

Your Rykneld

RYKNELD HOMES CUSTOMERS MAGAZINE

AUTUMN 2022



Community grants

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Customer Annual Report

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Welcome

In this issue of Your Rykneld we have included our Customer Annual Report which lets you know how we have been performing over the past year.

The report covers issues such as how well we repair and maintain your homes and our record on carrying out safety checks – involving gas, electrics and water.

As you will see our performance against these Health and Safety checks is nearly 100% across the board. This is due to the commitment of our Property Services and Health and Safety Teams to manage and arrange appointments, but more importantly your co-operation, so we can get access to your homes and complete the checks within timescales.

We have continued to deliver high levels of performance for the key service areas throughout 2021/22. There is always room for improvement and one area that we have been steadily improving on as the year progressed is the call response time in our Contact Centre. By the end of the year this was back within target.

In this issue of the newsletter, we have also included a round-up of our work out in the community this summer, supporting people and organisations wanting to make a positive difference to local communities.

We know from the feedback we receive how customers and residents enjoy the activities on offer – whether organised by ourselves or us working with other groups. None of the events could have taken place without the fantastic support of local volunteers – so a big shout out for everyone who has donated their time and effort to help make this summer a success.

Finally, if you would like to get involved with the work of Rykneld Homes and help shape our services - you might be interested in joining our Operational Board. We are looking for new members – you can be a tenant or a resident. For more information see page 8.

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.



Celebrating 400th home to undergo External Wall Insulation work by North East Derbyshire District Council and Rykneld Homes
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Community Alarm Service

Could you benefit from our service?

Front Cover:

Our Community Involvement Team attended two of the summer Kenning Park Forest School sessions, providing fruit kebabs and wand-making workshops.

Allotment project is a growing success



Rykneld Homes teamed up with North Wingfield Community Garden to deliver a weekly summer allotment project for 11 to 16 year olds in North Wingfield.

They got involved in everything from creating and planting up new vegetable patches to picking and eating the produce. They also made

improvements to existing planting areas.

Participants enjoyed snacks and lunch at each session, which was funded through the Healthy Activity Fund. Rykneld also helped to organise a variety of sports at the sessions, including football, badminton, and volleyball.

Flower Power!

We were delighted to support Eckington Focus Tenants and Residents group to enhance the town's community garden with more flowers.

Our contractors SBS, who worked with Rykneld Homes to fit energy saving External Wall Insulation to Council homes on the Castle Hill estate, awarded £100 to the tenants and residents group for the purchase of plants for the community garden at the library.



Kurling in Clay Cross

It was great to see the return of Kurling in the District following the Covid pandemic.

Rykneld Homes supported Killamarsh to host the first North East Derbyshire New Age Kurling tournament post-Covid, so it felt pretty special.

We received lots of positive feedback on the day and participants were keen for this to become a regular event.

A total of 40 players attended from across the District including Killamarsh, Eckington and Clay Cross.



From absolute beginners to regular players, everyone got involved.

Killamarsh once again won, maintaining their undefeated record! We were joined by various partner agencies who spoke to participants during the lunch break and provided literature.

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](#)
-  [twitter@rykneld_homes](#)
-  [Rykneld Homes](#)

Working with

This summer our Community Involvement Team has been out and about supporting groups and community events across the District.

We would like to say a big thank you to all the volunteers who have given up their time to work with us.

We were also very happy to make funding available through our Neighbourhood Improvement Budget – to help support community events. Grants of up to £500 can be awarded to projects that help to make a positive difference to local communities. To find out more about our grants you can visit:

www.rykneldhomes.org.uk, contact our Community Involvement Team on 01246 217670 or email them at get.involved@rykneldhomes.org.uk or turn to page 7.

Family fun in Eckington and Renishaw

A big thank to all the brilliant volunteers who helped to make our Eckington and Renishaw fun days such a success!

We ran a total of five sessions over the summer and had more than 100 children attending each event with everyone enjoying the fantastic weather.

Sessions all included a free meal for all children. Activities included Samba sports, crafts, bouncy castle, drumming workshop, puppet show, party games and visits from Disney characters. Funding of £4,750 for the fun days was awarded by the Police Crime Commissioner's Office.

The events were a joint project between Rykneld Homes, Eckington Parish Council and Eckington Pantry.



Fun in Grassmoor and Hasland

We were delighted to support free family activities in Grassmoor and Hasland over the summer.

A total of 20 activity sessions took place with the events funded by Rykneld Homes' Neighbourhood Improvement Budget and the Healthy Activity Fund (HAF). This year's attendance was the highest on record, with around 80 children per session.



The four-hour long sessions were organised by the Grassland Hasmoor Big Local voluntary organisation with help from Rykneld's Community Involvement Team and some brilliant volunteers who worked so hard to make it all possible.

Each session included a wide variety of sports, crafts, and other fun activities to keep the children active and engaged throughout the school holidays. More than 400 children attended one of the sessions!

We have received lots of positive feedback with adults telling us the sessions take the pressure off them to entertain the children, particularly during difficult financial times.

All about Me

Rykneld Homes Community Involvement Team have been delivering a series of 'All About Me' holiday hunger sessions in Mickley, Stonebroom and North Wingfield. We had been successful in securing over £10k worth of funding from the Healthy Activity Fund to deliver weekly sessions and have had attendance of over 160 young people weekly.

They all received food hampers to provide them with some meals to have as a family over the summer holidays. They also took part in some great activities including Multi-sports, KMX Karts, bouncy castles, circus skills workshops and more.

We have worked with the Police, Fareshare, Mickley TARA and Stonebroom Community Volunteers to be able to deliver these events.

Communities

Forest School, Clay Cross

Rykneld Homes was happy to support the Forest School in Clay Cross to hold fun activities over the summer break.

The Forest School is a voluntary run group which offers free activity sessions to the whole community.

The summer sessions ran from 12pm – 6pm and there was a whole host of activities that the families could take part in from making wands and fruit kebabs, to making dens, playing in the water, crafts, games and much more. Around 100 children attended each of the six sessions.

The group successfully applied for funding to Rykneld Homes Neighbourhood Improvement Budget – they used the funding to buy a mud kitchen and other items.

Rykneld round-up

- Through our Neighbourhood Improvement Budget, we were able to grant almost £500 to the Wingerworth Community Festival who sent us a lovely thank you message. "We were so pleased with how well supported the event was and very much appreciate, not only the funding you gave, but also the time, patience and creativity that goes into your stall which is always so well received."
- We supported Eckington Town Team with a grant of almost £500 towards the celebrations for the Queen's Platinum Jubilee.



- Rykneld was out and about in local communities this summer holding Roadshows to meet and chat with customers and residents. It was a great opportunity for people to raise any issues with us and for us to discuss our future plans.
- We are planning to regularly visit local markets such as Eckington and Dronfield to meet with customers and residents. Our staff will be on the Rykneld stall – so keep an eye out for them and feel free to pop over for a chat!

New history and craft sessions in Renishaw

Join us for our new local history and crafting sessions.



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.

Regeneration



Customers Benefit from Warmer Homes

Hundreds of Council tenants are now benefiting from warmer and easier to heat homes thanks to a major £12million investment scheme.

In July we celebrated an important milestone - the completion of the 400th home to undergo External Wall Insulation (EWI) works – that will make the property more energy efficient, help residents to control their fuel bills and support the Council's efforts to cut carbon emissions in the District.

The insulation work has been carried out thanks to partnership working between Rykneld Homes and North East Derbyshire District Council.

The partnership received £2.13million of Government Green Homes funding towards the scheme allowing additional works including new roofs, windows where needed and new soffits, fascias, and gutters to be fitted.

Council Leader, Alex Dale, said: "Thanks to Council and Government investment, hundreds of homes in North East Derbyshire are now easier to heat and keep warm, helping residents to control their energy bills.

"The work will also benefit the wider community as it helps to improve the environment for everyone by reducing carbon emissions.

Cabinet Member for Housing, Cllr Carolyn Renwick said, "We are proud of our investment to improve housing across the District and tackle the legacy of hard to heat, non-traditionally built homes.

"Not only are these homes now more comfortable for residents, but the external upgrade has also improved the appearance of estates and neighbourhoods."

The regeneration scheme will see a total of 427 homes fitted with external wall insulation.

The work has been carried out on non-traditionally built properties which are not constructed from bricks

and mortar – but are generally built around a steel or concrete frame – making them hard to heat and keep warm.

The improvements have been made to homes in Mickley, North Wingfield, Dronfield, Unstone, Eckington, Renishaw, Holmesfield, Barlow, Wessington, Holymoorside, Cutthorpe and Woolley Moor.

The Eckington home of mother of two, Sharon Willoughby is one of those that has undergone the EWI work. "It has been worth every penny and is money well spent," said Sharon who has lived in her home for 17 years.

"Before the house was cold and draughty and we could never get some rooms warm. Now the house is lovely, and we are all really noticing the benefit. Hopefully, the insulation will make a big difference to our heating bill this winter – even though prices are shooting up.

"I also think the work has made the houses look so much nicer which has made the estate more attractive."

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



and renewal

Pine View

Work is progressing well on the building of nine new bungalows on the Pine View estate in Danesmoor. The £1.6million scheme will see homes built using the latest technology as part of the Council's commitment to reduce carbon emissions in the District.

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, falls notification and a care alarm.



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.

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!

Join our Operational Board and help us to make a difference

We are offering an exciting opportunity to work with Rykneld Homes and help deliver first class services to our customers. We are recruiting new members to our Operational Board which is made up of both Rykneld customers and members of the local community.

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

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.

They are 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.

Members receive a financial allowance for their work.

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.

We are looking to recruit from both Rykneld customers and residents living in the area with an interest in housing and community issues.

If you would like to know more about becoming an Operational Board member and our selection process, please contact our Community Involvement Team on 01246 217670 or email get.involved@rykneldhomes.org.uk.



Customer Annual Report

Welcome to the Customer Annual Report for 2021/22.

This year, Rykneld Homes has continued to deliver excellent services and this is reflected in high levels of performance.

Our Customer Annual Report for 2021/22 demonstrates how Rykneld Homes has delivered the Council's investment in your homes and improved services. The External Wall Insulation programme continues to be a success - making homes more energy efficient and helping people to reduce heating bills.

Your feedback is essential to enable us to improve services and continue to meet statutory requirements. The successful delivery of the annual gas servicing programme is a great example of this, and can only be achieved with your co-operation.

Thank you for your continued support. It will be key as we develop and improve our services and prepare to implement new government legislation contained in the Social Housing Regulation Bill 2022/23.



Keeping People Safe

Health and Safety performance 2021/22

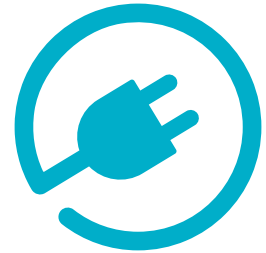
Six Health and Safety Indicators - Performance at year end



% of properties with a valid gas safety certificate
= 100%



% of compliant Fire Risk Assessments
= 100%



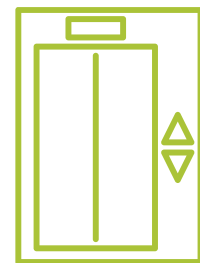
% of properties with a satisfactory electrical installation certificate
= 98.96%



% of communal areas with asbestos materials that have been re-inspected in line with the inspection frequency
= 100%



% of communal areas with a valid water risk assessment
= 100%



% of Annual Lift Services completed
= 100%

Performance against the regulatory Health and Safety requirements is robust.

This is due to the commitment of our Property Services and Health and Safety Teams to manage and arrange appointments, but more importantly your cooperation, so we can get access to your homes and complete the servicing and essential checks within timescales.

Housing Standards

Rykneld Homes and the Council's Housing Service is regulated by the Government's Social Housing Regulator. It sets the standards that we have to meet when delivering services. We asked our Operational Board to review a self-assessment of how our services met the Housing Standards and are pleased to confirm compliance. With the forthcoming changes through the Social Housing Regulation Bill, the Operational Board will continue to monitor how Rykneld meets these requirements.

Complaints

In 2021/2022, we received and investigated a total of 76 formal complaints, 90% of which were responded to within the Housing Ombudsman Complaint Handling Code timescales. This is an improvement on the previous year in which 64% of complaints were responded to within the specified timescales.

The complaint figures and which service area these applied to:

Service Area	Upheld	Not Upheld	Partially Upheld	Cancelled/ Other	Totals
Anti Social Behaviour	1	3			4
Choice Move		6		1	7
Housing and Support	5	15	4		24
Regeneration	12	4	1	1	18
Rents		2			2
Repairs and Maintenance	7	5	2	3	17
Other Service Areas	1	1	2		4
Total Formal Complaints	26	36	9	5	76

Learning from Complaints

Each complaint received is treated as an opportunity to learn and to improve services. The actions which have taken place as a result of learning from customer complaints include:

- Additional staff training has taken place with a view to improving the communication we have with our customers, including the importance of maintaining clear, accurate and up to date records.
- Processes have been amended in regard to reports of infestation or similar issues, to ensure that any future investigative/survey works will always include the adjoining address.
- Instruction given to Contractors that they need to ensure that the properties being worked on, the footpaths and roads must be kept in a clean and tidy state and inspected at the end of each working day.
- We have appointed a Complaints Manager to improve investigation response times for complaints.

Performance Dashboard 2021-2022



We have continued to deliver high levels of performance for the key service areas throughout 2021/22.

The performance measures below are taken from our Quarterly Performance Report that is available in full on our website – www.rykneldhomes.org.uk

One area that we have been steadily improving performance as the year progressed is the Contact Centre. Customer satisfaction has remained high through the year and call response times have decreased to be back within target by the end of the year.



Rent collected as a % of rent due for period = 98.38%



% of Responsive Repairs completed on target = 98.51%



Average time taken to answer inbound telephone calls = 3.43mins



% of monthly Fire Safety checks to communal areas of flats = 100%



% of properties with valid gas safety certificates = 100%

Tenant Satisfaction Measures

In 2023/24, the Government is introducing a new set of performance indicators that all social landlords will have to monitor and publish performance against. The Tenant Satisfaction Measures will replace some of the current measures we publish and add new ones.

These have a focus on Health and Safety performance and satisfaction. Rykneld Homes has adopted a number of these ahead of schedule and can be found on Page 1 of this report. The Government expects to finalise these and publish the new measures in autumn 2022. We will keep you up to speed with progress in Your Rykneld.

External Wall Insulation Programme

July 2022 saw the completion of the 400th home to undergo External Wall Insulation (EWI) works in 2021/22 – that will make the property more energy efficient, help residents to control their fuel bills and support the Council's efforts to cut carbon emissions in the District.

North East Derbyshire District Council invested £12million along with £2.13million of Government Green Homes funding towards the scheme allowing additional works including new roofs, windows where needed and new soffits, fascias, and gutters to be fitted.

The work has been carried out on non-traditionally built properties which are not constructed from bricks and mortar – but are generally built around a steel or concrete frame – making them hard to heat and keep warm.

The improvements have been made to homes in Mickley, North Wingfield, Dronfield, Unstone, Eckington, Renishaw, Holmesfield, Barlow, Wessington, Holymoorside, Cutthorpe and Woolley Moor.

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



Business Plan Key Priority: Protect The most vulnerable people in our community



Last year, in partnership with Bolsover Borough Council and Chesterfield Borough Council, North East Derbyshire District Council funded a new post at Derbyshire Law Centre to provide independent advice to customers seeking to resolve issues such as outstanding repairs.

This service is proving to be successful in attracting customers away from claims farmers/solicitors who are operating in the District promoting disrepair claims.

Please be aware that these solicitors claim up to 80% legal fees on top of compensation payments – a service you can get for free from Derbyshire Law Centre.

Report a repair

Website:

www.rykneldhomes.org.uk

Telephone: 01246 217670

Emergency repairs:

08000 121 621

Derbyshire Law Centre

Website:

www.derbyshirelawcentre.org.uk

Telephone: 0800 707 6990



Together with Tenants

Our Community Involvement Team have worked hard this past year to integrate the commitments in the Together With Tenants Charter, helping to strengthen the relationship between Rykneld Homes and customers.

We asked our Digital Involvement Group to tell us how they thought we were performing against the six standards in the Charter, including key themes such as relationships, communications, voice and influence, accountability, quality of services and what happens when things go wrong.

The information we got back was inciteful and enabled us to identify ways to address services where our customers told us we need to do more.

An action plan was then developed, which included delivering communications training to all frontline staff, reducing reliance on contractors, employing a dedicated Complaints Manager and undertaking a review into how we involve customers at Rykneld Homes.

All of these have been put in place, including a new involvement structure, which has been developed in consultation with customers.

If you are interested in adding your views and experience to help to improve our services, you can join our Scrutiny Panel or our Operational Group Board, or you can simply answer periodic online surveys through our Digital Involvement Group.

To sign up or find out more, please head to our website or call the Community Involvement Team on 01246 217670.

Where your money is spent

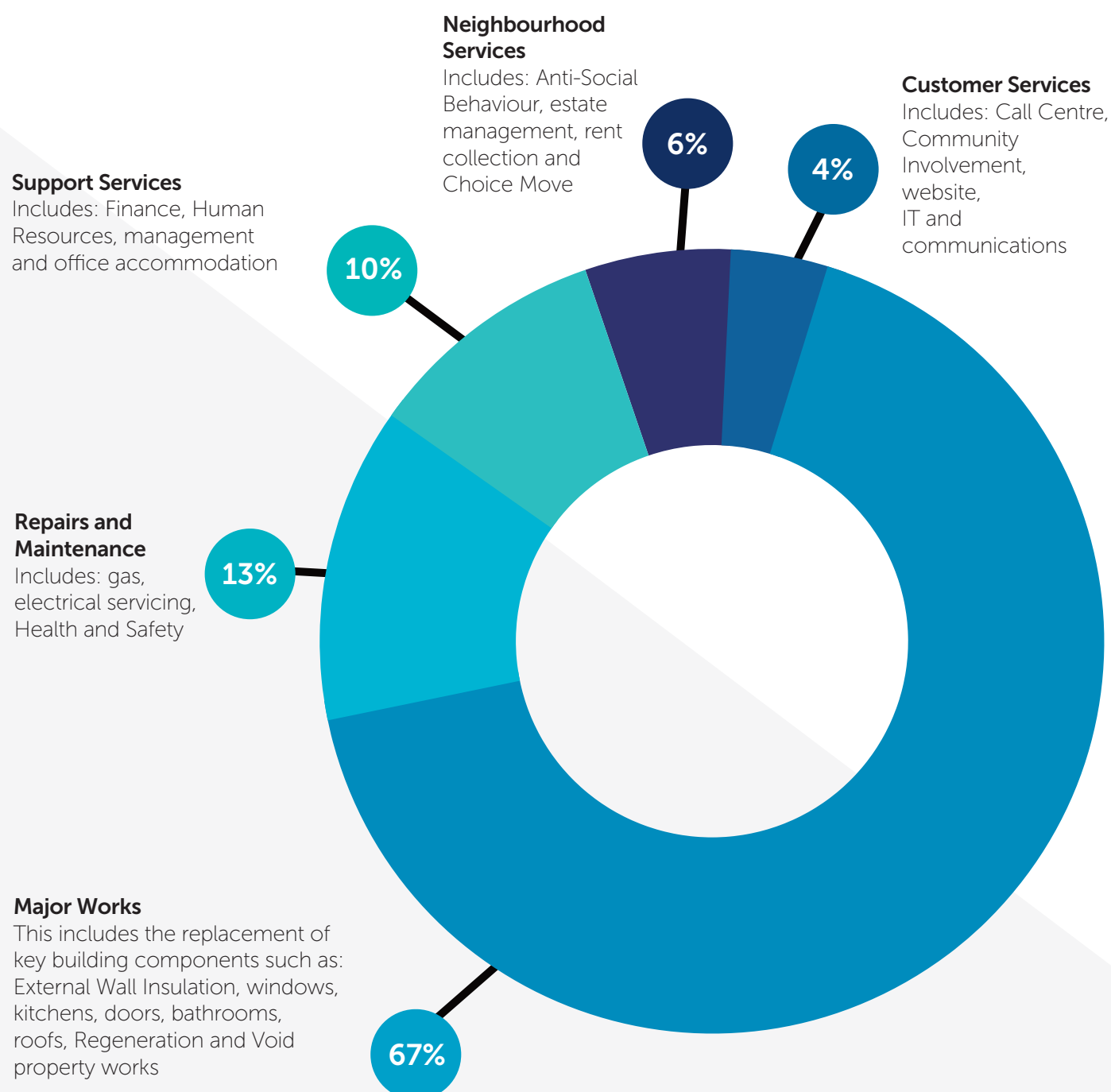
2021/22 Expenditure

Major Works (Capital Programme): £19.7million

New building components such as windows, doors, kitchens and External Wall insulation

Management Fee: £9.7million

Includes repairs and maintenance, housing management, customer and support services



Community Involvement

The Rykneld Homes Community Involvement Team (CIT) have had a busy year helping communities to recover and restore some normality after a very challenging couple of years.

The team focussed on helping people to reintegrate into communities whilst getting new projects off the ground.

They have worked throughout North East Derbyshire, facilitating the vital support and sense of wellbeing that being involved in communities brings.

The CIT has engaged with over 750 individuals, worked with 50 different partner organisations and initiated many service improvements through our dedicated customer-led Service Improvement Groups.

Projects have ranged from those for families and young people, to reducing social isolation for older people. The team has also been encouraging and supporting local wildlife and consulting with Rykneld Homes' customers on a range of service improvements.

The team works in partnership with many organisations to achieve its aims, including Councils, statutory organisations, community groups, charities and many more.



www.rykneldhomes.org.uk



@Rykneld_Homes



@RykneldHomes



Pioneer House, Mill Lane,
Wingerworth, Chesterfield S42 6NG



01246 217670



Garden Responsibilities

Here at Rykneld we love to see a well kept garden and each year encourage people to enter our gardening competition.

This year we saw some entries that really showcased just what can be achieved and we met some proud gardeners who enjoy the activity and of course the end results.

Not everyone has the same enthusiasm or time to put into creating their own version of Kew Gardens, but we would like to remind everyone, for those lucky enough to benefit from a garden, of their responsibility of keeping it maintained and tidy. This includes maintaining any trees that may fall within your garden boundary.

If you do have any trees in your garden, before they become too big to manage, please arrange for them to be regularly trimmed and/or cut back.

Any tree work Rykneld Homes must complete due to safety reasons, or lack of maintenance by the tenant, may be recharged and this can be expensive. So, we encourage everyone to keep on top of their garden responsibilities, keeping their garden tidy and doing all they can to prevent any future issues of overgrown trees and/or foliage.



Communal Areas in flats

It is really important everyone who lives in a property with a communal area or stairwell keeps this clear. This is to make sure there is unobstructed access for everyone day to day so there are no trip or fall hazards or items that could help flames spread in the event of a fire. Should you or your neighbours need to leave the building in an emergency, then it is imperative everyone can exit easily without anything in the way.

To help keep everyone safe Rykneld Homes requires all communal areas to be totally clear, there are no exceptions to this rule.

So, think carefully about what you do with your rubbish and where else you could safely store other items so that you and your neighbours stay safe.

If you notice belongings or rubbish in the communal areas of your building, please let your Housing and Support team know.

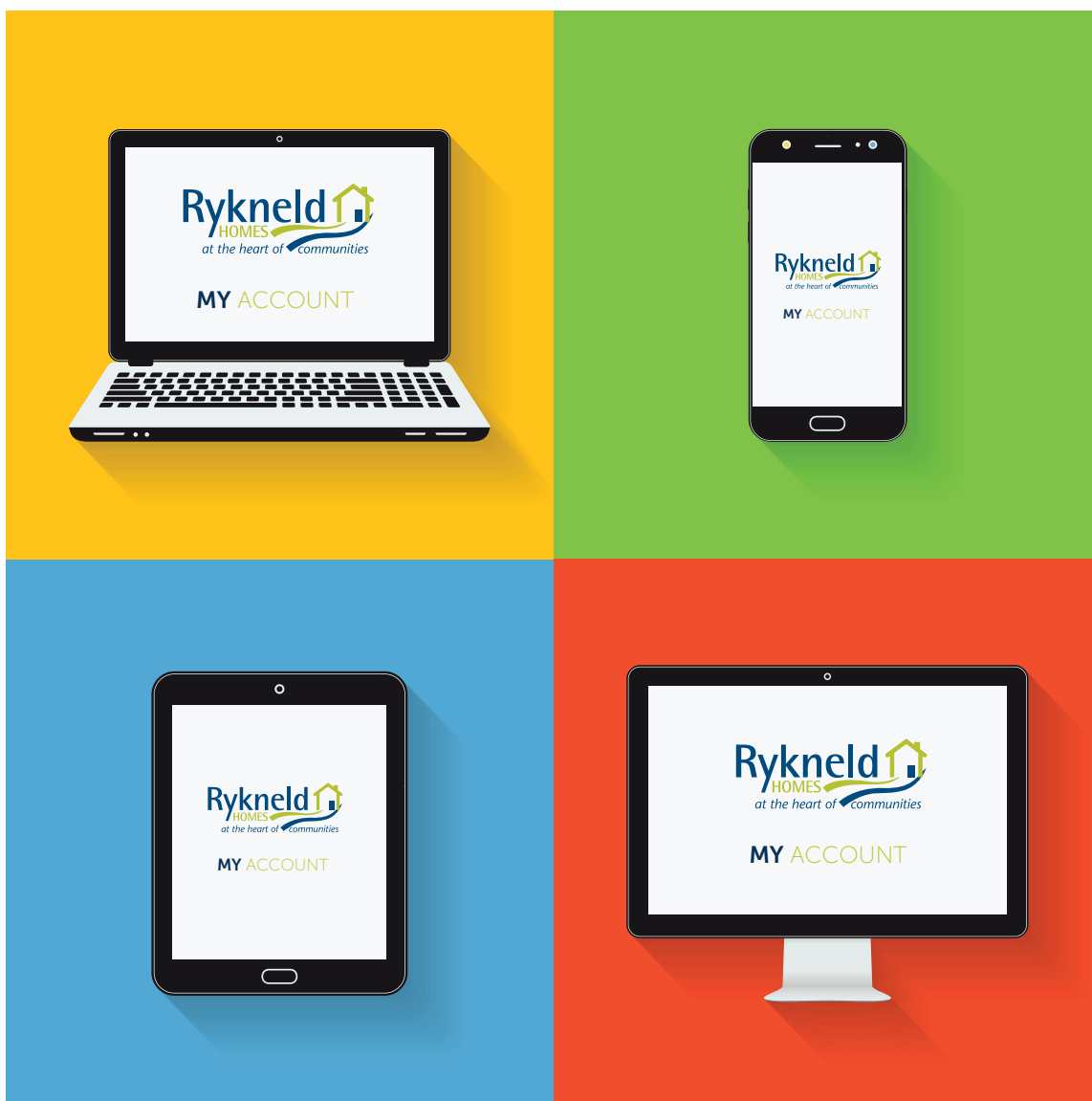
Move to Universal Credit

The Department for Work and Pensions (DWP), - has commenced the process of moving people who are currently in receipt of legacy benefits i.e. income support, Income Related Employment and Support Allowance, Income Related Job Seekers Allowance, Child and Working Tax Credits and Housing Benefit onto Universal Credit.

This process is known as managed migration. It started on 9 May 2022 in two areas of the UK, Bolton and Medway. It will gradually extend across the whole of the UK. The DWP hope to complete the process by the end of 2024.

If you are in receipt of one of the legacy benefits above you do not need to do anything until you receive notification from the DWP that you need to claim UC – this notification is called a Migration Notice letter, (unless you have a change of circumstances which means you need to claim Universal Credit, or you would be better off claiming Universal Credit now, in which case check with a benefits advisor before claiming).

If you have any queries about this process and how it may affect you, or if you need any assistance once you receive your Migration Notice, please contact our Financial Inclusion Officer Josephine Davies on 01246 217670.



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

What you said about us

It is always good to hear 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 are fantastic given the difficult year we have all faced.

Good experience

A customer in Dronfield Woodhouse who had a Rykneld Community Alarm fitted was delighted with the service she received from our staff. "I was very pleased with the service; it was a good experience, and this was down to the people who visited me."

Many thanks to all

A customer in Cutthorpe whose home has undergone External Wall Insulation work was pleased with the results. "The workforce was polite, friendly, and helpful. The Community Liaison Officer is a good asset for Rykneld and a genuine, caring person. We are grateful for her hard work. Many thanks to all concerned."

First Aid

A customer in Clay Cross telephoned to thank two members of staff who helped him after a fall at his home. "I would like to thank them both for helping me when I fell, administering first aid and calling an ambulance and waiting with me. I am very grateful."



Godsend

The work of a Rents Officer earned the thanks of a customer in North Wingfield. "I just want to say the officer has been a god send. I want to thank her as I believe I would have been on the streets if it hadn't been for her."

First class service

A customer in Eckington praised the work of an operative who carried out a gas service. "He was marvellous, he had a great personality, did a great job and tidied up after himself. It was a first-class service - 10/10."

Listened to issues

A customer called to thank one of our Contact Centre staff: "He was very polite on the phone and listened to my issues. I suffer with anxiety so felt he helped me to calm down when I was explaining the issue."

Amazing help

The work of a Housing Support Officer was praised by a customer in Killamarsh. "I would like to say how amazing he has been helping me every time he visits."

Brilliant service

A customer praised the work of a repairs operative. "He provided brilliant service, 100% customer care and was very kind. He was a very nice man, and I was impressed with his manner. He is an asset to the team."

Very informative

A gas service check from an operative earned praise from a customer. "He was very patient and arrived nice and early. He talked me through everything he was doing and was very informative. He was quick, efficient, brilliant, and superb!"

Over the moon

A customer in Killamarsh praised the work of one of our electricians. "I was over the moon with the work. People are quick enough to complain but not quick enough to give compliments."

Extremely helpful

A new member of staff in our Contact Centre was praised by a customer. "She was extremely helpful, listening to everything I said on the call and took everything on board... she sounded as if she had been working for Rykneld for years because of her knowledge."

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 this autumn.

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.

Danesmoor Area 2 Estate Walkabout 06/10/22 at 10am. Meeting on Bevan Road

Danesmoor Area 1 Estate Walkabout 17/11/22 at 10am. Meeting at the Penncroft Lane flats

Dronfield (Stonelow/Hartington) Estate Walkabout 04/10/22 at 10am. Meeting outside Block 1 Stonelow Green

Dronfield (Snapehill) Estate Walkabout 20/10/22 at 10.15am. Meeting at the bottom garage site on Marsh Avenue

Hepthorne Lane Estate Walkabout 12/10/22 at 1pm. Meeting at the top of Bamford Avenue

Holmewood Area 1 Estate Walkabout 08/11/22 at 10am. Meeting at the junction of Queensway and St Albans

Holmewood Area 2 Estate Walkabout 18/10/22 at 10am. Meeting at the junction of Heath Road and Heather Avenue

Marsh Lane Estate Walkabout 13/10/22 at 10.15am. Meeting at the junction of Bramley Road and Ridge Road

Mickley Estate Walkabout 20/10/22 at 10am. Meeting at the junction of Mickley Lane and Priestley Avenue

North Wingfield Estate Walkabout 03/10/22 at 10am. Meeting at North Wingfield Community Resource Centre

Pilsley Estate Walkabout 12/10/22 at 10am. Meeting at the junction of Hallgate Lane and Broom Avenue

Unstone Estate Walkabout 27/10/22 at 10am. Meeting at the junction of Hardhurst Road and Whittington Lane

Wingerworth (Adlington Estate) Estate Walkabout 02/11/22 at 2pm. Meeting on Halcyon Approach

Wingerworth (Allendale Estate) Estate Walkabout 02/11/22 at 2.45pm. Meeting at the Allendale Road flats

Wingerworth (Adlington Estate) Estate Walkabout 02/11/22 at 2pm. Meeting on Halcyon Approach



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:

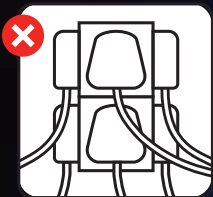
- Payments are made on a set date each month - you can choose either 7th, 15th, 21st or 28th
- No more queuing at the Bank or the Post Office
- Once a Direct Debit is set up it is continuous and does not need renewing
- You have the right to cancel at any time
- You are given advance notice in writing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



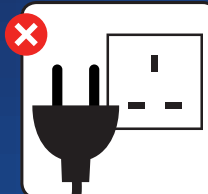
Never overload extension leads



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

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 Hazel Moore from Clay Cross who won £25 in shopping vouchers after winning our competition in the Summer 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 local place names?

- Dronfield
- Danesmoor
- Stonebroom
- Shirland
- Killamarsh
- Holmewood
- Eckington
- Unstone
- Grassmoor
- Tupton

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

Please send your completed entry to:

Competitions, Communications, Rykneld Homes, Pioneer House, Mill Lane, Wingerworth, Chesterfield S42 6NG
Closing date for entries is Friday 28 October 2022.

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**



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**