



# CUSTOMER ANNUAL REPORT

2020/2021

**Rykneid**   
HOMES  
*at the heart of communities*

# ANNUAL REPORT

This year's Annual Report for customers provides information about how we delivered services and our performance in 2020/21.

The past year has been a challenging one as we continued to deal with the effects of Covid-19 on customers and the business.

## KEEPING PEOPLE SAFE

Throughout the year Health and Safety for customers and staff has remained our highest priority.

Below are the six Health and Safety Performance Indicators that we will continue to report to you throughout the year. Essential safety checks are for the benefit of everyone and we would like to thank customers who give us access at the first appointment to allow these checks to be completed.



## Health and Safety performance 2020/21

Six Health and Safety Indicators	Performance at year end
1. % of communal areas with a valid water risk assessment	= 100%
2. % of Annual Lift Services completed	= 100%
3. % of communal areas with asbestos materials that have been re-inspected in line with the inspection frequency	= 100%
4. % of properties with a valid gas safety certificate	= 100%
5. % of properties with a satisfactory electrical installation certificate	= 99% (includes 65 customers Covid shielding)
6. % of monthly Fire Safety Checks to communal areas of flats	= 100%

### Compliance with Housing Standards

During 2020/21, in partnership with North East Derbyshire District Council, we commenced a review of Rykneld Homes' services compared against the Regulator for Social Housing's Consumer Standards. The review also looked forward to the forthcoming changes proposed in the government's Social Housing White Paper.

Key changes already put in place include:

- the adoption of the Together with Tenants Charter
- Signing up to the Housing Ombudsman's Code of Practice for Complaints.
- The publication of more information about how we keep tenants and residents safe through gas servicing, fire safety, electrical and water hygiene checks, asbestos testing and lift maintenance.

# SUPPORTING THE MOST VULNERABLE IN OUR COMMUNITIES

Coronavirus Response and Service Delivery during 2020/21

Since the lockdown started in March 2020 we have:



## Complaints

In 2020 Rykneld Homes signed up to the Housing Ombudsman Code of Practice for Complaints . This has seen some changes to the way we respond to complaints. For example, the three-stage review process has been reduced to two stages to try to resolve complaints more quickly to customer's satisfaction.

Each year we undertake thousands of service interactions , for example we received 100,794 phone calls last year, so we were pleased to receive as few as 44 formal complaints. They relate to the following service areas:

Service Area	Upheld	Not Upheld	Partially Upheld	Totals
Repairs and Maintenance	7	5		12
Community Sustainment (incl ASB)		3		3
Rent/Arrears collections		1		1
Housing Management and Support	2	16	3	21
Choice Move		3	1	4
Gas Servicing		1		1
Right to Buy and Leasehold management	1			1
Customer Services	1			1
<b>Total Formal Complaints</b>	<b>11</b>	<b>29</b>	<b>4</b>	<b>44</b>

# Complaints

64% of the complaints we received were responded to in target time – this is an area we need to improve upon next year. Where we cannot respond quickly we let customers know that we need more time to thoroughly investigate their complaint.

15 complaints were upheld /partially upheld or ongoing. Learning from these is important to identify areas or processes that are not working for customers. Three examples of learning following complaints where we have made improvements to services during 2020/21 are:

- To review and clarify the process about stepparents with access arrangements in the Choice Move service to ensure they are not penalised.
- To review how we deal with damp repairs, so frontline staff have the authority to resolve issues quickly.
- To ensure Operatives report back if a job has not been able to be completed , if further work is required or follow-on work is urgent.

## Performance Dashboard 2020/2021

We are pleased we have been able to continue providing many key services - including repairs and maintenance - with staff working very hard to adhere to Covid secure regulations – we thank everyone for their co-operation and patience.

The performance levels for 2020/21 reflect the impact of Government restrictions on all service areas including the reletting of properties , rent arrears recovery and travel to work restrictions.

Through the review of our contract with the Council we will be agreeing a set of new performance measures that will be published on our website , with the key customer facing measures reported in the Annual Report.



**% of rent collected = 95.27%  
against a target of 96.5**



**Average relet time for an  
empty property = 30 days  
against a target of 25 days**



**% of monthly Fire Safety  
checks to communal areas  
of flats = 100%**



**Average call centre response  
time = 2.20mins  
against a target of 50 secs**



**% of properties with valid  
gas safety certificates = 100%**



**% of Responsive Repairs  
completed on target = 99.21%  
against a target of 98.5%**

# Together with Tenants



We have adopted the national Together with Tenants Charter which sets out six key commitments for housing providers. Many of these things we already do at Rykneld Homes - the Together with Tenants Charter is about setting national principles aimed at improving service delivery across the country.

Over the past year our Community Involvement Team has been organising and supporting events – such as litter picks and helping local food banks – bringing people safely together during a very difficult time. We will be publicising our Community Involvement Team plans later in the year – and encouraging support from groups and individuals who are keen to get involved in these exciting projects.

## Operational Board

In 2020 we established an Operational Board which will lead the approach to Community Involvement. The Operational Board is made up of involved customers and stakeholders who are passionate about housing services in North East Derbyshire. They have set out an ambitious work plan for 2021/22 guided by the new Community Involvement Strategy and commitment to the Together with Tenants Charter. This will include:

- Review of customer Services Standards
- Review of local offers
- Delivery of the Customer Annual Report.

## Tenants Charter

- **Relationships:** treat all residents with respect in all of their interactions based on openness, honesty and transparency.
- **Communication:** provide, accessible and timely information on the issues that matter to residents, including important information about their homes and local community, how the organisation is working to address problems, how the organisation is run, and information about performance on key issues.
- **Voice and influence:** seek and value the views of residents, and use this information to inform decisions. Every individual resident will feel listened to on the issues that matter to them and can speak without fear.
- **Accountability:** work in partnership with residents to enable them to independently scrutinise and hold their landlord to account for the decisions that affect the quality of their homes and services.
- **Quality:** Residents can expect their homes to be good quality, well maintained, safe and well managed.
- **When things go wrong:** Residents will have simple and accessible routes for raising issues, making complaints and seeking redress. Residents will receive timely advice and support when things go wrong.

## Improving Existing Homes and increasing housing growth

North East Derbyshire District Council successfully applied for £1.6million of government Green Homes funding that will deliver energy efficiency improvements to more than 300 non-traditionally built homes across the district. This includes external wall insulation programme in Dronfield, Unstone and North Wingfield making homes easier to heat and keep warm.

We are working with the Council to develop plans to build more new homes for rent, shared ownership and open market sale to help meet housing need in North East Derbyshire.

We have brought back into use a block of flats in Unstone after they were badly damaged by fire – helping to safeguard homes in a very popular area. Rykneld Homes together with the Council, officially opened the flats complex at Hallows Court in Dronfield following a £750,000 refurbishment.



## Contract with North East Derbyshire District Council



**North East  
Derbyshire  
District Council**

**Rykneld**  
HOMES  
*at the heart of communities*

Rykneld Homes is owned by North East Derbyshire District Council and provides the housing services on their behalf.

During 2020 in partnership with the Council, we commenced a review of the Rykneld Homes' Contract to bring it up to date with the Government's forthcoming Social Housing White Paper and the Housing Regulators Standards .

This is scheduled for approval by the Council in 2021, which will see Rykneld Homes contracted to provide the Council's housing services for a further five years

# Where your money is spent

There are two budgets provided by the Council, 2020/21 expenditure:

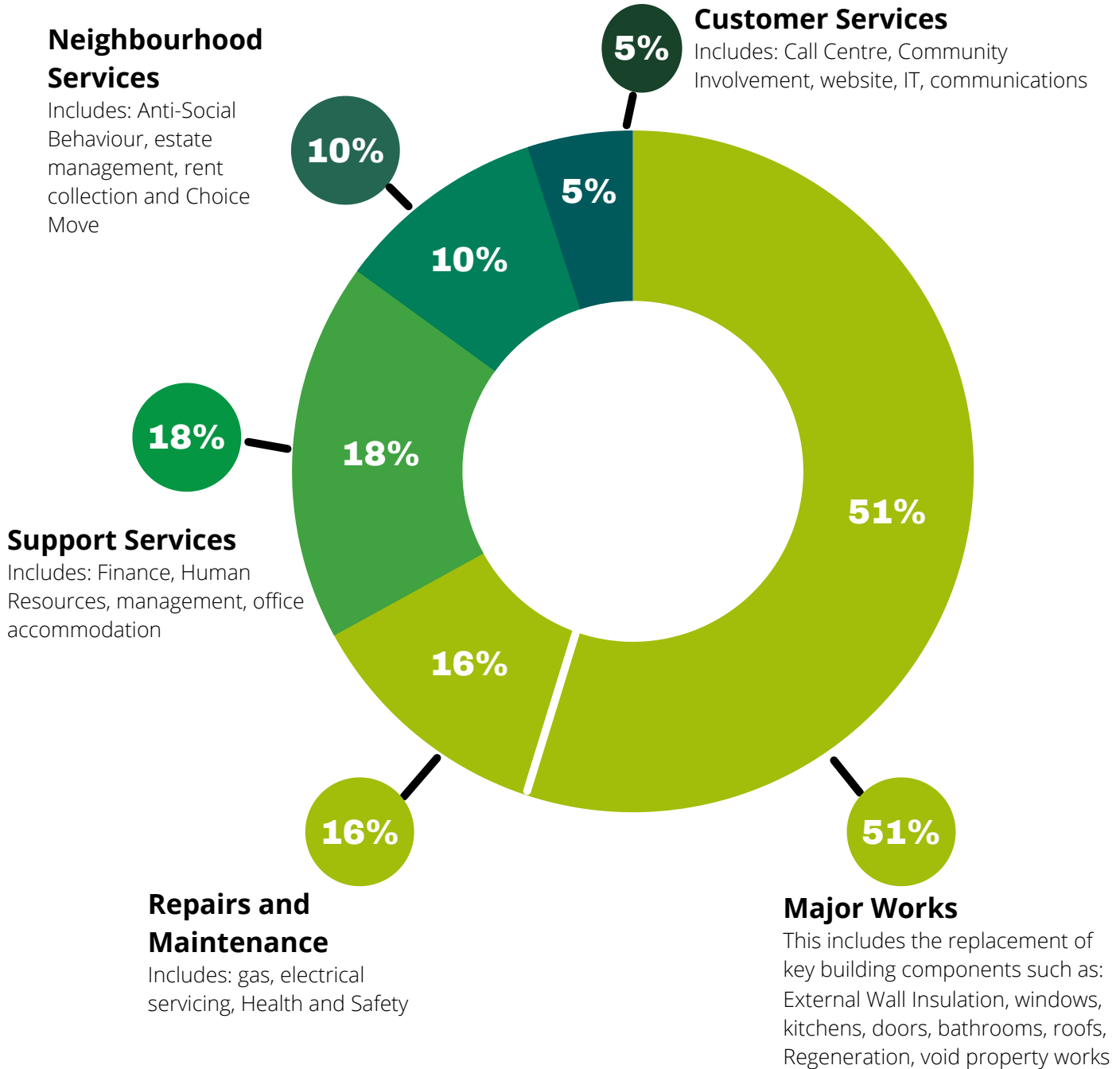
## Major Works

**(Capital Programme):** £11.5 million

New building components such as windows , doors, kitchens and External Wall Insulation

## Management Fee: £9.6 million

Includes Repairs and maintenance , housing management , customer and support services



## More information

**There is more information about our service delivery available to view on our website at [www.rykneldhomes.org.uk](http://www.rykneldhomes.org.uk)**

We want everyone to be able to access information about us at a place and time to suit them.

We are continually expanding our online delivery to meet the changing needs and expectations of our customers. Our online services include:

- My Account – allowing customers to set up a personalised account that gives access to their rent and payment details
- On-line forms including reporting a repair, setting up a Direct Debit, reporting Anti-Social Behaviour, registering to get involved in the work of Rykneld Homes, download a Housing Application form.
- Social Media. We have created a series of easy to follow videos which can be accessed from the website or YouTube demonstrating how to set up a Direct Debit, a My Account account, and simple tasks such as changing a heating thermostat battery.



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



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