Your Rykneld

RYKNELD HOMES CUSTOMERS MAGAZINE

AUTUMN 2026



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Welcome

I'm proud to share this year's Customer Annual Report with you alongside this shorter edition of Your Rykneld.



The report is an opportunity to share what we have achieved over the past year, explain how we are performing and show how your feedback is helping to shape our services. Please take some time to explore the report.

Behind the figures are people - customers making a home, colleagues working to provide support and communities coming together. I hope the report gives you a picture of that work, alongside an honest account of where we need to improve.

Our Tenant Satisfaction Measures show that 86.9% of customers were satisfied with our overall service. These measures help us understand your experiences, from repairs to how we listen and respond. There are some encouraging results, but we know there is more to do and your responses help us make improvements.

The Stonebroom regeneration project continues to progress, with new two-bedroom bungalows expected to be ready from April 2027. The project is about more than new homes; it's an investment in the neighbourhood's future, and supporting residents throughout the changes remains just as important as the construction itself. If you have any questions about the work, please contact us.

I recently attended our Joint Tenant Event in Arkwright with housing colleagues and customers from Chesterfield Borough Council and Bolsover District Council. The event reinforced the importance of hearing directly from you, our customers. Opportunities to meet, share views and discuss our services help keep the customer voice at the centre of our work.

Thank you to everyone who has completed a survey, shared feedback or taken part in customer involvement. Your contribution matters.

As the colder weather approaches, please familiarise yourself with the safety information in this edition of Your Rykneld. It is always a good idea to be prepared for extreme weather and don't forget to check on your neighbours and let us know if you have any concerns about their safety.

Niall Clark – Managing Director

Front Cover:
Niall Clark (Rykneld Homes Managing Director) speaking to Lynda Parkin (Involved Tenant) at the Joint Involved Tenants Event in Arkwright

Tenant Satisfaction Survey winner



Thank you to everyone who completed our Annual Tenant Satisfaction Survey earlier this year.

Brian from Holymoorside was the lucky winner of the top prize of £250 in shopping vouchers.

Brian, said: "I've never won anything like this before. I'm so glad I filled it in!"

Your Rykneld Competition Winner - Mrs Bingham from Arkwright won £25 in shopping vouchers in the Rykneld Homes competition draw.

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Gardening Competition 2026 winners

Green-fingered customers impressed the judges with a fantastic range of entries in our 2026 gardening competition.

Fabulous flowers, beautiful blooms, great gardens and creative communal spaces showcased the time, care and imagination customers have put into making their homes and neighbourhoods brighter and more welcoming.

Every entry celebrated the joy of gardening and the pride customers take in their homes and outdoor spaces.

The high standard made choosing a winner no easy task for our Customer Board, but after careful consideration, one garden stood out.



Congratulations to Mr and Mrs Stratfold from Holmgate, our 2026 gardening competition winners! Mrs Stratfold said: "We love our home and we love our garden. We feel very lucky to live here. We enjoy spending time out here and watching how the seasons unfold."

We would like to thank everyone who entered this year's competition and shared photographs of their gardens and outdoor spaces. Your efforts made this year's competition a wonderful celebration of our tenants and the benefits of gardening!







Stay Vigilant Against Scam Callers This Festive Season

With the festive season fast approaching, we are encouraging residents to stay alert against scams.

Criminals and fraudsters don't take a break and the risk of scammers targeting social housing tenants can increase at this time of year.

Fraud can take many forms, from fake online deals and phishing emails to doorstep scams and text messages. Older and vulnerable residents are particularly at risk so please stay alert and check on friends, family members and neighbours.

A common scam involves cold callers visiting your home. Be wary of cold callers claiming to be from Rykneld Homes. Our staff always carry an ID badge and never request cash from you.

If you have any concerns about the identity of a caller claiming to be from Rykneld Homes, please call us on 01246 217670 and we can verify this.

If you suspect a scam, don't hesitate to REPORT it:

- If you feel threatened or unsafe, call the Police on 999 in an emergency or 101
- Report a scam by calling Action Fraud at 0300 123 2040 or visit www.reportfraud.police.uk
- If you receive a scam text message, forward the message to 7726. It will go to your phone provider who will investigate who sent the message and might be able to block or ban the sender
- If you receive a scam email, forward the email to report@phishing.gov.uk. It will go to the Cyber Security Centre – they will try to stop other people getting scammed.

If you have any concerns or want more information about keeping yourself and your family safe against scams, please contact us on 01246 217670 or email contactus@rykneldhomes.org.uk.



Keep Warm Keep Well

As the weather turns colder, there are some things you can do to keep yourself and your family safe and well during the winter months. The cold weather can cause serious problems for some of our customers. Here are some helpful tips for you to follow:

- 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 condensate pipe outside your home may have frozen. Try defrosting it with hot water. Once thawed and cleared, the boiler must be reset.

Damp and Mould

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 was introduced in October 2025 following the tragic death of two-year-old Awaab Ishak in 2020 due to prolonged exposure to mould in a social housing flat.

It requires emergency hazards (e.g. dangerous electrical faults, major leaks, unsafe windows/doors) to be investigated and made safe within 24 hours of reporting and it requires significant damp and mould hazards to be investigated within 10 working days of reporting and made safe within a further five working days.

Phase 2 of Awaab's Law will come into force in November 2026 and covers additional hazards such as excess cold/heat, falls, structural collapse, fire, electrical hazards, hygiene and food safety.

What are we doing?

It is business as usual for our teams and we encourage all customers who are having problems with mould or damp in their home 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.





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?

- **Cooking** – always cover boiling pans, open the window, close the interior kitchen door and use an extractor fan (if fitted)
- **Bathing** – keep the bathroom door closed, open the 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
- **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** – most homes will experience some condensation as the weather turns colder. Keeping your home heated between 18-21 degrees can avoid condensation. This is very important in flats, bungalows and homes where bedrooms are not above a warm living room
- **Ventilation** – ventilation creates air changes and helps to reduce condensation by removing moist air from the home and replacing it with drier air. This can be achieved by not blocking air vents, opening trickle vents, opening windows and moving furniture such as beds, wardrobes and sofas away from external walls as this stops air circulation.

Make Rent a Priority This Christmas

We know the festive season can bring extra costs and added pressure on household budgets. With presents, food and celebrations to plan for, it can be easy for essential payments to slip down the list.

However, your rent is still due as normal throughout the festive period. Paying it in full and on time is essential: it protects your home, keeps your rent account up to date and helps to keep your tenancy secure.

Before spending on Christmas extras, set aside the money you need for rent and other priority bills. A little planning now can help you enjoy the season without starting the New Year with avoidable financial worries.

If a payment is missed, delayed or less than the amount due, your account will fall into arrears. Rent arrears are serious and, if they continue, could put your tenancy and your home at risk.

If you are concerned about paying your rent, please do not wait or ignore the problem. Contact us as early as possible. We are here to listen without judgement, explain your options and help you access the right support.

Speak to our friendly and experienced Rents Team on 01246 217670 or email rents.team@rykneldhomes.org.uk. The sooner you contact us, the sooner we can work with you.



Gas servicing appointments

Please help us keep you and your household safe by allowing access for your annual gas service. We have a legal duty to service the gas appliances in your home every year, but more importantly, this essential check helps protect you, your family and your neighbours. Our qualified engineers will test and maintain your boiler, check that it is working safely and identify faults before they become more serious or lead to an unexpected breakdown.

We will write to let you know when we plan to visit. **It is extremely important that you are at home and allow our operative access at the arranged time.** If the appointment is not convenient, please contact us as soon as possible so that we can arrange another time with you. Please do not ignore the letter or wait until the appointment has been missed - we want to work with you to make sure this vital safety check is completed on time.

Refusing access not only breaches your Tenancy Agreement but could leave a serious fault undetected. Repeated visits by our operatives takes valuable time away from tenants who need urgent help with leaks or loss of heating or loss of hot water. By keeping your appointment—or rearranging it promptly—you help us keep everyone safe and respond more quickly when an emergency happens.

If you have any concerns, questions or additional needs that may make access difficult, please talk to us as early as possible. Call **01246 217670** or email **contactus@rykneldhomes.org.uk** so that we can discuss your concerns and support you to arrange safe access.

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 seasonal words

Christmas
cold
snow
winter
autumn
jumper
cosy
frost
leaves
icicles

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

Please send your completed entry to:
Competitions, Communications Team, Rykneld Homes, 2013 Mill Lane, Wingerworth, Chesterfield S42 6NG
Closing date for entries is 30 November 2026.

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

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 ASB Team, 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.

Share your Rykneld Homes story

Next year, Rykneld Homes will celebrate our 20th anniversary — and we would love our customers to be part of the story.

We are looking for stories about positive interactions you have had with Rykneld Homes over the years. Perhaps a member of our team went the extra mile, helped you through a difficult time or made a real difference to your home or community.

Whatever your experience, we would be delighted to hear from you. Your story could help us celebrate the people, moments and connections that have shaped Rykneld Homes over the past two decades.

To take part, please send us a short summary of your story along with your contact details using our online form at www.rykneldhomes.org.uk/contact-us/, email contactus@rykneldhomes.org.uk or call 01246 217670.