

# Your Rykneld

RYKNELD HOMES CUSTOMERS MAGAZINE

MARCH 2024



**Whiteleas  
Progress**

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# Welcome

Welcome to the spring edition of Your Rykneld. We are happy to share some exciting updates on our current projects throughout the District.

Last month we went out to North Wingfield to view the progress at the Whiteleas site. Some of the properties are now watertight with others expected to be ready for new tenants as early as July. There was a real sense of 'pride' at the progress that has been made since the ground cutting ceremony in October 2023.

We would like to take this opportunity to thank residents in the area for their patience during the works. We are actively working with Derbyshire County Council and North East Derbyshire District Council to maintain safe and reliable roads while works are ongoing and improve the road condition upon completion of the works.

We are excited to launch the 2024 Gardening Competition to celebrate the effort and achievements of our customers. Spring is the perfect time to discover the pleasure of gardening as your garden starts to come back to life after a long winter. Find out more on pages 14-15.

Our Community Involvement Team have had a busy start to 2024 supporting a range of projects throughout the District acknowledged by winning the Best Use of an EEM Charitable Donation in the EEM Building Communities Awards 2024.

## And the winner is...

### Mrs Morton from Heath

Mrs Morton was delighted to win £25 in shopping vouchers in the Your Rykneld competition draw. Thank you to everyone who entered.



An overview of the Whiteleas Site during a recent visit

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Members of Rykneld Homes and NEDDC staff  
visiting the Whiteleas site at North Wingfield

## 53-week rent year

Rent is due on Monday each week. In the rent year 2024/25, there are 53 Mondays – this only happens every 5/6 years but it does have an impact on your rent for the year.

We have sent out letters informing all tenants of their rent for the year ahead but we have included some information here in case you have any questions.

- If you pay weekly - continue to pay your new weekly rent from 1 April 2024 to 31 March 2025.
- If you pay monthly - multiply your new weekly rent by 53 and divide by 12 to find the new monthly amount.
- If you claim Universal Credit - the Department for Work and Pensions (DWP) calculate your monthly rent by multiplying your weekly rent by 52 weeks and dividing it by 12 months. Where there is an extra week as in 2024/25, you will need to cover the additional weeks rent either in one payment or by increasing your monthly payments.
- If you pay by Direct Debit - we will automatically adjust your payments.



- If you claim Housing Benefit - the payments will be cover the 53-week year.
- If you pay by Standing Order - you will need to make an adjustment to your monthly payments directly with your bank based on your new rent multiplied by 53 and divided by 12.
- If you are struggling to pay your rent - please get in touch with us as soon as possible – our Rents Team may be able to help.

## Annual Tenant Satisfaction Survey

Thank you to everyone who took the time to complete the Rykneld Homes Annual Tenant Satisfaction Survey. Your views and comments about the housing services we deliver for you are really important to us.

The results of this survey will be reported back in a future edition of Your Rykneld and on our website.



## Household Contents Insurance

Do you worry about how you would replace your possessions if they were destroyed, lost or damaged due to fire, theft, flooding or accidental damage?

If something happens to destroy or damage your possessions, it can cost a lot of money to replace them - Rykneld Homes is not responsible for replacing the contents of your home.

Although Household Contents Insurance is optional, it can give you the peace of mind that your possessions will be replaced should the worst happen.

There are a lot of options available so it is important for you to find the right cover for you. Accidental damage cover is not usually included as standard but it can be worth considering.

We strongly recommend that you visit a price comparison website to find the best deal for you. Most policies carry an excess - this means you won't be covered for some of your claim, this is typically the first £50 or £100 but this can differ per policy. Make sure you find out exactly what is covered before you take out a policy.

Work out how much cover you need based on the cost of replacing all your possessions. Many people under-insure themselves, so make sure you include everything including carpets and flooring and the contents of your shed (if you have one).

If you already have Household Contents Insurance, it will usually automatically renew every year. It is worth shopping around before your renewal is due as there may be better deals available to you.

# Great-grandmother Mu sees in new year in new-build eco friendly bungalow

Great-grandmother Mu is enjoying 2024 in her new-build Danesmoor bungalow.

Mu was struggling to move around or get upstairs to use her bathroom at her previous house and after a short hospital stay, it was deemed unsafe for Mu to return to the property.

Mu was struggling with her mobility and living in one room of her previous house - struggling to move around or get upstairs to use her bathroom and after a short hospital stay, it was deemed unsafe for Mu to return to the property.

A temporary placement in a care home was arranged while a more permanent solution was sought as Mu's family worked with Rykneld Homes.

A short time later, a bungalow became available, and the Rykneld team helped Mu move in.

The 86-year-old and her family are thrilled with the property and the impact it has had on her health and independence.

"Moving here has given her some of her independence back and has put our minds at ease," said granddaughter, Michelle.

"She is so much happier here and safer too. She has the space to move around freely and everything is all on one floor - it's given her a new lease of life."

As well as meeting Mu's practical needs, the bungalows are all equipped with the latest technology air source heat pumps, underfloor heating, solar panels, electric vehicle charging points and a video call door bell along with a care package for the customers.

Michelle added: "The heating really isn't difficult, just different, you use the thermostat as you would."

"It was all set up when she first moved in and she's not had to do anything since then."



"The bills are definitely cheaper and the house is so much nicer and warmer. All the doorways are wide enough for a wheelchair and everywhere is very spacious.

"We're all really happy that she was able to move here."

Retired barmaid, Mu, has three sons, five grandchildren, and eight great-grandchildren.

"I really like the house and where it is," she said. "My neighbours send me picnics and it's much better than where I was before."

Helen Brown, Head of Regeneration and Development at Rykneld Homes said: "The new-build bungalows like Mu's are an excellent example of our commitment to providing quality homes to our customers but also have a positive impact on the environment.

"They are all fitted with the latest energy saving technology and the wider doorways and spacious layouts mean that we can support customers like Mu to live more independently in comfort.

"We're committed to providing new quality homes for our customers as well as maintaining and improving our current stock.

"Properties like Mu's are an example of the homes we want to develop going forward."

# 'Pride' at progress being made on site of 70 'much-needed' homes

Work is well underway on 70 new homes planned for an £11m social housing development in North Wingfield.

Some of the properties in Whiteleas are now watertight - with others expected to be ready for new tenants as early as July. The whole scheme is set for completion by summer 2025.

The majority of the properties, a mix of two, three and four-bed houses, and two-bed bungalows will be managed by Rykneld Homes, on behalf of North East Derbyshire District Council (NEDDC).

Rykneld and NEDDC staff visited the site in February to see for themselves the progress being made since a ground-cutting ceremony in October.

Rykneld Homes Chair, Wayne Hodgkiss, said: "As I walked on to site I felt an immense sense of pride.

"Seeing the site take shape makes you think about the families who will live in these homes and the difference that they will make.

"We're achieving something here for our customers and communities and that is something I am so proud that Rykneld is a part of."

Councillor Nigel Barker, Leader of NEDDC, added: "It's great to see the progress being made and the pace at which this site is developing.

"Things are moving forward and we are providing much-needed social homes for people living in North East Derbyshire.

"We appreciate the patience of those living near to the site as work continues to provide much-needed housing for our residents and help in developing our communities."

The new development will consist of 48 homes, for affordable rent, comprising a mix of two, three and four-bed houses, as well as two-bed bungalows.

**Director of Property Services and Development at Rykneld Homes, Niall Clark; Leader of North East Derbyshire District Council, Councillor Nigel Barker and Rykneld Homes Chair, Wayne Hodgkiss on the Whiteleas site.**



**An overview of the Whiteleas site.**

Some 22 properties - made up of a mix of two and three-bed houses - will be made available for sale on the open market.

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

Andy Reynolds, Vistry's Managing Director for South East Midlands said: "It is wonderful to watch our teams building such high quality new homes for families in North East Derbyshire.

"There is a significant need for a mix of new, high-quality, social and private housing in the area and the progress on this development is a major step forward in meeting that demand. We know that many people will relish the opportunity to live in modern family homes and to be part of a vibrant and well-connected new community."

**Three-bed semi detached properties on the Whiteleas site.**



# 'Double benefit' as solar panels and external insulation are installed at 26 Rykneld Homes properties

Solar panels and external wall insulation are being added to 26 homes as part of Rykneld Homes' continuing commitment to improving customer homes.

Works are being carried out on Shirland properties managed by Rykneld Homes in Byron Street and Burnside Avenue after successful funding bids.

The energy-saving measures are being funded with the help of two separate schemes - with the aim of providing warmer winters and lower energy bills for families living in the homes.

Niall Clark, Director of Property Services and Development at Rykneld Homes, said: "Improving the homes our customers live in is a priority for us.

"The work we are carrying out here in Shirland means that our customers will benefit from not only solar power, but also external wall insulation.

"Both projects being carried out at the same time results in efficiencies for us and it minimises disruption for customers.

"The feedback we have had from customers so far has been really positive, we are looking forward to making further progress on this and other schemes that will make our properties the best homes they can be."

Rykneld customer Derek Smith has lived in his Byron Street home with wife Cath and their family for more than 40 years.



Rykneld Homes Chair, Wayne Hodgkiss and Niall Clark, Director of Property Services and Development at Rykneld Homes at one of the Byron Street properties where work is being carried out.

Work in progress at one of the 26 Shirland homes that are having solar panels and external wall insulation installed.



He said: "When we moved in we had nothing but a coal fire to heat the whole house - it's mad to think we're now having solar panels fitted.

"Over the years things have come on a bit, we've had central heating installed, double glazed windows put in, insulation and the roof done.

"We're happy with anything that will improve the house, make it a bit warmer and get the bills a bit cheaper - we've noticed a difference already."

The external wall insulation works are part of a wider Rykneld Homes project that will ultimately see 640 homes retrofitted with external wall insulation. The insulation will reduce the amount of heat escaping homes, leading to a reduction in energy use.

This work is being funded through Rykneld investment and government grants from the Social Housing Decarbonisation Fund which was set up to enhance the energy efficiency of socially rented homes.

The solar energy project will see eight panels per home fitted to the 26 homes thanks to funding secured by the District Council from the East Midlands Mayoral Combined Authority and managed by Rykneld.

Energy generated from the solar panels will help power the homes. Any surplus power generated will be returned to the grid for wider use.

# 'The best thing since sliced bread'

We are committed to investing in and improving our homes. One of the ways we are doing this is through the delivery of the Social Housing Decarbonisation Fund (SHDF) Programme.

Last year, as part of the SHDF Programme, we carried out External Wall Insulation in Holymoorside. We caught up with one of our customers to find out what they thought about the works.

Mr Leatherday has lived in Holymoorside for over 20 years and had found that his home was difficult to heat and keep warm. As part of the EWI works, Mr Leatherday's home benefited from a new roof, new windows and external wall insulation.

When asked about the work, Mr Leatherday said: "It's the best thing they've ever done – it's unbelievable. It's warm as toast now."

We also asked about the main improvements he noticed since having the work done: "I put my heating on a timer to come on at 4.30pm until 10.30pm but by 6.00pm the radiators go off and then they don't come on again until the next morning as the heat is kept in. My gas bills have gone down – it's saved me a fortune!"

"When asked about his experience of the works, Mr Leatherday said: "The builder was brilliant - I couldn't fault him at all - he got stuck in."

Lastly, we asked Mr Leatherday what advice he would give to other tenants who were about to have EWI works to their home: "The workmen are straight in and out and tidy up after themselves but talk to them and give them lots of cups of tea!

"You have to put up with a bit of noise and mess but it's 300% better since the work was done so it's worth it! It doesn't last forever. Just think about the benefits afterwards and you realise then what a good job they do.

"I think it's the best thing since sliced bread."



## Tenancy Fraud

Rykneld Homes takes a firm approach to any form of tenancy fraud.

If there is evidence to suggest a tenancy has been obtained or kept fraudulently, we will investigate thoroughly which may result in us taking legal action to seek back possession.

Tenancy fraud is also a criminal offence and can result in fines, imprisonment, or both.

Tenancy fraud is when someone misuses or unlawfully occupies a social housing property to which they are not entitled. This can include:

- Unlawful Subletting/Subletting for Profit - renting out your property to someone else/making a profit from this
- False Information - providing false information during the housing application process
- Abandonment - leaving the property vacant while living elsewhere
- Failing to use the property as your principle home
- Fraudulently submitting a Right to Buy/Right to Acquire application
- Holding more than one social housing tenancy at once.

If you suspect tenancy fraud, please let us know by calling 01246 217670 or email us at [contactus@rykneldhomes.org.uk](mailto:contactus@rykneldhomes.org.uk).



# Rykneld Homes wins regional award for community work

Rykneld Homes has won a regional award for its extensive community work.

The housing provider's Community Involvement Team were named winners of the EEM Building Communities Awards' Best use of an EEM Charitable Donation category at the annual ceremony on Friday 15 March 2024.

Entries were judged by an expert panel with a wealth of knowledge and experience in the housing and construction industry.

Projects that helped the team secure success include BMX sessions, holiday hunger schemes, Kurling clubs and cooking lessons.

Heather Summers, Head of Neighbourhoods at Rykneld Homes, said: "We are incredibly proud of our Community Involvement Team - they thoroughly deserve to have their efforts recognised.

"The award shows that the EEM judges recognised just how important their work and dedication is to our customers and demonstrates our continued commitment to build thriving and engaged communities."

The award recognises the impact of a host of community initiatives managed by Rykneld Homes aimed at:

- Improving people's health (both physical and mental)
- Bringing the community together and reducing social isolation
- Improving opportunities for children and young people
- Enhancing the environment
- Tackling unemployment
- Reducing anti-social behaviour
- Encouraging volunteering.

Read more about Rykneld Homes community work on our website [www.rykneldhomes.org.uk](http://www.rykneldhomes.org.uk).

## Dronfield Community Get 2gether

We are joining a range of local groups at the Dronfield Community Get 2gether on Thursday 11 April 10am – 2pm. Come along to take part in a range of activities and find information about local services.

Our Community Involvement Team will be providing free crafts for children – we hope to see you there!

For more information visit [www.dronfield2gether.org.uk](http://www.dronfield2gether.org.uk).





## Get Involved With Rykneld Homes

There are lots of ways you can get involved with Rykneld Homes to help shape our services, improve your community and have fun!

Here are some of the opportunities we offer:

- Volunteering
- Join one of our customer groups
- Join our Digital Involvement Group to receive online surveys
- An invitation to our Joint Involved Tenant's Conference
- Support for community groups
- Find out what's happening locally
- ... and lots more!

If you are interested in getting involved with Rykneld Homes, visit our website or get in touch with us by calling 01246 217670 or email [get.involved@rykneldhomes.org.uk](mailto:get.involved@rykneldhomes.org.uk)



### Joint Involved Tenant's Conference 2024

Customers are at the heart of everything we do. We offer a range of involvement opportunities to encourage our customers to get involved and help shape our services. We are keen to work with people who want to have a positive impact on their local community.

Rykneld Homes, Chesterfield Borough Council and Bolsover District Council are joining together to host a unique, free event for tenants who take an active role with their landlord or wider community, or who are interested in getting involved.

This is an exciting opportunity to meet tenants from neighbouring landlords, share your experiences and learn more about current housing matters.

The event will be held at the Technique Stadium in Chesterfield on Wednesday 15 May 10am - 3pm. Attendance is free and a free lunch is included.

Booking is essential so please get in touch if you would like more information by emailing [get.involved@rykneldhomes.org.uk](mailto:get.involved@rykneldhomes.org.uk) or call us on 01246 217670.

## Easter Fun in Mickley

We're excited to let you know that Mickley HAF is back. We have secured funding to deliver two days of activities and food during Easter half term. There will be a climbing wall, crafts and lots more! Booking is essential – visit <https://itsaboutmederbyshire.co.uk/> to book your place.

## Neighbourhood Improvement Budget Update

Over the past few months Rykneld Homes' Neighbourhood Improvement Budget has funded the following projects:

- Asian Association – providing meals to people and families who are struggling financially along with signposting and support
- Grassmoor Perseverance Allotment – our funding supported an open day at the allotment to promote involvement
- St Giles Warm Spaces – our funding will support this group to continue their warm spaces project throughout the year, providing a warm space, free refreshments and activities to everyone who attends
- Clay Cross Kurling Club – our funding purchased a new Kurling and Boccia set for this group to allow them to increase their membership.

## Mickley BMX

During February Half Term, Coach Libby from Tuffs BMX club delivered a BMX session on the track in Mickley. Coach Libby said: 'We definitely have some BMX racers in the making. Lots of skill learned today from pumping to jumping and manuals.' The event was also supported by the Mickley Community Group who provided drinks and snacks for the riders.



## Duke of Edinburgh Award

Rykneld Homes is partnering with Kenning Park Forest School to deliver the Duke of Edinburgh Bronze Award in April 2024. This is a training programme like nothing you've ever experienced – you'll discover something new about yourself, broaden your interests, make new friends, create lasting memories and most importantly have fun!

For young people aged 13-16 (school years 9-11).

Contact us to find out more on 01246 217670 or email [get.involved@rykneldhomes.org.uk](mailto:get.involved@rykneldhomes.org.uk).

## Community Litter Pick

As part of the Great British Spring Clean, we have organised a litter pick in Clay Cross on 10 April 10am – 12noon.

Litter pickers and bags will be provided and there will be a free buffet for all participants at the end of the event.

Get in touch or visit our website for more information.

## Science Spectacular

Held in Renishaw, the Science Spectacular, aimed at children aged 10 and under with their families, was a sell out success with 130 free places booked. On the day, attendees took part in a wide variety of activities including:

- Making bath bombs
- Giant bubbles and circus skills
- Bouncy castle
- Art experiments
- Rocket biscuit decorating
- Mobile robots.

All the children were provided with a free healthy lunch.



## Live and Local

Also in Renishaw, during February Half Term, we supported a fantastic live and local event – The Tiger Who Spilled the Tea. This interactive show featured crafts, games and competitions which fully engaged the audience.

Live and Local bring the arts to rural communities providing opportunities for people to enjoy theatre, comedy and music.

## Marx Court Social

Our Marx Court Social Sessions continue every month. Recent events have included Boccia, healthy cooking on a budget and an afternoon tea with games. These sessions are a great opportunity for local people to socialise, get to know their neighbours and discuss any housing related matters with Rykneld Homes staff.



## Killamarsh Heritage Project

Funded by the National Lottery, we have supported this year-long project by delivering some great sessions, most recently a healthy cooking on a budget session. We made one pot Chickpea and Orzo, which was delicious. The next planned session is chair based exercise. Everyone is welcome – find out more on our website.



## Screen Printing and Graffiti Art Workshop

Following consultation with local families we held a Screen Printing and Graffiti Art Workshop aimed at young people aged 10-16 years. The young people and their adults learnt a range of skills from two professional artists. They also enjoyed a free healthy lunch whilst socialising with other local families.

## XL Bullies

The government has added XL Bullies to the list of dogs banned under the Dangerous Dogs Act 1991. This is following a rise in attacks and fatalities caused by the dogs.

The change came into force from 31 December 2023.

The GOV.UK website has provided a range of information to help you to adhere to this new legislation:

<https://www.gov.uk/guidance/ban-on-xl-bully-dogs>

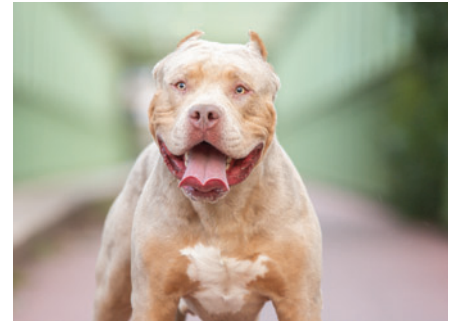
From 1 February 2024, it was illegal to own an XL Bully unless your dog has been exempted.

As part of the process to exempt your dog, you will need third-party liability insurance, which is insurance against your dog injuring

other people. Your dog must be microchipped (which is already a legal requirement).

Your dog will also need to be neutered. If your dog is less than one year old on 31 January 2024, they must be neutered by 31 December 2024. If your dog is older than one year old on 31 January 2024, they must be neutered by 30 June 2024.

Once your dog has been exempted, you must adhere to the conditions otherwise you could be committing a criminal offence and your dog could be seized. **You must inform us that you have an XL Bully in your home.** We will then ask you for a copy of your Certificate of Exemption and proof



of Third Party Public Liability Insurance. If you fail to provide this, we will report this to the police and follow our own enforcement procedures.

If you believe that a dangerous dog is being kept by one of our tenants illegally, please contact us to report this after you have contacted the police.

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## The loft space in your home

The loft space in your home is included as part of your tenancy but is not part of the living space.

The loft can provide useful storage but should only be used to store a few lightweight items and the area would need to be boarded before you do this.

Do not store heavy items in your loft and never place items directly onto loft insulation.

### Extra information

- By storing items on loft insulation it can become ineffective, resulting in heat loss through the roof. This could increase energy costs and the risk of condensation and mould in your home
- The ceiling joists in loft spaces are not designed to carry the same weight as floors within your home so please be mindful of this if accessing your loft space
- Stored items could restrict access to water tanks or cables in the

event of an emergency

- Stored items could be a fire risk
- Rykneld Homes is not responsible for the loss of or damage to any personal items stored in the loft under any circumstances including a roof leak, burst water tank, fire or electrical fault in the loft
- Recharges – Your Tenancy Agreement states that you must pay for the cost of repairing any damage you cause to the property and fittings in your home. If we need to move items to carry out work inside a loft space and damage is caused due



to your use of a loft (such as putting a foot through the ceiling) or you leave any items up there at the end of your tenancy, we will recharge you for the cost.

## Estate Walkabouts

Estate Walkabouts are a great opportunity to meet your Housing Officers and discuss any issues you may have on your estate.

The dates for Estate Walkabouts can be found on our website [www.rykneldhomes.org.uk](http://www.rykneldhomes.org.uk) or scan our QR code, along with weekly reminders on our social media pages.

We hope you can join us!



# Keeping You Safe

Keeping you and your home safe is a key priority for us. As part of the improvement and safety works we carry out, we look at the electrics in your home to ensure they meet current wiring regulations through our Electrical Condition Report Programme.

We have a legal duty to carry out these safety checks every five years and it is vital that you allow us access to your home to complete these checks. Missed Electrical Condition Report appointments cost £120 - money that could be spent elsewhere.

By not allowing access, you are breaching the terms of your Tenancy Agreement. The Electrical Condition Report comes at no cost to you and offers peace of mind that the electrics in your home are safe and fit for continued use. We will inform you of your appointment by letter. It is important that you let us know as soon as possible if this appointment is not convenient.

The Electrical Condition Report checks the electrical installations in your home to:

- Help reduce the chance of electrical fires in your home
- Help reduce the chance of anyone getting an electric shock
- Help reduce the risk of electrical burns
- Identify immediate dangers and make them safe
- Make sure your smoke alarms are working properly
- Test your carbon monoxide detectors
- Check that all the hard wiring switches, sockets and fittings are safe and in good working order
- Check the consumer unit.

The Electrical Condition Report may identify further repairs. To ensure your electrical installations are safe, it is vital that you allow us access to your home to carry out any follow-on repairs.

Please get in touch with us if you would like more information.



# Getting Your Garden Ready for Summer

Here at Rykneld we love to see a well-kept garden and after a long winter, spring is the perfect time to get your garden ready for the summer.

Not everyone has green fingers or the 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.

### Grow your own fruit, vegetables and flowers

You don't have to be a gardening expert to have a go at growing your own fruit, vegetables and flowers. You don't even have to have a back or front garden.

A few pots in a back yard or on a windowsill are enough to get you started with anything from strawberries to growing your own herbs. In small gardens you can plant miniature fruit trees and grow vegetables such as runner beans in pots.

As spring starts, the days get longer and your garden starts coming back to life. Your grass will probably need mowing and the weeds will start popping up.

Here are just some of the health benefits that medical experts say can be gained from gardening:



- Improved relaxation and a reduction in stress and anxiety
- Increased self-esteem and a sense of achievement from growing your own food
- Improved fitness – gardening is good for burning off calories
- Eating healthy home-grown food helps to maintain a healthy weight
- Studies show that regular physical activity such as gardening helps to reduce the risk of heart disease and strokes.



### Trees

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.

# Blooming Lovely



Spring is the perfect time to discover the pleasure of gardening.

We want to celebrate the achievements of our green-fingered customers by holding a competition to find the best kept garden with £100 in vouchers up for grabs.

Whether it's beautiful flower beds, an impressive vegetable plot or simply pots overflowing with blooms, we would love to see them!

The competition closes on 31 August 2024 so you have plenty of time to get planting and create something you can be proud of.

All you have to do to enter is take some photographs of all your hard work and email them to us.

To enter the competition, you must be a Rykneld Homes customer and the garden has to be at a Rykneld home – we will accept entries from communal gardens that you and your neighbours have worked on.

## How to enter:

- Take a maximum of three digital photographs of your garden
- Include a few words about why you like gardening and what your garden means to you
- Include the date the photos were taken
- Email them along with your name, address and telephone number to [contactus@rykneldhomes.org.uk](mailto:contactus@rykneldhomes.org.uk)
- Please mark your email – Gardening Competition
- The deadline for entries is 31 August 2024.

We will feature the winning entry in a future edition of Your Rykneld and on our website.



# Rykneld/Mickley Swift Project

Swifts are supreme ariel acrobats that make flying look easy with their high speed, gliding and stiff winged manoeuvres.

Members of the local community in Mickley had noticed that a swift colony was nesting on the estate.

Mickley is a good location for a swift to find a mate, establish a nest and raise a family of young swifts. There are extensive wildflower meadows nearby and Ogston Reservoir is within a short flight. This means that locally, there are plenty of flying insects for them to feed themselves and their young, during our mild summers.

When a fledging bird in Mickley leaves its nest in late summer, it embarks upon a 2-year flight that carries it to central Africa and back twice, before it next lands. It will likely land somewhere on the same estate in which it hatched.

With the swift population declining nationally, we were happy to work with the Derbyshire Swift Project run by Derbyshire Wildlife Trust to try to protect the swift population on the estate in Mickley during the External Wall Insulation project.

We provided 20 double nestboxes, between 7 and 22 single nestboxes with an additional 5 single

nestboxes fitted to Mickley Primary School. These were fitted to the outside of homes where it was known that swifts had been using them. The work was completed and nestboxes put up in time for the nesting season.

During the summer in 2021, it could be seen that there was very good uptake of nestboxes by swifts with about 1/3 of the nest sites found to be housing nests.

From counts of birds flying overhead, it appears that the nestbox scheme was successful and that overall, the colony was unaffected by the refurbishment. We are interested to see if the nest box occupancy by swifts increases. There were around 67 potential nest sites provided by the Rykneld nestboxes.

If you have seen evidence of swift occupation on your property, the advice of Mickley residents is to call us on 01246 217670 to discuss similar schemes.

We are passionate about providing safe homes and communities for our customers whilst protecting the environment and local wildlife. We hope to see the swift colony grow and thrive long into the future.

## How to Report a Complaint

At Rykneld Homes, we work hard to provide a good service to all our customers, but we understand that there may be times when things go wrong.

If you are dissatisfied with an aspect of the service you have received from Rykneld Homes, we want to know about it. Please get in touch with us in the first instance and we will try to put it right as quickly as we can.

We want to make it as easy as possible for you to get in touch with us. Please use one of the following methods, providing as much detail as possible:

- Online – complete our online form [www.rykneldhomes.org.uk/contact-us/](http://www.rykneldhomes.org.uk/contact-us/)
- Email – [contactus@rykneldhomes.org.uk](mailto:contactus@rykneldhomes.org.uk)
- Call us – 01246 217670
- Social Media – send us a private message through Twitter or Facebook
- Write to us
- Speak to a member of staff in person.

If you remain unhappy or if your issue requires investigation, it will be registered as a formal complaint.

Our Complaints Manager will contact you to discuss the details of your complaint and how it can be resolved. Once a complaint is concluded, a letter will be sent to you giving full details of the outcome.

### The Housing Ombudsman

Service is an independent and impartial organisation that aims to improve the lives of residents and enhance the services provided by landlords through housing complaints. The service is free of charge and provides an unbiased platform for resolving disputes. You can seek help from the Housing Ombudsman should you encounter housing-related issues.

To get in touch with the Housing Ombudsman please visit their website [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk) or write to Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ.

Please get in touch with us if you would like more information about what you can expect from us when you make a complaint or you can read our Complaints Procedure on our website [www.rykneldhomes.org.uk](http://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 it 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.**

## **Thank you Rykneld**

A customer from Marsh Lane added the following compliment to their recent Annual Tenant Satisfaction Survey submission: "Just had an electrical fault with my shower, Rykneld came out promptly even though it was Sunday. They found the fault straight away and got my electrics on again. I needed a new shower, which he ordered and someone came the next day and fixed a new shower. Both men were brilliant, pleasant and good workers. Thank you Rykneld."

## **Respect and kindness still exist**

A customer from Dronfield added the following compliments to their recent Annual Tenant Satisfaction Survey submission: "I have found that when I make a call to Rykneld I am listened to and am not fobbed off with excuses. The people who come to do the safety checks are always polite and respectful. One showed me how to bring the water pressure up in my boiler, he showed me what to do, then let me do it while he watched. In this me/me world, it's good to know that respect and kindness still exist. I always offer them hot drinks as kindness and respect is a two-way thing. I may be nearly 70 but I'm still learning."

## **Absolute kind-hearted man**

A customer from Stonebroom sent in the following compliment using our online form: "I spoke to an absolute lovely and very helpful lady on the phone who arranged for a plumber to come out. The plumber came to the door within 10 minutes and was absolutely fantastic. He was polite and explained that a part was broke on my boiler. Luckily there was a part available and he drove all the way and picked the part up then came back and fitted it. What an absolute kind-hearted man to do this, he could have easily said I'll order you a part and get it fitted next week but no, the kind worker went above and beyond to keep my family warm. Thank you Rykneld Homes for having staff available in an emergency especially



late Friday afternoon and employing such great, helpful, kind and professional staff."

## **Amazing work, guidance and support**

Eckington Parish Council wrote to us with a lovely compliment for our Community Involvement Officer, Jessica Popplewell-Barker: "Eckington Parish Council would like to pass on their gratitude and appreciation to Jessica for the amazing work, guidance and support she has brought. Her professionalism and dedication when delivering the wide range of events in the parish of Eckington is second to none. "During the last few years, we have built up a great team of volunteers to deliver a wide range of projects. Jessica brings out the best in everyone, she makes everyone feel comfortable and inspires people to learn new things whilst also having the ability to let others shine."

## **He was brilliant**

A customer from Holmewood called to compliment our Gas Plumber following a recent visit. He said he had done a superb job and he was brilliant. He also added that our operatives have always been good but he had been exceptional!

## **Over the moon**

A customer from Dronfield called in to let us know they were "over the moon" with some recent tiling they had done in their home. They said the operative was lovely, polite and professional.

## **So reassuring**

A customer from Pilsley wrote a lovely letter thanking Rykneld Homes staff: "Just a note to say thank you and appreciation for the kindly services you have provided over the past years. It's been so reassuring on the off occasions when I have needed help. Wishing you all well."

## 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**

# 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 Spring words

- |                  |               |
|------------------|---------------|
| <b>blossom</b>   | <b>garden</b> |
| <b>bunny</b>     | <b>green</b>  |
| <b>butterfly</b> | <b>rain</b>   |
| <b>chicks</b>    | <b>seeds</b>  |
| <b>daffodils</b> | <b>tulips</b> |
| <b>flowers</b>   |               |

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

**Please send your completed entry to:**

Competitions, Communications Team, Rykneld Homes, 2013 Mill Lane, Wingerworth, Chesterfield S42 6NG  
 Closing date for entries is 30 April 2024.

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



# Making it easy to keep on top of your rent account

**My Account** is a great way to keep up to date with your rent account.

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**
- **Option to print out your rent statement**
- **Set up a Direct Debit on-line.**

## MY ACCOUNT

To find out more visit our website  
[www.rykneldhomes.org.uk](http://www.rykneldhomes.org.uk)