

Customer Annual Report 2024/25



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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 54 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
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.

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 program 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.

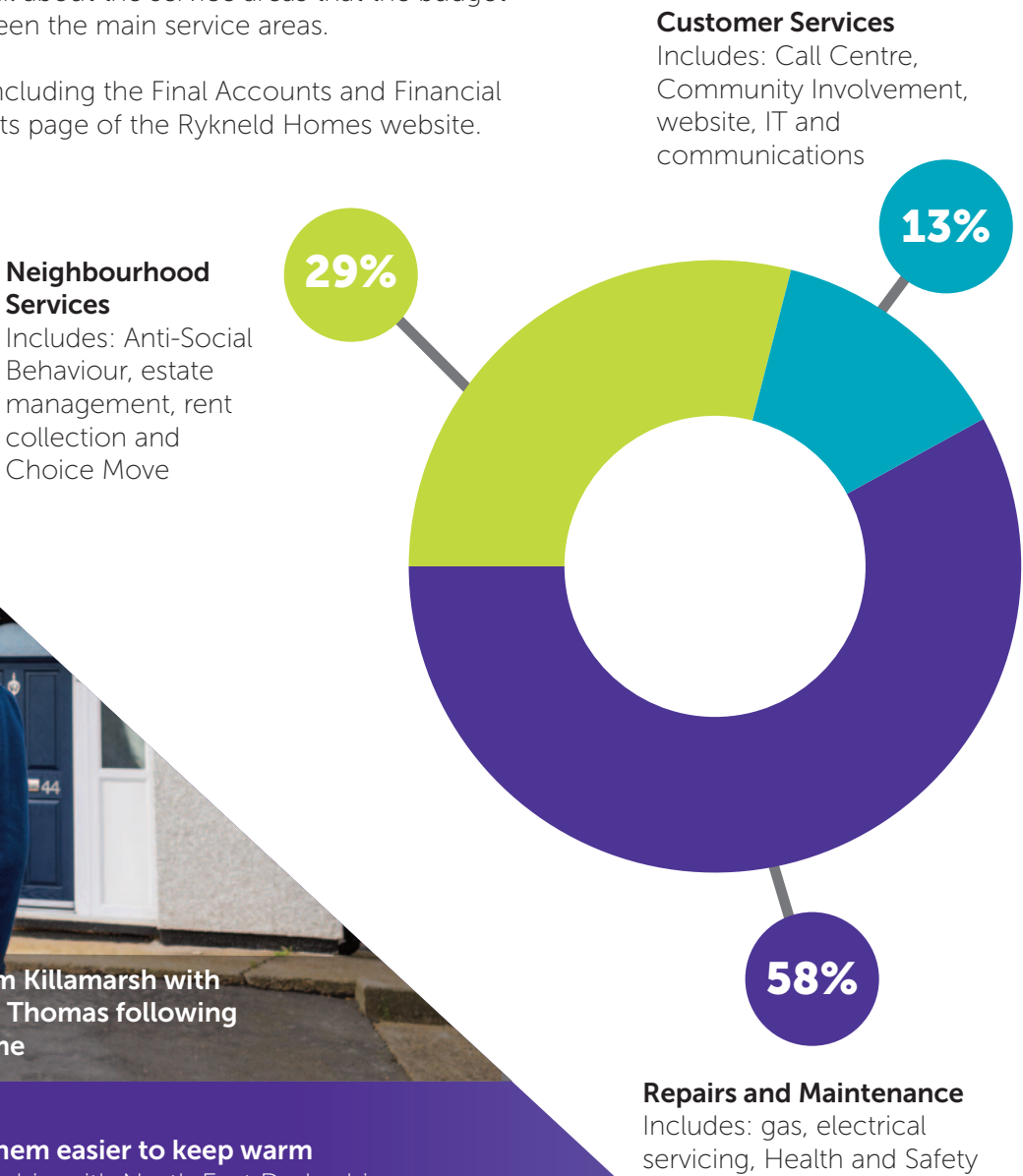


Business Plan Priority: Improving Homes and keeping people safe

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.



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.

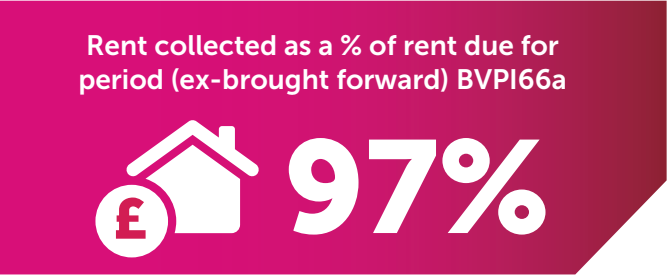
In March 2025, we completed a two year £21million Social Housing Decarbonisation programme to retrofit 640 homes across North East Derbyshire, improving living conditions for 1,600 residents. Supported with £14.8m from the Council and £8.2m of Government funding through Desnz (SHDF2), we installed external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



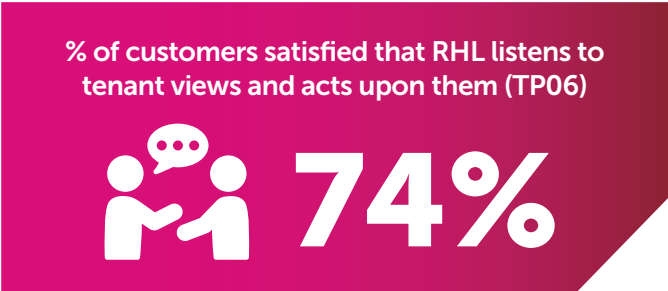
Anti-Social Behaviour (ASB)
We know that ASB can have a real impact on individuals and communities. ASB can take a number of forms, one of which is noise nuisance. To support customers who may be suffering from noise nuisance, we have introduced a digital noise reporting solution via the Noise App.

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



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.



Business Plan Priority: Our Business and Culture

Complaints

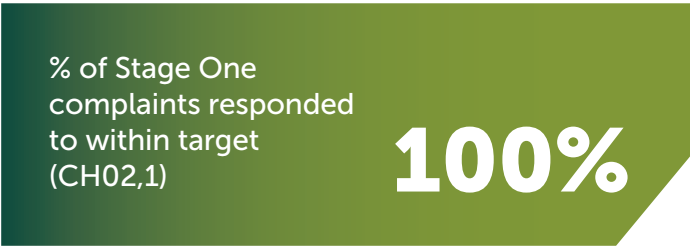
In 2024/25, we received and investigated 93 formal complaints. 100% of Stage 1 complaints and 92% of Stage 2 complaints were responded to within the Housing Ombudsman Complaint Handling Code timescales.

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.



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 jobs 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.