

Your Rykneld

RYKNELD HOMES CUSTOMERS MAGAZINE

SUMMER 2026



Return the
communications
survey on page 17 for
a chance to win
**£50 in shopping
vouchers**

**Stonebroom
Regeneration**

Page 4

**Men in
Sheds**

Page 14

**Communications
Preferences**

Page 17

Welcome

Welcome to the latest edition of the Your Rykneld newsletter.

I'm pleased to share some excellent results from our latest Tenant Satisfaction Measures. 86.9% of customers told us they are satisfied or very satisfied with the overall service provided by Rykneld Homes. This is a strong endorsement of the work taking place every day to keep homes safe, comfortable and well maintained and enhance our communities.



Repairs are one of the services that matter most to tenants. 88.6% of customers reported they were satisfied or very satisfied with our repairs service. This result is something we can all take pride in and reflects the commitment of our colleagues and partners.

While the results are an encouraging achievement, we know there is always more to do. We will keep listening, learning and improving so that every customer receives a service they can rely on.

I also want to recognise the important role of our Customer Board in helping to shape and strengthen our services. I am especially proud that one of our members, Lynda Parkin, was recently shortlisted for two national awards: Tenant of the Year at the Housing Heroes Awards and Board/Committee Member of the Year at the Women in Housing Awards. It is a fantastic achievement and a well-deserved recognition of the time, commitment and insight Lynda brings to Rykneld Homes and our communities.

Finally, keeping our homes safe remains one of our most important responsibilities. If you have any concerns about repairs, servicing, or damp and mould in your home, please report them to us as soon as possible so we can take the right action and provide support where it is needed.

Thank you as always, for taking the time to share your views and for helping us shape the services we provide. I hope you enjoy this edition and find the updates useful.

Niall Clark – Managing Director



Read Mrs Wood's story

See page 19

Contents

3

National Recognition for Lynda Parkin

4 - 5

Stonebroom Regeneration Update

6 - 7

Tenant Satisfaction Measures

8

Failed Disrepair Claim

9 - 12

Community Involvement Round-up

17

Communication Preferences Survey

Front Cover:

**Housing Officer, Millie speaking
to a tenant in Eckington**

National recognition for Customer Board member Lynda Parkin

We are proud to share that Rykneld Homes Customer Board member Lynda Parkin was shortlisted for two prestigious national awards earlier this year:

- ★ **Tenant of the Year at the Housing Heroes Awards**
- ★ **Board/Committee Member of the Year at the Women in Housing Awards.**

Lynda has been a dedicated Rykneld Homes tenant and volunteer for more than a decade. Drawing on her lived experience and more than 40 years of trade expertise, she has helped champion safer homes, clearer communication and stronger tenant voices across our communities.

Her nominations recognised the positive impact she has made for Rykneld Homes and fellow residents. Although Lynda did not take home an award on the night, we are delighted that her commitment and contribution have been recognised at a national level.



Members of the Rykneld Homes Customer Board



Customer Board Meeting

Rykneld Homes Customer Board

Inspired by Lynda's story? We are looking for more tenants to join our Customer Board. It is a welcoming and friendly group, and you do not need any previous experience to get involved.

The group meets four times a year on Thursday mornings for two hours. You can attend meetings in person or join online, whichever works best for you.

Meetings are usually held at our office in Wingerworth, and we can arrange transport if needed. Refreshments are also provided.

No experience needed - training and support provided

Customer Board members help to:

- Act as a "critical friend" on behalf of customers and residents, providing advice to Rykneld Homes and its Board about housing service delivery
- Analyse customer satisfaction levels
- Help to establish our performance standards
- Review policies and strategies
- Review how customers are consulted before major changes to housing services are introduced
- Share ideas and feedback to help improve services for tenants and residents.

If you would like to find out more about joining the Customer Board, please contact the Community Involvement Team on 01246 217670, email get.involved@rykneldhomes.org.uk or visit www.rykneldhomes.org.uk/your-home/get-involved.

Stonebroom regeneration continues

Residents have moved into five new bungalows - powered by low carbon technologies - built on a former garage site.

The two-bed homes were built and are managed by Rykneld Homes on behalf of North East Derbyshire District Council and mark the completion of the first phase of a major regeneration project in Stonebroom.

Maureen Hawkins, 88, was one of the first to move in.

"I can't believe it's my home," she said.

"Don't get me wrong, I loved my old house but this is just wonderful. As soon as I saw it I knew I'd be happy here."

Maureen previously lived in one of The Bungalows, an estate of more than 50 post-war social homes which are now being demolished to make way for 69 modern, high-quality homes.

Maureen added: "I'd lived there for 30 years so it was a big wrench to move.

"I said from the start I wanted to stay within the community and the team at Rykneld have been brilliant."

The properties feature solar panels, air source heat pumps and EV chargers.

Rykneld Homes MD, Niall Clark, said: "Providing safe and decent homes for customers is our priority and the completion of these first five homes is an important step towards our wider plans to regenerate the Stonebroom area.

"The high-quality finish here is exactly what we will see when the new homes are built on the main site."



(l-r) Steve Gelder (Managing Director, Gelder Group), Maureen (tenant), Helen Brown (Head of Regeneration, Rykneld Homes), Cllr Nigel Barker (Leader of North East Derbyshire District Council) and Niall Clark (Managing Director, Rykneld Homes)

Leader of North East Derbyshire District Council, Nigel Barker, added: "Sites like this are an important and effective way to help us offer more social homes in partnership with Rykneld Homes.

"The residents are all very happy and it's easy to see why."

Meanwhile, primary school pupils watched on as demolition work on the old bungalows got underway.

Year six children from Stonebroom Primary School visited the site to observe the next stage in the £20m regeneration programme.

Pupils watched in fascination as machinery carefully removed a chimney stack and roof – bringing the demolition process to life.

They also received a site safety talk, an overview of the project's history and learned how regeneration schemes are planned and delivered.

Helen Brown, Head of Regeneration at Rykneld Homes, said: "This was a great opportunity for local children to be part of the regeneration in the area they live in.

The visit also allowed our team to educate them on site safety during the works while providing an insight into the construction industry and potential future career opportunities."

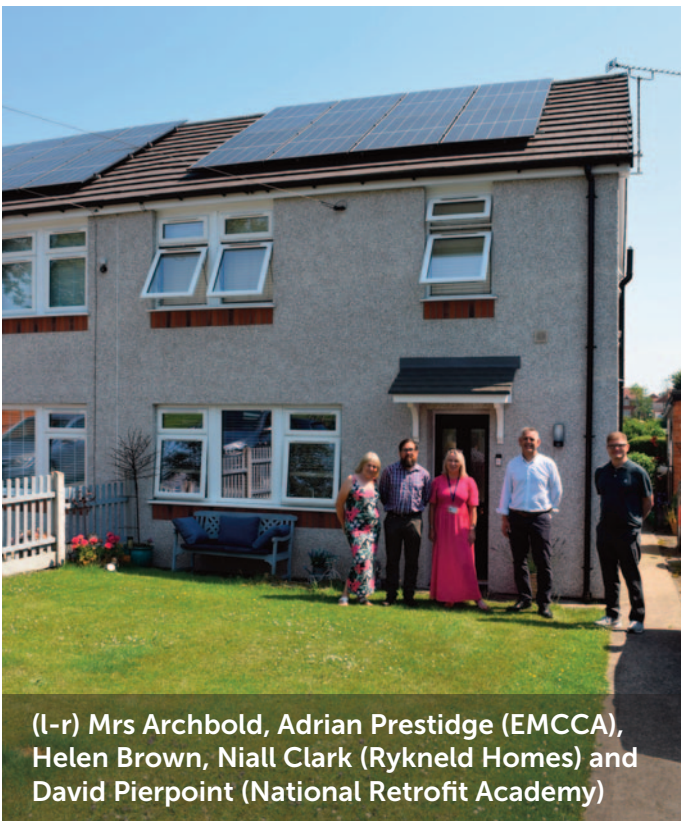


Y6 pupils from Stonebroom Primary School along with staff from Gelder Group and Rykneld Homes



Maureen receiving the keys to her new bungalow

Tenants Feel the Benefits of Warmer, Greener Homes



(l-r) Mrs Archbold, Adrian Prestidge (EMCCA), Helen Brown, Niall Clark (Rykneld Homes) and David Pierpoint (National Retrofit Academy)

We were delighted to welcome Adrian Prestidge from East Midlands Combined County Authority (EMCCA) and David Pierpoint from the National Retrofit Academy to visit some of our tenants whose homes have recently benefitted from improvement works including External Wall Insulation (EWI) and solar panels.

The visit was a great opportunity for Adrian and David to see the impact of the improvements through speaking to tenants about their experiences and how the work has improved their lives.

Mr & Mrs Archbold from Shirland were delighted with their home. They said: "It is so much warmer now. In the winter, it used to be 10-11 degrees in the hallway but now it is 17-18 degrees.

"The houses look so much nicer too. We moved into this house in 1981 and our home and the whole estate has never looked better!"

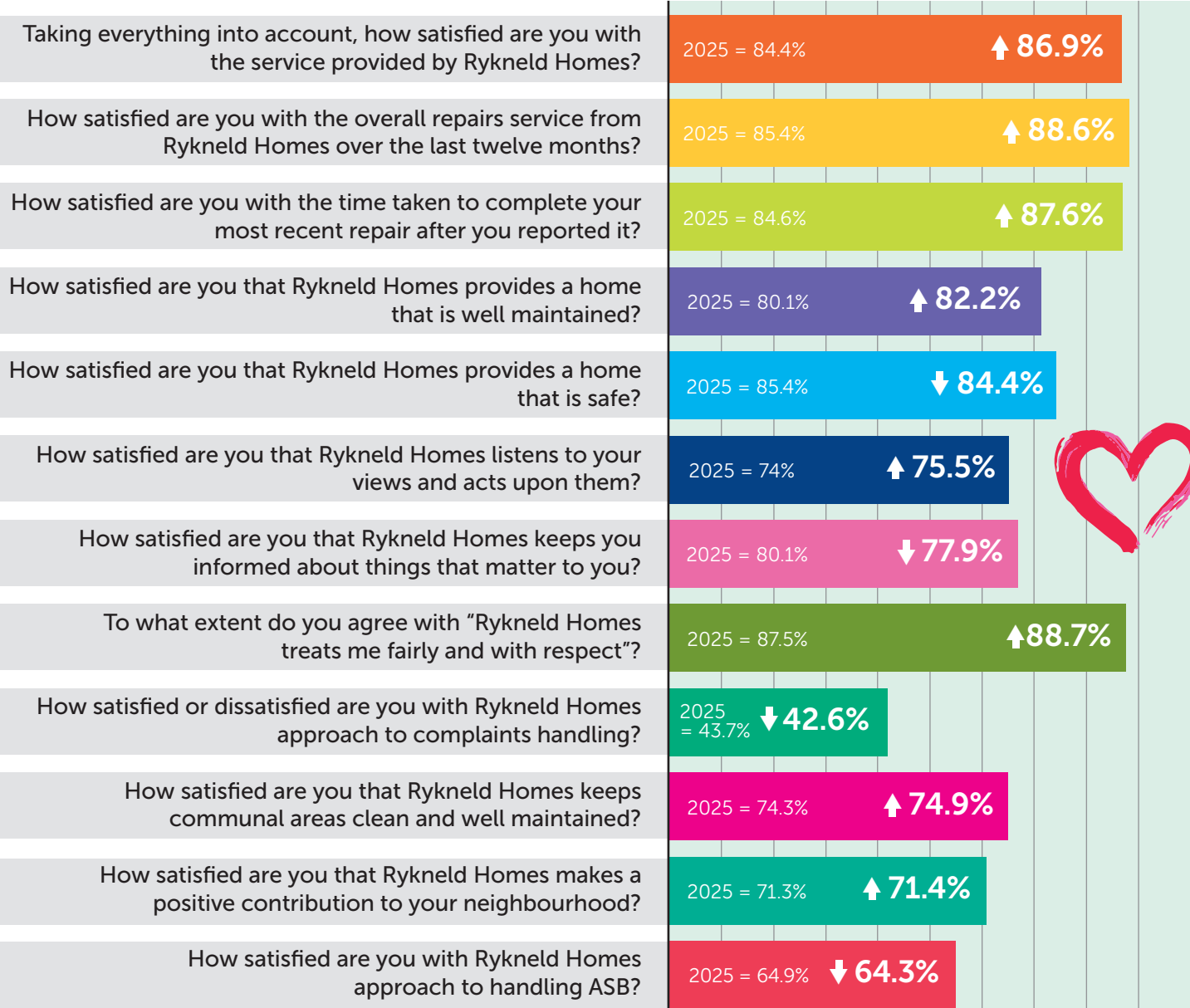


Tenant Satisfaction Measures 2026

Thank you to everyone who took the time to share their views through our Tenant Satisfaction Survey 2026. Your feedback plays an important role in helping us understand how you feel about the homes and services we provide.

It highlights what is working well and where we can continue to improve, so that we can focus on the things that matter most to you.

The survey was carried out in line with the Regulator of Social Housing’s guidance on survey methodology, ensuring the results provide a clear and reliable picture of tenant satisfaction.



£1m boost to £13.8m scheme improving energy efficiency of district's homes

An additional £1m has been secured to improve local homes, making them warmer and more energy efficient.

The additional grant is allocated from the government's Warm Homes: Social Housing Fund and is in addition to £3.8m already secured from the scheme.

The money will be used to retrofit and upgrade 496 homes across our communities. The work is part of a project worth £13.8m in total - with £9m worth of funding put forward by North East Derbyshire District Council (NEDDC).

Rykneld Homes is delivering the scheme on behalf of the Council. The additional grant funding will see an extra 120 homes benefit from energy efficient measures including solar panels, air source heat pumps, loft insulation and ventilation.

Work such as this on around 500 homes reduces the carbon footprint by 966 tonnes a year - an amount equivalent to driving 8.9 million miles in an average petrol car.

Helen Brown, Head of Regeneration at Rykneld Homes, said: "This money and the money we had already secured means that a further 496 households will be living in warmer and more energy efficient homes by Spring 2028, as part of the government's warm homes scheme and NEDDC's commitment and funding to improve their existing housing stock.

"The upgrades and retrofit measures are a huge step towards our goal to ensure all of the homes we manage have an EPC rating of C or above by 2030.

"But most importantly they are improving the homes of our customers, the look of some of our areas and reducing bills for some households."

Works at 111 homes are already complete, teams are currently working on 133 properties across the



District with the additional 120 also due for completion by March 2027. Works on remaining properties will take place in 2027/28.

Once complete, Rykneld Homes will have managed improvements to more than 1,000 homes in the District.

Rykneld Homes resident Alison lives in one of the homes where work has been carried out.

She said: "The house is warmer, we're using less energy and the fact that I'm one of so many customers that have benefitted is brilliant.

"When you're renting you rely on your landlord to look after your home and this is an example of Rykneld doing that.

"I'm really pleased with the difference it's made."

Some 40% of NEDDC's homes are of non-traditional construction meaning they have low EPC grades.

Properties where works have been carried out or are planned have been identified through data gathered as part of stock condition surveys.

Rykneld Homes teams inform residents ahead of work beginning and work closely with them to ensure minimal disruption.

The DESNZ Warm Homes: Social Housing Fund is worth £1.29bn in total and provides grants to help social landlords upgrade housing stock to EPC Band C.



Law firm ordered to pay costs after failed disrepair claim

A law firm has been ordered to pay 'wasted costs' due to a failed housing disrepair claim against Rykneld Homes and North East Derbyshire District Council (NEDDC).

Despite repeated requests, the firm, which was representing a tenant, was unable to supply the required information and evidence to progress the case.

The court ordered them to pay a substantial amount to cover NEDDC's court fees and additional 'wasted costs'. Importantly, the costs must be paid by the law firm and not passed on to the tenant.

This is the latest in a pattern of unsuccessful claims from "no win no fee" firms. All claims made against Rykneld Homes and NEDDC since 2025, which have concluded, were resolved out of court with no settlements paid.

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

Customers can report emergency repairs 24/7 by calling 08000 121 621. Less urgent or routine repairs can be reported online at www.rykneldhomes.org.uk.



Derbyshire Law Centre and Disrepair

If you believe you have a "no win, no fee" claim that you engaged with unknowingly, under false pretences 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.

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 hand over any money.

Community Impact Annual Report 2025/26

Our Community Impact Annual Report 2025/26 is a celebration of the achievements of Rykneld Homes through our work with our tenants, the wider communities and partner agencies.

Over the past year, customers have shared their views, shaped our services, supported local priorities and helped to make a real difference across our neighbourhoods.

Our Community Impact Annual Report brings together some of those stories, showing the positive impact of community involvement and the importance of listening to the people who know our homes and communities best.

The report is available to view on our website at www.rykneldhomes.org.uk/your-home/get-involved/.



Dangerous damp and mould in social housing?

A new law means it must now be investigated within...

Visit [gov.uk/socialhousing-law](https://www.gov.uk/socialhousing-law)

*10 working days

Community Involvement Round-Up

Holmewood Baby and Pre-School Group

Building on the great work we have been doing in Holmewood, we are now looking for volunteers to help start a Baby and Pre-school Group.

For more information, please contact Jessica in our Community Involvement Team by calling/texting 07968 623641 or email jessica.popplewell-barker@rykneldhomes.org.uk.

Heath Memorial Garden

We are working with our contractor, Sustainable Building Services (SBS), as part of their social value commitment, to plan the next stage of the renovations. Thanks to the incredible support of the local community, we've already restored the old planters and installed brand new benches and we can't wait to deliver even more enhancements.

Inspiring Young People

Heath Primary School Raising Aspirations Day

We recently teamed up with Matthews & Tannert Ltd and Travis Perkins at the Raising Aspirations Day at Heath Primary School. Our aim was simple - to give pupils a fun, hands-on introduction to the housing and construction industries and the many careers they offer.

Through interactive activities and research, the children explored a wide range of roles and learned what they involve. They also had the chance to safely

try out some tools; but the highlight was a construction challenge where the pupils worked together to build structures using spaghetti and marshmallows - the results were very impressive!

David Nieper Academy Careers Day

We recently attended a careers day at the David Nieper Academy with our Contractor, Vistry. We met with Year 10 students and held mock interviews to provide valuable interview experience, practical employment guidance and greater confidence as they think about their future careers.

It was a real pleasure to meet so many motivated pupils who are working hard to achieve their goals. We're proud to play a part in helping them develop the skills and confidence they need for the world of work.

Heath Primary School's Market Day and Art Exhibition

We were recently invited to Heath Primary School's Market Day and Art Exhibition.

We made masks with the children while consulting the adults on their communication preferences.

Heath Primary School, said: "I just wanted to say a huge thank you for your support at our school's Market Day. The feedback has been really positive, and it was wonderful to see so many parents engaging with you. I truly appreciate the time and energy you gave to help make the afternoon such a success. It made a real difference."

Wingerworth Fun Day

In June, we attended the hugely successful Wingerworth Fun Day. We made masks with young people and chatted to families about their thoughts and ideas about their local community.

Marx Court Social Sessions

The Marx Court Social Sessions run twice a month and have included some really interesting sessions lately including a 'Show and Tell' session with local historian, Richard Godley.

Attendees brought along a wonderful range of historical items, including a tiny Bible, hats, hair curlers, a thread counter and old coins.

Other sessions have included a lovely day out at Renishaw Hall and Gardens, games and watercolour painting.



Staff from Travis Perkins, Rykneld Homes and Matthews and Tannert at the Heath Primary School Raising Aspirations Day

Lottery funding supports summer fun in Grassmoor and Hasland



Grassmoor and Hasland Children and Youth Support Group, supported by Rykneld Homes, is celebrating after successfully securing £20,000 of National Lottery funding to help deliver another packed programme of free summer activities for local children and families.

The funding is fantastic news for the group, which has been running popular summer sessions in Grassmoor and Hasland for many years. With funding becoming more difficult to secure, the National Lottery award will help make sure the sessions can continue this year and in 2027.

The impact of the sessions is clear. In 2025, 344 different children plus their responsible adults attended a session, with some attending all 15 sessions! Over 1,000 healthy lunches were handed out to children. Behind the scenes, during the four-week programme, 18 volunteers gave an incredible 375 hours of their time to make these achievements possible.

During summer 2026, 16 sessions are taking place over four weeks in Grassmoor and Hasland. Activities include Samba Sports, circus skills, mini beasts, Nerf Battlefield, a DJ workshop, boxing and a wide range of crafts including painting, making tambourines, building bug hotels, fruit-kebab making, decorating sun hats and bath bomb making.

As well as the National Lottery funding, support has also been received from the Community Safety Partnership, Rykneld Homes, Chesterfield Charities Board, Let's Connect and an anonymous donor. Tesco will also once again support the project by providing food.

While the funding will make a huge difference, the sessions would not be possible without the dedication, energy and kindness of the amazing volunteers who give their time to support local families.

One volunteer said: "What I really enjoy is seeing the kids – many we won't have seen since the previous year. You make a real relationship with some of the families and it makes such a difference to them."

Another added: "The sessions involve the whole family – children, parents, aunts, uncles and grandparents. It's a wonderful opportunity for everyone to spend time together, and it's great fun for us and for the families who come along."

With the support of funders, partners and volunteers, Grassmoor and Hasland Children and Youth Support Group is looking forward to another successful summer of activities, helping children stay active, creative and connected with their community.



Members of the Grassmoor and Hasland Children and Youth Support Group

Mickley Tenant and Resident Association (TARA) is Strengthening Community Voice

The Mickley TARA is helping local people have a stronger voice, raise issues, share ideas and access support from Rykneld Homes.

The group plays an important role in making sure residents' views are heard and responded to. They hold regular resident and committee meetings and provide quarterly feedback to the Rykneld Homes Senior Management Team, helping to shape services and improvements across the estate.

Mickley Hut: A Community Space Revitalised

One of the TARA's major achievements has been taking over the management of Mickley Hut, the community building at the heart of the estate. The group has improved the facilities and created a welcoming, well-maintained space for residents to use and enjoy.

Recent improvements include achieving a 5-star food hygiene rating, installing a book-swap library for all ages and interior redecoration and exterior enhancements.

Engaging and Supporting the Community

Mickley TARA is also becoming a hub of local activity. Through its warm spaces programme, the group opens its doors for residents to drop in, meet others and access support in a friendly environment. The programme has already received a commendation at a national award ceremony.

The group is delivering a growing programme of activities, including a community café running every Thursday from 11am to 1pm all year round, litter picks, planting and environmental projects, cooking workshops, employment support and advice and school holiday activities. These initiatives are helping to build skills, strengthen community pride and create opportunities for residents of all ages.

Mickley Community Volunteer Group

The Mickley Community Volunteer Group is a highly motivated team of volunteers. In 2025, the group delivered summer sessions with funding from the Government's Holiday Activities and Food (HAF) Programme as well as self-funded activities during half terms.

Supported by Rykneld Homes

Rykneld Homes is proud to support Mickley TARA through funding, guidance and receiving updates.



This partnership helps ensure resident voices are heard and that local priorities continue to influence improvements.

Mickley Defibrillator – We were contacted by Jon Hill, the Chair of Mickley TARA to request a defibrillator to be installed on the estate. We were able to secure funding through the Travis Perkins Legacy Fund.

The defibrillator was installed by our operatives outside the Premier shop in Mickley. The shop owner kindly agreed to provide the location and cover electricity costs. The TARA will cover maintenance costs. Defibrillator training will be available to young people during the summer HAF sessions.

Neighbourhood Improvement Budget – Mickley TARA was successful in submitting an application to our Neighbourhood Improvement Budget to enable them to produce a quarterly newsletter. The first edition is planned for the autumn and will be delivered to all homes in Mickley.

Looking Ahead

When asked about the future, Jon was clear that he wants Mickley TARA to continue growing and to bring the community together even more.

For further information or to get involved with the Mickley TARA, please attend the next meeting or drop into one of the warm space sessions. Meeting dates are published on the Mickley Matters Facebook page.

To find out if there is a TARA near you or for help in setting up a group on your estate, please contact the Community Involvement Team.

ESTATE WALKABOUTS

Aug - Nov 2026



*Estate Walkabouts are a great opportunity to identify any issues on estates.
Meet your Housing Officers to discuss any issues and ideas you may have as
you walk around your estate.*

W/C	WALKABOUT	DETAILS
17 August	Shirland Killamarsh (Sheepcote) Mickley	Tues 18 August at 10.30am Thurs 20 August at 10.00am Thurs 20 August at 10.00am
24 August	Holmgate Killamarsh (Westthorpe)	Wed 26 August at 10.30am Thurs 27 August at 10.00am
31 August	Danesmoor (Area 1) Eckington (Birkhill and Fanshaw)	Tues 1 September at 1.00pm Thurs 3 September at 10.30am
7 September	Heath Tupton (Davenport Road) Eckington (Woodview/Pitt Street)	Tues 8 September at 11.00am Wed 9 September at 10.00am Thurs 10 September at 10.30am
14 September	Killamarsh (Central) Holmewood (Area 3) Killamarsh (Delves Road)	Tues 15 September at 10.00am Wed 16 September at 2.00pm Thurs 17 September at 10.00am
21 September	Tupton (Derby Road/Northside) Holmewood (Area 2) Clay Cross (Central)	Mon 21 September at 1pm Wed 23 September at 10.00am Wed 23 September at 10.30am
28 September	Stonebroom Clay Cross (Florence Road) Unstone	Tues 29 September at 10.30am Wed 30 September at 10.30am Fri 2 October at 10.30am
5 October	Pilsley Dronfield (Stonelow/Hartington) North Wingfield (Whiteleas Avenue)	Wed 7 October at 10.00am Wed 7 October at 10.30am Fri 9 October at 10.00am
12 October	Danesmoor (Area 2) Marsh Lane	Wed 14 October at 10.00am Fri 16 October at 10.30am
19 October	Holmewood (Area 1) North Wingfield (Dark Lane/Aynecourt Road) Dronfield (Snapehill)	Tues 20 October at 10.00am Tues 20 October at 1.00pm Wed 21 October at 10.30am
26 October	Hepthorne Lane Wingerworth (Adlington) Wingerworth (Allendale)	Wed 28 October at 10.00am Wed 28 October at 2.00pm Wed 28 October at 2.45pm
2 November	Mickley Morton (Maltby Avenue) Morton (Evershill Lane)	Wed 4 November at 10.00am Thurs 5 November at 10.00am Thurs 5 November at 10.30am
9 November	Calow	Mon 9 November at 10.00am





Members of the Men in Sheds group

Men in Sheds: Discover Friendship, Learn Skills and Join a Community

Men in Sheds is much more than a workshop – it is a friendly, welcoming community where people come together to learn and share skills, enjoy good company and make a real difference locally. Whether you want to get involved in practical projects or simply meet new people, the group offers a supportive space where everyone can feel at home.

We met with Rob from Men in Sheds who told us that one of the best things about the group is that it brings together people from all walks of life. Some members come along after retiring, some have been widowed and others simply want companionship, a sense of purpose and the chance to be part of something positive.

Don't let the name fool you though; Men in Sheds is open to everyone and currently has several female members. They are especially keen to welcome more women to join.

For Rob, joining the group opened up a whole new world. After spending his career working in an office, he had some DIY knowledge but had never really made anything from scratch. Through Men in Sheds, he discovered the satisfaction of creating, learning and sharing ideas with others. That experience reflects what the group is all about – helping people build confidence, pick up new skills and enjoy the sense of achievement that comes from making something with their own hands.

The group meets twice a week, giving members the flexibility to attend the sessions that suit them. People can work on their own projects, develop their skills, help with shared builds or simply enjoy the social side of being together. There is a small annual membership fee of £20, which helps cover essentials

such as rent, electricity and insurance, and sessions cost £3 to attend, including refreshments. It is a relaxed, affordable way to stay active, connected and involved.

What makes Men in Sheds especially inspiring is the difference it makes beyond the workshop. Members have used their time and talents to support a wide range of community projects, including a Little Library in Killamarsh, a much-loved Reading Shed for Heath Primary School, little libraries in Tupton for both children and adults and accessible planters and carnival games for Ashgate Hospice. The group has also prepared creative activity packs for children, including bird boxes, bug boxes and coat hooks. These projects show how the group combines practical skills with community spirit, creating things that people genuinely use and value.

Looking ahead, Rob hopes the group will continue to thrive for many years to come and attract plenty of new members. Anyone interested is invited to get in touch, have a look round and try a few sessions.

To find out more or arrange a visit, contact Rob on 01246 852467 or email robuk@gmail.com.



Little Library at Killamarsh

'More time on the tools' thanks to Rykneld Homes and Travis Perkins Managed Services partnership deal

A community-based hub designed to give operatives 'more time on the tools' has been officially opened after Rykneld Homes and Travis Perkins Managed Services have agreed a five-year strategic partnership.

The organisations will partner to support residents in North East Derbyshire as part of a contract that will see Travis Perkins Managed Services supplying materials and tools to Rykneld Homes teams.

Travis Perkins Managed Services will also manage the van stocks for operatives, trialling new technology, delivery and replenishment initiatives to drive efficiencies in service delivery for customers.

Dan Crossley, Director of Property Services at Rykneld Homes, said: "Supplying our teams with the tools and materials they need is an integral part of us ensuring our customers have safe and decent homes.

"Our innovative approach to van stocks will mean our teams have what they need, when they need it, allowing them more time on the tools and to focus on carrying out work for our customers."

The partnership will also benefit communities thanks to Travis Perkins Managed Services' social value scheme. Local projects previously supported have included new kitchens at a community centre and supplies to build raised beds at a local memorial garden.



Representatives from Rykneld Homes and Travis Perkins Managed Services

Nicola Clayton, Social Housing Account Director at Travis Perkins Managed Services, said: "We're really excited about our new 5-year agreement with Rykneld Homes, which puts the needs of the residents at the heart of the partnership.

"We are continually pushing for better value for money and enhancing customer service, alongside supporting meaningful social value projects in the communities Rykneld serves.

"It's fantastic to be partnering with an organisation whose values align closely with our own."

Travis Perkins Managed Services is one of several key strategic partnerships recently agreed by Rykneld Homes.

Niall Clark, Managing Director of Rykneld Homes added: "Securing this long-term partnership with Travis Perkins Managed Services is another important part of our commitment to provide safe and decent homes for our customers.

"Having worked with Travis Perkins Managed Services before, we know they share our vision and values as well as our passion for building communities.

"We're looking forward to continuing our community projects supported by Travis Perkins Managed Services as part of its generous social value scheme."



Year 6 Pupils Explore Future Careers at Sharley Park Community Primary School

Year 6 students at Sharley Park Community Primary School were given a hands-on introduction to the world of work, thanks to a collaborative careers event delivered by North East Derbyshire District Council (NEDDC), Rykneld Homes and Derbyshire Constabulary.

- Year 6 pupils at Sharley Park Community Primary School explored future career opportunities through an interactive local careers event
- The event was delivered by NEDDC, Rykneld Homes and Derbyshire Constabulary
- Pupils learned about public services, community safety, environmental health, leisure and customer services
- The session helped pupils see how school subjects can link to future jobs, skills and careers in North East Derbyshire.

The Council's Community Safety Service has been working with Positive Footprints Network and Sharley Park Community Primary since 2024.

The session aimed to inspire young people as they begin to think about their future pathways, offering a unique opportunity to meet professionals from a range of public services and learn about the many career options available across the District.

Officers from NEDDC and Rykneld homes took part in the event. Each team shared insights into their day-to-day roles, giving pupils a better understanding of how local services operate and the important work they do within the community.



To keep the sessions engaging and memorable, the activities were designed with a fun and interactive approach. Pupils took part in a variety of challenges and games, including 'Build a Structure' using spaghetti and marshmallows, 'Guess whose waste this is', 'Catch the rat', 'True or False', and 'What is your dog telling you?'. These activities not only captured students' attention but also helped them to learn about topics such as environmental responsibility and public safety in an accessible way.

The event provided a valuable opportunity for students to ask questions, explore different roles and begin thinking about the skills and interests that could shape their future careers. By meeting people working in real-life jobs, pupils were able to see first-hand how their school subjects can link to future opportunities.

Since its inception in 2024, the programme has supported over 180 children to help them understand more about their futures and careers.

Councillor Nigel Barker, Leader of NEDDC, said: "This is a great example of how we can work together to inspire young people and open their eyes to the many career opportunities available right here in North East Derbyshire."

Niall Clark, Managing Director of Rykneld Homes, said: "Engaging with young people is an important part of helping them understand the opportunities available in their local area. Events like this give pupils the chance to learn more about different careers, ask questions and see how local organisations work together to support their communities."

Events like the one held at Sharley Park Community Primary School are part of ongoing efforts to engage with schools and provide meaningful experiences that help prepare pupils for the future world of work.



(l-r) Callum Whitehouse (Head of Property Services and Clare Ashton (Head of HR & Organisational Development)

Communications Preferences



We want to make sure the way we communicate with you is clear, useful and easy to access. We'd also like to know how easy you find it to contact us when you need to.

Everyone who completes the survey by 30 September 2026 will be entered into a prize draw to win £50 in shopping vouchers.

Your responses will help us improve how we keep tenants informed. We will not share your responses or contact details with any third parties outside Rykneld Homes.

Your name:
Address:
Tel:
Email:

How would you prefer to contact us? (Please rate 1 as most preferred and 9 as least preferred)

Phone ☐ Email ☐ Letter ☐ Text ☐ Whatsapp ☐
Face to face ☐ Online form ☐ Webchat ☐
Social media message ☐

What are your communication preferences for us contacting you? (Please rate 1 as most preferred and 6 as least preferred)

Phone ☐ Email ☐ Letter ☐ Text ☐ Whatsapp ☐
Face to face ☐

Which social media platforms would you prefer to hear key messages from Rykneld Homes? (Please tick your preferred three)

YouTube ☐ Facebook ☐ Instagram ☐ X ☐
Bluesky ☐ TikTok ☐ LinkedIn ☐

I do not use social media ☐ Other:

Which communication formats most appeal to you to receive key messages from Rykneld Homes? (Please rate 1 as most preferred and 10 as least preferred)

Email ☐ Letter ☐ Text ☐ Website ☐ Video ☐
Social media ☐ Face to face ☐
Your Rykneld magazine ☐ Local/national press ☐
Community noticeboards ☐

How clear do you find Rykneld Homes' communications?

Easy to understand ☐ Quite clear ☐ Mixed ☐
Not very clear ☐ Not easy to understand ☐

Please give more information to explain your answer:

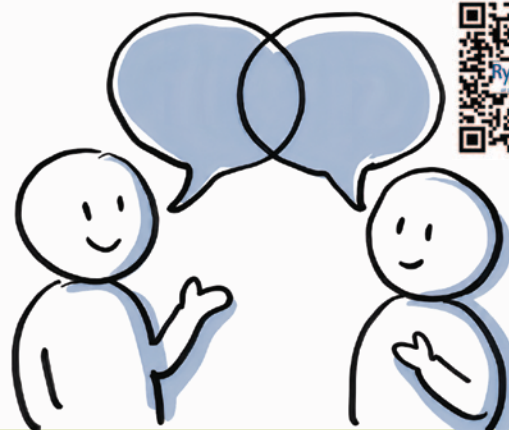
.....
.....

Do you have any specific communication needs?

Large print ☐ Easy read format ☐ Braille ☐ BSL ☐
Translation to language other than English ☐
No specific requirements ☐

Do you have any specific communication needs?

- ☐ Repairs and maintenance (including safety checks)
- ☐ Planned works (e.g. kitchens, bathrooms, windows)
- ☐ Energy efficiency and home improvements
- ☐ Changes to your rent or service charges
- ☐ Your rights and responsibilities as a tenant
- ☐ Support available to you (e.g. financial, welfare)
- ☐ Estate and communal area improvements
- ☐ Anti-social behaviour and community safety
- ☐ Ways to have your say on our services (consultations, complaints & compliments information)
- ☐ What's happening in your community
- ☐ Volunteering and involvement opportunities
- ☐ Our performance and how we're doing
- ☐ Changes to our services or policies
- ☐ Staff and contact information updates
- ☐ Our annual report and key publications
- ☐ Job vacancies and apprenticeship opportunities
- ☐ Other - please tell us more
- ☐ I don't want to receive updates on specific topics



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

Summer **nature**
sunshine **gardening**
showers **flowers**
swimming **icepop**
picnic **seaside**

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

Please send your completed entry to:

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

Closing date for entries is 30 September 2026.

Name		Address	
Tel		Email	

A caring response when it mattered most: Mrs Wood's story

Returning home after spending Christmas with family should have been a lovely end to the festive period. Instead, the 100-year-old tenant came back to find a leak from her boiler had left water in her kitchen and bedroom, damaging flooring and some personal belongings.

When we visited Mrs Wood, she proudly showed us the card she had received from King Charles to mark her 100th birthday – a reminder of the woman at the heart of the story and why our staff worked so hard to rectify the issues.

Although the incident happened when services were limited, we moved quickly. After the repair was reported to the Emergency Out of Hours line, an operative attended within the hour, stopped the leak, carried out a temporary repair, restored the heating and helped mop up the water and move personal items to prevent further damage.

The same day, Rykneld Homes' Managing Director, Niall Clark, spoke directly with Mrs Wood's daughter, to explain the next steps and offer reassurance.

While damage to personal belongings and flooring would normally fall under a tenant's own home contents insurance in cases like this, we looked for practical ways to help beyond our standard responsibilities.

When we reopened following the Christmas period, a surveyor visited Mrs Wood and carried out a damp survey of the affected areas. He returned a few days later and a new boiler had been installed and the property had dried significantly.

When we visited Mrs Wood and Angela afterwards, both spoke warmly about the support they had received and the difference it made at a very difficult time.

Angela, said: "We returned to my mum's house on Boxing Day to discover the flooding.

"The first response from the operative was really good. He even rang me a couple of days later to check how everything was going. He was so understanding and caring – I couldn't praise him enough.

"I felt fully informed throughout and the timescales were really good, especially given the time of year.

"There were so many operatives and contractors involved, but they really worked with us and were all



Mrs Wood

lovely. It all went like clockwork and everyone was so accommodating.

"My mum was able to move back into her home a few weeks later and the Surveyor called me three months later to make sure everything was still going well, which we really appreciated."

Mrs Wood added: "I think Rykneld treated me really well."

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**

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**

Choice Move

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

Home Ownership

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

Housing Accounts/Rents

Tel: **01246 217670**

Tenancy Support

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

Community Involvement Team

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

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.

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**.