Annual Report 2025/26

An update on our performance for customers



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Our customers are at the heart of everything we do.

This was evidenced when the Regulator of Social Housing (RSH) awarded North East Derbyshire District Council, and therefore Rykneld as its housing provider, the highest possible grade for consumer standards (C1).

The inspection team recognised that we meet all regulatory requirements for keeping tenants safe, handling complaints promptly and maintaining accurate housing records.

We are proud of this grading, but the hard work does not stop here.
We will continue to work closely with our customers and to amplify their voices because we value the role customers play in shaping our services and the way we deliver them.

It has been a year of change for Rykneld Homes. I was appointed Managing Director in October, we introduced a new senior leadership structure, and we welcomed our new Chair of the Board, Mark Jones.

Although I was not new to Rykneld Homes, becoming Managing Director has made me look at the organisation through a different lens.

One thing has stood out consistently: the commitment and dedication of my colleagues to our customers.

Providing well maintained homes and supporting the communities we work in drives us every day. This is reflected in the way we work and in every interaction we have with our customers.

I am pleased to share our latest Tenant Satisfaction Measures as part of this annual report. Our overall customer satisfaction score of 86.9% is above the sector average for the services we deliver.

Social housing continues to face significant challenges, with greater regulation, rising customer expectations and the increased cost of delivering high quality services.

Rykneld Homes is meeting the challenge and I'm delighted with the feedback from you, our customers through the tenant satisfaction measures and the judgement of the RSH.

This feedback tells me that the amazing work of the Rykneld team, in providing good quality homes, looking after our customers and the communities where they live, is delivering.

We are investing in the future with new technology in the form of solar panels, heat pumps and supporting systems to enable customers to manage the cost of keeping their homes as low as possible.

We are building new homes. We are providing work experience and supporting staff with training. We are delivering a wide range of community activities.

I'm proud of what we have achieved in the last 12 months and look forward to embracing the challenges and opportunities that the coming year will bring.



Niall Clark
Managing Director

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We’re committed to listening to tenants and building communities



Mark Jones

Chair of the Board

That means providing places people are proud to live and encouraging a sense of community and belonging - it’s what social housing is all about.

Rykneld Homes does this well, which is why I'm proud to be Chair of the Board.

It has been a year of change, with Niall appointed to the role of Managing Director and new leadership arrangements bedding in.

As a Board, our priority is to provide clear direction, strong governance and challenge that keeps the customer at the forefront of everything Rykneld Homes does.

The team is already working hard at this - I am proud that their focus has been recognised by the Regulator of Social Housing’s highest consumer grade.

The C1 grading and the independent assurance it offers, reflects the commitment of our staff and the strong partnership we have with North East Derbyshire District Council.

We know from our Tenant Satisfaction Measures survey results that many customers are pleased with the services we provide.

Our strengths are clear and we also see where we must do better.

The Board is committed to listening to tenants, supporting the Rykneld Homes team to make improvements, and ensuring we continue to play our part in making North East Derbyshire a Great Place to Live.

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Our year in numbers



Total invested

£15.6m

Spent on managing North East Derbyshire homes

25%

Neighbourhoods: anti-social behaviour, estate management, rent collection and Choice Move

60%

Repairs & maintenance: includes gas, electrical servicing, Health & Safety

15%

Customer services: Call Centre, Community Involvement, website, IT and Communications

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99.9%

Of homes had a valid gas safety check completed

100%

Fire risk assessments, asbestos management surveys, legionella risk assessments and communal passenger lift safety checks completed

96.8%

Of homes had an electrical safety check completed

7,458

Homes managed by Rykneld Homes on behalf of North East Derbyshire District Council

68

New homes built or acquired

27,991

Repairs completed for Rykneld Homes customers - 4,991 emergencies.

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What customers think of Rykneld Homes

86.9%
How satisfied are you with the service provided by Rykneld Homes?

88.7%
How satisfied are you with the overall repairs service from Rykneld Homes over the last 12 months?

87.5%
How satisfied are you with the time taken to complete your most recent repair after you reported it?

82.2%
How satisfied are you that Rykneld Homes provides a home that is well maintained?

84.5%
How satisfied are you that Rykneld Homes provides a home that is safe?

75.5%
How satisfied are you that Rykneld Homes listens to your views and acts upon them?

77.9%
How satisfied are you that Rykneld Homes keeps you informed about things that matter to you?

88.8%
To what extent do you agree: 'Rykneld Homes treats me fairly and with respect'?

42.4%
How satisfied are you with Rykneld Homes' approach to complaints handling?

74.8%
How satisfied are you that Rykneld Homes keeps communal areas clean and well maintained?

71.3%
How satisfied are you that Rykneld Homes makes a positive contribution to your neighbourhood?

64.3%
How satisfied are you with Rykneld Homes' approach to handling anti-social behaviour?

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Listening, learning and taking care of customers

When something goes wrong, complaints help Rykneld Homes understand the issue, investigate what happened and put things right where needed. They also help improve services, with complaint outcomes and learning shared across teams to support better service in future.

What complaints told us

Repairs accounted for the highest number of complaints at 45, followed by damp at 21 and multiple service areas at 19. Across all service areas, there were 141 complaint outcomes recorded, including upheld, not upheld and cancelled complaints.

Learning and service improvement

Rykneld Homes has introduced case review meetings and process maps to strengthen accountability and help teams learn from more complex cases.

Compliments

Our colleagues regularly receive compliments from customers. In 2025/26, some 176 compliments were received about Rykneld Homes staff and services. Sharing positive feedback is also an important part of improving our services. When things go well we can work them into our processes.

2025/26

111
Stage 1 formal complaints were received

19
complaints were escalated to Stage 2

100%
of Stage 1 complaints were responded to within Housing Ombudsman Complaint Handling Code timescales

82.6%
of Stage 2 complaints were responded to within target timescales

9
complaints were escalated to the Housing Ombudsman Service during the year



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Using customer voice to shape our services

Rykneld Homes continues to strengthen how we engage with customers in line with the Regulator of Social Housing's consumer standards and the Tenant Satisfaction Measures for listening, keeping customers informed and treating people with fairness and respect.

Our customer voice structures - the Customer Board, Your Scrutiny Team, Joint Involved Tenants Conference (JITC) and Digital Involvement Group (DIG) - give tenants clear routes to influence services and hold us to account.

Customer Board members act as a critical friend, shaping performance standards and policies, while Your Scrutiny Team undertakes in-depth reviews with recommendations reported to the Board.

Over the last year we have worked closely with Rykneld's leadership, the Board and staff to look at what is working well and where things need to improve.

JITC and DIG broaden involvement through conferences and regular online surveys, helping us keep customers informed about what matters to them and evidencing that we listen and act on their views.

You can find details of how to get involved at **rykneldhomes.org.uk** or by calling **01246 217670**.

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“It’s made life easier - I just love everything about it”



Levi’s new home for her young family

Levi’s move into a Rykneld Homes property in Holmewood marked a major turning point for her and her young daughter.

After living with Levi’s parents, securing her first tenancy gave her family the space and independence they needed. The Choice Move process felt straightforward and well supported, Levi knew she could email the team with questions. She valued the clear information provided in her sign-up pack.

The three-bedroom home and larger outdoor area have transformed everyday life, giving Levi’s daughter her own room and room for the family to grow.

Levi has taken pride in making the property her own, adding personal touches to the décor and enjoying the feeling that “it’s mine.”

She was reassured when a minor issue with floorboards was quickly passed to the site manager and addressed. Settling into the neighbourhood has also boosted her wellbeing, with neighbours becoming friends and a strong sense of security in her new surroundings.

Asked what she would say to someone considering a Rykneld home, Levi’s answer is simple: “Do it.”

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Homes to be proud of

Rykneld is committed to keeping homes in good repair, with a strong focus on a responsive, reliable repairs service and planned investment to maintain and improve the properties we manage.

Customers continue to tell us they are very satisfied with the repairs service.

In the 2026 Tenant Satisfaction Measures survey, 88.7% of tenants were satisfied with the overall repairs service, 87.5% with the time taken to complete their most recent repair and 82.2% said that Rykneld provides a home that is well maintained.

Operationally, we completed 99.5% of emergency repairs and 97.5% of non-emergency repairs within target timescales, helping us to respond quickly when things go wrong and to keep day-to-day repairs under control.

We also continue to deliver high satisfaction with planned works and adaptations, with capital works and programmes consistently achieving satisfaction scores close to or above 99%, showing that customers value the quality of improvements as well as the speed of everyday repairs.

These results support the Regulator of Social Housing's consumer standards on decent homes and safety and are an important part of one of our key priorities to improve homes and keep people safe.









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‘I cried because it was just so beautiful’



Katrina’s new kitchen

Katrina has lived in her home for nearly 11 years with her three children, but for a long time she felt embarrassed by her old kitchen and avoided inviting people into the space.

The planned replacement of her kitchen, after it reached the end of its usable life, has transformed both the room and how the family uses their home. Seeing the completed work for the first time moved her to tears because it was “so beautiful,” and it has given her renewed confidence and pride in her home.

The new kitchen has encouraged more family and social life, with her daughter recently celebrating a birthday party at home - something Katrina would not have felt comfortable doing before. She now bakes regularly and says the improvements have helped her rediscover her love of cooking.

Katrina highlights the way the work was managed, daily text messages explaining what would happen, clean and respectful contractors and a team she felt she could trust throughout.

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Safe, warm homes ready for the future

Rykneld continues to meet its statutory obligations while keeping homes safe, warm and compliant through a strong programme of inspections, safety checks and targeted investment in property conditions.

During 2025/26, 99.9% of homes had a valid gas safety check completed, while fire risk assessments, asbestos management surveys or re-inspections, legionella risk assessments and communal passenger lift safety checks were all completed at 100%. Electrical safety check compliance also remained high at 96.87%.

These checks are a vital part of making sure customers live in homes that are safe, well managed and compliant with safety standards.

Damp and mould

Alongside compliance activity, there has been continued work to tackle damp and mould quickly and proactively, supported by updated policies, practical customer advice and customer friendly ways to report concerns.

Training has also played an important role, with damp and mould sessions delivered to tenants through the Joint Involved Tenants Conference and accredited training provided to Customer Board members to strengthen understanding and challenge.

Rykneld Homes won the Best Response to Awaab's Law at the ASCP awards in recognition of its customer based approach.

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Knowing our homes

As part of our work to achieve C1, we embarked on a comprehensive stock condition survey. This work allows us to monitor and measure the homes we provide and identify whether and when they will need future investment.

Our capital programmes, including kitchen and bathroom works and window replacement schemes, are planned using the data collected as part of the survey. Collating the data helps us to deliver safe and decent homes for our customers.

The surveys - and data they provide - allow us to adopt a proactive approach and prevent potential problems before they develop.

EPC

The government wants all social homes to have an EPC of C or above by 2030. Over the past year we have spent £3.93m and secured a further £10.57m through North East Derbyshire District Council and government-funded schemes to improve the energy efficiency of our homes.

Dan Crossley, Director of Property Services, said: "We are constantly improving the homes our customers live in and are making good progress towards the government's target. We have a comprehensive plan in place to ensure that every home we let from 2030 has an EPC rating of C or above."

Safer neighbourhoods, stronger communities

Rykneld Homes' Neighbourhood and Tenancy Support teams play a central role in creating sustainable communities and helping customers to maintain their tenancies.

Teams work across the district, providing practical support to customers, tackling problems early and helping people remain within the supportive environment of their neighbourhood.

Regular estate walkabouts in areas including Eckington, Stonebroom and North Wingfield, allow our teams to identify issues on the ground, listen to residents and work with partners to keep communal areas clean, well maintained and safe.

Anti-social behaviour can seriously affect people's quality of life, so Rykneld Homes provides clear routes to report ASB and responds through a dedicated team working alongside Neighbourhood Services.

In 2025/26, 64.3% of customers said they were satisfied with Rykneld's approach to handling ASB. In the most serious cases, closure orders were obtained to prevent further disruption to communities.

Community Involvement Team projects and customer-led activities further strengthen neighbourhoods, reduce isolation and support more sustainable communities.

In 2025/26, Rykneld Homes delivered almost £10,000 of direct financial support to Neighbourhood Improvement programmes as well as helping secure more than £200,000 of funding from partners.









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74.9% of customers said Rykneld Homes makes a positive contribution to their neighbourhood



Case study NIB projects

In 2025/26, the Neighbourhood Improvement Budget (NIB) supported approved community-led projects across the district, providing £9,786 of funding.

Funding focused on projects that met the agreed criteria and demonstrated clear community benefit.

Supported activity included:

- Community events and family activities
- Mental health and wellbeing support
- Older people's social groups
- Environmental improvements
- Community safety initiatives.

Key benefits delivered included:

- Reduced loneliness, particularly among older and vulnerable residents
- Improved wellbeing through creative and social engagement
- Increased participation in physical and social activity
- Greater inclusion for people of all ages and abilities
- Stronger community bonds
- Increased volunteering and civic pride
- Cleaner shared spaces
- Increased sense of safety and community ownership.

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Providing homes, building communities

Rykneld Homes continues to focus on meeting housing need by letting homes as quickly and fairly as possible, while also working with the Council and delivery partners to increase the supply of new homes across North East Derbyshire.

Lettings and rehousing

In total, 325 North East Derbyshire District Council properties were re-let in 2025/26. The average re-let time for standard homes was 38 days, against a target of 40 days.

Homes are advertised and allocated through the Choice Move system in line with North East Derbyshire District Council's Choice Based Lettings and Allocations Policy.

Choice Move helps customers understand demand for homes and how bids are prioritised by banding and waiting time - supporting fair access to housing opportunities.

Building new homes

Rykneld Homes has continued to invest in new housing.

In 2025/26, 68 new homes were made available to rent, either through new developments or acquisitions. Some of the properties included:

- Two new homes on a larger development at Clay Cross
- 15 new homes in Calow
- Five new bungalows on a former garage site, to support the wider regeneration of Stonebroom
- 43 new homes on the Whiteleas Avenue development at North Wingfield.

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Maureen stays in the community she loves

For Maureen Hawkins, moving into one of five new low-carbon bungalows in Stonebroom has marked the start of an exciting new chapter.

The two-bedroom homes, built on a former garage site, are managed by Rykneld Homes on behalf of North East Derbyshire District Council and form the first completed phase of a wider regeneration project.

At 88, Maureen was one of the first residents to move in. Having lived for 30 years in one of the older bungalows nearby, she said leaving her previous home was a significant step.

The post-war homes are now being demolished to make way for 69 modern, high-quality new homes as part of regeneration in Stonebroom. Despite her mixed emotions about moving, Maureen was clear she wanted to remain in the community she knows so well.

She praised the support she received throughout the process, saying the Rykneld Homes team handled everything sensitively, kept her informed and checked on her at every stage.

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Investing in people, place and potential

Rykneld Homes' impact in the community goes beyond housing management. Through investment in people, places and homes, Rykneld helps support local opportunity, strengthen neighbourhoods and improve quality of life across North East Derbyshire.

By providing affordable, safe, secure and well-managed homes, Rykneld Homes gives people a stable foundation from which to work, study, care for family and plan for the future.

Rykneld Homes continues to invest in local jobs and skills, through its own workforce and the programmes it delivers with partners.

In 2025/26, it supported apprenticeships in electrical, joinery, allocations and finance, while also expanding professional training across housing management, gas, electrical, HR and finance to build a skilled workforce for the future.

Rykneld's investment in energy efficiency is also delivering wider community benefits. Last year, it completed a two-year £21million retrofit programme that improved 640 homes across North East Derbyshire, helping residents live in warmer, more efficient homes.

Works such as external wall insulation, ventilation, new windows and roofs help reduce fuel costs and support the move towards lower-carbon housing, while newer homes are being built with features such as air source heat pumps, solar panels and EV charging points.

As Rykneld Homes looks ahead, this work provides a strong foundation to continue supporting customers and communities into the future.









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“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.”

Louise Sandher-Jones
MP for North East Derbyshire
Speaking at a Rykneld Homes event





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Visit us during weekday office hours at **Rykneld Homes, 2013 Mill Lane, Wingerworth, Chesterfield S42 6NG**

Alternatively, email us at **contactus@rykneldhomes.org.uk** or call our Contact Centre on **01246 217670**
(Monday to Friday 8am to 4pm)

Visit our website at **www.rykneldhomes.org.uk**,
or find us on Facebook at **@RykneldHomes** and X at **@Rykneld_Homes**

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To report an Emergency Repair outside of office hours, call our Freephone repairs line on **08000 121 621**