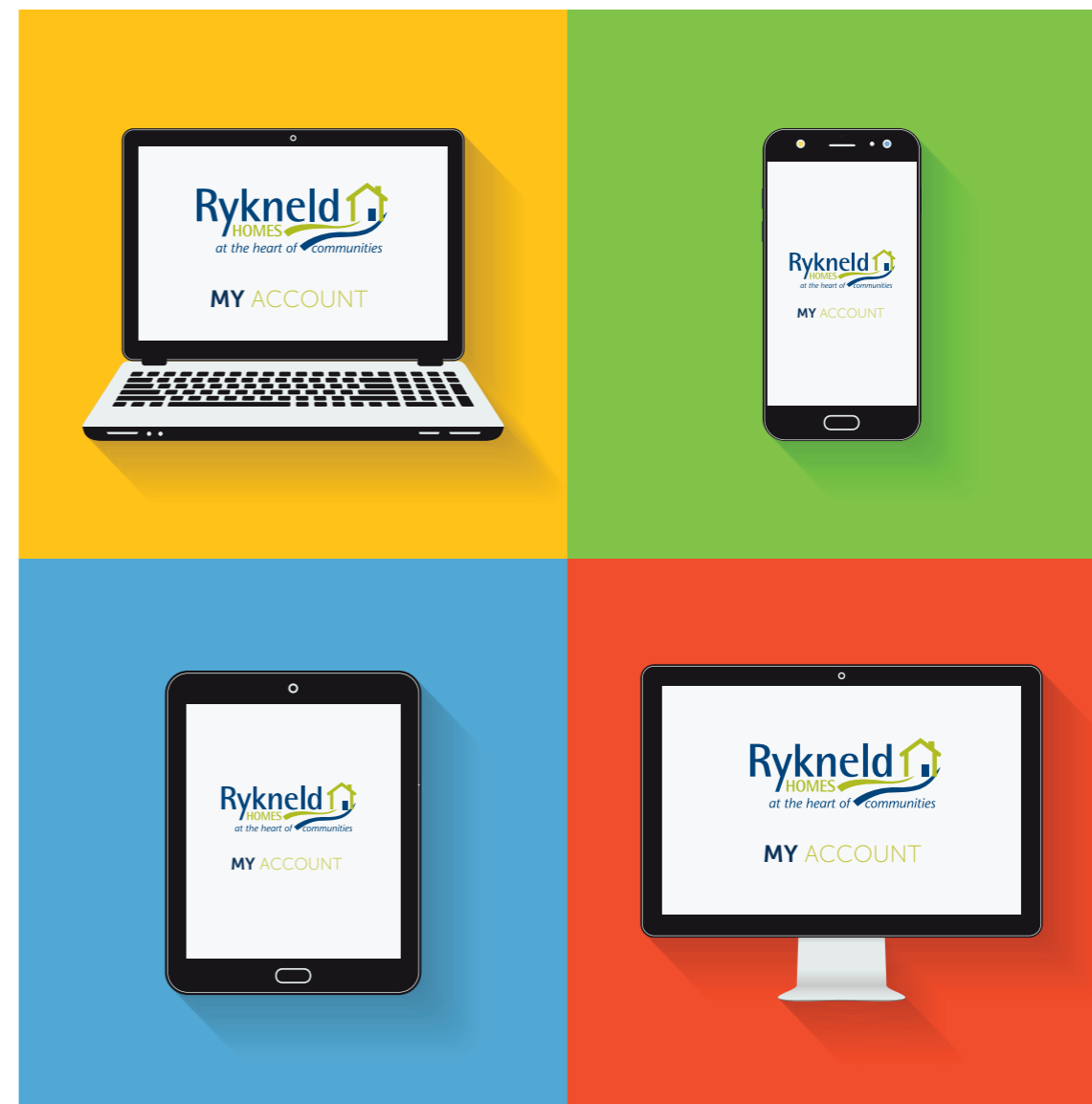
- Rent account number (6 digit reference number starting with a 4)

- 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



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

Meet our Operational Board

Putting customers at the heart of our service delivery has always been a top priority for Rykneld Homes.

Our award-winning tenant involvement work has helped us to achieve excellent satisfaction ratings for the services we provide, and we are always looking for new ways to ensure the customer voice continues to be heard when developing our services.

In this issue of Your Rykneld we are taking a look at the work of our Operational Board, which is made up of customers and residents who work with us for the benefit of everyone.

The Operational Board is responsible for looking at the performance and policies of Rykneld Homes. Their findings are reported to the main Board and are an important part of helping us to maintain high standards.

Richard Welton, Chair of the Main Board, said: "We value the knowledge and experience that tenants, and residents bring to the work of Rykneld Homes.

"Our Operational Board brings a different perspective to the decision-making process and ensures the customer voice is heard when we look to develop services and policies."

The role of the Operational Board includes:

- Helping to establish our performance standards.
- Acting as a "critical friend" on behalf of customers and residents, providing advice to Rykneld Homes and its Main Board, in relation to its Housing Service delivery and reviewing policies and strategies.
- Looking at customer satisfaction levels.
- Ensuring customers are consulted before major changes to housing services are introduced.

Lynda Parkin

Lynda, who has been a Rykneld Homes customer for six years, has more than 17 years' experience in resident involvement groups, working to champion tenants' rights both locally and nationally. She has been a member of



Rykneld's Repairs and Maintenance Group and the Neighbourhood Services Group and has also served on Rykneld Homes main Board for four years. Through her role on the Operational Board Lynda will work to ensure the customer point of view remains at the centre of Rykneld's service delivery for the benefit of all tenants.

Lynne Thompson

Lynne is a customer of Rykneld Homes and has been involved with our work for several years.

She served as a member of our Tenant Scrutiny Panel and main Board before taking up her role with the Operational Board.

Lynne says she sees the Operational Board as a conduit between tenants and the Board and is looking forward to working with the main Board and other involved tenants on key projects. The Operational Board, together with the Involved Tenants Group, Tenants Scrutiny Panel and the Digital Involvement Group will this year be reviewing the Allocations Policy and presenting their findings to the main Board.

Charles Hibberd

Charles has been involved with the work of Rykneld Homes for a number of years. He was one of the longest standing members of our Community Improvers Group – which is made up of 11-19-year-olds and offers young people the opportunity to take part in projects that benefit our local communities. Charles has worked on Rykneld community projects across the district and brings a different perspective and experience to the Operational Board.



Cllr Bette Hill

Bette is a member of North East Derbyshire District Council representing the Grassmoor ward. She has extensive experience of housing issues and has served as the Council's Member with responsibility for Housing Services.

Cllr Hill was also deputy leader of the Council and has served on the Rykneld Homes main Board before joining the Operational Board.



Cllr Heather Liggett

Heather is a member of North East Derbyshire District Council and represents the Shirland Ward. She has been a resident of Shirland all her life and serves on Shirland and Higham Parish Council. She is focused on helping her local community and was keen to join the Rykneld Homes Operational Board to further support local residents and use her skills and knowledge to benefit the wider community of North East Derbyshire.



We need you

Are you interested in joining other customers and helping Rykneld Homes to shape our services and improve housing in North East Derbyshire?

You can join us at our next Involved Tenants Group meeting either at our offices in Wingerworth and via Zoom. We will be consulting with you, our customers, so you can have a say on how we run our services.

We hope to encourage people from across the district to join – your views matter and will help shape our services. There will be no requirement to join the group on a permanent basis or to attend further meetings if you do not wish to.

Please call the Community Involvement Team on 07968 623 634 or 01246 217670 if you would like to find out more.

The Involved Tenants Group looks at all areas of Rykneld Homes including:

- Anti-Social Behaviour and Estate Management
- Community Involvement
- Financial Inclusion and Rent Recovery
- Choice Move and the allocation process
- Customer Services
- Community Alarm and Telecare Service
- Repairs and Maintenance
- Adaptations
- Gas and Solid Fuel Servicing and Electrical Compliance
- Void (empty) Properties.



You don't need to be an expert in any of the above topics - you just need to be able to help us identify what we're doing well, and where we may be able to improve. The knowledge and experience of tenants and residents is invaluable to us, and we are always keen to have more people on board.

Struggling with debt?

If you're struggling with debts or managing your money and you need help don't suffer alone.

We are here to help. Rykneld Homes has a dedicated team of staff who can offer advice and support about money management and welfare benefits. You can contact our Financial Inclusion Team on 01246 217670 or visit our website www.rykneldhomes.org.uk

You can also seek free, independent and confidential advice from the North East Derbyshire Citizen's Advice Bureau which has a wealth of information regarding debt advice, welfare benefits and budgeting. They can be contacted on 0808 250 5702 or visit www.nedcab.org.uk

There are also other agencies and useful websites that can offer information. These include:

- Step Change Debt Charity. They offer expert tailored advice and practical solutions for debt and

money management. Contact number 0800 138 111 or visit www.stepchange.org

- The Money Advice Service is an excellent site, set up by the government. It gives impartial advice and guidance to help improve your finances and ideas to help you keep track of your money and plan ahead. It also offers support in person, over the phone and online. Contact number 0800 138 7777 or visit www.moneyadviceservice.org.uk
- For a safe place to save and borrow contact 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 or call in at their offices at 4-6 Soresby Street, Chesterfield S40 1JN.

Domestic abuse

Last year the government introduced a new law to help address the problem of domestic abuse.

The Domestic Abuse Act created, for the first time, a legal definition of domestic abuse to ensure:

- it is properly understood
- considered unacceptable
- actively challenged in public attitudes and across statutory agencies.

Rykneld Homes has adopted this new definition and will refer to it in all cases of domestic abuse we deal with. This includes within our Tenancy Agreement and all other associated policies we adhere to as an organisation.

In all cases where the Tenancy Agreement or other policies refer to 'Domestic Violence', Rykneld Homes will adopt the new statutory definition for Domestic Abuse as specified in the Domestic Abuse Act 2021.

It is considered Domestic Abuse if:

- Both parties are each aged 16 or over and are personally connected to each other, and the behaviour is abusive.
- Behaviour is "abusive" if it consists of any of the following: physical or sexual abuse; violent or threatening behaviour; controlling or coercive behaviour; economic abuse, psychological, emotional, or other abuse. It does not matter whether the behaviour consists of a single incident or a course of conduct.
- "Economic abuse" means any behaviour that has a substantial adverse effect on the affected person's ability to, acquire, use, or maintain money or other property, or obtain goods or services.
- Two people are "personally connected" to each other if any of the following applies; they are, or have been, married to each other; they are, or have been, civil partners of each other; they have agreed to marry one another (whether or not the agreement has been terminated); they have entered into a civil partnership agreement (whether or not the agreement has been terminated); they are, or have been, in an intimate personal relationship with each other; they each have, or there has been a time when they each have had, a parental relationship in relation to the same child, they are relatives.

Rykneld Homes can offer support and put you in touch with organisations that can help if you are experiencing domestic abuse. We are members of the Chartered Institute of Housing's Take a Stand campaign and will respond to all reports of domestic abuse within one working day.

If you need to report incidents of domestic abuse, please call 999 in the first instance if it is an emergency. If you need to let us, as your landlord, know and would like to access appropriate support, please contact your Housing and Support Team by calling 01246 217670.

Help for those experiencing domestic abuse

In Derbyshire, there is one helpline number to call if someone is experiencing domestic abuse. The Derbyshire Domestic Abuse Helpline is facilitated by The Elm Foundation. To report or discuss domestic abuse, please contact:

The Elm Foundation

tel: 08000 198 668 (available 24 hours per day, 7 days per week)
email: derbyshiredahelpline@theelmfoundation.org.uk
Deaf and hard of hearing people can text 07534 617252.

The Elm Foundation provides a live chat facility on Monday to Friday from 8am to 10pm (currently). Outside of these hours the service will send an email, with a follow-up response provided as soon as possible.

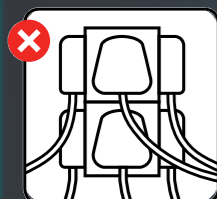
Make yourself heard

In danger, need the police, but can't speak?

- Dial 999 and stay on the line.
- Listen to the questions from the 999 operator.
- Respond by coughing or tapping the handset if you can.
- If prompted, press 55. This lets the operator know that it's a genuine emergency and you'll be put through to the police.

Avoid electrical fires in your home

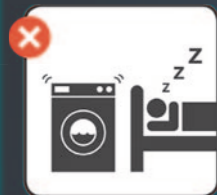
These days our homes are full of electrical items from white goods to mobile phones to extension leads, all of which can be a fire risk if not used and looked after correctly. So, to help keep you safe, here's our top tips on electrical fire safety:



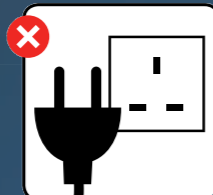
Never overload extension leads



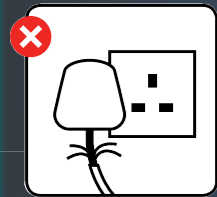
Make sure electrical appliances have the British or European safety mark when you buy them



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

Competitions

If you can solve our wordsearch or find 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!

The winner of our autumn competition was Kay Rollinson from Pilsley.



Can you find our three little Rykis?

1. Page number	<input type="text"/>	Title of article	<input type="text"/>
2. Page number	<input type="text"/>	Title of article	<input type="text"/>
3. Page number	<input type="text"/>	Title of article	<input type="text"/>

Word Search

Can you find our Winter words?

- | | |
|-----------------|-----------------|
| Snow | Blizzard |
| Winter | Frost |
| January | Snowman |
| February | Icicles |
| Freezing | Mittens |

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

Please send your completed entry to:

Competitions, Communications, Rykneld Homes, Pioneer House, Mill Lane, Wingerworth, Chesterfield S42 6NG
Closing date for entries is Friday 4 March 2022.

Name	<input type="text"/>	Address	<input type="text"/>
	<input type="text"/>		<input type="text"/>
Tel	<input type="text"/>	Email	<input type="text"/>



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**



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**