

# Your Rykneld

RYKNELD HOMES CUSTOMERS MAGAZINE

OCTOBER 2023



**At the Heart of  
Communities**

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**Working with  
Communities**

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**Annual Report  
2022-23**

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# Welcome

Welcome to the autumn edition of Your Rykneld, which features some of the exciting projects we have been working on this summer.

You will find our Customer Annual Report 2022/23 on pages 14-21, letting you know how we have been performing over the last year.

We were excited to launch our brand new website in July this year. Our website is a key communication tool and we know that thousands of visitors engage with it each year to search for new homes, pay rent, report a repair, find information or get in touch. The new website makes browsing easier, whatever device you are using.

Our Community Involvement Team have had a busy summer supporting projects throughout the District. We have provided a full roundup on pages 12-13.

There has never been a more challenging time for the housing sector but with your support, we are ready and prepared to step up and meet those challenges head on. Find out more about how we plan to achieve this on pages 4-5.

## We've Moved

Our new address is:  
Rykneld Homes Ltd,  
2013 Mill Lane,  
Wingerworth  
Chesterfield S42 6NG

There is no change to our telephone number.

## Annual Tenant Satisfaction Survey

Our 2023 Annual Tenant Satisfaction Survey will be hitting doorsteps in November. Your views and comments about the housing services we deliver for you are really important to us.

The results of this survey will be used to calculate Tenant Satisfaction Measures and help us plan service improvements for the next year.

There is a top prize of £250 and 10 prizes of £25. These will be drawn from surveys returned by 31 January 2024.

You can send the survey back to us in the freepost envelope provided or do this online on our website [www.rykneldhomes.org.uk](http://www.rykneldhomes.org.uk) – it should take about five minutes to complete.



Work is underway on 70 new homes in North Wingfield

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Annual Report 2022-23

Front Cover:

Members of our Regeneration Team visit  
Danesmoor where homes have benefited from  
EWI works

# Ceremony marks the start of work to build 70 'much-needed' homes

Work is underway on 70 new homes in North Wingfield.

The properties, a mix of two, three and four bed houses and two bed bungalows will all be managed by Rykneld Homes on behalf of North East Derbyshire District Council.

Niall Clark, Director of Property Services and Development, at Rykneld Homes, said: "These 70 homes are a big step towards meeting our target to deliver 400 new homes over the next four years.

"These high-quality properties will provide much needed homes for local families.

"We look forward to them becoming available."

Councillor Nigel Barker, Leader of North East Derbyshire District Council added: "We are committed to building and providing more social housing and this development is only the beginning.

"The houses previously on this site were only built to last 30 years, the homes that will be built here now will be high quality homes for local families to live in for decades to come.

"This site will provide much needed housing for our residents and help develop our communities."

A number of old properties were demolished in preparation for the new development which will consist of 48 homes for affordable rent made up of a mix of two, three and four bed houses and two bed bungalows and 22 for open market sale made up of a

mix of two and three bed houses.

A ground cutting ceremony on 11 September 2023 marked the start of building work on the site, off Whiteleas Avenue, by contractor Countryside Partnerships.

Rykneld Homes has worked directly with Countryside Partnerships to develop the proposals thanks to the involvement of Efficiency North's EN:Procure Framework, a not-for-profit consortium serving the construction procurement needs of the social housing landlord community.

Countryside Partnerships will also provide six apprenticeship places over the course of the build.

Andy Reynolds, regional MD at Countryside Partnerships said: "We're delighted to be working with Rykneld Homes and North East Derbyshire District Council again to deliver this significant mixed tenure development in North Wingfield. The range of dwellings and various tenures will offer the widest possible choice of affordable homes built to the highest standards.

"Today we marked the start of this exciting scheme as we broke ground with our development partners and look forward to seeing the project come to life over the next couple of years."

Works are expected to be complete by summer 2025.





# Working at the heart



There has never been a more challenging time for the housing sector – but here at Rykneld Homes we're ready and prepared to step up and meet those challenges head on.

We are keen to let you know about the work we will be doing to achieve our vision to be the best housing provider for our communities and how you can help us to achieve our targets by allowing access to carry out essential servicing and repairs. This is detailed in our Business Plan but here is a summary of our key priorities over the next five years.

### **Key priority: Providing more homes**

We will work to identify and develop proposals to build or acquire 400 homes in the next four years, working with Homes England to secure external funding. We will also collaborate with North East Derbyshire District Council's Planning Team to identify local sites with development potential.

### **Key priority: Improving homes and keeping people safe**

To keep customers' homes free from damp and mould, our Damp Team will provide specialist advice

and preventive measures. We plan to implement new repairs targets to improve our service offer to customers and ensure all the compliance services continue to meet statutory and the new Safety and Quality Consumer Standard.

### **Key priority: Investing in the future**

Along with our plans to build and acquire new homes, we are also committed to investing in and improving our current homes. One of the ways we will do this is through the successful delivery of the Social Housing Decarbonisation Fund (SHDF) programme by spring 2025. We have also prioritised the following:

- Develop proposals to improve Energy Performance Certificate rating to C for lets from 2030
- Trial the installation of air source heat pumps in existing homes
- Develop proposals for the installation of Electric Vehicle (EV) charging points
- Implement the use of air quality and moisture level monitoring equipment to support customers and improve property data
- Deliver approximately £44m of capital



# of communities



improvements over the next four years

- Complete the current cycle of rolling 5-year Stock Condition Surveys in 2027 to ensure data supports investment to keep homes well maintained and safe.

### Key priority: Sustainable communities

We aim to continue to provide excellent customer involvement activities and engagement opportunities, meeting the new Consumer Standards including the Tenant Satisfaction Measures.

To allow all customers to get the most out of their tenancy, we will continue to improve the way we tailor services to meet customers' diverse needs, especially those requiring reasonable adjustments.

To meet local housing need we will evaluate options to work with specialist housing providers and develop a new team to work on complex cases. We will also strengthen pre-allocation verification to ensure properties let meet customers' long term housing needs. To make it easier to join the housing register we will improve our digital offer by implementing an online housing application and work with the Council to review and consult customers on

the Allocations Policy.

We know that our customers are facing growing financial pressures so we offer financial inclusion support to those struggling to keep up with rent payments and arrears prevention through pre-court interventions and guidance.

Anti Social Behaviour can have a real impact on the community so we plan to implement easy access digital noise reporting via The Noise App as well as exploring solutions to reduce neighbour disputes.

### Key priority: Our business and culture

We are proud of our dedicated and knowledgeable workforce and will support them to progress their career through development and training opportunities for all employees, including upskilling through professional qualifications and support. We also aim to support local people into employment through the consideration of all vacancies as potential apprenticeships.

If you would like further information, please contact us by completing the online form on our website [www.rykneldhomes.org.uk](http://www.rykneldhomes.org.uk), calling 01246 217670 or emailing [contactus@rykneldhomes.org.uk](mailto:contactus@rykneldhomes.org.uk).

# Damp and Condensation

We want all our customers to have a safe and comfortable home. Damp and condensation can appear in any home. It is caused by condensation or a building fault such as leaks in pipework, penetrating damp and rising damp.

We encourage all customers who are having problems with mould or damp in their home to report it to us. Our Damp Inspection Team can investigate the issue through a full property survey and put steps in place to deal with it. A letter containing the results of the survey and details of any works required will be sent to you following the survey.

Our Condensation and Mould leaflet is available to download on our website and provides a range of information about preventing and dealing with Condensation and Mould.

### What is Condensation?

Condensation occurs when moist air comes into contact with colder surfaces such as walls, windows, or toilet cisterns. The air cannot hold the moisture and

tiny drops of water appear on surfaces. It can also occur in places where the air is still, such as the corners of rooms, behind furniture or inside wardrobes.

Wipe down any affected walls, ceilings and window frames using an Health and Safety Executive approved fungicidal wash - do not use household bleach as this will not solve the problem and is not recommended by health and safety experts.

### How can I prevent Condensation from forming?

- **When cooking** – always cover boiling pans, open the window, close the interior kitchen door and use an extractor fan (if fitted)
- **When bathing** – Keep the bathroom door closed, open the bathroom window and use an extractor fan (if fitted). When filling a bath, run the cold tap first and then add hot water – this will significantly reduce the amount of steam produced
- **When washing/drying clothes** – dry clothes outside where possible but if drying clothes inside is unavoidable, use an airer in a warm and well-ventilated room with the internal door closed. Do not put wet clothes directly on a radiator as this causes excess moisture in the air. If a tumble dryer is used, it must be ventilated directly to the outside air
- **Heating** – as the weather turns colder, most homes will experience condensation. Keeping your home heated at between 18-21 degrees is the most efficient way to keep rooms warm enough to avoid condensation. This is very important in flats, bungalows and homes where bedrooms are not above a warm living room
- **Improve Ventilation** – all homes need some



## Condensation and Mould

A guide to managing condensation and preventing mould in your home







ventilation. This will create air changes and help to reduce condensation by removing moist air from the home and replacing it with drier air. This can be achieved by:

- Not blocking airbricks or air vents
- Keeping trickle vents open in window frames
- Opening windows, even if only slightly and on the security setting
- Open windows wider during cooking, washing, drying clothes, bathing, etc
- Ventilate cupboards and wardrobes, possibly by drilling breather holes into the false backs and do not overfill them as it restricts air circulation
- Avoid putting furniture such as beds, wardrobes and sofas against external walls as this stops air circulation.

## Disrepair Claims

We are aware that companies continue to encourage Council tenants throughout the UK to make disrepair claims and seek compensation. These claims are resulting in millions of pounds in legal costs being paid out which means there is less money available for vital services such as repairs and improvements to homes like yours.

When claims are successful, tenants may be left with only a small percentage of the money paid and, in some cases, have been left with legal debts.

If you are thinking of making a disrepair claim, please speak to us first. We can work with you to sort out any outstanding repair problems. You can also contact Derbyshire Law Centre on 01246 550674 who offer free and impartial advice about any potential claim.

## Report a disrepair problem

Call us: 01246 217670

Email: [contactus@rykneldhomes.org.uk](mailto:contactus@rykneldhomes.org.uk)

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

# New website

In July, we launched our brand new website. The new site is full of great features and information – we hope you've had chance to have a browse.

Our new website is fully mobile-responsive to make the user experience easier and has a range of features including:

- Pay your rent online
- Register with My Account to view your rent account balance
- Report a non-urgent repair
- Access the Choice Move website
- Contact us using our online form
- Make a compliment, comment or complaint
- Information relating to your home and tenancy.

We'd love to hear your feedback about the new website – if you have any comments, please complete our online form [www.rykneldhomes.org.uk/contact-us/](http://www.rykneldhomes.org.uk/contact-us/).





# Check out the new look Rykneld Homes website

We hope you enjoy exploring it and using all the great features

- Report a Repair
- Bid on properties using the Choice Move website
- Keep an eye on your rent account using My Account
- Contact Us using our online form
- Find a range of information
- Make a compliment, comment or complaint.

We'd love to know what you think - please contact us using our online form:  
[www.rykneldhomes.org.uk/contact-us/](http://www.rykneldhomes.org.uk/contact-us/)





# Allowing access to your home

We are proud of our ambitious objective to deliver 400 new homes by 2027, but it is equally important to look after and improve the homes we already have and support the people who live in them.

Our staff and contractors require access to your home for a range of reasons including:

- Electrical Condition Reports
- Gas Servicing and Safety Checks
- Repairs
- Damp and mould inspections and treatment
- Fire safety works to communal flats.

We will send out a letter to inform you of when we intend to visit. If your appointment is not convenient, it is important that you let us know as soon as possible and we will be happy to rearrange this for you.

Failure to allow us access to carry out these essential inspections and works could be putting you, your family and your neighbours at serious risk.

Fire Safety works in communal flats is a statutory requirement to ensure the safety of all customers, visitors and agents attending the block of flats. We are required by law to carry out surveys and appropriate works.



Allowing access to your home is part of the terms and conditions of your Tenancy Agreement:

7.5 You must allow our staff, agents or contractors sent by us into your home at all reasonable hours for the purpose of inspecting the property or carrying out any works which we think are necessary. You should always ask to see official identification before letting anyone in. Our staff wear their identification which will be easily visible to you.

7.6 In an emergency we may need to get in immediately. In the event that access is denied, we may use reasonable force to gain entry to your home. If access is denied when inspection and repairs are needed, we may take legal action to enter your home, or you could be prosecuted for obstruction. Please note that you must give access for urgent safety work such as servicing gas appliances.

## Estate Walkabouts

Our Estate Walkabouts and Inspections have been taking place throughout the District all year.

They are a great opportunity to meet with your Neighbourhood Team to chat about any issues you may have with your estate or neighbourhood.

All Estate Walkabouts are promoted on our website and social media channels – please scan our QR code to view the dates and times of our Estate Walkabouts and the contact details for your Neighbourhood Team on our website.



## Move to Universal Credit – Managed Migration

The Department for Work and Pensions (the DWP) has commenced the process of moving working age people who are in receipt of legacy benefits onto Universal Credit. The legacy benefits are:

- Income Support
- Income Based Job Seekers Allowance
- Income Related Employment and Support Allowance
- Housing Benefit
- Child and Working Tax Credits.

This process is called Managed Migration.

The process of Managed Migration will take place in stages over the next six years.

Managed Migration commenced in our area in August 2023. The first group of legacy benefit claimants to move to Universal Credit under the Managed Migration process are single people of working age who are in receipt of tax credits as their only legacy benefit. This will be followed in October 2023 by working age couples in receipt of tax credits as their only legacy benefit.

If you are a tax credit claimant who fits into the above categories you do not have to do anything. The DWP will send you a letter which is called a Migration Notice. This Migration Notice will advise you what you need to do to claim Universal Credit and give you the

deadline by which you need to do this - generally three months from receiving the Migration Notice. It will give you the date when your tax credit claims will come to an end.

### DO NOT IGNORE THE MIGRATION NOTICE

If you are unsure about what to do or what it means for you, seek further advice as soon as possible. There will be a telephone number on the Migration Notice of a dedicated DWP telephone support service. The telephone number is 0800 169 0328 and is available Monday - Friday 8am to 6pm. Calls are free from mobiles and landlines.

In addition, you can seek advice from Derbyshire County Council's Welfare Rights Service email - [welfarebenefits@derbyshire.gov.uk](mailto:welfarebenefits@derbyshire.gov.uk) or telephone them on 01629 531535 between 11am and 4pm on Monday, Tuesday, Thursday and Friday. You can also seek advice from Citizens Advice by calling 0800 144 8848 and the Financial Inclusion Officer at Rykneld Homes on 01246 217309.

All other claimants of legacy benefits will be moved over on to Universal Credit in stages up to 2028/2029. If you have any queries regarding Universal Credit, Managed Migration and how it may affect you please contact one of the advice agencies above.

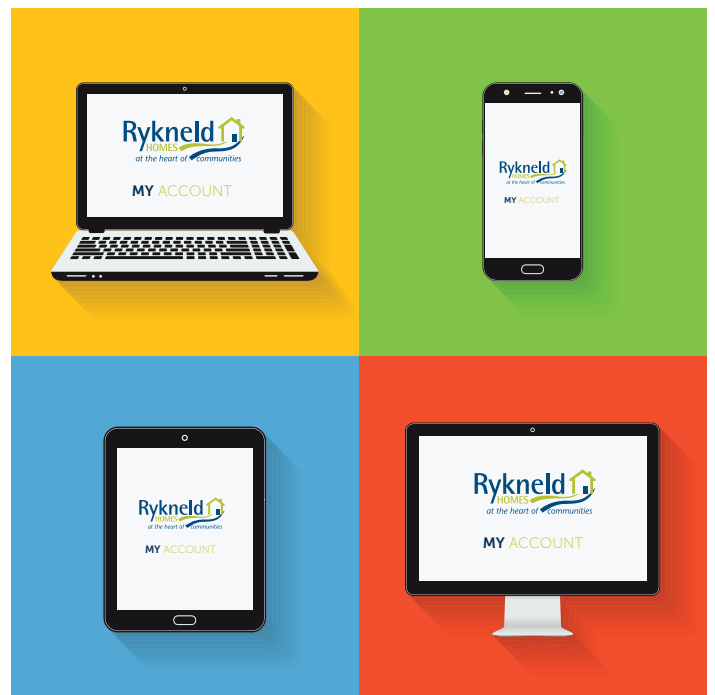
## Keeping on top of your rent account

With financial pressures growing, there has never been a better time to register for My Account. My Account can help you to keep an eye on your rent account balance all year round.

Registering couldn't be easier – all you need is your rent account number and an email address. Visit our website to find out more – [www.rykneldhomes.org.uk](http://www.rykneldhomes.org.uk).

**Direct Debit** is the quick and easy way to pay your rent. You can set up a Direct Debit through My Account or by calling us 01246 217670 Monday – Friday 8am – 4pm.

Once a Direct Debit is set up, you don't need to do anything other than make sure you have enough funds to cover the payment. Get in touch today to set it up!





## Renishaw Tea Dance



History memorabilia, film showings, specialist talks, a trip to Renishaw Hall Gardens and heritage crafts are just some of the great activities enjoyed by the Renishaw History Project. The group started in September 2022 and to wrap the group up, the Rykneld Homes Community Involvement Team organised a Community Tea Dance in July 2023.

Although not all the members were dancers, they enjoyed watching and reminiscing about the social dances they attended in Renishaw in the past, which were regular features at the community hall. Some of the

members danced for the first time in years. Other local dance groups were invited including jivers from Eckington Civic Centre and a ballroom group from Chesterfield.

The group was predominantly funded by the National Lottery, secured by a local history group. NHS Social Prescribers were in regular attendance to support the group with health and wellbeing issues. Through the group friendships were formed with members going on to join other local activities together.

### Join in the conversation

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

#### Why not follow us on?

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

## Flower Power

Rykneld Homes teamed up with Killamarsh Conservation Group and Killamarsh Junior School to plant a wildflower patch on the green area between South Crescent and Rotherwood Road in Killamarsh. Around 50 children took part in spring bulb planting and Killamarsh Conservation Group gave a short talk about the benefits of wildflowers for wildlife and the impact it will have on the environment.

The patch is now in full bloom and brings lots of colour to the area.



# Working with

## **Events in and around Holmewood Library**

We are delighted to be supporting some wonderful activities in and around Holmewood Library. Our after-school activities have so far included Samba Sports on the MUGA and a School of Craft and Wizardry.

We hope you can join us for our next sessions:

Thursday 26 October 4.00 - 5.30pm

Money Matters! Drop in session

Receive support with the Cost of Living crisis from the Credit Union and Josie our Financial Inclusion Officer.

Fun activities will be provided for children of all ages along with free drinks and snacks.

Thursday 7 December 4.30 – 6.00pm

Christmas Celebration Event

Christmas-themed storytelling, games and crafts along with Christmas drinks and treats.

## **Marsh Lane Breakfast Hampers**

During the school summer holidays, up to 25 families living in the Eckington Parish benefitted from free breakfast hampers every week. The project aimed to provide support to families with children who were struggling financially. The project received donations and funding from a number of local businesses and community groups as well as funding and support from Rykneld Homes.

## **Holiday Activities and Food Programme (HAF)**

This year the Rykneld Homes Community Involvement Team (CIT) secured over £16,500 of external funding to deliver the HAF in Stonebroom, Mickley and North Wingfield. In total we engaged with over 457 children, most of whom are in receipt of free school meals.

All sessions were open to the entire community and included an array of activities including:

Inflatable bouncy castles and slides, circus skills including bubble workshop, mask making, balloon workshop, KMX karting, multi sports delivered by professional sports coaches, disco with party games, characters and face painting, forest school sessions, Petting Zoos, craft activities, pre-school play equipment, kite making and flying, pot painting and planting, block building, first aid training, BMX coaching and cycle safety and maintenance workshops. For parents, signposting literature was on display and

the CIT were available to discuss housing-related issues.

**Stonebroom** – Working with the Stonebroom HAF group, we were able to deliver 11 sessions at Stonebroom Pavilion and sports fields and its woodland over the summer holidays this year.

A team of six volunteers attended each session to help deliver the activities, support the registration and prepare food parcels and healthy snacks during the event.

**Mickley** – In partnership with Stonebroom HAF, we supported the newly formed Mickley HAF group to deliver 11 sessions in Mickley. We mirrored what we delivered in Stonebroom to make it easier for the group to deliver their first HAF project. The group had five volunteers helping on each session.

In addition to these sessions, we were also able to offer some BMX sessions in Mickley. A professional BMX coach delivered six full days of coaching which





# communities



were broken down into separate sessions: Balance Bikes, Ready Steady Pedalers and BMX Skills sessions.

We will continue to work with the group to deliver sessions over Halloween and Christmas as well as looking at how we can support young bike riders in the community through further provision at the BMX track.



**North Wingfield** – For the second year running, we worked with North Wingfield Community Allotment group to deliver six fun and engaging sessions. Each participant was given healthy refreshments and a meal during the sessions.

### Five Amazing Events this summer

It was great to see so many families enjoying the amazing events in Renishaw and Eckington this summer. Hundreds of children and their families attended even though the sunshine didn't always make an appearance. There were so many amazing activities on offer including sports games provided by Samba Sports, arts and crafts, face painting and glitter tattoos, cricket, circus skills, bouncy castle, farm

animals and small animal petting, drumming workshop and party games.

Live Life Better Derbyshire also attended the sessions, providing health advice and support.

Keep an eye on our social media pages for details of future events from Rykneld Homes, Eckington Community Pantry and Eckington Parish Council.

### Kenning Park Forest School

During the school summer holidays, Kenning Park Forest School in Clay Cross delivered six free family activity sessions.

Rykneld donated £920 to support this voluntary run project with the CIT attending three sessions to deliver fruit kebab making, rock painting and plant pot painting/seed planting with approximately 80 children per session.

Other activities included a mud kitchen, willow weaving and clay well dressing crafts. We would like to thank Kelly from Clay Cross Tesco for her support providing fruit for the project.

The Forest School also deliver a free adult well-being group every Thursday afternoon, a toddler group on Thursday mornings and are available for pop up sessions at events. We are supporting the group to form a new group for teenagers – keep an eye out for this!



# Annual Report 2022 - 2023





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Keeping people safe



Complaints



Performance dashboard 2022-23



Tenant Satisfaction Measures



Business Plan - key priorities



Together with Tenants



Where your money is spent



Community Involvement

### Welcome to the Customer Annual Report for 2022/23

We are pleased to be able to report that our teams have delivered high levels of performance in the past year.

We have continued to ensure your safety is central to the delivery of services with excellent performance in the servicing and safety checks of gas, fire safety, water, asbestos and passenger lifts.

Successful delivery of the Capital programme, which includes external wall insulation (EWI), new roofs, bathrooms and other key component replacement, meant over £19m of Council investment in homes.

The EWI programme will be continuing this year making homes more energy efficient and helping people to reduce heating bills.

This Annual Report provides a summary of the type of complaints we have responded to during the year. We don't always get it right, so have included some examples of where we've learnt from your feedback and made improvements to services.

A large part of successful service delivery is your co-operation, feedback and engagement. We offer many different ways to get involved with Rykneld Homes, please check out our new website for details.

Thank you for your support during the year.

## KEEPING PEOPLE SAFE

### Health and Safety performance 2022/23

Five Health and Safety Indicators - Performance at year end



### 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.

The Regulator is proposing four new Consumer Standards in 2023/24:

- The Safety and Quality Standard
- The Transparency, Influence and Accountability Standard
- The Neighbourhood and Community Standard
- The Tenancy Standard.

We will undertake a self-assessment against the draft Consumer Standards and have this reviewed by the Internal Audit Service and customer led Operational Board in 2023. This will help us to provide assurance and ensure compliance before the new standards are put in place.



# COMPLAINTS

In 2022/2023, we received and investigated a total of 49 formal complaints, of which 91% of Stage 1 and 85% of Stage 2 complaints were responded to within the Housing Ombudsman Complaint Handling Code timescales. Below is a breakdown of the service areas where we have responded to complaints and the outcomes.

Service Area	Upheld	Not Upheld	Partially Upheld	Totals
Choice Move	2		1	3
Electrical, Gas and Plumbing	2	2		4
Housing and Support	5	2	5	15
Other Service Areas	5	2		7
Regeneration	11	4	4	19
Repairs and Maintenance	2	1	1	4
<b>Total Formal Complaints</b>	<b>27</b>	<b>11</b>	<b>11</b>	<b>49</b>

## Learning from Complaints

Each complaint we receive is treated as an opportunity for us to learn and to improve our services. The actions that have taken place as a result of learning from complaints in 2022/23 include:

- A review of our existing policies and procedures and additional training provided to staff on how we can best support vulnerable customers.
- Training provided to both internal staff and to external Contractors to address how we can better support customers when completing major works to their home.
- A review on how we communicate with customers during works, this includes the adoption of confirming in writing any actions we have agreed with them verbally, for example, further or outstanding works we will complete in their home.
- A review of our Repairs Policy to ensure service provision to meets the needs of our customers.
- A review of our contractors where we have identified a trend of complaints being upheld.



# PERFORMANCE DASHBOARD 2022/2023

Rent collected as a % of rent due for period = 98.70%



% of responsive repairs completed on target = 97.94%



Average time taken to answer inbound telephone calls = 40 seconds



% of monthly fire safety checks to communal areas of flats = 100%



% of emergency repairs carried out within target = 98.73%



Tim Makepeace (Gas Plumber) with Work Experience student

## 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. The new measures will focus on customer safety and satisfaction.

Please look out for the new Tenant Annual Satisfaction survey in autumn this year. It will be published in the magazine "Your Rykneld". We have asked the Operational Board to review our proposed approach and survey format to ensure it is easy to read and complete. We will report the results back in 2024.



## BUSINESS PLAN KEY PRIORITY: Improve Existing Housing

In 2022/23, we delivered the Council's £19.1m Major Works programme.

The programme has proved successful with customer satisfaction at 98%.

The following key component upgrades to homes were completed:

Element of Works	Number of Homes
New Heating Systems	307
Bathroom and Shower Replacements	178
New Kitchens	189
Rewires	48
External Wall Insulation and External Works	122
New Windows	387
New Roofs	117
Adaptations	53
Voids Works to Decent Homes Standards	424
<b>Total Number of Elements</b>	<b>1,825</b>

## BUSINESS PLAN KEY PRIORITY: Increase Housing Growth



### Whiteleas Avenue, North Wingfield

Planning was formerly approved on 20 December 2022, for the demolition of 16 homes and development of 70 new build homes. The demolition works to the 16 homes has been completed and the new build development works will continue through to 2025.

### Pine View, Danesmoor

We have developed nine new build bungalows and additional parking to the existing homes in the community.

We are pleased to have achieved the Silver Secure by Design certificate for the security specification creating safe homes for customers.

We have had good customer feedback in regard to the quality and design of their new homes. We took our first three handovers in March 2023 with all new bungalows being completed by April 2023.

### Stonebroom - 77 new two-bedroom bungalows

These homes suffer from a number of problems – for example, they are hard and expensive to heat and keep warm, and due to the timber framed construction have deteriorated over time.

There is not a viable solution to bring them up to the required national EPC – energy efficiency standard of a C rating by 2035.

We have taken on board the views and needs of people who live in the bungalows to shape the options we are proposing for redevelopment.

Information from our 1:1 meetings with customers and surveys has helped us to identify the short-term needs of the homes. As a result, we have undertaken short-term works to defective windows, mastic and seals and improved security.

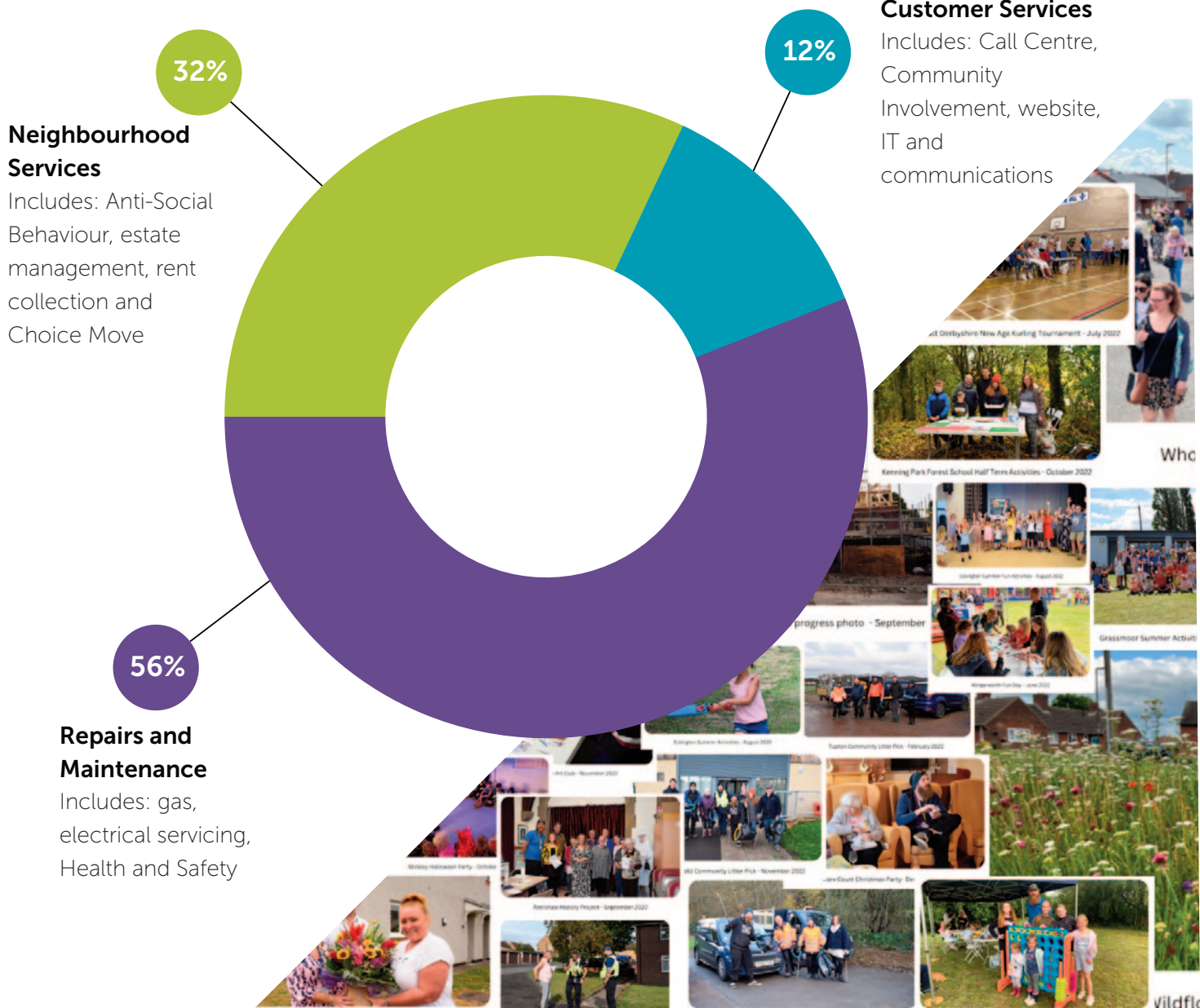
The long-term proposals include an option to replace the existing homes with up to 77 energy efficient bungalows in the next 3-5 years.

# WHERE YOUR MONEY IS SPENT

## Service Delivery Expenditure 2022/23

The expenditure to provide all services was £10.6m. This includes Repairs and Maintenance, Housing Management and Customer Services.

The chart below gives more detail about the service areas that the Revenue Budget covers and the breakdown between the main service areas. You can find more information including the Final Accounts and Financial Statements on the key documents page of the Rykneld Homes website.





## Community Involvement

This year, the Rykneld Homes Community Involvement Team have delivered a record number of community projects ranging from family activity clubs during school holidays; to promoting physical activity and mental wellbeing for both adults and children; to environmental projects to encourage wildlife and reduce litter; to history, craft, music and dancing sessions to reduce social isolation and encourage community cohesion.

To engage with more people across the District, the team have worked with organisations including community groups, Parish Councils, charities and statutory organisations. This has enabled us to develop and deliver sustainable projects - led by the community, for the community.

A new customer involvement structure has offered our customers new ways to get involved, from grassroots projects to being on the Operational Group Board which feeds directly into the governing Board.

With greater emphasis on digital consultation, we have achieved higher levels of engagement so that customer feedback is received from a diverse range of people, giving us a better insight to where we are doing well and how we can improve our services.



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



@Rykneld\_Homes



@RykneldHomes



2013 Mill Lane, Wingerworth,  
Chesterfield S42 6NG



01246 217670

# 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!



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 Autumn words

- |                  |                |
|------------------|----------------|
| <b>Autumn</b>    | <b>Pumpkin</b> |
| <b>Leaves</b>    | <b>Acorn</b>   |
| <b>Gloves</b>    | <b>Chilly</b>  |
| <b>Halloween</b> | <b>Orange</b>  |
| <b>Bonfire</b>   | <b>Cold</b>    |

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

Please send your completed entry to:

Competitions, Communications Team, Rykneld Homes, 2013 Mill Lane, Wingerworth, Chesterfield S42 6NG

Closing date for entries is 30 November 2023.

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



# 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.**

## **So polite and helpful**

A customer from Killamarsh wrote in to let us know how happy she was with some recent repairs to her home: "I would like to put in a good word for the workmen who have been doing my repairs in my house; the Plasterers and Electrician, also the repair to my stairlift. They are so polite and helpful and respectable and leave their work so clean and tidy afterwards. I have always been absolutely pleased and satisfied with them all throughout the years I have lived here. Thank you so much."

## **We feel at home**

A customer from Eckington sent in the following comment about the Choice Move Service: "Putting it simply – we feel at home. We have had great support when things go wrong!"

## **Outstanding job**

A customer from Killamarsh sent in the following compliment following a recent upgrade to her kitchen: "I have to praise the Customer Liaison Team for their professionalism throughout. The team did an outstanding job on the kitchen, it will make a massive difference to our lives so thank you to all concerned."

## **100% satisfied**

A customer from Danesmoor wrote in to compliment a recent window upgrade: "I am 100% satisfied with the windows. The work was carried out exceptionally well and the young men were very polite and professional and left everything clean and tidy when they had finished. VERY PLEASED."

## **Very understanding**

A customer from Eckington called in to compliment a Gas Servicing Engineer following her Annual Gas Servicing appointment. She told us that the Engineer was exceptional and advised that he was very understanding about the fact she had a zimmer frame and did a lovely job.

## **Explained everything**

A customer from Holmewood called in to compliment a Gas Plumber. She said her son has autism and ADHD and spent time watching the operative carry out the repairs at her property. She said he was friendly and explained everything he was doing to her son. The customer really appreciated how he engaged with her son and for the great job he did.

## **Brilliant**

A customer from Dronfield called in to praise a member of our Contact Centre. He said she was an absolute pleasure to speak to and was fantastic on the phone. She was very easy to speak to and very understanding – he could not praise her enough. The CAST Advisor raised an emergency repair and the operative was there within 15 minutes and she is very thankful for their help.

The customer went on to thank the Gas Plumber who attended her property. She told us that he arrived within 10-15 minutes of her asking for an emergency appointment and was a pleasure to let into her home. She said he had fantastic manners and went above and beyond to help her. She told us he was polite, brilliant and she cannot praise him enough.

## **A credit to Rykneld Homes**

A customer from Calow wrote in to compliment two operatives following a recent repair at her home: "They were hardworking, polite and conscientious in their work. Both these particular workmen have done work at my home over many years and they are a credit to themselves and Rykneld."

## **Cheered my day up**

A customer from Wessington completed our online compliments form following a recent repair at her property: "He was patient and friendly. We had a lovely chat while he got on with his job. He really cheered my day up. Thanks for having great repair workers."

## USEFUL CONTACTS



**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, 2013 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**  
In writing to Community Sustainment,  
Rykneld Homes, 2013 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**