

Your Rykneld

RYKNELD HOMES CUSTOMERS MAGAZINE

SUMMER 2024



**Joint Involved
Tenants Conference**

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Welcome

Welcome to the summer edition of Your Rykneld.

It has been an exciting few months since the last edition.

In April 2024, the Regulator of Social Housing launched a programme of inspections against their four new consumer standards.

North East Derbyshire District Council and Rykneld Homes' Regulatory Inspection was one of the earliest in the programme, concluding in May.

The initial feedback was positive and we will share the outcome with you when we receive it.

In May, we joined together with Chesterfield Borough Council and Bolsover District Council to deliver a Joint Involved Tenants Conference. The free event brought tenants from the three landlords together to share their views and have their say. The feedback from the event was really positive. Read more on pages 4-5.

If you are interested in getting involved with Rykneld Homes, return the form on page 15 to us or visit our website.

Our Regeneration works have been progressing throughout the District.

We are very excited to welcome the first tenants to their new home at the Whiteleas site in North Wingfield this month. Read more on the Regeneration and Renewal pages 8-9.

Our Community Involvement Team have been working with local groups to plan some amazing activities throughout the school summer holidays. Find out more on the Summer of Fun page 6.

And the winner is... Mrs Mather from Holmgate.

Mrs Mather was delighted to win £25 in shopping vouchers for entering the competitions in the last edition of Your Rykneld.

To be in with a chance of winning, find the Ryki symbols hidden somewhere on the pages of this magazine or have a go at the wordsearch on page 19. Good luck!



Jude Milburn, Jessica Popplewell-Barker, Chester the Field Mouse and Jason Sadler (Community Involvement Officers at Rykneld Homes) at the Joint Involved Tenants Conference

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**An involved tenant at the
Joint Involved Tenants Conference**

New Consumer Standards

The Regulator of Social Housing (RSH) has launched a programme of inspections against their four new consumer standards.

As a social housing provider, we have to demonstrate that we are delivering our services to meet the consumer standards. RSH can assess and hold landlords to account through the inspections.

In April 2024, it was announced that RSH would be carrying out regulatory inspections of social landlords. North East Derbyshire District Council and Rykneld Homes' Regulatory Inspection was one of the earliest in the programme. The Inspection concluded in May 2024 and we will share the outcome once we receive it. Here are the four new consumer standards:

The Safety and Quality Homes

Standard – focusses on ensuring that landlords understand the condition of all of the homes and make use of that data to provide safe, quality homes.

Landlords are required to deliver repairs, maintenance and planned improvements in an effective, efficient and timely manner, and must be clear on their health and safety responsibilities.

The Transparency, Influence and Accountability Standard

– the standard requires landlords to be transparent with tenants, treat them fairly and respectfully so they can access services.

Tenants must be able to voice concerns where necessary, influence decisions and hold the landlord accountable.

The Neighbourhood and Community Standard

– landlords need to engage with relevant parties to ensure tenants live in secure, well-maintained neighbourhoods and feel safe in their homes.

The Tenancy Standard

– this standard outlines fair allocation and letting of homes, as well as requirements for managing tenancies by landlords.

For more information about the new consumer standards or the regulatory inspections, please visit our website www.rykneldhomes.org.uk or call us on 01246 217670.



'Crucial' customer voice heard

- Event organised by three local landlords
- Almost 100 tenants booked on to the event
- Customers had their say on service delivery

Tenants of three local landlords had their say on key policies at a Joint Involved Tenants Conference organised to encourage engagement.

Rykneld Homes, working in partnership with North East Derbyshire District Council, Chesterfield Borough Council and Bolsover District Council, brought together their involved tenants at the SMH Stadium in Chesterfield, to take part in interactive workshops and hear from keynote speakers, including the Tenant Participation Advisory Service (TPAS).

TPAS is a not-for-profit membership organisation who work to bring tenants and landlords together to improve services and strengthen communities.

Involved tenants provide valuable insight to help

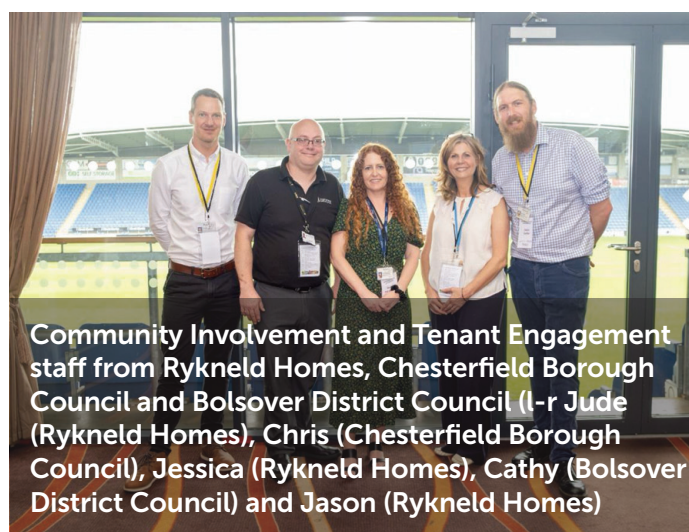
landlords understand what is important to them and help to shape the services they provide.

The free event aimed to bring people together to make connections, share views, educate and provide information, promote landlord involvement opportunities and encourage tenants to have their say.

The event received positive feedback from participants, with more events like this requested in the future.

Niall Clark, Director of Customer and Strategic Partnerships (Deputy MD) at Rykneld Homes, said: "Engaging with our customers is something we are always keen to do - their voice is crucial in shaping our future service delivery.

"Social housing is an ever-changing environment and only by working with our customers can we continue to provide more homes and the type of housing services all of our customers deserve.



Community Involvement and Tenant Engagement staff from Rykneld Homes, Chesterfield Borough Council and Bolsover District Council (l-r Jude (Rykneld Homes), Chris (Chesterfield Borough Council), Jessica (Rykneld Homes), Cathy (Bolsover District Council) and Jason (Rykneld Homes)



Louise Holt from TPAS providing a keynote speech to tenants



Chester the Field Mouse made a special appearance at the event



Involved tenants networking at the event

at tenant conference



Involved tenants networking at the event



Louise Holt from TPAS delivering her keynote speech



Involved tenants at the Joint Involved Tenants Conference



Jude Milburn – Rykneld Homes Community Involvement Officer delivering a Mystery Shopping workshop

"This fantastic event aimed to help us to improve the services we deliver to our customers whilst allowing tenants to meet new people and share their views and experiences."

Victoria Dawson, Assistant Director of Housing Management and Enforcement at Bolsover District Council, said: "It's great to be able to work with our neighbours at Chesterfield Borough Council and Rykneld Homes to put on event of this nature."

"As officers we get a lot from partnership working, learning from each other and comparing our services, and we hope that events such as this will give tenants the opportunity to learn from each other too."

Louise Holt, Head of Membership Services at TPAS, said: "I was delighted to be invited to this event."

"It was great to see three different Local Authorities come together to provide this opportunity and share

good practice.

"Tenant involvement is really enhanced when you've got different people from different organisations all coming together with the same aim."

Involved tenant, Faridah, said: "The workshops were all absolutely fantastic. I liked the fact that besides getting much needed information, I got to meet new people and share ideas/experiences."

Involved tenant, Adrian, said: "I am leaving the conference with more knowledge of legislation and services available, and the amount of ways I can become involved and informed."

Participants were also treated to a special appearance from Chesterfield Football Club's mascot, Chester the Field Mouse.

Summer of Fun!

Watch out for some awesome activities across the District this summer!

Our programme of events aims to bring communities together and support families who might not be able to afford paid-for holiday provision for their children, go on days out or go on holiday.

There are lots of other events taking place across the District.

We look forward to meeting you and bringing our communities together!

- **Eckington Summer Activities** – we will be running projects in the Eckington Parish working with local volunteers, the Parish Council and Eckington Community Pantry. This summer's offer is bigger than ever and will include a breakfast bag scheme, family activity days, a cooking workshop for young people, a lunch club and family market events. For more information, please get in touch or visit our website
- **Kenning Park Community Forest School** – Starting on 30 July and continuing every Tuesday throughout the school summer holidays, there are some brilliant activities on offer including: circus skills, bushcraft and special sessions delivered by the Rykneld Homes Community Involvement Team. Booking is essential - visit the Kenning Park Community Forest School Facebook page for more information.
- **Holmewood activities** – continuing our work in Holmewood, we are delivering sport and craft activities in the library and on the MUGA with Samba Sports. No booking necessary – just come along! The first session is on Thursday 25 July 3-5pm – we hope to see you there
- **Grassmoor Summer Activities** – join us at Barnes Park, Grassmoor every Tuesday and Thursday from 11am – 3pm for summer activities delivered by Samba Sports and a picnic lunch. No need to book – just come along!
- **Mickley and Stonebroom HAF** – There are some brilliant activities taking place in Mickley and Stonebroom this summer including a trip to Lea Green. Visit the Mickley and Stonebroom HAF Facebook pages for more information and to book your place.



Tenant Satisfaction Measures 2023/24

Thank you to everyone who responded to the Tenant Satisfaction Survey 2023/24.

Your views and comments about the housing services we deliver for you are really important.

Your feedback helps us to identify what we are doing well and where we need to make improvements.

We are pleased to report a good overall level of satisfaction.

To the question:

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Rykneld Homes?

84.8% of customers reported they were satisfied

Some of the key results from the survey are included below. If you wish to view the full set of questions, the results and the approach taken to deliver the survey in compliance with the Regulator of Social Housing's requirements, please visit our website www.rykneldhomes.org.uk

- Satisfaction with the repairs service = 89.2%
- Satisfaction that Rykneld Homes keeps you informed = 80.6%
- Satisfaction that Rykneld Homes listens to your views and acts on them = 71.1%
- Satisfaction that RHL makes a positive contribution to neighbourhoods = 68.5%
- Satisfaction that Rykneld Homes treats you fairly and with respect = 85.8%
- Satisfaction that Rykneld Homes keeps communal areas clean and well maintained = 72.9%

Mrs Scothern from Stonebroom was "thrilled to bits" to receive £250 in shopping vouchers for submitting our Annual Tenant Satisfaction Survey.

Mrs Scothern has lived in her home for 33 years and decided to complete the survey following a recent repair in her home. She told us, "The worker who came out was brilliant so I picked up my pen."



Rykneld Homes Wins National Award

Rykneld Homes has won a national award - recognising its collaborative approach to improving customer homes.

The Chesterfield-based registered social housing provider and its contractor Sustainable Building Services (UK) were presented with the Collaboration of the Year - Retrofit Projects prize at the Unlock Net Zero Awards - hosted as part of the Housing24 conference.

The winning nomination was based on a regeneration project to retrofit homes with external wall insulation - making customers' homes warmer, more energy efficient and attractive.

Both organisations were commended for putting community interests at the forefront of the project as well as making a commitment to recruit local people into roles created by the works.

Judges said: "This project has put people at the heart from start to finish delivered by a team that includes 60 people within its immediate supply chain."

The project is part of Rykneld Homes' long-term regeneration scheme working to revamp older housing stock on behalf of North East Derbyshire District Council.

Niall Clark, Director of Customer and Strategic Partnerships (Deputy MD) at Rykneld Homes, said: "This project is a key part of our ongoing commitment to improving our customers' homes and is one of several we have worked with SBS on.

"The SBS team share our commitment to customer service and community, allowing us to adopt a

collaborative approach and deliver award-winning work."

Works have been carried out on homes in Shirland, Danesmoor, Killamarsh, Barlow, Holmesfield, Ridgeway and Marsh Lane in a Social Housing Decarbonisation Fund scheme described as one of the largest and most successful in the country.

SBS Managing Director Gary Lawson added: "Collaboration has been the linchpin for success due to the project's scale and complexity.

"Managing this scale of work requires a combination of technical expertise, local knowledge and community engagement - all of which we've achieved through collaboration."

The external wall insulation works are part of a wider Rykneld Homes project that will ultimately see 640 homes retrofitted with external wall insulation.

The insulation will reduce the amount of heat escaping homes, leading to a reduction in energy use.



Electric Vehicle Charging Points

We understand that tenants may want to install an electric vehicle charging point outside of their homes.

There are a number of factors that we must consider before granting permission for tenants to install EV charging points, one of which being adequate off-street parking or hard-standing at the property. This ensures that the vehicle is parked off the highway and that trailing cables do not pose any health and safety hazards.

To apply to install an EV charging point at your property, please get in touch with us:

- Complete our online form: <https://www.rykneldhomes.org.uk/your-home/your-tenancy/request-property-alterations/>
- By e-mail: contactus@rykneldhomes.org.uk
- By post: Neighbourhoods Team, Rykneld Homes, 2013 Mill Lane, Wingerworth, Chesterfield S42 6NG.

Trailing cables

Charging your vehicle by trailing a cable across the pavement, communal areas, public greens or hanging it overhead, is considered a hazard and not permitted even with the use of cable protectors or ramps.

Homes England Partner

Following significant work on the application process, with the support of North East Derbyshire District Council, we are delighted to confirm that Rykneld Homes RP has secured Developer Partner status with Homes England.

This new status will allow us to bid for funding from the Affordable Homes Programme 2021-2026 (AHP), which will assist in the delivery of our vision to create 400 new homes in the District by 2027.

Whiteleas Avenue update

Our new build development at Whiteleas Avenue, North Wingfield is progressing well. We have recently taken our first handover of six two-bedroom bungalows for affordable rent.

In total, there will be 48 new homes for affordable rent, a mixture of two-bedroom bungalows and two, three and four-bedroom houses.

All new homes benefit from solar PV and have electric vehicle charging points.

Marketing is also underway for 22 homes; a mixture of two and three-bedroom houses, which will be sold on the open market. The homes for sale will be available through our procured agent, New Oaks Estates, based in Clay Cross.



Our dedicated Damp Team

We are committed to inspecting and repairing damp and mould in our customer's homes.

Our dedicated Damp Team assess and resolve all reported issues and provide the best outcome for our customers.

You can report damp and mould issues in your home in the following ways:

- **Online – www.rykneldhomes.org.uk/contact-us**
- **Email – contactus@rykneldhomes.org.uk**
- **Telephone – 01246 217670**

When we receive your report, it is logged on our system and an officer will call you to arrange a suitable appointment for the initial assessment. This is followed up with a letter letting you know what you should expect during the assessment and a copy of our Guide to Condensation and Mould leaflet.

During the initial visit, our officer will carry out an assessment of the damp and mould issue in your home and answer any questions you may have.

Following this, a report and plan of works are drawn up.

Our operatives will attend your property to carry out the necessary works, which could include:

- Cleaning and treatment of mould
- Follow-on repairs
- Application of a paint treatment to the affected area(s)
- Minor adjustments to loft insulation
- Insulating loft hatches
- Other associated works.

For more information about our Damp Team, please get in touch.



Cold Callers/Doorstep Traders

We are aware that cold callers and doorstep traders continue to visit homes throughout the District offering services such as gardening and home maintenance.

We encourage all residents to remain vigilant against cold callers and not to hand over any money in advance.

If you need help with gardening or maintenance work, we recommend that you visit the Trusted Trader website <https://www.derbyshire.gov.uk/community/trusted-trader/>.

Here are the procedures we follow when carrying out a repair to your home:

- We will only carry out a repair if you have contacted us first and an appointment has been made

- Our operatives, or contractors, will not ask you for money for the repair
- All our staff and operatives and contractors carry ID badges.

If you are unsure who the caller is, there are some steps you can take:

- Check to see if you know the caller from the window
- Keep the door on the chain and look to see who is calling before opening
- You can ask the caller to wait outside whilst you check their identity by calling us on 01246 217670.

If you have any doubts about a caller claiming to be from Rykneld Homes, or working on our behalf, you should call us on 01246 217670.

What you said about us

It is always good to hear feedback which helps us to know when we are getting things 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 Holmewood sent in a lovely thank you card following an adaptation to their home, "What a fantastic job you have done, turning our lives around for the better. The wet room is brilliant. (The operative was) polite, brilliant and tidied up at the end of each day. A big thank you!"

The daughter of a couple from Grassmoor called to pass on her thanks following plumbing repairs, "He was absolutely amazing and very understanding of the situation. He even checked when the boiler needed servicing and arranged to do it there and then. He gave 110%."

A customer from Killamarsh called in to praise a Customer Services Advisor, "She went 100 miles over what is expected and I can't praise her enough for all the help she gave me."

A customer from Renishaw called in to praise a Damp and Mould Surveyor who visited her home, "He was amazing. He was very professional and had lots of knowledge and advice for me. He wasn't at all phased by my dogs and was just fantastic."

A customer sent in a lovely card to thank an operative for the adaptation work done to her home, "Just want to say it's been a pleasure to have met you. You have been truly professional in everything you have done – clean, tidy, etc. I am so happy with what you have done for me and it means the world to me. Thank you."

A customer from Tupton called in to compliment Rykneld Homes staff, "Thank you to all the operatives who attended – they put my mind at rest a lot. Thank you to the Contact Centre staff for being patient with me every time I call."

A customer called in to thank an engineer for the repair done to his boiler, "I would like to pass on my thanks to the Gas Engineer that attended my home yesterday. He was brilliant and very polite. There were a few issues to deal with on my boiler and he couldn't have done more, he was genuinely just a nice guy overall."

A customer from Grassmoor wrote a lovely letter following a gas safety check, "I am writing to express my appreciation for the exceptional service I received this morning during the gas safety check conducted at

my property.

"I would like to commend Chris for his outstanding performance during the gas safety check. He conducted the inspection diligently and professionally, ensuring all safety measures were in place. Moreover, Chris patiently answered all my questions, providing valuable insights and addressing any concerns regarding the process.

"I would like to extend my gratitude to Rykneld Homes for having such a dedicated and competent employee. His expertise and customer service skills reflect your company's commitment to delivering high quality customer service.

"Furthermore, I would like to highlight that whenever I have had issues with the house, both over the phone and in person, the staff at Rykneld Homes have consistently demonstrated excellent service. Their prompt responses and efficient resolution of any concerns have always been commendable.

"Thank you for maintaining such high service standards and ensuring that your customers receive the best care and attention. I am grateful for the professionalism and dedication displayed by the entire team at Rykneld Homes."



Community Involve

Over the past few months our Community Involvement Team (CIT) has been out and about supporting community activities across the district.

There are so many fantastic projects organised by local groups and supported by a brilliant army of volunteers – we couldn't do it without you!

We've included here a roundup of our partnership working with community organisations – maybe it might inspire you to get involved in some of the activities happening in your area.

If you are interested in starting up your own community project, Rykneld Homes has grants worth up to £500 available – get in touch to find out more.

Killamarsh Healthy Community Activities

The Killamarsh Healthy Community Activities ran for 12-months and delivered a wide variety of sessions including heritage crafts and inclusive sports.

Our Community Involvement Team have supported the group since its inception and have led on several sessions including chair-based aerobics, cooking on a budget, boccia and Kurling.

The sessions have forged local links and engaged with customers who were socially isolated and lacking in confidence.

Friendships were forged during the sessions and when the group ended, attendees were signposted to other activities and services.



Marx Court Social Sessions

The Marx Court Social Sessions welcome residents from Marx Court and the surrounding areas. They aim to provide activities to improve the physical and mental health of attendees through crafts, cookery

workshops, quizzes and Boccia.

Members are able to speak to Rykneld Homes staff to report repairs, receive support and signposting to other services. The sessions reduce social isolation and increase the confidence of attendees.

A new Kurling Group has been established in Clay Cross by members of the Marx Court sessions using funding from the Rykneld Homes Neighbourhood Improvement Budget.

The Clay Cross Kurling Group took part in a recent Kurling and Boccia tournament in Eckington, which was a great bonding opportunity for the group.



Holmewood and Heath

Following reports of a variety of issues in Holmewood and Heath including anti-social behaviour around the MUGA area and low footfall in the local library, the CIT brought together and worked with a range of partners including Derbyshire County Council Youth and Engagement Team, local churches and the library to deliver a range of projects including:

- A Litter Pick in Holmewood in June where we worked with North East Derbyshire District Council, Vistry, The Probation Service, Chesterfield Litter Picking Group and Macintyre staff and service users to collect over 30 bags of rubbish!



ment Round-Up

- The redistribution of two unused Kurling kits to a group of disabled adults who were supported to set up a regular Kurling group
- NEDDC Walking into Communities re-established a free weekly walking group for the community
- Working with the local library, the CIT led four themed sessions inside and outside the library which greatly increased membership and footfall into the library. Following the success of these sessions, we have arranged more sessions starting in July. The CIT took the opportunity to consult with the young people to discuss their ideas for improving the local area, particularly around safety. This was fed back to the Parish Council and Police
- The CIT delivered a 'Money Matters' drop in session for customers to receive support from Citizens Advice and Rykneld Homes. Customers with children in receipt of free school meals were provided with a free slow cooker (funded by Feeding Derbyshire).

Holmewood Dynamite Youth Club

Holmewood Dynamite Youth Club is a well-established group, regularly attracting over 30 children per session.

The Youth Club approached our Community Involvement Team to deliver a session and we were happy to help! The session focussed on bullying, how to report any problems and how we can all be kinder and more thoughtful towards each other.

The young people were brilliant and joined in with all the games and activities. We ended the session by making delicious fruit kebabs.



Danesmoor

Our CIT have been supporting groups in Danesmoor to improve the local area. Building from that, our contractor, Sustainable Building Services (SBS), helped a local group to improve their outdoor space.

£360 was donated to the St. Barnabas Community Centre, which enabled the group to fix broken planters in their community garden. The planters have been adopted by various local groups including a volunteer led youth club, a childrens nursery, a mental health support group and a community kitchen.

Derbyshire Toy Library at Grassmoor Community Centre

Derbyshire Toy Library, which is supported by local volunteers, run a group at Grassmoor Community Centre every Tuesday morning to support local families to access play equipment and enjoy a stay and play session. The group specialises in supporting families with children with special education needs.

We were pleased to be able to support the group following a successful submission to our Neighbourhood Improvement Budget. The group received £500 in funding which was used to purchase new equipment for the group.

A parent who attends the group with their son said, "Our son attends the Derbyshire Toy Library play group at Grassmoor on a weekly basis and it is proving to be a vital component of his Early Years provision. He is autistic and rarely engages for more than a few minutes in a play group setting, always withdrawing and sitting on the sidelines. However, the activities offered at this group truly allow him to thrive and excel in all of the areas he enjoys.



Gardening Competition

With all the sunshine and showers we have been having lately, you will have seen a lot happening in your garden.

In the last edition of Your Rykneld, we launched this year's Gardening Competition.

We want to celebrate the achievements of our green-fingered customers with the winner receiving £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 August 2024 so there is still time to 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 three 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
- Please mark your email – Gardening Competition
- The deadline for entries is 31 August 2024.

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

Get Involved With Us!

We are always looking for customers who would like to get involved with us and help to shape the services we deliver. We recognise that our customers are the experts when it comes to how we can deliver excellent services.

We need the views of as many of our customers as possible, so if you can get involved, please get in touch.

Operational Group Board

Our Operational Group Board meet on a quarterly basis to look at strategy, performance and satisfaction. These meetings can be attended in person or through Zoom.

Involved Tenants Group

Our Involved Tenants Group brings together customers who are passionate about helping us to continually improve what we do.

You don't have to attend every meeting and we try to keep them as informal and welcoming as possible. Meetings take place every eight weeks.

Digital Involvement Group

If you cannot attend meetings, you can still help to improve our services by completing short online surveys.

We email out occasional surveys to our Digital Involvement Group members. They generally only take a couple of minutes to complete but they give us vital information to help us improve our services to you. You do not have to complete every survey - just those that interest you.

If you are interested in getting involved, please visit the Get Involved section of our website at www.rykneldhomes.org.uk or complete the following form and return it to us.



INVOLVEMENT OPPORTUNITIES

Please indicate which group/s you would like to join by ticking the boxes below.



Your details:

Name:

Address:

Email:

Tel No:

Operational
Board Group

☐

Your Scrutiny
Panel

☐

Digital Involvement
Group

☐

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Managed Migration

The Department for Work and Pensions (DWP) are continuing the process of moving working-age people who are in receipt of legacy benefits onto Universal Credit. The legacy benefits are:

- Income Support
- Income Based Job Seekers Allowance
- Income Related Employment and Support Allowance
- Housing Benefit
- Child and Working Tax Credits.

This process is called Managed Migration.

The process of Managed Migration is taking place in stages until the DWP has moved all working-age people in receipt of one or more of the above legacy benefits onto Universal Credit. Managed Migration commenced in our area on 1 August 2023 for single people of working age in receipt of tax credits only as their legacy benefit. This was followed in October 2023 for working age couples in receipt of tax credits as their only legacy benefit and then in April 2024 for claimants in receipt of Child Tax Credits, Income Support and Housing Benefit.

From July 2024, the DWP will begin to move other groups of legacy benefit claimants onto Universal Credit. The timetable for July-September 2024 is as follows:

- July-September 2024 - Claimants in receipt of: Child Tax Credits, Income Related ESA, Housing Benefit
- September 2024 - Claimants in receipt of: Child Tax Credits, Income Based Job Seekers Allowance, Housing Benefit
- September 2024 - Claimants in receipt of Income Related Employment and Support Allowance and Income Related Employment and Support Allowance and Housing Benefit.

All other claimants of legacy benefits will be moved over onto Universal Credit in stages up to 2028/2029.

If you are a claimant who fits into the above categories, you do not have to do anything. The DWP will send you a letter which is called a Migration Notice. This Migration Notice will advise you what you need to do to claim Universal Credit and give you the deadline by which you need to do this - generally three months from receiving the Migration Notice. It will give you the date when your legacy benefits will come to an end.

DO NOT IGNORE THE MIGRATION NOTICE. If you are unsure about what to do or what it means for you, seek

further advice as soon as possible. You can call the dedicated DWP telephone support service on 0800 169 0328 (Monday - Friday 8am to 6pm). Calls are free from mobiles and landlines.

Rykneld Homes has a dedicated Financial Inclusion Officer who can offer advice and support regarding Managed Migration and debt problems. Contact our Financial Inclusion Officer by calling 01246 217670 or visit our website.

It's never too late to tackle debt problems so please don't suffer alone.

You can also seek advice from a range of local and national agencies. Here are the details:

- **Derbyshire County Council's Welfare Rights**
Service email - welfarebenefits@derbyshire.gov.uk or telephone on 01629 531535 Monday to Friday from 10am to midday and 2pm to 4pm
- **Derbyshire Unemployed Workers Centre** –
1 Rose Hill East Chesterfield S40 1NU - website www.duwc.org.uk - email info@duwc.org.uk - telephone 01246 231441. The Derbyshire Unemployed Workers Centre may have an outreach centre near you
- **Citizens Advice** - Unit 1, Bridge Street, Clay Cross, Chesterfield S45 9NG - website www.citizensadvice.org.uk - telephone 0800 144 8848
- **Chesterfield and North East Derbyshire Credit Union** – 4-6 Soresby Street, Chesterfield S40 1JN – website www.cnedcu.co.uk – telephone 01246 278833
- **Money Helper** – offers free and impartial advice – website www.moneyhelper.org.uk
- **National Debtline** – offers free, confidential and impartial advice - website www.nationaldebtline.org – telephone 0808 808 4000
- **StepChange Debt Charity** – offers free debt advice – website www.stepchange.org – telephone 0800 138 1111
- **North East Derbyshire District Council** – if you are worried about Council Tax payments, a bill reminder or summons, please contact the Council – website www.ne-derbyshire.gov.uk – telephone 01246 231111.

Health and Safety



Fire Safety

Keeping our customers safe is a priority for us. We carry out Fire Risk Assessments on all our "Purpose Built Blocks of Flats", which look at all communal areas, including outside spaces.

Where remedial works are identified during the assessments, our accredited contractors will carry out the works to ensure our customers are safe from fire.

In addition to this, we work alongside Derbyshire Fire & Rescue Service to provide information and guidance to our customers. We have produced a 'Dos and Don'ts' flyer to help customers to maintain safety in and around your home and on your balcony, if you have one.

If you would like more information about fire safety, please visit the Derbyshire Fire and Rescue Service website <https://www.derbyshire-fire.gov.uk/> or get in touch with us.

Autism Acceptance Week

Autism is a lifelong developmental condition that affects how people communicate and relate to the world around them. It is estimated that there are around 7,000 Autistic people in the UK.

Understanding autism and how it can impact our customers is important to us to ensure we can provide the best service when working in your home.

Autism Acceptance Week is an annual event planned around Autism Acceptance Day which takes place on 2 April each year.

During Autism Acceptance Week, we put together some information which was sent out to all staff. To follow on from this, we held an Autism Workshop where 23 members of staff were in attendance. Following positive feedback, we hope to hold more workshops in the future.

Garden Bonfires

Bonfires can interfere with people's enjoyment of their home and garden but more seriously, some household waste can cause injury or pollution when burned.

There are laws about burning certain types of waste to prevent bonfires causing a nuisance to your neighbours.

Burning domestic waste

You cannot get rid of household waste if it will cause pollution or harm people's health. This includes burning it.

The best way of getting rid of household or garden waste is by composting or recycling it. You can find more information about this on the North East Derbyshire District Council website: <https://www.ne-derbyshire.gov.uk/bins-and-recycling>.

Your Tenancy Agreement states:

'BONFIRES - 3.22 You must not set fires in your garden or in any open space or burn rubbish or garden waste in a way that is likely to cause a nuisance or annoyance to your neighbours or cause damage to your home or to neighbouring properties.'

We have a responsibility to investigate reports of smoke and fumes and can take action as a Tenancy Agreement breach or in serious cases, we will refer the complaint to the North East Derbyshire District Council's Environmental Health Team.

You can report nuisance caused by bonfires on our website <https://www.rykneldhomes.org.uk>, email contactus@rykneldhomes.org.uk or call 01246 217670.



USEFUL CONTACTS



North East Derbyshire District Council

North East Derbyshire District Council

District Council Offices,
2013 Mill Lane, Wingerworth,
Chesterfield S42 6NG.
Tel: **01246 231111**
Or visit our website at:
www.ne-derbyshire.gov.uk
ConnectNE@ne-derbyshire.gov.uk
Payment line: **01246 217750**

Council Tax and Housing Benefits

Tel: **01246 231111**

Environmental Services

Tel: **01246 231111** for abandoned vehicles, Burgundy Bin collection, Bulk Collections, Cleansing, Dog Wardens, Fly Tipping, Pest Control, Pollution Control (air, noise, odour), Recycling initiatives, refuse collection and street cleansing.

Homelessness

Tel: **01246 231111**. For emergency out of hours call Derbyshire out of hours duty team **01629 532600**. During normal office hours if anyone is in need of emergency housing they should contact **01246 231111**. After 5pm the emergency out of hours service kicks in and this is run by Call Derbyshire (managed by Derbyshire County Council). The emergency out of hours number is **01629 532600**.



Rykneld Homes, 2013 Mill Lane,
Wingerworth, Chesterfield S42 6NG
For all services please call us on
01246 217670

Contact Centre opening times: 8am-4pm

Or visit our website at:
www.rykneldhomes.org.uk
Or Text us at **07800 002 425**

Repairs

For repairs contact **01246 217670**.
Emergency housing repairs (including drainage). Only serious emergencies accepted out of hours.
Freephone 08000 121 621.
Text repairs4u to 07800 002 425

Adaptations

Tel: **01246 217670**
E-mail: **adaptations.team@rykneldhomes.org.uk**

Choice Move

Tel: **01246 217670** Email: **choicemove@rykneldhomes.org.uk**

Home Ownership

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

Housing Accounts/Rents

Tel: **01246 217670**

Tenancy Support

Tel: **01246 217670**
Text: **07971 793 892**
In writing to Community Sustainment,
Rykneld Homes, 2013 Mill Lane,
Wingerworth, Chesterfield S42 6NG

Community Involvement Team

Tel: **01246 217670**
Email: **get.involved@rykneldhomes.org.uk**

Other Services

Derbyshire Constabulary

For non-emergencies
phone **101**
www.derbyshire.police.uk

Derbyshire Law Centre

Freephone **0800 7076990**
01246 550674

Chesterfield Jobcentre Plus

Tel: **01246 343100**

North East Derbyshire Citizens Advice Bureau

Tel: **0808 250 5702**

Derbyshire County Council

Tel: **08456 058 058**
8am - 8pm Monday to Friday
and 9.30am - 4pm Saturdays.
Email: **contact.centre@derbyshire.gov.uk**
Text: **86555**
Fax: **01629 585995**
Minicom: **01629 585400**
By writing to:
Derbyshire County Council, County Hall, Matlock DE4 3AG.

Community News

Do you have any community events you would like to promote? We can help you spread the word through the pages of Your Rykneld, on our website or through our Twitter site.

All you need to do is get in touch with our Communications Team by sending them an email marked for their attention to **contactus@rykneldhomes.org.uk**

You will need to include:

- the date and time of your community event
- the location
- brief details of the event
- a contact person
- contact details of phone number or email address where we can contact you.

Get in touch

The Danesmoor, Clay Cross and North Wingfield Tenants and Residents Association is keen to hear from anyone who would like to join their group. If you are interested in getting involved you can fill in a form on our website in the Get Involved section and it goes straight to the group. You can find the form by visiting **www.rykneldhomes.org.uk**

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 Summer words

sunshine

seaside

summer

parasol

beach

ice cream

flowers

picnic

suncream

garden

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

Please send your completed entry to:

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

Closing date for entries is Friday 23 August 2024.

Name

Address

Tel

Email



HOW TO REPORT A COMPLAINT

At Rykneld Homes, we work hard to provide a good service to all our customers, but we understand that there may be times when things go wrong

If you are dissatisfied with an aspect of the service you receive from us, we want to know about it. Please get in touch with us in the first instance and we will try to put it right as quickly as possible.

We want to make it as easy as possible for you to get in touch with us. Please use one of the contact methods below, providing as much detail as possible.

www.rykneldhomes.org.uk 01246 217670 complaints@rykneldhomes.org.uk In person
 @Rykneld_Homes @RykneldHomes 2013 Mill Lane, Wingerworth, Chesterfield S42 6NG

Making it easy to keep on top of your rent account

My Account is a great way to keep up to date with your rent account.

It's a free, online tool for customers to log in and access rent account details – including payments made and rent due.

It's simple to sign up and easy to use.

My Account puts information at your fingertips with 24-hour access, at a time and a place to suit you.

To use My Account you will need to register – using your Tenancy Reference number and an email address.



- Your account details
- Details of rent paid and rent due
- Option to print out your rent statement
- Set up a Direct Debit on-line.

MY ACCOUNT

To find out more visit our website
www.rykneldhomes.org.uk