

Your Rykneld

RYKNELD HOMES CUSTOMERS MAGAZINE

WINTER 2024



**Gardening Competition
2024 Winner**

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**Keep Warm
Keep Well**

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**Customer Annual Report
2023/24**

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Welcome

Welcome to the autumn edition of Your Rykneld. This bumper edition includes our Annual Report 2023/24 where you can find the results of our Tenant Satisfaction Measures, Complaints, Performance, and much more. Read more on pages 12 to 21.



You may have noticed some new white Rykneld Homes vans around the District. They are starting to replace some of the older blue vans. We hope you agree that they look great!

Our Regeneration works have been moving along at a great pace since the summer. We were proud to welcome the MP for North East Derbyshire, Louise Jones, to view the progress of the 70 new homes being built at the Whiteleas Avenue site in North Wingfield.

We also celebrated the completion of the 500th home in the current Social Housing Decarbonisation Fund (SHDF) programme. Our customer from Killmarsh was delighted with the works and was already feeling the benefit of the External Wall Insulation. Read more on pages 4 and 5.

Last month, Your Scrutiny Team judged the impressive entries to our Gardening Competition. They were amazed by the standard of the entries and had a tough job choosing a winner!

Our Community Involvement Team have continued to support a range of projects throughout the District to support our customers and the wider community. Read more on pages 6 and 7.

We would love to hear your thoughts about Your Rykneld so please get in touch with us to give us your views.

Lorraine Shaw
Managing Director

And the winner is... Mrs Coupe from Calow

Mrs Coupe was delighted to win the Your Rykneld competition. She said, "When I got the phone call it felt like I had won the lottery. I've been doing the wordsearch for years so it was a lovely surprise."



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 23. Good luck!



Mrs Rees and Lisa Thomas (Rykneld Homes Customer Liaison Officer) marking the completion of the 500th home on the current SHDF programme

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Customer Annual Report 2023/24

Front Cover:

Photograph of new Rykneld Homes van.

Gardening Competition 2024 Winner

Earlier this year we launched a Gardening Competition and invited our green-fingered customers to share with us some photographs of their gardens.

We received some wonderful entries which included colourful flower beds, lovely lawns, pots overflowing with blooms and even a very impressive vegetable patch.

We asked Your Scrutiny Team to judge the entries and they really had their work cut out!

The hard work and dedication of our customers to make a space they can be proud of was quite overwhelming and we want to thank everyone who submitted their photographs.

After much deliberation, the winner was announced as David and Arlene from Killamarsh.

We went out to see them to deliver their prize of £100 in vouchers and see their wonderful garden.

When asked about his favourite aspect of gardening, David said: "Gardening is a wonderful form of relaxation. My wife and I take pride in our garden and enjoy occasionally entertaining family and friends in it when the weather permits.

"We have lived here for seven years and have spent many happy hours in our garden."



Property Alterations

We know that lots of our customers work hard to keep their home clean and well-maintained and sometimes they want to make home improvements.

We would like to remind all customers that before carrying out internal or external improvements or alterations to your home, you must obtain written permission from us.

Permission can be sought by emailing us, writing a letter or completing our online form.

Written permission can usually be granted without asking you for more information although sometimes we will need more information about your plans.

Please do not make an alteration to your home

before you have received written permission from us.

If written permission is not obtained before you start the alteration, you would be responsible for the upkeep and repair of the alteration and could even be held liable for the costs of returning the property to its original condition.

One alteration that we would not grant permission for would be the painting or vinyl wrapping of kitchen cupboard doors and drawer fronts. The cupboard doors and drawer fronts have a laminate factory finish which provides a hygienic and watertight surface. Painting or wrapping them can remove this.

For more information, please visit our website: www.rykneldhomes.org.uk/your-home/your-tenancy.



MP Visit to Whiteleas

North East Derbyshire MP, Louise Jones visited the Whiteleas site in October.

Our Deputy MD Niall Clark showed her around new bungalows, updated her on the progress made and our plans to add 400 properties to North East Derbyshire District Council's housing stock by 2028.

He said: "We had a very encouraging meeting with Louise and North East Derbyshire District Council where we told her all about our partnership work.

"Louise was pleased to hear of our recent RSH inspection result and was interested to hear about our plans to build and acquire new properties, improve our existing homes, our sustainability initiatives and community involvement work.

"Louise also talked to us about her first 100 days in office and her Government's plans to deliver new homes, including social housing like on the development at Whiteleas."

500 home milestone reached in £21m energy improvement scheme

More than 500 North East Derbyshire homes are warmer and cheaper to keep warm after work to improve their energy efficiency.

Rykneld Homes has worked closely with principle contractor Sustainable Business Services UK (SBS) to deliver the scheme installing external wall insulation to homes in North East Derbyshire District Council's social housing stock.

The outcome is a reduction in the carbon footprint of homes by 966 tonnes a year - an amount which is the equivalent to driving 8.9million miles in an average petrol car.

Rykneld Homes customer, Alison, lives with her family in the 500th home to have works completed. She said: "The work has made a huge difference to how the house looks and feels.

"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."

She added: "When you're renting you rely on your landlord to look after your home, Rykneld do such a great job. They treat my home as if it were their own.



"I'm really proud of it and looking forward to decorating it and getting the inside looking as good as the outside."

The 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.

Keys handed over to couple married for 50 years as £11m social housing development takes shape

- First phase of Whiteleas development is now complete
- Customers have started to move into new build bungalows on North Wingfield site
- 70 home development will have 48 properties managed by Rykneld Homes

A couple married for 50 years are among the first customers to move into brand new bungalows on a new £11m social housing development.

Angela and David made the move to a two bed bungalow on Whiteleas after deciding the time was right to downsize and leave their family home of 30 years.

The move was particularly tough for Angela, 66, who grew up on the same street where she went on to bring her own family up.

"We raised our family and lived there for 30 years, it's time for someone else to be able to do the same now," she said.

"We had so many happy memories so it was hard to leave but the time was right and we want another family to create their own memories - I hope whoever moves in is as happy as we were there."

When complete, the new development will consist of 48 homes for affordable rent owned by North East Derbyshire District Council and managed by Rykneld Homes - comprising a mix of two, three and four-bed houses, as well as two-bed bungalows.

The first two-bed properties will be handed over to



Rykneld Homes shortly with more to follow between now and the development's estimated completion next summer.

Some 22 properties - made up of a mix of two and three-bed houses - will be made available for sale on the open market.

Angela and David were among the first customers to move in as the first keys were handed over by developer Vistry.

Angela added: "Everyone's been really supportive and the move has been very straightforward.

"We've been given the time we needed to move down from the old house and now we're in, we can't wait to get settled and enjoy it."

The couple added: "We know how lucky we are to have a brand new bungalow, everything is just right."

The 48 houses that will be handed over to Rykneld Homes will count towards its target of adding 400 new properties to council stock by 2027.

Also moving into a bungalow is Simon, he will live at the cul-de-sac home which also boasts a corner garden, with his pet dog Mabel.

"Mabel loves it, she just keeps running around the garden. She can't believe her luck."

"I can't either to be honest - it's exactly the fresh start I need."

"I can't thank the Rykneld team enough, they've been brilliant with the move and I'm looking forward to decorating and getting to know the neighbours."

Community Involvement Round Up



A Summer of Fun in Grassmoor

A Summer of Fun in Grassmoor

Hundreds of families benefitted from an amazing programme of activities throughout the summer in Grassmoor, supported by Rykneld Homes.

Working with a fabulous group of volunteers, we successfully applied for over £10,000 of funding from the Holiday Activities and Food Programme 2024 to deliver activities in Grassmoor and Hasland.

The Grassmoor sessions were delivered at Barnes Park in Grassmoor with 154 individual young people registered - many of them attending multiple sessions.

16 sessions in total ran with almost 1,000 picnic lunches being provided over a four-week period at no cost to attendees.

The focus of every session was sports although lots of other activities were available including crafts workshops, a small petting zoo, forest school, Madame Zucchini vegetable show, circus skills and birdbox making.

The feedback was really positive with one attendee writing to the Derbyshire Times to thank the group for organising the project.

Grassmoor By The Sea

At the end of the summer, we supported a newly formed community group to organise 'Grassmoor by the Sea' – a wonderful seaside-themed event for local families, using funding from the Rykneld Homes Neighbourhood Improvement Budget.

Grassmoor by the Sea was the fourth event organised by the Grassmoor and Hasland Youth and Children's Support Group and attracted an incredible

250 people who enjoyed a range of attractions including: a sand pit, Punch & Judy, bouncy castles, hook-a-duck, fish and chip van, ice cream van, face painter, limbo finale (£20 Greggs voucher for the winner) and much more!

Our Community Involvement Officer, Jessica Popplewell-Barker has worked in Grassmoor for many years. She helped the group with their constitution to enable them to access funding.

Jessica said: "I helped set up a school summer holidays project in Grassmoor over ten years ago because there was very little for children and families to do at that time in the area.

"Much has changed since then and Grassmoor is now a hive of activity thanks to members of the local community. The wonderful volunteers have worked hard to establish a wide range of projects for all ages.

"We are always looking for more people to help us so please get in touch with us to find out more."

Val from Grassmoor and Hasland Youth and Children's Support Group, said: "Jessica has been a great support in all the groups – she is always heavily involved with the community events in Grassmoor.

"We couldn't hold these events without funding and our great team of volunteers. Whether it's making drinks, booking entertainment, arranging funding or picking up litter after the event, every volunteer plays a vital role."

The group has some really exciting events in the pipeline and we look forward to continuing to work with Grassmoor and Hasland Youth and Children's Support Group in the future.



Grassmoor By The Sea



St Matthew's Parish Church, Renishaw

St Matthew's Parish Church, Renishaw

We were delighted to support a Warm Spaces Project at St Giles Parish Church in Killamarsh earlier this year through funding from our Neighbourhood Improvement Budget (NIB).

The support offered did not end with funding though. Our Community Involvement Team were able to provide a diverse range of activities for the participants at some of these sessions, including Kurling and budget-friendly cooking.

During one of the sessions, the Reverend approached our Community Involvement Officer to assist with the much-needed renovation of the kitchen at St Matthew's Parish Church in Renishaw.

Collaborating internally with our Capital Works Team, we commissioned A-Rock Construction to design and price a kitchen renovation plan.

The proposal was submitted to the Travis Perkins Community Legacy Fund and was subsequently approved. The Travis Perkins Community Legacy Fund sees 1% of our total expenditure with Travis Perkins allocated to this fund, enabling Rykneld Homes to select community projects to receive funding and support.

This is the largest project undertaken to date using the Travis Perkins Community Legacy Fund and we hope to support many more projects in the future.

North Wingfield Litter Pick

On 2 October 2024, a team of 13 helpers spent a morning cleaning up the Whiteleas Estate in North Wingfield.

The group included representatives from:

- Rykneld Homes Community Involvement Team
- Rykneld Homes Estate Caretakers
- North East Derbyshire District Council
- Chesterfield Litter Pickers
- Rapid Relief Team
- Vistry Group - our build partner on the Whiteleas site.

Around 15 large bags of litter were collected, plus larger items including a chainsaw, mattress and broken furniture.

Following the litter pick, we were contacted by a local scouting group who wish to continue this good work by organising their own litter pick in North Wingfield.

We are happy to support groups through equipment loans and community grants. Please get in touch if you would like to organise a litter pick in your area.



North Wingfield Litter Pick

Enterprising Women Awards

In October, Jessica Popplewell-Barker (Community Involvement Officer) attended the Enterprising Women Awards in Leicester.

Jessica was shortlisted in the Social Commitment Award category, which recognised the positive social impact women are making through their organisations.

Jessica was up against some remarkable women in the category and although she did not win the award, we are immensely proud of the great work she does throughout the District.



Enterprising Women Awards

Keep Warm Keep Well

The cold weather can cause problems for some of our customers. Here is some information to help you and your family stay safe and well this winter:

- Keep your home heated above 18 degrees
- If you are above Pension Age and don't already receive Pension Credit, visit the GOV.UK website to see if you qualify
- Familiarise yourself with the location of your stop tap – you'll need to turn it off quickly in the event of a burst pipe
- Keep basic items such as soup, long-life milk and teabags in the cupboard in case you can't get to the shop
- Have plenty of hot food and drinks to keep you warm and try to stay active. If you cannot walk around, try chair-based exercise
- Take advantage of the winter flu jab available through the NHS and in some cases, your employer
- Be a good neighbour – keep an eye on others living around you and if you have any concerns, please let us know.

Frozen Pipes

To prevent pipes freezing, you should insulate them using pipe lagging. Frozen pipes can cause your heating to stop working and result in bursts. If pipes inside your home freeze, you can gradually introduce



heat to the frozen pipe to avoid bursts, using a hair dryer or fan heater. Turn off the main water supply at the stop tap until the pipe is thawed.

If the pipe bursts, make sure the stop tap is off and drain the system by opening all the taps to the basin, sink and bath.

Outside taps - It is recommended that you turn off the water supply to your outside tap using its stop tap. Open the tap to drain any water from the pipes and lag exposed pipework to prevent frozen and potential burst pipes.

Frozen Condensing Boiler - If your condensing boiler stops working in very cold weather, the condenser waste pipe outside your home may have frozen. Try defrosting it with hot water. Once thawed, the boiler must be reset.

Planet First Energy

The Planet First Energy Advice Centre offers a free energy advice service which is open to everyone in the North East Derbyshire area. The Drop In centre opens on the 3rd Thursday of the month from 10am until 4pm at 1 Dronfield Court, Dronfield Civic Centre, Dronfield S18 1NQ. Call them on 01246 386740 or email info@theenergyadvicecentre.co.uk.

Condensation and Mould

Most homes get condensation at one time or another but it usually happens more frequently during the colder months. If steps aren't taken to reduce or treat the causes of condensation, it can lead to the surfaces in your home to become damp and create the conditions for mould to grow.

We encourage all customers who are having problems with mould or damp in their home to report it to us. Our Damp Inspection Team can investigate the issue through a full property survey and put steps in place to deal with it.

Our Condensation and Mould leaflet is available to download on our website and provides a range of information about preventing and dealing with Condensation and Mould.

How to Reduce Condensation

Condensation occurs when moist air comes into contact with colder surfaces such as walls, windows, or toilet cisterns.



Wipe down any affected walls, ceilings and window frames using a Health and Safety Executive approved fungicidal wash - do not use household bleach as this will not solve the problem and is not recommended by health and safety experts.

- When cooking – always cover boiling pans, open the window, close the interior kitchen door and use an extractor fan (if fitted)
- When bathing – keep the bathroom door closed, open the window and use an extractor fan (if fitted). When filling a bath, run the cold tap first and then add hot water – this will significantly reduce the amount of steam produced
- When washing/drying clothes – dry clothes outside



where possible but if drying clothes inside is unavoidable, use an ailer in a warm and well-ventilated room with the internal door closed. Do not put wet clothes directly on a radiator as this causes excess moisture in the air. If a tumble dryer is used, it must be ventilated directly to the outside air

- Heating – keeping your home heated at between 18-21 degrees is the most efficient way to keep rooms warm enough to avoid condensation
- Improve ventilation – all homes need some ventilation. This will create air changes and help to reduce condensation by removing moist air from the home and replacing it with drier air.

Portable Gas Heaters

The cost of living has resulted in many of us having to think a little more about the energy we are using in our homes.

We have been made aware that some customers may be trying to reduce their energy costs by using portable gas heaters, camping cookers and gas/electric cookers to heat their homes.

There are a number of risks associated with using portable gas heaters but they can also cause condensation and damp in your home. They produce about a litre of moisture for every litre of fuel that is used.

Alongside Derbyshire Fire & Rescue Service (DFRS), we are urging our customers to take simple steps to protect themselves from accidental fires and the risks of carbon monoxide poisoning.

KEEP WARM KEEP WELL

Visit the DFRS to carry out an online home fire safety check for you or your family - <https://www.safelincs.co.uk/hfsc/>

Symptoms of Carbon Monoxide Poisoning

- Tiredness
- Headaches
- Nausea
- Drowsiness
- Becoming increasingly erratic
- Feeling light-headed.

If you experience any of these symptoms, turn off the appliance immediately, open the windows and seek medical attention.

Top safety tips when using portable heaters:

- Always follow the manufacturer's instructions
- Only buy a heater if it has a British or European safety mark
- Keep your heater at least one metre away from furniture and curtains
- Do not move a portable heater while it's switched on

- Switch off and unplug heaters before going out or going to sleep
- Use fireguards to prevent children and pets from touching them
- Never dry washing on heaters or put anything on top that will obstruct the air grilles
- If you are using a portable gas heater, please ensure that you store the spare gas cylinders safely in line with the Rykneld Homes Tenancy Agreement. The cylinders must be stored outside of the home, out of direct sunlight or frost.



Paying Your Rent this Christmas



Christmas can be an expensive time of year and as the holiday season approaches, we understand that many customers may be facing financial challenges.

It is important to remember that rent is still due, even during the holidays.

Putting a plan in place to prevent rent arrears occurring will help to ease some of the financial stress associated with the Christmas and New Year period.

Paying short or missing payments during the festive period means that you will start the New Year in arrears, which can cause stress and worry and put your tenancy at risk.

We want to help you to enjoy Christmas without having to worry about money problems.

If you're struggling to pay your rent, please let us know as we can offer advice and support. The sooner you contact us, the sooner we can speak to you about your options.

Our friendly and experienced Rents Team are available to offer support by calling 01246 217670 or email rents.team@rykneldhomes.org.uk.

Pension Credit

You may be aware of the recent eligibility changes to the Winter Fuel Allowance.

We want to urge all people over Pension Age to check if they are eligible to claim Pension Credits. Even a small entitlement could mean you qualify for the Winter Fuel Allowance and potentially other benefits.

You must apply for Pension Credits before 21 December 2024 to qualify for this year's Winter Fuel Allowance.

To check if you qualify for Pension Credit, use the Pension Credit calculator on the GOV.UK website: <https://www.gov.uk/pension-credit-calculator>.

If you have any questions or are struggling with the application, please contact Citizen's Advice or the Rykneld Homes Financial Inclusion Officer.

Stock Condition Surveys

Working in partnership with North East Derbyshire District Council (NEDDC), we are currently carrying out stock condition surveys of all of the Council's properties. We have appointed Savills, a specialist in this field, to undertake these surveys.

Stock condition surveys are a visual inspection of your home. The visit will involve a Savills surveyor assessing the age and condition of the property.

You do not need to do anything in preparation.

Most surveys will take between 30 and 45 minutes and look at the kitchen, bathroom, boiler, windows, roof and chimney, heating system, electrics, loft and the general physical condition of your home.

Some properties may also require an Energy Performance Certificate (EPC) assessment. This will mean the surveyors will need to remain in your home slightly longer. Your surveyor will outline the process and answer any questions you may have when they visit.

We will be sending letters out to let you know when the Savills Surveyors will be in your area although you will not need to wait in. If you are not at home, they will leave a card with details of how to rearrange a visit or call again.

Surveying the Council's stock in this way enables us to make decisions on how and when we invest in improving and futureproofing the properties. This means better homes for you and all of our customers.

It is part of our commitment to ensure we are providing safe and decent homes. The Regulator for Social Housing also requires us to share stock condition information, in order to ensure we are meeting the Decent Homes Standard.

Frequently Asked Questions

What is a stock condition survey?

A stock condition survey is a visual inspection of the fixtures and fittings in your home, such as kitchens, bathrooms, windows and doors.

What will happen during the survey?

The surveyor will need to access every room. They will also need to look at your boiler, fuse box and they may need to access your loft. They will also assess the outside of your property, looking at things like the roof, chimney, walls and fences. You don't need to do anything to prepare for the visit.

What is a stock condition survey for?

The information collected by surveyors gives us an up to date record of the condition of NEDDC



properties. This helps us plan maintenance works and decide when and where we need to invest in improving our properties.

The stock condition survey is also important for identifying hazards or risks associated with your home, ensuring your safety.

How will I know the surveyor is genuine?

The surveyor will be wearing a Savills uniform and will carry an ID badge.

Will the surveyor take photos?

The surveyor may need to take some photographs. These will not be shared with anyone.

What if I am not at home?

The surveyor will leave a card with instructions on how to arrange a visit or call back again later.

Do I have to let the surveyor in?

Yes, the survey is part of your Tenancy Agreement and we are legally required to share stock condition survey data with the Regulator for Social Housing.

Does the survey mean my home will be improved?

Not necessarily. The surveyor will make us aware of any health and safety concerns or notify us if your home needs immediate improvement works. Otherwise we will review the stock condition surveys as part of our continuous commitment to providing safe and decent homes.

Will I get to see the survey results?

The results are used to help us plan our maintenance and improvement programmes and are not shared with customers.

For more information about the Stock Condition Surveys please call us on 01246 217670, email contactus@rykneldhomes.org.uk or visit our website www.rykneldhomes.org.uk.



Customer Annual Report

2023 - 24

Rykneld
HOMES 
at the heart of communities



*70 new homes are being built on the Whiteleas Avenue site at North Wingfield
Progress visit to site included Rykneld Homes staff, Countryside Partnership staff and Cllr Nigel Barker*

Welcome to Rykneld Homes Customer Annual Report for 2023/24

This has proved another busy and successful year for Rykneld Homes.

The new Tenant Satisfaction Measures were introduced with great results – 84.8% of customers reported they were satisfied or very satisfied with overall services provided by Rykneld Homes. Thank you to everyone who responded.

Our housing services were inspected against the new Consumer Standards. The Regulator of Social Housing (RSH) can award judgements of C1 (the highest) to C4 (the lowest) - the C stands for Consumer Standard. We were awarded C2 – the highest any Council landlord has received to date.

The judgement stated NEDDC/RHL:

- has appropriate systems in place to manage its health and safety responsibilities
- is managing the risks associated with damp and mould
- offers tenancies which are compatible with the needs of individual households and sustainability of the community
- adopts a respectful approach to tenants and understands their diverse needs
- delivers fair and equitable outcomes for tenants
- offers a range of meaningful opportunities for tenants to hold it to account
- regularly provides a range of relevant and accessible information to tenants
- handles complaints effectively and promptly.

“The RSH grade and inspection report reflect the determination and dedication of our teams to ensure all of our tenants live in safe decent homes and feel heard and supported. We’re working with the RSH on making the improvements suggested by inspectors - many of which we had already started prior to the inspection - to further demonstrate our commitment to customers and work towards a C1 judgement.”

Lorraine Shaw, Managing Director of Rykneld Homes

TENANT SATISFACTION

Tenant Satisfaction Measures 2023-24

Thank you for 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.

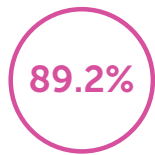


To the question:

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 / very 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 go to www.rykneldhomes.org.uk.



Satisfaction with the repairs service



Satisfaction that Rykneld Homes keeps you informed



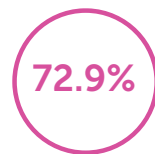
Satisfaction that Rykneld Homes listens to your views and acts on them



Satisfaction that RHL makes a positive contribution to neighbourhoods



Satisfaction that Rykneld Homes treats you fairly and with respect



Satisfaction that Rykneld Homes keeps communal areas clean and well maintained



COMPLAINTS

In 2023/24, we received and investigated a total of 51 formal complaints, of which 100% of Stage 1 and 90.9% of Stage 2 complaints were responded to within the Housing Ombudsman Complaint Handling Code timescales. Below is a breakdown of the service areas where we have responded to complaints and the outcomes.

| SERVICE AREA | UPHELD | NOT UPHELD | TOTALS |
|--------------------------------|-----------|------------|-----------|
| ASB | 0 | 1 | 1 |
| ASSET INVESTMENT | 1 | 0 | 1 |
| CHOICE MOVE | 0 | 3 | 3 |
| DAMP | 7 | 1 | 8 |
| HOUSING AND SUPPORT | 2 | 4 | 6 |
| MULTIPLE SERVICE AREAS | 4 | 1 | 5 |
| REGENERATION | 9 | 0 | 9 |
| RENTS | 0 | 2 | 2 |
| REPAIRS AND MAINTENANCE | 11 | 2 | 13 |
| VOIDS | 1 | 2 | 3 |
| TOTAL FORMAL COMPLAINTS | 35 | 16 | 51 |

Learning from Complaints

Each complaint we receive is treated as an opportunity for us to learn and to improve our services. The actions that have taken place as a result of learning from complaints in 2023/24 include:

- Reviewing and improving the Equality, Inclusion and Diversity Policy and Delivering Services to Vulnerable Persons Policy
- Reviewing and improving The Equality Impact Assessment Process and undertaking staff training to ensure customers circumstances are effectively considered during service delivery
- Improved communication for customers by requiring specific service teams to put any agreed actions with customers in writing
- Improving the Adaptations Policy to ensure customers are given advice and support when referred for a Disabled Facilities Grant (DFG)
- Increased capacity in our Complaints Team by appointing a new member of staff to support customers during the complaints process
- TSM Satisfaction with complaints handling was 43%. This is inline with the claims not upheld at 45%. RHL's complaints service is compliant with the Housing Ombudsmans Complaint Handling Code, we will continue to seek ways to improve this service.

PERFORMANCE DASHBOARD 2023/24

Proportion of homes for which all required gas safety checks have been carried out = 99.9%



Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out = 100%



Proportion of homes for which all required legionella risk assessments have been carried out = 100%



Proportion of homes for which all required communal passenger lift safety checks have been carried out = 100%



% of emergency repairs carried out within target timescale = 98.2%



% of non-emergency repairs carried out within target timescale = 98.1%



Proportion of homes that do not meet the Decent Homes Standard = 8.7%



Proportion of homes for which all required Fire Risk Assessments have been carried out = 99.2%



Richard Garlick (Rykneld Homes Joiner)

Rykneld Homes Website

The Rykneld Homes website is a key communication tool, allowing our customers to access a range of information about our services 24 hours a day, 7 days a week.

It also allows us to post important messages, publish press releases and news stories and provide information about our services, policies and procedures.

**For more information, visit our website
www.rykneldhomes.org.uk**

Along with providing information, there is so much our customers can do on our website including:

- Report a Repair
- Pay their rent using our secure online payment system
- Access our Choice Move system to search for and bid on available properties
- Report Anti Social Behaviour
- Make a complaint or compliment
- View our current vacancies
- Find the details of your Neighbourhood Team
- Get Involved with Rykneld Homes
- and much more...

BUSINESS PLAN KEY PRIORITY: Improve Existing Housing

In 2023/24, we delivered the Council's £21.2million Major Works programme.

The programme has proved successful with customer satisfaction at 97%.

The following key component upgrades to homes were complete:

| Element of Works | Number of Homes |
|---|-----------------|
| New Heating Systems | 289 |
| Bathroom and Shower Replacements | 92 |
| New Kitchens | 105 |
| Rewires | 57 |
| External Wall Insulation and External Works | 295 |
| New Windows | 218 |
| New Roofs | 116 |
| Adaptations | 89 |
| Voids Works to Decent Homes Standards | 346 |
| Total Number of Elements | 1,607 |

BUSINESS PLAN KEY PRIORITY: Increase Housing Growth



(l-r) Cllr Nigel Barker (Leader of the Council - NEDDC) and Niall Clark (Director of Customer and Strategic Partnerships (Deputy MD) - RHL)

Whiteleas Avenue, North Wingfield

The new build project at Whiteleas started on site in September 2023.

The first new properties handed over by the developers in July 2024. 70 new homes 48 for affordable rent and 22 will be sold on the open market.

Rykneld Homes works with NEDDC to increase the number of affordable and social homes in the district. In the last year we have purchased homes in the following areas:

Higham fields – 5 new 2-bedroomed houses for affordable rent

Shirland – 4 new 1-bedroomed houses for affordable rent

Calow - 9 new houses - 8 x 1-bedroomed houses and 1 x 2-bedroomed house.



Stonebroom - 77 new two-bedroom bungalows

Subject to planning permission, 77 new two bedroom bungalows will replace the old pre-fabricated bungalows at Stonebroom. We have taken on board the views and needs of people who live in the bungalows to shape the options we are proposing for redevelopment.

Following consultation with the tenants we have undertaken short term works until the redevelopment works can commence. This has included works to defective windows, mastic seals and improved security.

The redevelopment works is scheduled to start in 2024/25.

EQUALITY OBJECTIVE DELIVERY

EQUALITY OBJECTIVE 1: IMPROVE ACCESSIBILITY OF SERVICES (EQUALITY)

- We have delivered training to staff and contractors that need to undertake equality impact assessments to ensure that customers vulnerabilities are fully considered when delivering services
- The Tenant Scrutiny Panel commenced their review of the new website including accessibility checks in December 2023. They will report their findings in 2024.

EQUALITY OBJECTIVE 2: SUPPORT PEOPLE TO LIVE INDEPENDENTLY AND SUSTAIN THEIR TENANCY (EQUALITY)

- Our Business Plan 23/27 sets a target to deliver 400 new homes. We are on course to deliver against this target - to date the total number of approved homes through new build and buy backs is 276
- We have supported NEDDC to review its Adaptation Policy. The updated policy will ensure consistency of service delivery and provide more support and advocacy to help applicants consider different routes to secure adaptations.

EQUALITY OBJECTIVE 3: SUPPORT ALL CUSTOMERS TO SHAPE SERVICE DELIVERY (INCLUSION)

- We have promoted the complaints service on the website and through Your Rykneld to ensure that everyone can make a formal complaint. We have confirmed compliance with the Housing Ombudsman Services Complaint Handling Code to ensure the service provided meets best practice
- Your Scrutiny Team continue to undertake reviews of service areas and make recommendations to the Board to improve services. 2023/24's projects included customer satisfaction with the Contact Centre and the Lettable Standard.

EQUALITY OBJECTIVE 4 – SUPPORT AND PROMOTE THE DIVERSITY OF COMMUNITIES AND RYKNELD HOMES (DIVERSITY)

- The Community Involvement Team have delivered events including summer holiday projects for children and young people, funded by the Government's Holiday Activity Fund.
- These included:
 - Eckington
 - Stonebroom
 - Mickley
 - Renishaw
 - North Wingfield
 - Holmgate.

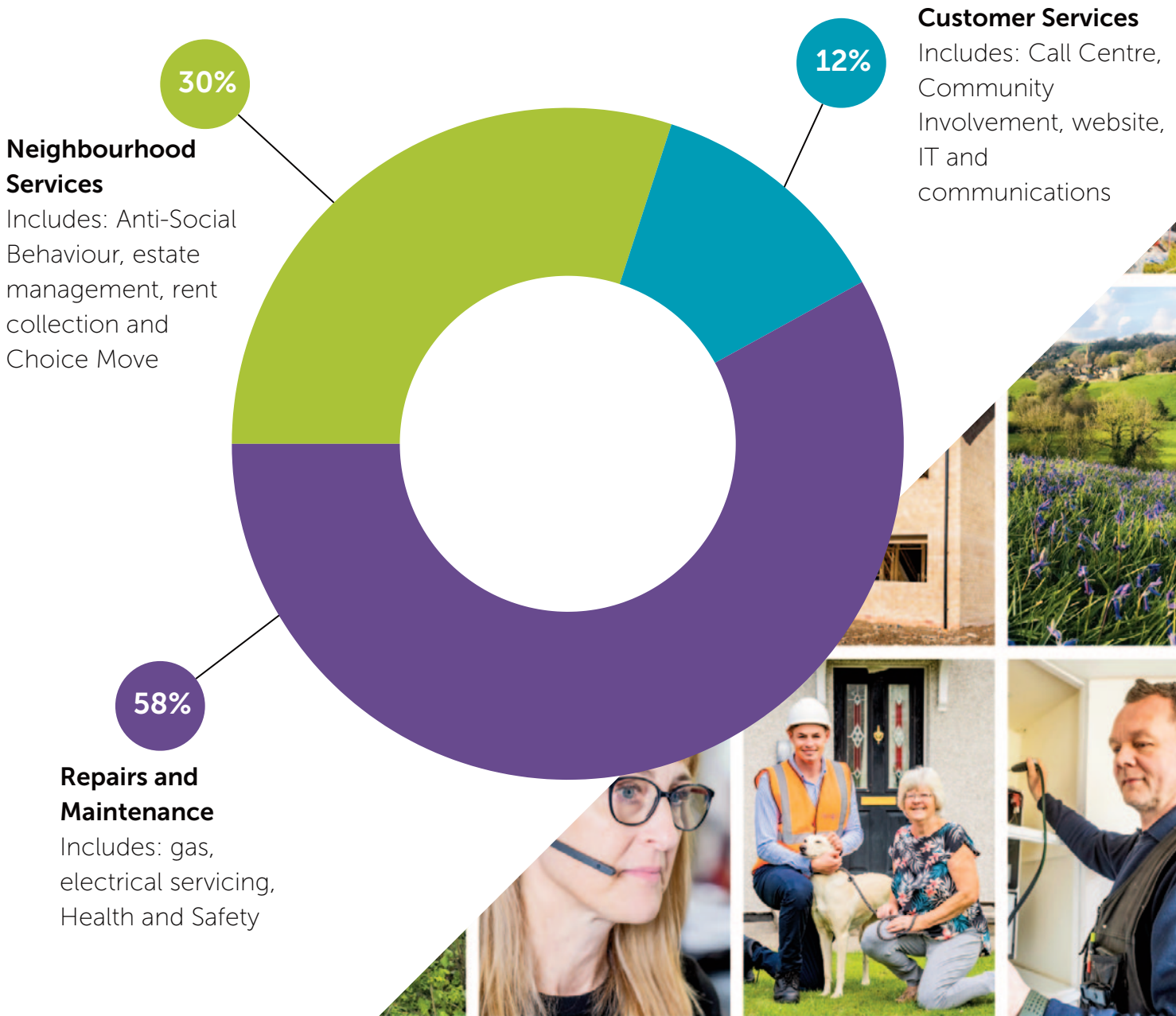
We delivered a Kurling tournament in Eckington suitable for customers with limited mobility, tea dances aimed at elderly customers and two 'Share the Warmth' events aimed at giving out donated winter clothing to families. We've also attended community market days and galas, run cooking sessions and clean ups.

WHERE YOUR MONEY IS SPENT

Service Delivery Expenditure 2023/24

The expenditure to provide all services was £11,943,962. This includes Repairs and Maintenance, Housing Management and Customer Services.

The chart below gives more detail about the service areas that the (Revenue Budget) covers and the breakdown between the main service areas. You can find more information including the Final Accounts and Financial Statements on the key documents page of the Rykneld Homes website.



COMMUNITY INVOLVEMENT

Operational Group Board - A Customer Perspective

Our Operational Group Board (OGB) is made up of Rykneld Homes (RH) customers, who come together throughout the year. They meet with RH members of staff to learn about how the organisation is performing and give their input on proposed service improvements.

Service Standards

Our biggest consultation this year was all about RH's Service Standards. It asked customers to tell us which services were most important to them. We received 644 responses to the survey and this information is being used to help us create a new set of standards, so they match up to what our customers care about the most.

The new Service Standards that come out of this process will be promoted to customers in 2024/25.

Key Themes and Achievements

This year the group have focussed on a range of key areas and have helped RH departments across the organisation develop and instil a number of policies and working documents. These have included:

Policies

- Repairs Policy
- Delivering Services to Vulnerable People Policy

- Equality, Diversity and Inclusion Policy
- Business Plan
- Customer Annual Report
- Damp Mould and Condensation Policy.

Consultations

- Service Standards
- Consultation Website and Home Contents Insurance
- Performance Workshop
- Permanent and Temporary Moves.

The OGB works closely with other involvement groups, including the Your Scrutiny Panel and the Digital Involvement Group (DIG).

The DIG is made up of over 300 customers, who receive regular online surveys from RH. These surveys help RH to canvas customer views so we can continuously improve our services.

Your Scrutiny Team

The Your Scrutiny Team (YST) is a group made up of customer volunteers who come together regularly to investigate how RH is performing in specific areas of the business. They conduct detailed research and write up a report with recommendations for service improvements. This report is then provided to the Board, who provide feedback on the recommendations and ensure those that are accepted are enacted.



COMMUNITY INVOLVEMENT



Key Themes and Achievements

Lettable Standard

The Scrutiny Panel investigated if RH's current Lettable Standard is still suitable and relevant for customers.

It was identified that the Lettable Standard should be considered a good example of best practice countrywide but there is always room for improvement.

The Panel made 11 recommendations to RH Board with nine of these being accepted.

These included :

- Transfer inspections will now be carried out by the Housing Officers and Surveyors so it can be agreed at the inspection if the floor coverings can be left in the property. This training is now being delivered to RH staff
- Satisfaction Surveys will be revisited between 3–6 months after the customer has moved into the property so the customer has more time to reflect on their experience and condition of their new home
- Specifications for individual works will be made available to customers upon request

- More advice about damp and mould will be included in the revised version of the Lettable Standard.

Contact Centre Satisfaction

The Panel reviewed how Contact Centre performance compared to other similar organisations. The always high performing Customer Advice Support Team delivered an excellent service to customers and the methodology of how it captures its satisfaction data is well executed. The Panel made three recommendations to Board and all were accepted:

- Implementation of new ways of gathering satisfaction data from calls, such as an automated survey at the end of the customer's call and a text message survey to a sample of customers who called that day
- A new Customer Satisfaction Policy to be implemented
- Rykneld Homes will consider a recognised accreditation for the Contact Centre.

The Work Plan 2024/25 will include revisiting reporting a repair, Health and Safety in properties and Estate Standards.



www.rykneldhomes.org.uk

 @Rykneld_Homes

 @RykneldHomes

 2013 Mill Lane, Wingerworth, Chesterfield S42 6NG

 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**

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 Community Sustainment,
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.

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**



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 sent in a lovely card to our Electrical Team: 'Just a huge thank you to you and your fantastic team of workmen. The professionalism shown by yourselves, the compassion and care has made such a difference to me personally and I cannot thank you enough.'

An appreciative customer emailed in to thank one of our Housing Officers: 'You have done more for me than you could even understand. You've restored my faith in people a little, so again, thank you from the bottom of my heart. I would also like your managers to know that I feel you went above and beyond in your job for me and deserve it to be recognised.'

The daughter of a customer from Killamarsh emailed in to thank one of our employees: 'I'd like to praise your employee for his outstanding work on my dad's wet room. Nothing was too much trouble. The room is brilliant and has made such a difference for my dad. He's so happy and can't wait to have a shower.'

The Area Library Manager for Derbyshire County Council emailed us to thank our Community Involvement Officer for her recent work at Holmewood Library: 'It is so lovely that you have been visiting the library and delivering activities, I heard they

are fantastic and well attended. We really appreciate all that you do for us at the library and for the difference you are making to the community.'

A customer from Dronfield called in to compliment two electricians who attended her property: 'I want to pass my thanks to the two lovely electricians that have been round. It was a pleasure to open my door for them and they were absolutely superb. They went above and beyond. Thank you very much!'

A customer from Clay Cross called in following an emergency repair at her property: 'He was very quick at coming out and was very helpful. He couldn't do enough to keep me calm and was very polite. Thank you very much for all of the help.'

A customer from Grassmoor wrote a thank you card to our Customer Liaison Team: 'A massive thank you for all your support and help during our move. We couldn't have done it without you. You really have been amazing.'

A customer from Clay Cross called in following door replacements at her property: 'They are absolutely beautiful. The workmen were fantastic. They cleaned and hoovered up after themselves so I didn't have anything to do. I'm over the moon.'

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 Autumn and Winter words

- | | |
|----------------|------------------|
| autumn | leaves |
| winter | cocoa |
| bonfire | gloves |
| frost | conkers |
| cold | fireworks |

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

Please send your completed entry to:

Competitions, Communications Team, Rykneld Homes, 2013 Mill Lane, Wingerworth, Chesterfield
 S42 6NG
 Closing date for entries is Friday 3 January 2025

| | |
|---|--|
| Name <input style="width: 90%;" type="text"/> | Address <input style="width: 90%;" type="text"/> |
| <input style="width: 100%; height: 20px;" type="text"/> | |
| Tel <input style="width: 35%;" type="text"/> | Email <input style="width: 55%;" type="text"/> |