

Your Rykneld

RYKNELD HOMES CUSTOMERS MAGAZINE

WINTER 2025



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Welcome

Welcome to the winter edition of the Rykneld Homes newsletter.

Firstly I would like to introduce myself. My name is Niall Clark and I am the new Managing Director for Rykneld Homes. I have worked for Rykneld Homes for 18 years and am excited to take on this new challenge.



After 18 years with Rykneld Homes, our previous Managing Director, Lorraine Shaw retired last month. Lorraine had so many achievements in that time, most recently the upgrading to a C1 by the Regulator of Social Housing.

Together with North East Derbyshire District Council, we are one of only a few Local Authorities to achieve the C1 grading. While this is the highest grade available, the hard work doesn't stop here. We remain committed to making continuous improvements to our properties and service to ensure all of our tenants live in safe, decent homes.

Our staff are key in providing these excellent services and are making a real difference to our customer's lives.

We're eager to hear from you about your experiences of dealing with Rykneld Homes. If you have a story to tell, whether this is positive or negative, please get in touch – we are keen to hear your voice.

Niall

And the winner is...

Mrs Appleyard from Dronfield.

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



Tenant Satisfaction Survey winner And the winner is...

Miss Hoult from Holmewood.

Miss Hoult won the top prize of £250 in shopping vouchers after completing the Annual Tenant Satisfaction Survey earlier this year. Thank you to everyone who completed the survey.

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Customer Annual Report 2024/25

Front Cover:

Various photos of Rykneld Homes staff and
properties in North East Derbyshire

North East Derbyshire District Council's housing service awarded highest grade by Regulator of Social Housing

- The Council is one of only a few Local Authorities to achieve the C1 grading
- Inspectors noticed enhanced effectiveness and improvements in key areas
- East Midlands Mayor brands regrade a 'significant milestone'.

North East Derbyshire District Council's (NEDDC) housing service has been upgraded to a C1 by the Regulator of Social Housing (RSH).

The judgement means that work undertaken by Rykneld Homes, the Council-owned registered social housing provider, has enabled the Council's upgrade.

Inspectors noted that since its original inspection there is evidence of:

- Significant improvements in property-level housing records and stock condition assessments, ensuring tenants benefit from safe, well-maintained homes.
- Enhanced effectiveness and transparency of communication with tenants, actively seeking feedback to shape essential services like repairs and complaints handling.
- More opportunities for tenants to influence decisions, with meaningful involvement in service scrutiny and consistent delivery of fair, prompt responses to concerns and issues.

Rykneld Homes manages more than 7,500 homes for NEDDC and has worked closely with the RSH to make improvements needed to achieve the highest available grading after initially receiving a C2 grade last summer.

Leader of NEDDC, Nigel Barker, said: "I am incredibly proud of the work undertaken to achieve the C1 rating, the highest grading possible.

"Being one of only a handful of authorities to receive this recognition reflects our passion for delivering high-quality housing services for the residents of North East Derbyshire.

"This achievement means our residents are receiving the best possible care and services from both the Council and Rykneld Homes, and we remain committed to building on this success for the benefit of our communities."

Niall Clark, MD of Rykneld Homes, added: "The



whole Rykneld Homes team, led by our recently retired MD Lorraine Shaw, worked incredibly hard to make the recommended improvements to take us to a C1 grading.

"While this is the highest grade available and we are pleased to have achieved it, the hard work doesn't stop here.

"We remain committed to making continuous improvements to our properties and service to ensure all of our tenants live in safe, decent homes and feel heard and supported."

The result has also been hailed a success for the wider region with East Midlands Mayor, Claire Ward also commenting.

"Good quality housing is fundamental to people's wellbeing. It's more than four walls and a roof; it is a place of safety, stability, and belonging," she said.

"For North East Derbyshire District Council to be among only a handful of Local Authorities in the UK to achieve this standard, and the first to be re-graded from C2 to C1, is a significant milestone and demonstrates the progress Rykneld Homes have made in strengthening services and ensuring that tenants receive the support and quality they deserve."

The Authority was upgraded after making improvements and working with the RSH before a review which considered the steps taken to tackle the areas identified in its inspection last year.

It is one of only a few Authorities to have been awarded C1 since the new inspection regime was introduced last year and the first local Authority to have been upgraded from C2 to C1.

Rykneld Homes Managing Director announces retirement

- Lorraine Shaw was with the organisation since it was established in 2007
- She left after 18 years at Rykneld Homes, 14 as Managing Director
- Niall Clark has taken on the role of Managing Director.

Rykneld Homes Managing Director, Lorraine Shaw, retired in October.

Lorraine was with Rykneld Homes since it was first established in 2007 and had overseen a period of considerable transformation.

After arriving as Director of Corporate Resource 18 years ago, Lorraine was appointed MD in 2011 and was instrumental in ensuring Rykneld's stability and success.

She left the organisation after securing another five year contract to continue the management of North East Derbyshire District Council's (NEDDC) housing function.

Rykneld Homes and NEDDC has also received the outcome of the Regulator of Social Housing regrade where we were awarded a C1 - the highest award possible.

Lorraine said: "While it's not been an easy decision I know that this is the right time for me to step away and I am confident that the organisation is well placed for the future.

"Key to our success has been the team, over the years we have built a strong team moving in the same direction and I thank them all for their efforts.

"Our relationship with the Council, building trust and adopting a partnership approach has also been integral to our progress.



"The thing I'm proudest of is being able to provide safe and decent homes for our customers that they themselves are proud of."

She added: "I'm looking forward to spending more time with family, traveling and have some other plans I hope to pursue."

New Managing Director, Niall Clark was appointed as Lorraine's successor. He said: "Under Lorraine's leadership we have become a respected and successful organisation delivering good services for the Council and our customers.

"That is testament to her hard work and dedication and years of determination to provide safe and decent homes for customers and communities."

Niall has worked closely with Lorraine throughout her tenure and was appointed Deputy Managing Director in 2023, as part of business continuity planning.

He added: "I am honoured to be taking on the role of Managing Director.

"I'm looking forward to building on Lorraine's legacy and working across the whole organisation to ensure we continue to be successful, grow and thrive in challenging times for the social housing sector."





Choice Move Consultation

Thank you to everyone who completed our recent Allocations Policy Consultation.

205 people completed the consultation with over 76% currently registered for rehousing with Rykneld Homes/North East Derbyshire District Council (NEDDC).

The results of this consultation will feed into the new Allocations Policy which is currently being reviewed by NEDDC and Rykneld Homes. This will be available to view soon on our website.

Do you agree with the proposal to create a new Priority Band 3 category for non-urgent homeless prevention cases?

YES – 71.64% NO – 28.36%

Do you agree with the proposal to update the wording for Priority Band 2 to include all applicants, including victims/survivors of domestic abuse, who are currently living in temporary accommodation pending homelessness enquiries?

YES – 85.86% NO – 14.14%

Do you agree with the proposal to include applicants living in private rented accommodation who have proven unresolved category 1 or 2 hazards in their property to be placed in Priority Band 1 or 2 respectively?

YES – 76.65% NO – 23.35%

Do you agree with the proposal to include those in Use and Occupation Agreements, eligible to join the housing register to be placed in Priority Band 2 thus reducing the risk of homelessness and making best use of available housing stock?

YES – 79.80% NO – 20.20%

Do you agree with the proposal to reduce the number of unreasonable refusals on suitable properties per applicant from 3 to 2?

YES – 69.00% NO – 31.00%

Do you agree with the proposal to remove Flexible Fixed Term Tenancies as a tenancy option, offering only Secure and Assured tenancies?

YES – 85.86% NO – 14.14%

Do you agree with the proposal to award 12 months 'waiting time' to Armed Forces Personnel or ex-partners as per all other applicants who meet the local connection criteria?

YES – 83.59% NO – 16.41%

Do you agree with the proposal to introduce categories for medical need in Priority Band 3 and 4 to reflect milder medical needs than those who meet the higher banding criteria?

YES – 77.50% NO – 22.50%

Do you agree with the proposal to create a new section in relation to pet ownership, ensuring properties do not have too many pets for the size of the property to mitigate the risk of anti-social behaviour and concerns for animal welfare?

YES – 89.11% NO – 10.89%

Community Banks and Access to Credit

Have you heard about Community Banks (formerly known as Credit Unions)?
Do you know about the Community Banks that operate in our area?

Whether it's a savings account you are looking for or access to affordable credit, the Community Banks that operate within North East Derbyshire may be able to help.

This information can be found on the Derbyshire County Council website: www.derbyshire.gov.uk.

Community Banks are not-for-profit financial co-operatives which are owned and controlled by members and authorised and regulated by the Financial Services Authority. Any savings you put into a Community Bank are covered by the Financial Services Compensation Scheme, so your money is always protected.

Community banks are doing more online. Some allow you to apply for loans and manage your account online, others have branches and drop-in locations.

Along with saving, Community Banks also offer a wide range of loan options for residents who struggle to access mainstream lending products such as a bank loan or credit card. One of the most popular products offered is a family loan.

If you receive Child Benefit, a family loan allows you to borrow up to £750 subject to an affordability check. This loan depends on you having your Child



Benefit paid into your community bank account. Some of the money will go to pay the loan, and some will go into a savings account. Once your loan is paid off, you'll have a savings pot ready to withdraw.

Whether it's for an unexpected bill, a fridge freezer, cooker or washer, community banks offer a responsible and affordable way to borrow with rates far cheaper than some other forms of borrowing.

We are changing the way we send rent statements

As Rykneld moves towards a more sustainable and greener future, we have taken the decision to no longer send out quarterly rent statements in the post.

You will receive a printed copy once a year from April 2026.

We want to support all tenants through this transition and our staff are available to go through the options available to you. Please call us on 01246 217670 if you have any questions or concerns about this change.

Did you know...

You can access your rent information and download your rent statement via our secure online portal – My Account. If you are not already registered, all you need is your Rent Account Number and an email address. Find out more on our website www.rykneldhomes.org.uk.



Paying Your Rent This Christmas

Christmas can be an expensive time of year. As the festive period approaches, we understand that many customers may be facing financial challenges. However, it is important to remember that rent is still due, even during the festive period.

Putting a plan in place to prevent rent arrears occurring will help to ease some of the financial stress associated with the Christmas and New Year period.

Paying short or missing payments during the festive period means that you will start the New Year in arrears, which can cause stress, worry and put your tenancy at risk. We want to help you to enjoy Christmas without having to worry about money problems.

If you're struggling to pay your rent, please let us know as we can offer advice and support. The sooner you contact us, the sooner we can speak to you about your options.

Our friendly and experienced Rents Team are available on 01246 217670 or email rents.team@rykneldhomes.org.uk.

My Account

Christmas can be an expensive time of year so there isn't a better time to register for My Account.

Keep an eye on your Rent Account 24 hours a day, 7 days a week.

MY ACCOUNT Registering for My Account couldn't be easier - all you need is your Rent Account Number and an email address

www.rykneldhomes.org.uk

Making an Appointment

We offer a variety of ways to get in touch with us including our Contact Centre, online, email, text or through our social media channels. We understand that there will be times when speaking to someone in person is your preferred contact method.

Although our reception at Mill Lane in Wingerworth is open to the public Monday to Friday 9am - 5pm, we cannot guarantee that a member of staff will always be available to deal with your query due to meetings, other appointments or agile working.

Our officers would be happy to make an appointment to see you at our office or to visit you at home.

If you would like to make an appointment with a member of staff, whether this is regarding a Housing Application, anti-social behaviour, your rent payments, complaints or any other tenancy-related issues, please call or email us and we will arrange this with you.

Do you live in Derbyshire or Derby City, and smoke?

Healthwatch Derbyshire wants to hear from you!

If you live in Derbyshire or Derby City, take our short 5-10 minute survey to share your experiences and help shape local stop-smoking support.

We want to understand:

- ✓ Why you might smoke
- ✓ What might help you to stop smoking
- ✓ How much you know about stop smoking support

Your feedback will help shape future stop-smoking support, and make sure local services meet the real needs of people across Derbyshire and Derby City.

Survey closes: 5 December 2025

SCAN ME

Win a £50 shopping voucher by taking part!

www.smartsurvey.co.uk/s/smoking-survey6/

Damp and Mould

We want all our customers to have a safe and comfortable home. Damp, condensation and possibly mould can appear in any home and is more likely to occur during the colder months. It is caused by condensation or a building fault such as leaks in pipework, penetrating damp and rising damp.

Awaab's Law

Awaab's Law is a new legislation aimed at improving housing conditions for tenants, particularly focusing on damp and mould hazards, which came into effect on 27 October 2025.

Awaab's Law is named after Awaab Ishak, a two-year-old who tragically died in 2020 due to respiratory issues caused by prolonged exposure to damp and mould in his home.

What are we doing?

It is business as usual in our Damp Team although we have tried to make it clearer how you can report damp and mould and what you can expect from us when you do.

We encourage all customers who are having problems with mould or damp to report it to us. When you make a report, we will ask you certain questions to enable us to triage your case. This ensures we prioritise the most serious cases and protect our vulnerable tenants while meeting our legal obligations.

To ensure we offer the best possible service to our customers, we are trialling new technologies and we have partnered with new contractors and a damp and mould specialist.



Training for Tenants

Earlier this year, we partnered with EN:Able to deliver damp and mould training to tenants at the Joint Involved Tenants Conference and then accredited training delivered to members of our Customer Board and Your Scrutiny Panel.

The training aimed to reduce the likelihood of mould occurring in tenant's homes through a proactive approach.

Following the training, we were approached by a journalist from Inside Housing (a national magazine for housing professionals) who were interested in writing an article about the great work we have been doing.

The article was published in October and was really positive, including quotes from Dan Crossley, Director of Property Services and two tenants who attended the training.





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.

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. 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 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 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.

If small areas of mould appear, wipe down any affected walls, ceilings and window frames using a 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.

Please report damp and mould to us:

Call: 01246 217670

Online: www.rykneldhomes.org.uk

Email: contactus@rykneldhomes.org.uk



Community Involvement

Voluntary Sector Awards 2025

We nominated three amazing community groups in the Voluntary Sector Awards 2025, organised by the Volunteer Centre. The event recognised the outstanding work that volunteers make possible and gave us the opportunity to celebrate their achievements and dedication.

Eckington Community Pantry and Stonebroom and Mickley HAF (Holiday Activities and Food Programme) were shortlisted in the Team of the Year category.

Michaela Gardner from Kenning Park Community Forest School was named as the winner in the Volunteer of the Year category.

We have been fortunate to work with Michaela over several years and support the development of Kenning Park Community Forest School. We are delighted that she has received recognition for her amazing achievements which have made a difference to the lives of many people in our communities.

Well done to all the nominees and to every hardworking volunteer.



Holmewood Activities

Our free, family events continue at Holmewood Library. During the last session, 15 children enjoyed making potions, wands and dragon eggs whilst their adults had the opportunity to speak with Rykneld Homes staff about any housing and neighbourhood issues. The sessions are increasing footfall in the library with many of the children taking library books home with them.



50+ Forum

Our Community Involvement Team recently joined over 40 residents at the Clay Cross 50+ forum. The forum was set up in 2013 to inform and represent the views of the 50+ community.

At the session, we delivered a presentation about our Community Involvement work followed by a damp and mould quiz. Members were invited to join some of our existing groups and some received advice on housing-related matters.



Marx Court Social Sessions

The Marx Court Community Group recently visited the Asian Association of Chesterfield during their weekly social group.

We received a warm welcome and both groups shared lots of stories and jokes! A hearty lunch was provided, which was a mixture of Western and Asian cuisine. The groups also swapped details of other groups they are involved with.

The Marx Court sessions continue twice monthly, reducing social isolation and improving the mental and physical health of attendees.



ement Round Up



Kenning Park Community Forest School – Youth Shelter

We were delighted to attend the grand opening of the new shelter at Kenning Park Community Forest School recently. The shelter will make a huge difference to the many people that use the site, enabling use all year round. The shelter was made possible thanks to the Travis Perkins Legacy Fund.

Holmewood Art Project

During a recent meeting at Holmewood Cricket Club, a new art project was proposed to enhance part of the building's exterior. The local community will be invited to contribute ideas and themes for the artwork over the coming months.

Tenant Scrutiny Panel (TSP)

Last month's Tenant Scrutiny Panel meeting welcomed Niall Clark, the new Managing Director to deliver his vision for Rykneld Homes. Attendees also heard information about the new AI (Artificial Intelligence) Policy, our Out-of-Hours Service and recommendations for improving customer communication in the repairs service.

Stonebroom Community Art Project

Over the summer holidays, we launched the Stonebroom Art Project. Local schools and participants submitted designs for a community-inspired art piece. The winning design will be brought to life by a local artist.

Mickley AGM

We recently facilitated Mickley's first AGM in several years where a new Chair, Treasurer and Secretary were elected. Seven new members joined with fresh ideas for the future of the community building. There are lots of great plans in the pipeline including a Winter Wonderland HAF Project. The group is also exploring becoming a Tenant and Resident Association (TARA) to better address estate issues - watch this space!

Gardening Competition 2025 Winner

A big thank you to everyone who entered this year's Gardening Competition.

We were very impressed with the talent of our green-fingered entrants and choosing the winner was a tough job for members of the Your Scrutiny Panel.

So, it's a big congratulations to Diane Bradley from Apperknowle who is the winner of £100 in gardening vouchers!



Gardening is a great opportunity to be outside in the fresh air and enjoy some healthy exercise. Many of you will be getting your gardens ready for winter with the final mow of the year and removing any dead plants.

Here is what some of our other entrants had to say about what gardening means to them:

'It is my safe space and my zen area and I wouldn't be without it, especially my pond. Even my furry friends enjoy the area too.'

'I personally find my garden to be my sanctuary to look after and look at all my hard work.'

'We find peace and tranquillity when working and relaxing in our garden. our friends and family enjoy it too.'

'The garden has been our pride and joy, an escape from doctor and hospital appointments.'



Keep Warm Keep Well

The cold weather can cause problems for some of our customers. Here is some information to help you and your family stay safe and well this winter:

- Keep your home heated above 18 degrees
- If you are above Pension Age and don't already receive Pension Credit, visit the GOV.UK website to see if you qualify
- Familiarise yourself with the location of your stop tap – you'll need to turn it off quickly in the event of a burst pipe
- Keep basic items such as soup, long-life milk and teabags in the cupboard in case you can't get to the shop
- Have plenty of hot food and drinks to keep you warm and try to stay active. If you cannot walk around, try chair-based exercise
- Take advantage of the winter flu jab available through the NHS and in some cases, your employer
- Be a good neighbour – keep an eye on others living around you and if you have any concerns, please let us know.



Frozen Pipes - To prevent pipes freezing, you should insulate them using pipe lagging. Frozen pipes can cause your heating to stop working and result in bursts. If pipes inside your home freeze, you can gradually introduce heat by using a hair dryer or fan heater. Turn off the main water supply at the stop tap until the pipe is thawed.

If the pipe bursts, make sure the stop tap is off and drain the system by opening all the taps to the basin, sink and bath.

Outside taps - It is recommended that you turn off the water supply to your outside tap using its stop tap. Open the tap to drain any water from the pipes and lag exposed pipework to prevent frozen and potential burst pipes.

Frozen Condensing Boiler - If your condensing boiler stops working in very cold weather, the condenser waste pipe outside your home may have frozen. Try defrosting it with hot water. Once thawed, the boiler must be reset.

Condensation and Mould - Most homes get condensation at one time or another but it usually happens more frequently during the colder months. Read our hints to reduce condensation in your home and how to report it to us on pages 8 and 9.

Customer Annual Report 2024/25



Customer Annual Report 2024/25

The ever-changing world of housing always brings new challenges, and last year was no exception.

This report will bring you up to speed with Rykneld Homes' performance, service delivery and the key achievements in 2024/25.

I'd like to start by thanking everyone who responded to the Annual Tenant Satisfaction Survey – the response was great and the overall level of satisfaction with Rykneld services at 86% is tremendous.

A subject we started to focus on in early 2025 was to increase the stock condition information we hold for the homes we manage. To achieve this, we're working with a leading survey provider to undertake individual home surveys. Thank you to all of you that have provided our surveyors with access to your homes. We use this information to help plan future works programmes such as kitchen, bathroom and heating replacements. To date we have completed surveys to over 83% of homes and have a target to complete the survey programme later in 2025.


The key aspect of what we do is to make sure your home continues to be safe and meets legal requirements. Last year our Compliance Team undertook a wide range of work, including gas safety services, fire safety, asbestos management, damp and mould and electrical testing. With your support allowing our teams to undertake this essential work our performance in compliance improved. We will continue to keep you updated with performance reporting through our website and in - Your Rykneld magazine.

Working with North East Derbyshire District Council (NEDDC), we set an ambitious target to increase the supply of affordable and social housing in the District. In 2024/25, we added 57 new homes, with the largest developments being at North Wingfield and Calow. We are working on a number of other projects and will provide further new homes in the forthcoming years.

Finally, I'd like to say thank you to everyone that got involved by providing feedback, through the Customer Board and Scrutiny Panel, satisfaction surveys, complaints and community events. Your involvement shapes and improves the service we provide and enables us to deliver the high levels of service performance set out in this report.

**Lorraine Shaw, Managing Director (Retired)
of Rykneld Homes**





Involved tenants at the Joint Involved Tenant's Conference in May 2025

Regulator of Social Housing summary

In February 2024, the Regulator of Social Housing (RSH) set out its new standards for social housing landlords.

The changes are designed to protect tenants and improve the service they receive. RSH also confirmed how it will regulate landlords against these standards.

The changes, which are a result of the Social Housing Regulation Act, came into effect on 1 April 2024. They apply to all social landlords, including Councils and housing management providers like Rykneld.

An inspection programme commenced in April 2024 and will run in four-year cycles.

Under the new standards, landlords will need to:

- **ensure tenants are safe in their homes**
- **listen to tenants' complaints and respond promptly to put things right**
- **be accountable to tenants and treat them with fairness and respect**
- **know more about the condition of every home, and the needs of the people who live in them**
- **collect and use data effectively across a range of areas, including repairs.**

In summer 2024, inspectors spent time assessing the Council's housing provision and the services delivered by Rykneld Homes.

They observed Rykneld Homes Tenant Scrutiny meetings to see how residents' voices are heard, attended a Board meeting and a joint involved Tenants Conference, reviewed documentation and spoke with officers and Elected Members at both the Council and Rykneld Homes.

The inspection team highlighted lots of areas of good practice, and the Council and Rykneld were granted a C2 grade, the 2nd highest possible. The regulatory team also set out two areas for improvement and we are making excellent progress in improving these. We continue to work closely with the regulator to achieve the required standard in order for our grading to be reassessed to the next C1 level.

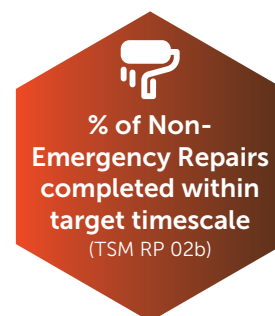
The Regulator attended a Customer Board meeting and our Tenants Conference and gained assurance that there was a range of ways for tenants to hold NEDDC/RHL to account: "The tenants we spoke to felt strongly that their involvement was meaningful and their scrutiny reports influenced decision making and we saw evidence of this during our inspection".

Business Plan Priority: Improving Homes and keeping people safe

This year we updated and improved the Repairs Policy which sets out how we deliver repairs and what landlord and tenant responsibilities are. We consulted on the changes with the Rykneld Homes Customer Board. The new Policy captures the forthcoming legislation changes in Awaab's Law regarding damp and mould as well as changes to the requirements around electrical testing.



98%



97%

Damp and Mould

We want all of our customers to have a safe and comfortable home and are committed to dealing with incidents of damp and mould when they are reported to us and within set timeframes.

We are prepared for Awaab's Law, which will come into force for the social rented sector from 27 October 2025. From this point we, as social landlords, will have to address all emergency hazards and all damp and mould hazards that present a significant risk of harm to tenants to fixed timeframes.

We already have robust processes in place to assess and advise customers when they report issues to us - we will continue to work with customers to ensure that properties are safe and meet standards.

Keeping your home safe

We undertake a range of work to keep your home safe. The performance information below reflects our commitment to this:

% of gas safety checks completed (TSM BS01)	99%
% of fire risk assessments have been carried out (TSM BS02)	100%
% of asbestos surveys or re-inspections carried out. (TSM BS03)	100%
% of legionella risk assessments carried out (TSM BS04)	100%
% passenger lift safety checks completed (TSM BS05)	100%
% of properties with an electrical installation certificate	98%
% of flats communal areas fire safety checked monthly	100%

Capital Investment programme

Each year we deliver the Council's investment programme to replace major components within the homes we manage. This includes a number of different work streams and for 2024/25 we completed the following items.

The programme has also proved successful with you with customer satisfaction at 99%.

Major Works Programme Delivery 2024/25	Number of Homes
Homes receiving replacement windows	310
Roofs	107
Major Adaptations	115
Minor Adaptations	428
Voids works to Decent Homes standard (includes heating, electrical, bathrooms and kitchens)	303
Electrical Rewires	276
External Wall Insulation and External Works	288



New homes for the district

Rykneld Homes, working with NEDDC are committed to increasing the amount of social and affordable homes for rent across the District.

In 2024/25, 57 new homes were added to the housing stock.

This is a combination of new build and acquisitions.

➤ 19 completed homes at Whiteleas in North Wingfield as part of our regeneration scheme - a mixture of two-bedroomed bungalows and three-bedroomed houses

➤ Three two-bedroomed homes at Woolley Moor

➤ Nine new homes in Calow - eight one-bedroomed quarter houses and one two-bedroomed house

➤ 22 homes for open market sale at Whiteleas - 18 three-bedroomed and four two-bedroomed houses

➤ Four homes repurchased after the Right to Buy and homes purchased from the general open market.

All of our new homes are designed to meet the current and future needs of customers and in most cases include new technology such as air source heat pumps, solar panels and electric vehicle charging points.



Business Plan Priority: Improving Homes and keeping people safe

In 2024/25 we invested a total of £12,403,759 to maintain the Council's homes and deliver housing services across the District. This includes repairs and maintenance, housing management and customer services.

The chart below gives more detail about the service areas that the 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.

Customer Services

Includes: Call Centre, Community Involvement, website, IT and communications

Neighbourhood Services

Includes: Anti-Social Behaviour, estate management, rent collection and Choice Move


29%

13%

58%

Repairs and Maintenance

Includes: gas, electrical servicing, Health and Safety



A Rykneld Homes customer from Killamarsh with Community Liaison Officer, Lisa Thomas following the 500th EWI works to her home

Improving homes and making them easier to keep warm

We have been working in partnership with North East Derbyshire District Council for over 10 years to improve the insulation levels of homes across the District to support our customers and to meet the Government's target for energy performance of homes across the country.

In March 2025, we completed a two year £21million Social Housing Decarbonisation programme to retrofit 640 homes across North East Derbyshire, improving living conditions for 1,600 residents. Supported with £14.8m from the Council and £8.2m of Government funding through Desnz (SHDF2), we installed external wall insulation, ventilation and where required new windows and roofs to improve homes.

Business Plan Priority: Sustainable Communities

Our Neighbourhood Services teams work hard to support customers to sustain their tenancy. This starts with our Choice Move team, assisting applicants to get ready to manage a tenancy, and continues through a fair and supportive tenancy management and rent collection service. To support a sustainable community, our officers tackle Anti-Social Behaviour (ASB) and our Community Involvement Team provides opportunity for all customers to positively contribute to their community.

Financial Inclusion

With the ongoing cost of living pressure we know that some customers may be facing difficulties in managing their financial situation. This year, the Financial Inclusion Officer has supported 217 customers struggling with the cost of living and changes to benefits. Through this work, £71,301 was secured from the Council's Household Support Fund for our customers.

Collecting rent

We collect your rent payments on behalf of the District Council and in the vast majority of cases this is now through direct debits, the process is successful and easy for customers to follow. Sometimes rent payments can become a challenge for customers and we provide a range of support to assist with this. Where necessary we will also take action to ensure unpaid rent is collected including through legal processes.

Rent collected as a % of rent due for period (ex-brought forward) BVPI66a



Anti-Social Behaviour (ASB)

We know that ASB can have a real impact on individuals and communities. ASB can take a number of forms, one of which is noise nuisance. To support customers who may be suffering from noise nuisance, we have introduced a digital noise reporting solution via the Noise App.

The Noise App allows customers to provide more reports and evidence to help our Community Sustainment Team to more effectively tackle noise related ASB.

Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour (TP12)



Customer involvement in shaping our services

Our customers are key to us unlocking the ways in which our services should be delivered. Their lived experience provides us with vital insight. Through our Customer Board and Scrutiny Panel, the team assists in the development of policies, processes and service improvements.

Community Involvement

Our Community Involvement Team is dedicated to support customers, communities and groups to improve access to opportunities for learning, development, wellbeing and support. The team's work includes funding community projects, arranging community events and supporting partners and community groups, all with a view to bring people together, increasing opportunities for our customers, enhancing our environment and improving the physical and mental health of people within our communities.

Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood (TP11)



% of customers satisfied that RHL listens to tenant views and acts upon them (TP06)



Business Plan Priority: Our Business and Culture

Complaints

In 2024/25, we received and investigated 93 formal complaints. 100% of Stage 1 complaints and 92% of Stage 2 complaints were responded to within the Housing Ombudsman Complaint Handling Code timescales.

Here is a breakdown of the service areas where we have responded to complaints and the outcomes:

Service Area	Upheld	Not Upheld	TOTALS
Adaptations	1	0	1
ASB	0	2	2
Choice Move	0	2	2
Customer Services	1	0	1
Damp	12	2	14
Electrical	1	0	1
Gas and Plumbing	2	0	2
Housing and Support	2	4	6
Home Ownership/Leasehold	0	2	2
Multiple Service Areas	10	4	14
Regeneration	7	0	7
Rents	0	2	2
Repairs	32	6	38
Voids	1	0	1
Total Formal Complaints	69	24	93

As a result of complaints made in 2024/25, we have for example:

- Provided extra training to staff and issued instructions to contractors to provide more information prior to intrusive works
- Increased the information provided at tenancy sign up to cover garden and fencing responsibilities
- Provided staff training to reinforce the requirements of the Lettable Standard
- Transferred some of the drainage works from contractors to an in-house team to improve continuity of service delivery.

% of Stage One
complaints responded
to within target
(CH02,1)

100%

% of Stage Two
complaints responded
to within target
(CH02,2)

92%

% of customers satisfied with the overall service from their landlord (TP01)

84%

% of customers that agree RHL treats them fairly and with respect (TP08)

87%

% of customers who made a complaint in 24/25 satisfied with RHL's complaint handling (TP09)

43%

Awards 2024/25

We were winners of the Best Use of an EEM Charity Donation at the Efficiency East Midlands Building Communities Awards 2025 for our Duke of Edinburgh Award project.

We also were named winners three times this year for our External Wall Insulation project:

- Unlock Net Zero Awards Collaboration of the Year - Retrofit Projects
- Winners of the Refurbishment Project of the Year Award at the EEM Building Communities Awards 2025 along with our contractor SBS (Sustainable Building Services)
- Winners of the Best Social Housing-led Retrofit Programme at the Retrofit Academy Awards 2025 along with our contractor SBS.



Properties after External Wall Insulation works



Duke of Edinburgh Award at Kenning Park Community Forest School

Our workforce

We want to be recognised as an employer of choice, so it's important we can provide new opportunities such as apprenticeships. We currently have four apprentices in our Electrical, Joinery, Allocations and Finance teams and will continue to review job opportunities as apprenticeships in 2025/26.

Retaining staff with the skills and qualifications to deliver services that meet the requirements in the new Conduct and Competence standards means we need to invest in staff training. In 2024/25 we expanded the range of jobs where staff are supported to gain professional qualifications to include housing management, alongside gas, electrical, human resources and finance.



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.

A customer sent in a compliment about our Customer Liaison Officer:

'Extra mile all the way. We count ourselves very lucky that Jill looked after us. She is astute, sensitive, explains well, very supportive and made us feel it was all about us. We could not have asked for more. Grateful thanks Jill you know we mean it.'

A customer complimented one of our Joiners following a repair to their home:

'Great job, very respectful and knowledgeable. Little disruption and left the kitchen very tidy taking away all the rubbish. So grateful.'

A customer sent in a lovely thank you card for our Customer Liaison Officers:

'To the team, thank you so much for everything you have done for my parents and me personally. For your patience and understanding throughout. I don't know how we would have made it through the move without you. You're a star.'

A customer called us with a lovely compliment following a repair:

'I would just like to send some positive feedback about the man that attended the property to do the work. He was friendly, did a great job and made sure he tidied up after himself.'

A customer called to thank an Electrician following a repair:

'He was absolutely lovely and did a brilliant job.'

A customer called us following Damp Works in their home:

'What a terrific experience, a man came out this morning to assess a damp problem, he rang through and I was lucky enough to get an appointment today as someone had cancelled. A technician called Paul arrived and worked so very hard, did a cracking job, tidied up and was so very polite and so was the man that came out to assess and another man who cleaned all the damp off and put some paint on the ceiling. Thank you all so very much for the excellent work and for leaving my home clean and tidy. Well done to you all. You're a credit to Rykneld Homes and should be recognised for your excellent skills and manner.'

A customer called us to thank our Choice Move and Housing Teams:

'I would like to express my gratitude to the Choice Move Team and Housing Support for being helpful.'

We received a call from a customer complimenting our Repairs Team:

'I would like to give you positive feedback about a lovely kind, I say a gold nugget, and a credit to the team of Rykneld Homes. Thank you to everyone for the better outcome and a positive attitude and positive energy I am starting to see - is just amazing so thank you.'

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 and Winter words

Christmas

snow

winter

autumn

santa

frost

leaves

icicles

frozen

cocoa

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

Please send your completed entry to:

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

Closing date for entries is 31 December 2025.

Name

Address

Tel

Email

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**

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**

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**

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**