

# Your Rykneld

RYKNELD HOMES CUSTOMERS MAGAZINE

SPRING 2026



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# Welcome

## Welcome to the Spring edition of Your Rykneld

There has been a lot to celebrate across the District recently. From a look back at over a decade of investment in North Wingfield to the fantastic new Community Building in Stonebroom – it has been a busy and exciting time for our communities.



Our Stock Condition Surveys continue as we aim to meet the Regulator for Social Housing's requirement of 100% of our homes surveyed. Thank you to everyone who has already granted access for these vital checks. If you receive an appointment, please do keep it – or get in touch with us to rearrange this to a time that works for you. You can find out more information about the Stock Condition Surveys on our website.

In this edition, you'll also find updates from Holmewood and Heath, where we've been supporting brilliant local projects – from community activities and litter picks to providing funding for larger improvement projects like the Multi Use Games Area refurbishments.

We would like to say a big thank you to everyone who completed our Annual Tenant Satisfaction Survey. We look forward to sharing the results in a future issue of Your Rykneld.

And finally... our Gardening Competition is back for 2026! With brighter days on the way, now's the perfect time to refresh your outdoor space and get planting. We can't wait to see your creations later in the year.

**Niall Clark – Managing Director**

## Annual Tenant Satisfaction Surveys

Thank you to everyone who took the time to complete the Annual Tenant Satisfaction Survey. Once we have collated the surveys, we will be selecting a winner of the top prize of £250 in shopping vouchers and 10 runners up who will receive £25 in shopping vouchers. We will be in touch soon if you are one of the lucky winners! We will report the results of the survey in a future edition of Your Rykneld and on our website.



Read more about our work in Holmewood and Heath in our Community Involvement Round-up

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**Bolsover MP Natalie Fleet officially opened Stonebroom Community Hall with Cllr Nigel Barker, Rykneld Homes Managing Director, Niall Clark and Steve Gelder, CEO of Gelder Group.**

# Pre-School pupils join MP at official opening of Stonebroom Community Hall

- **The new modern building is already home to the pre-school and has a multi-use community room**
- **MP Natalie Fleet officially opened the new £650,000 community hall**
- **Official opening marks early milestone in wider regeneration project.**

The new £650,000 Stonebroom Community Hall - home to Stonebroom Pre-School - has been officially opened by Natalie Fleet MP.

The pre-school previously operated from an ageing community hall that was cold, draughty and no longer fit for purpose.

The new building provides a warm, energy-efficient and child-focused space with a dedicated car park including disabled bays, three child-friendly toilets plus baby change, a staff office, proper storage and a large flexible play and learning space.

Natalie Fleet MP said: "Access to good quality, affordable childcare is one of the biggest pressures on household finances.

"The old pre-school building had served the community for 80 years, but it was never designed for 21st-century childcare. This new facility represents modern standards, it's energy-efficient, accessible, safe and provides a vital service for parents in the area.

"This is just one step in Stonebroom's wider regeneration which I look forward to seeing progress."

Rykneld Homes worked in collaboration with Gelder Group to deliver the £650,000 community building funded by North East Derbyshire District Council.

Councillor Nigel Barker, leader of North East Derbyshire District Council, added: "As a Council, it's



important we help our communities provide the best care they can by providing modern, energy efficient facilities for them to use, and we welcome our first tenants into the new community facility.

"Thanks to Rykneld Homes in helping deliver a facility that benefits the whole community as part of wider regeneration plans."

The community buildings modern layout and additional space mean the pre-school can now welcome up to 26 children at a time, an increase of about 30 per cent, extending access to high-quality childcare in the village.

The charity-run pre-school offers affordable, local provision that helps working families balance employment and caring responsibilities and gives children the best possible start in life.

The pre-school team said: "We're thrilled to be moving into our new base, which will allow us to care for more children in a modern, professional space, and better meet the needs of our community.

"The new building allows us to look to the future with stability and confidence, and we are extremely grateful to Rykneld Homes and NEDDC for helping us to support local families and the next generation."

The new facility is part of a wider regeneration programme in Stonebroom led by Rykneld Homes in partnership with North East Derbyshire District Council.

The substantial regeneration works will replace post-war homes with modern energy-efficient homes.



# Renishaw Half Term Fun

During February half-term, we supported another fully booked event at Renishaw and Spinkhill Community Centre.

100 local people attended the Junk Sculpture Workshop, which transformed waste plastic and fabric into very cool art. Families worked together to create all sorts of fabulous things, including pet fish tanks and fairy gardens.

The children were served a delicious lunch and adults had the opportunity to speak to partner agencies and socialise.

Thank you to the brilliant team of volunteers and partners who help to make these events possible: Gunstones, G W Price, Eckington Business Centre, Eckington Parish Council, Live and Local and Arts Council England.



## Eckington Light Night

In February 2027, there will be a Light Night in Eckington and we are looking for your help to plan it.

A Light Night is a free community event that uses colourful and brightly-lit immersive art installations and entertainment! The aim is to bring the community together and provide a way for people to banish those winter blues.

The event may be almost a year away, but we are looking for local people to help plan this event and make it a night to remember.

There is a Facebook Group you can join to get involved and read all the latest updates – scan the QR code on the flyer or search for 'Eckington Light Night – Bright Ideas'.

There will be meetings in Eckington every couple of months to plan over tea and biscuits. The details will be shared over the Facebook Group.

Don't worry if you don't have Facebook – you can still get involved. Get text or email invitations to the planning meetings by getting in touch with Aster at Live & Local:

Email – [aster@liveandlocal.org.uk](mailto:aster@liveandlocal.org.uk)

Call – 07729 478021

## BRIGHT IDEAS

PLANNING ECKINGTON LIGHT NIGHT – COMING FEB 2027

A light night is a free outdoor community event that uses colourful and brightly lit immersive art, installations and entertainment to banish the winter blues

We're doing one in Eckington next Feb!  
We have 1 year to plan it and make it AWESOME...

### WE NEED YOU!



We want to make this the best night ever and we can't do it without you. Let us know what you think & what you want to see, hear and do at Eckington Light Night!



Join our Facebook group & share your thoughts over the next year...scan here or search on Facebook: 'Eckington Light Night - Bright Ideas'

We're also getting together in Eckington every couple months to plan over tea and biscuits - fingers crossed you'll join us. Details will be shared in the Facebook group.

No Facebook? No Problem!  
Get text or email invitations to planning meetings by getting in touch with Aster: [aster@liveandlocal.org.uk](mailto:aster@liveandlocal.org.uk) / 07729478021





## Marx Court Social Sessions

Our recent craft session at Marx Court brought together a group of residents for a relaxed and creative afternoon. Ten participants joined us for a hands-on workshop which focused on thread work and felt sewing, with each attendee working at their own pace and exploring techniques that suited their interests. It was a great atmosphere, where everyone had chance to chat, share ideas and enjoy the simple pleasure of making something by hand.

To make the afternoon even more enjoyable, we served hot drinks and a selection of sweet treats. Many participants commented on how nice it was to take part in an activity that was both calming and sociable and several expressed interest in returning for future workshops.

We have lots of great activities planned in the coming months including:

- Beetle drive and cream tea
- Around the world cooking and food tasting
- Show and tell
- Watercolour painting
- Games sessions.

These sessions run twice a month on Wednesdays 10.30am – 12noon. They are open to everyone and we would love for more people to attend.

These fabulous social sessions bring together members of the community and have made a real difference to local people.

Members of this group have gone on to set up the Clay Cross Kurling Group. The group has taken part in tournaments throughout the District.

Visit our website for more information about these groups or call us on 01246 217670.

### Eddie Ramage

We recently received the very sad news that one of our involved tenants, Eddie Ramage, has passed away. Eddie joined Your Scrutiny Team in 2022 before going on to become an integral member of our Customer Board.

Niall Clark – MD, said: "We would like to express our deepest condolences to Eddie's family and friends. We are grateful for Eddie's tireless contribution to the improvement of Rykneld Homes' services. He will be remembered for his knowledge and dedication."



# Rykneld Homes buys 39 new family homes for rental in Holmewood

- **Holmewood families will have a chance to live in the energy efficient new build homes**
- **Properties will include solar panels and EV charging points**
- **The affordable homes have been purchased by Rykneld Homes.**

Families in Holmewood and the surrounding areas will have the chance to live in one of 39 new build energy efficient properties after Rykneld Homes recently exchanged on the purchase with Avant Homes.

Currently being built on the Earl's Park development in Holmewood, they have been acquired as part of the section 106 scheme for affordable homes allocation on the development.

Local families will be able to bid on the 30 three-bed homes and nine two-bed homes. The first 27 homes will be available for rent in 2026, the remaining 12 will be ready for customers to move into in 2027.

Helen Brown, Head of Regeneration at Rykneld Homes, said: "We're excited to be able to offer our customers the opportunity to live on the new Earl's Park development.

"The properties are high-quality, modern, energy-efficient family homes and will be an important part of meeting the local social housing need in Holmewood.

"The new homes are also evidence of our ongoing commitment to add properties to our existing stock."

The houses will be built to a high specification and will benefit from solar panels and EV charging points.

Avant Homes has its headquarters in Barlborough, near Chesterfield, and operates across the Midlands, north of England and Scotland.

Avant Homes Group Head of Affordable Housing Delivery, Phil Lacey, commented: "This is our first deal with Rykneld Homes, and we hope it will be the first of many.

"It is a further great example of the success of Avant Homes' multi-tenure strategy which is focused on helping deliver new houses to the people who need them most."

Earl's Park is a 247-home development, on Tibshelf Road, surrounded by stunning Derbyshire countryside, with the Five Pits Trail on the edge of the site.

On the outskirts of Chesterfield, the properties are in a peaceful setting with excellent connections to nearby towns and cities.



# Working in Holmewood and Heath

## Holmewood and Heath Partnership Group

We are proud to be involved in the good work taking place in Holmewood and Heath to help strengthen the community, reduce anti-social behaviour and provide opportunities for local people. Last year, we set up a Partnership Group with the aim to:

- Strengthen collaboration and communication between partners and the local community
- Identify need and develop new projects
- Add value through joint working.

The group has already achieved lots of positive outcomes and continues to build on this through their new initiatives including:

- Free weekly football sessions for young people aged 8 – 18 years. Sessions run on Wednesdays 5.30–6.30pm and are led by Chesterfield FC Community Trust at the newly refurbished MUGA (behind the Library). No booking required just drop in
- A youth club at St. Albans on Wednesdays 4–6pm for young people in school year 6 and above
- Two free pop-up play time sessions (led by First Art) for children aged 0-7 years. These sessions were well attended and following consultation with the attendees, the Partnership Group plan to support the formation of a regular baby & toddler group.



## Holmewood Library

Working in partnership with Holmewood Library, we are continuing to provide regular free activities to bring families together and unlock their creativity.

In February, we hosted a Valentines-themed event where attendees decorated biscuits, made love bugs and took part in a scavenger hunt around the Library. We chatted to the adults about local issues and signed them up to our new Holmewood email list to enable us to engage with local people more effectively.

The next session has an Easter-theme including crafts and an Easter egg hunt - Thursday 26 March 3-5pm – just drop in. We hope you can join us!



## Heath Memorial Garden

Last year, working in partnership with a broad range of organisations, we delivered various projects at Heath Memorial Garden. Using funding from the Travis Perkins Legacy Fund, we replaced the planters and brought members of the community together for bulb planting, tree planting, creative activities, litter picking and a treasure hunt.

We have lots more planned for the memorial garden this year including working with Derbyshire Adult Community Education Service to train local volunteers to construct and install new wood benches. Following this, the community will be invited to an event during the Easter school holidays - keep an eye out on social media for more information.



## Dynamite Youth Club

We recently attended Dynamite Youth Club, which runs on Friday 6–7.15pm for children aged 5–12 years at the Abundant Life Church. The young people engaged brilliantly with our consultation exercise which provided them the opportunity to talk about where they live and their ideas for improvements.

This information will be used for future planning and will be fed back to partners including the Police, Fire Service and Parish Council. We ended the session with a nail biting boccia tournament!



## Holmewood Multi Use Games Area

In November 2025, the newly refurbished Multi Use Games Area (MUGA) at Old Colliery Lane was opened. Heath and Holmewood Parish Council secured total funding of £54,610 for the project, which included £5,000 from Rykneld Homes and the Travis Perkins Legacy Fund. The facility has been completely transformed with a new surface, fresh markings and new basketball hoops and backboards, plus upgraded lighting to ensure the space can be enjoyed all year round.

For more information about any of the activities in Holmewood and Heath, please contact our Community Involvement Team on 01246 217670 or email [get.involved@rykneldhomes.org.uk](mailto:get.involved@rykneldhomes.org.uk).

# Estate Walkabouts

**Estate Walkabouts are a great opportunity to meet your Housing Team and identify and discuss any issues on your estate. There are Estate Walkabouts taking place throughout the District, here are the details of the Estate Walkabouts taking place in April and May 2026:**

### **Wednesday 01/04/26**

10am Pilsley Estate Walkabout - meeting on the corner of Hallgate Ln/Broom Ave

### **Thursday 02/04/26**

10am Dronfield (Central) Estate Walkabout - meeting outside Manor Bungalows

### **Tuesday 07/04/26**

10.30am Eckington (Central) Estate Walkabout - meeting at the entrance to Eckington Swimming Pool & Fitness Centre  
2pm Danesmoor (Area 2) Estate Walkabout - meeting on the corner of Bevan Rd/Cemetery Rd

### **Wednesday 08/04/26**

10am Killamarsh (Manor) Estate Walkabout - meeting at the entrance to Manor Rd

### **Thursday 09/04/26**

10am North Wingfield (Whiteleas Avenue) Estate Walkabout - meeting in the North Wingfield Community Resource Centre car park

### **Monday 13/04/26**

10am Coal Aston Estate Walkabout - meeting outside Rawlins Court  
11am Dronfield (Gosforth Valley) Estate Walkabout - meeting at the parking area adjacent to 1 Sheards Dr

### **Tuesday 14/04/26**

1pm Holmewood (Area 2) Estate Walkabout - meeting on the corner of Heath Rd/Searston Ave  
1pm North Wingfield (Dark Ln/Aynecourt Rd) Estate Walkabout - meeting in the car park on Dark Ln

### **Wednesday 15/04/26**

10am Killamarsh (Norwood) Estate Walkabout - meeting on the corner of Norwood Plc/Cross Str  
10.30am Clay Cross (Florence Rd area) Estate Walkabout - meeting at the garage site on Florence Rd  
10.30am Dronfield (Stonelow/Hartington) Estate Walkabout - meeting outside Block 1 Stonelow Green

### **Thursday 16/04/26**

10.30am Eckington (Castle Hill) Estate Walkabout - meeting on the corner of Castle Hill/Castle Hill Cl

### **Friday 17/04/26**

10.30am Marsh Lane Estate Walkabout - meeting at the corner of Bramley Rd/Ridge Rd

### **Wednesday 22/04/26**

10am Hephthorne Lane Estate Walkabout - meeting at the top of Bamford Ave

### **Thursday 23/04/26**

10.30am Unstone Estate Walkabout - meeting at the corner of Hardhurst Rd/Whittington Ln

### **Friday 24/04/26**

10am Mickley Estate Walkabout - meeting on the corner of Mickley Ln/Priestley Ave

### **Wednesday 06/05/26**

10.30am Dronfield (Snapehill) Estate Walkabout - meeting at the bottom garage site on Marsh Ave  
11am Holmewood (Area 3) Estate Walkabout - Meeting on the corner of Mornington Rd/Heath Rd

### **Thursday 07/05/26**

10am Renishaw Estate Walkabout - meeting on the corner of Carwood Rd/Wood Vw  
10.30am Shirland Estate Walkabout - meeting at the garage site on Willow St

### **Friday 08/05/26**

10.30am Holmesfield Estate Walkabout - meeting at the corner of Woodside Ave/Woodside Vw

### **Wednesday 13/05/26**

2pm Wingerworth (Adlington Estate) Estate Walkabout - meeting on Halcyon Approach  
2.45pm Wingerworth (Allendale Estate) Estate Walkabout - meeting outside the Allendale Rd Flats

### **Thursday 14/05/26**

10am Killamarsh (Sheepcote) Estate Walkabout - meeting on the corner of Chandos Cres/Orchard Pl  
10.30am Clay Cross (Central) Estate Walkabout - meeting on Park Row  
10.30am Dronfield Woodhouse Estate Walkabout - meeting at the Communal Room Moray Pl

### **Wednesday 20/05/26**

10.30am Holmgate Estate Walkabout - meeting in the Holmgate Community Centre car park

### **Thursday 21/05/26**

10am Morton (Maltby Ave area) Estate Walkabout - meeting on Maltby Ave  
10.30am Morton (Evershill Ln area) Estate Walkabout - meeting on Evershill Ln

### **Wednesday 27/05/26**

10am Danesmoor (Area 3) Estate Walkabout - meeting on Beech Way

### **Thursday 28/05/26**

10am Killamarsh (Westthorpe) Estate Walkabout - meeting on the corner of Westthorpe Rd/Cherry Tree Dr

For more information about all our Estate Walkabouts and to find details of your Housing Team, please visit our website [www.rykneldhomes.org.uk/your-home/your-estate/](http://www.rykneldhomes.org.uk/your-home/your-estate/).

# Gardening Competition

At Rykneld Homes, we love to see a well-kept garden and now Spring is approaching, it is the perfect time to start tidying your garden after the winter and discover the pleasure of gardening.

If you are lucky enough to benefit from a garden, it is your responsibility to keep it maintained and tidy. This includes maintaining any trees that are within your garden boundary.

Previous competitions have shown us some wonderful gardens but this year we want to celebrate the achievements of even more of our green-fingered customers.

The winner will receive £100 in vouchers - 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 July 2026 so you have plenty of time to get planning, 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 five 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 July 2026.

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

# Repairs

Our teams work hard to ensure our customers have safe, secure and well-maintained homes.

And we have the stats to prove it – over \*97% of emergency, urgent and routine repairs were responded to within our target timeframes.

\* Figures from Quarter 3 2025/26

Our teams are on hand to help. There are a number of ways to report your repairs to us:

- Complete our online form: [www.rykneldhomes.org.uk](http://www.rykneldhomes.org.uk)
- Call 01246 217670
- Email [repairs@rykneldhomes.org.uk](mailto:repairs@rykneldhomes.org.uk)
- You can also send us a message through Facebook @RykneldHomes
- Report emergency repairs 24/7 by calling 08000 121 621.

We urge customers to report repairs directly to us. We have received reports of door knockers travelling around the District, encouraging residents to start legal claims against us.

Callers are providing residents with information about lodging disrepair claims.

Dan Crossley, Director of Property Services at Rykneld Homes said: "Disrepair claims can be costly for customers and for us and often don't result in the desired outcome for either party.

"Our repairs record is excellent and we have a robust complaints process in place in the unusual event that customers are unhappy with a repair."

Customers can report emergency repairs 24/7 via a dedicated phone number 08000 121 621. Less urgent, or routine repairs can be logged online for a Rykneld team to call back and arrange a suitable time for the repair to take place.

Timeframes set by Rykneld Homes mean that we aim to complete **emergency repairs**, which can include anything from gas leaks, suspected carbon monoxide, loss of heating or electricity or a window or door that cannot be secured, within one working day.

**Urgent issues**, such as partial loss of water supply, rain coming through roof or walls, leaking waste and pipework, are concluded within five working days.

**Routine repairs** include minor internal floor, wall or ceiling finishes, central heating faults causing intermittent failure or a radiator leak that can be isolated, aim to be completed within 45 working days.

The Satisfaction data from 2025 reveals a 98.7%



satisfaction rate for tenants who have called the customer contact team.

### Derbyshire Law Centre and Disrepair

If you believe you have a "no win, no fee" claim that you engaged with unknowingly, under false pretenses or simply no longer wish to be a part of, the Derbyshire Law Centre can provide you with free and independent legal advice. Sometimes a "no win, no fee" claim can still incur expenses that you would have to pay.

You can contact them on 0800 707 6990 or email [DLC@DerbyshireLawCentre.org.uk](mailto:DLC@DerbyshireLawCentre.org.uk).

### Protect yourself against Doorstep Scams

Doorstep scammers can target homes claiming to be working on behalf of a charity or service looking to help tenants, or from Rykneld Homes or the Council. They do not carry an official ID and generally have the aim of getting money from you or access to your home.

Always be cautious of unexpected callers to your home and if something doesn't sound right, it might not be legitimate.

Rykneld Homes and our contractors never ask for money for repairs and improvements to your home so never handover any money.

Always request to see the ID of callers to your home and if you have any concerns about someone claiming to be from Rykneld Homes or one of our contractors, please call us on 01246 217670 and we would be happy to check.

# External Wall Insulation – Fixing Instructions

Our award-winning External Wall Insulation (EWI) programme has seen around 1,500 homes across North East Derbyshire benefit from our partnership with Sustainable Building Services (SBS). The EWI programme has made their homes warmer and more energy efficient, as well as making them more attractive.

Following EWI works, customers are provided with 'Fixing Instructions'. It is essential that these are followed to prevent damage to the insulation, which could effect the thermal performance and validity of the guarantee.

If you would like to add fixtures and fittings to the

outside of your property, or if you have any queries, please request permission from your Housing Team.

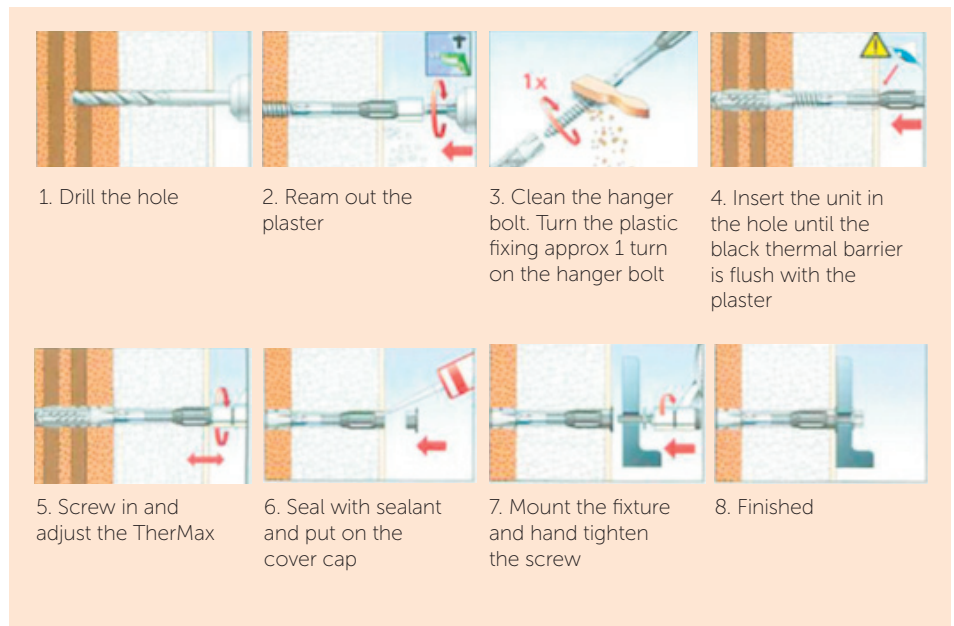
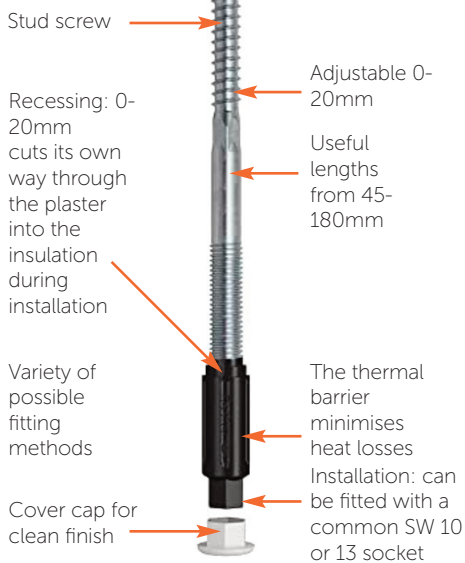
You must make sure that the correct fixings are applied and are long enough to pass through the original wall.

Suitable fixings (such as fischer TherMax 8/TherMax 10 are available from most building merchants. It is recommended that the insulation fixings are at least 110mm long.

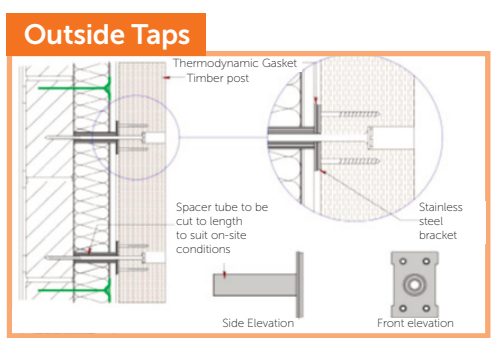
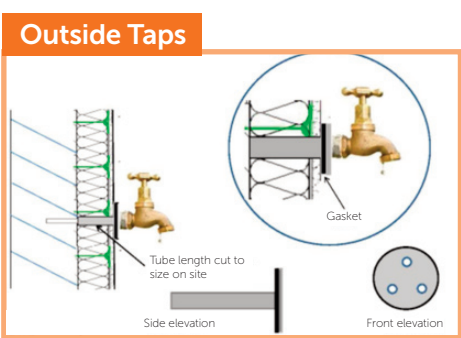
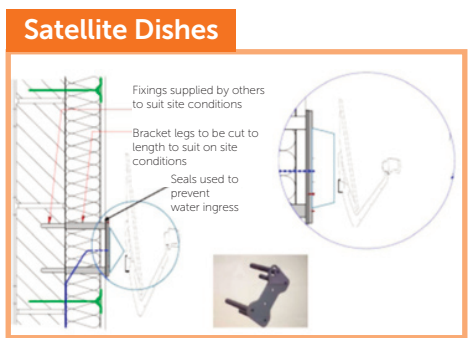
All fixings to be installed in accordance with manufacturer's instructions.

## Example of Insulation Fixings

### fischer TherMax 8/ TherMax 10



**Hanging Baskets / Outside Lights**  
To be fitted using fischer TherMax fixings in accordance with manufacturer's instructions





# Rykneld Homes Customer Board

The Customer Board is made up of both Rykneld customers and members of the local community. They are responsible for looking at the performance and policies of Rykneld Homes and their findings are reported to the main Board and help us to maintain high standards.

Through our Customer Board, our customers played a pivotal role in enabling Rykneld Homes achieve a C1 rating, the highest awarded to social housing providers in England.

Lynda Parkin, Customer Board member, joined our Senior Management Team in regular meetings with the Regulator of Social Housing. Her input and experience as a Rykneld Homes tenant ensured a customer voice was integral to the process.

Lynda said: "The Customer Board works closely with Senior Managers at Rykneld Homes, they are very helpful and have always welcomed our views.

"We were involved with the Regulator interviews. The Senior Managers at Rykneld and the Regulators actually wanted our input. It demonstrates that they want customers involved and that we are listened to. I believe this helped to achieve the C1 rating – something we are very proud of."

The group is welcoming and friendly, and no previous experience is required. The group meet on Thursday mornings for two hours four times a year. Meetings can either be attended face-to-face or joined online, whichever suits you best.



The role of the Customer Board includes:

- Acting as a "critical friend" on behalf of customers and residents, providing advice to Rykneld Homes and its Board, in relation to its Housing Service delivery
- Analysing customer satisfaction levels
- Helping to establish our performance standards
- Reviewing policies and strategies
- Analysing customer satisfaction levels
- Ensuring customers are consulted before major changes to housing services are introduced.

If you would like to know more about joining the Customer Board, please contact the Community Involvement Team on 01246 217670, email [get.involved@rykneldhomes.org.uk](mailto:get.involved@rykneldhomes.org.uk) or visit our website [www.rykneldhomes.org.uk/your-home/get-involved](http://www.rykneldhomes.org.uk/your-home/get-involved).

# Dealing with Damp and Mould

On 27 October 2025, the Government launched Awaab's Law, legislation aimed at improving housing conditions for tenants, particularly focussing on damp and mould hazards.

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.

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.

## What are we doing?

It is business as usual in our Damp Team although we continue to highlight 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 are working with specialist contractors.

## Dealing with 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
- When bathing – keep the bathroom door closed, open the bathroom window and use an extractor fan
- 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



- Heating – keeping your home heated to between 18-21 degrees is the most efficient way to avoid condensation
- Improve Ventilation – ventilation creates air changes and helps to reduce condensation by removing moist air from the home and replacing it with drier air.

## Expansions to Awaab's Law

In 2026, the Government will extend the regulations to include the following hazards where they present a significant risk of harm:

- excess cold and excess heat
- falls associated with baths etc, on level surfaces, on stairs and between levels
- structural collapse and explosions
- fire and electrical hazards
- domestic and personal hygiene and food safety.

We will update our website to keep you up to date with all the changes or you can find out more on the GOV.UK website.

# Rykneld Homes Decoration Packs in Partnership with Brewers

When we let our properties, we follow a strict lettable standard where we paint all walls in magnolia paint. Some customers still choose to redecorate their home themselves at their own expense.

To provide our customers with another option, we are working with Brewers Decorator Centres to offer Decoration Packs to all new tenants. Of course, you can still opt for us to paint the walls in magnolia. This additional offer allows you to choose your paint colours which will be delivered to your property the next working day with all the accessories you need to decorate your home yourself.

Brewers use Albany Trade Paint so you will receive the same quality products the professionals use.

In addition to the Decorator's Packs, Brewers have kindly offered a discount to Rykneld Homes customers (this offer is for Rykneld Homes customers only and is non transferable). Please speak to us for the Rykneld Homes customer code.

For more information about the Decoration Packs please call us on 01246 217670 or email [contactus@rykneldhomes.org.uk](mailto:contactus@rykneldhomes.org.uk).

## COLOUR CHOICES



Albany

Due to technical reasons, some colours may not exactly match the paper colour. Any discrepancy, if in any doubt, please visit our website to see the full range of colours.

## Rent Increase

We recently wrote to customers about the increase to rent and service charges, effective from 6 April 2026.

North East Derbyshire District Council has increased the rent paid by general need residents by 4.8%. This is in line with the Government's guidelines which allow social housing providers to increase rents based on the Consumer Price Index (CPI) for September, plus 1%. The CPI measures changes in the prices of goods and services over time (inflation) and in September 2025 it was 3.8%. That means, rent will increase by 4.8% this year for general needs tenancies.

If you pay service charges as well as rent, please note your service charges may increase by a different amount to your rent. This is because service charges reflect the actual cost of providing the service to you.

Please refer to your letter for the exact rent and service charge amounts.

We acknowledge this increase may concern customers if they are struggling financially, especially with the rising costs of everyday



essentials such as food and energy. If you are worried about being able to pay your rent, don't hesitate to speak to us. Our Rent Team can guide you through any changes and can also refer you to our specialist Financial Inclusion Officer or signpost you to other agencies for further support.

Our priority is to support you and prevent you getting into rent arrears. We are here to help. Please visit our website for more information and Frequently Asked Questions.

## Window Replacement Programme

This year, we will continue to work with Nationwide Windows and Doors on our window replacement programme. We will contact customers by letter, prior to the work starting, to provide information and introduce your Community Liaison Officer (CLO). Your CLO will support you through the process, liaising with Nationwide and answering any questions you may have.

Prior to the replacement of your windows, any blinds or curtains need to be removed. Due to new legislation, Nationwide are unable to remove or reinstall them for you.

If you are unable to reinstall your blinds and don't have any friends or family or can assist you, you may choose to visit the Trusted Trader website to find a local tradesperson who can help:

<https://www.derbyshire.gov.uk/community/trusted-trader/trusted-trader.aspx>



## Ashgate Hospice Treecycle

The Ashgate Hospice Treecycle is an annual fundraising initiative where people register and make a donation to have their real Christmas Tree collected in early January. A group of volunteers travel around North Derbyshire to collect the trees and then drop them off in Barlow for recycling.

Karl and Dan are Voids Facilitators in our Property Services Team. They have volunteered with the Treecycle for several years and Rykneld Homes are happy to support this initiative which helps to fund a charity meaning so much to so many local people.

In 2025, the volunteers collected 1,141 trees and raised £23,536. In 2026, the number was even higher, with the team of volunteers collecting over 1,600 trees and raising a staggering £32,059.

Dan said: "We always look forward to the Treecycle and were happy to be invited to help."

The hard work of Karl, Dan and all the other volunteers really does make such a difference and we are proud to support their efforts.



# Regeneration of North Wingfield celebrated at event held to mark decade of investment

- **£26m has been invested through leveraging public and private partnerships**
- **120 new homes have been built, some replacing low quality homes**
- **233 existing homes now have lower bills and are more energy efficient.**

A decade of investment in North Wingfield was recently marked with a celebration event.

Rykneld Homes Managing Director, Niall Clark, introduced the event and shared some of the achievements of partnership working in the area as those involved in multiple projects over the last ten years gathered to reflect on the regeneration.

He revealed that since 2015 a total of £26.8m has been invested in improving homes in North Wingfield, with 120 new homes built and 233 existing properties improved.

"What's been achieved in North Wingfield is an example of collaborative and partnership working across the public and private sector to give our customers the highest quality homes we can while also delivering the best value for money for the taxpayer and wider economy.

"We are now using what we've learned as a blueprint for the regeneration of Stonebroom and in the future, other areas as we continue our work to provide high quality homes for our customers," Niall said.

North East Derbyshire MP Louise Sandher-Jones praised the regeneration. She said: "I'm a great believer in making the most of the opportunities you get and



housing is absolutely pivotal for people to be able to build a life.

"When I speak with other MPs from around the country it's clear that North East Derbyshire is leading the way when it comes to setting the standard for social housing.

"This Labour government wants to build 1.5 million homes over this parliament. We also want to ensure that both new and existing homes are good quality, energy efficient, safe and decent.

"North Wingfield and the work that has been carried out in this area is an example of how collaboration and partnership working is the way to achieve that."

Multiple organisations have been involved in improving the area over the years.

Councillor Nigel Barker, leader of North East Derbyshire District Council, said: "I grew up in this area, so seeing the regeneration has been personal for me.

"Rykneld Homes has played a hugely significant role in improving housing and community facilities, and this project reflects that commitment.

"Because of the efforts of everyone involved, our residents benefit from better homes and stronger communities."

As a result of the investment 120 new homes were built in the area, some replacing old stock and 61 additional properties.

In 2023, a number of post-war low quality properties were demolished in preparation for the new homes, made up of a mix of 2, 3 and 4 bed houses and 2 bed bungalows for affordable rent and 22 homes for open market sale.



# Meet our Drainage Team

Meet Dave and Tony – our friendly Drainage Operatives. Between them, they have been keeping your water draining for a total of 55 years. All those years of experience means they are experts in identifying and dealing with a wide range of drainage issues. These issues include:

- Blocked baths and sinks
- Toilet blockages
- Blocked gullies
- Manholes on the property.

Along with dealing with blockages, they also carry out camera surveys, high pressure jetting, checks for rodent ingress and odour investigations.

With all their years of experience, Dave and Tony are able to offer advice to customers about how to prevent further blockages in their home.

Here are some tips and solutions to prevent drainage blockages:

- Avoid pouring grease and oil down your sink – cooking oil or grease can solidify and create blockages. Instead, let it cool, pour it into a container and throw it in the bin
- Use sink strainers – using a sink strainer can prevent small objects such as food particles and hair from going down the drain and clogging pipes
- Flush only toilet paper – do not flush wipes, nappies or sanitary items down the toilet
- Clear leaves and debris from garden drains – especially in the autumn and winter months.

You can help to keep your drainage system running smoothly, prevent debris accumulation and avoid odours through regular drain cleaning. This can be achieved by carrying out monthly hot water flushes



to clear minor build-ups. A natural cleaning alternative involves using a mixture of vinegar and baking soda, which can help to dissolve grease and remove odours.

If you would like more advice on how to prevent blockages, please call us on 01246 217670 or email [contactus@rykneldhomes.org.uk](mailto:contactus@rykneldhomes.org.uk).



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

- View your rent account
- Pay your rent
- Download your Rent Statement

To register for my account you need your six-digit Tenancy Reference Number (this can be found on all your Rent Statement letters) and an email address.



# 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 from Pilsley complimented our Damp Team following works to her home:***

'I was particularly impressed by the professionalism and thoroughness demonstrated throughout the entire process. The attention to detail ensured that the problem was not only removed but also that all preventative measures were clearly communicated. Also he's a really friendly person, who was on time and very respectful in my home. Definitely needed recognition for his outstanding work and professionalism.'

***A customer from Stonebroom complimented staff following improvement works to her home:***

'All staff including the Customer Liaison Officers, Roofers, Scaffolders and even skip hire have been nothing but amazing, quick, efficient and helpful.'

***A customer from Eckington called in following her annual Gas Service:***

'I had a gas service this morning. I just wanted to say how amazing his service was. I told him I was working from home and he took this into account and was quiet. He didn't make any noise and he was absolutely brilliant. He also posted the gas certificate through the letterbox for me. Thank you.'

***A customer from Heath complimented one of our Electricians following work to their home:***

'I just want to say he was extremely good, he got on with the work straight away without any complaints and he was very respectful. He is only a young lad but he has lots of potential. Rykneld need more lads like him on the workforce. So thank you and thank you for sending him.'

***A customer from Ashover called in to compliment one of our CAST Advisors:***

'She was exceptional and put me at ease over something I was quite distressed and embarrassed about. She was so professional, helpful didn't rush me. She took time to explain things and I cannot thank her enough!'

***A customer from Grassmoor contacted us to compliment a Plasterer following a repair to their home:***

'He was an absolute pleasure to have in my home and is the kindest person. He left my property spick and span and did a stellar job. He is a credit to Rykneld!'

***A customer from Renishaw called in to thank one of our Joiners:***

'He was friendly and chatty and got the job done quickly. Seemed to really like his job!'

***A couple contacted us to thank our Rents and Finance Inclusion Teams*** for their help when their benefits were suspended. By pursuing their claim with the DWP, we were able to clear the Rent Arrears which were preventing them from bidding on alternative suitable accommodation with Choice Move and also prevented enforcement action against their tenancy. The couple were very appreciative of the hard work of the teams to resolve this for them.

***A customer from Killamarsh called us following their annual Gas Service:***

'He was fantastic and so friendly.'



# 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 and Summer words

- |                  |                    |
|------------------|--------------------|
| <b>Spring</b>    | <b>gardening</b>   |
| <b>easter</b>    | <b>blossoms</b>    |
| <b>bunny</b>     | <b>butterflies</b> |
| <b>lamb</b>      | <b>chicks</b>      |
| <b>daffodils</b> | <b>tulips</b>      |

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

**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 2026..

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

## 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](http://www.ne-derbyshire.gov.uk)  
[ConnectNE@ne-derbyshire.gov.uk](mailto: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](http://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](mailto:adaptations.team@rykneldhomes.org.uk)

#### Other Services

##### Derbyshire Constabulary

For non-emergencies  
phone **101**  
[www.derbyshire.police.uk](http://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](mailto:choicemove@rykneldhomes.org.uk)

#### Home Ownership

(Right to Buy and Leaseholders)  
Tel: **01246 217670**  
Email  
[homeownership@rykneldhomes.org.uk](mailto: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](mailto: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](mailto: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](mailto: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.

#### Can we help?

Do you have an idea for a community group or event in your area but don't know where to start? Our Community Involvement Team can provide you with support to recruit volunteers, access funding and turn your ideas into reality. Get in touch with them on our website [www.rykneldhomes.org.uk](http://www.rykneldhomes.org.uk).