

# ANNUAL REPORT 2019/20

**Rykneild**   
HOMES  
*at the heart of communities*

# INVESTING IN HOMES AND COMMUNITIES



In 2019/20 we completed 32,112 repairs



97% of repairs were completed on target



Percentage of rent collected = 97.07%



New build and acquisitions completed (RP and NEDDC) - 70

Rykneld Homes has upgraded communal entrances and carried out balcony refurbishments to blocks of flats at a number of locations including Danesmoor, Dronfield, Grassmoor, Holmesfield, Apperknowle, Tupton and Killamarsh. Balconies have been restored and repainted and new, secure communal entrances, complete with a keypad entry, added.

70 flats at Hallows Court in Dronfield were purchased in April 2019 to secure their future and much needed accommodation in an area of high demand. A £750,000 refurbishment project started in 2019.

We want you to live safely in your home. To do this we carry out safety checks to thousands of homes every year to ensure we meet national standards. Your support is very important and we ask our customers to allow us access first time, if possible, for vital gas, electrical and fire inspections that help everyone to stay safe.



Number of Fire Safety Checks of flats up to date = 100%



Gas safety certificates up to date = 100%



1568 Electrical Condition Reports completed on electrical installations and wiring in customers' homes

## HEALTH AND SAFETY

# MAKING PEOPLE OUR PRIORITY



108,895 - number of calls received



Average wait time for a call to be answered - 38 seconds

96%

Customer satisfaction with Rykneld Homes services



A big thank you to everyone who took part in our annual Customer Satisfaction Survey in summer 2019. A score of 96% is a great achievement and we couldn't have done it without the valued support of all the customers who work with us on our Involvement Groups and on our Board. We value the knowledge and experience they bring to Rykneld Homes and the very important customer perspective they bring to our service delivery.

We try to resolve complaints when you first make us aware our service has not met your expectations. We always learn from complaints and discuss with our staff and contractors where we need to improve service. This year we received 48 formal complaints.

## CORONAVIRUS

In 2020 the world was turned upside down by the effects of the Coronavirus. Like many organisations, Rykneld's services were affected but by redeploying staff and temporarily changing the way we did things, we were able to continue some key services and support work to help vulnerable people in the district.

**As at 15 June our work was still continuing. Since the lockdown started on 23 March we have:**



Helped to set up 11 food donation centres



Made 21,107 welfare calls to vulnerable customers



Maintained regular contact with 1,600 vulnerable customers



Our contact centre received 18,386 calls



Helped to deliver a total of 313 emergency food parcels to people in need



Carried out 571 emergency repairs

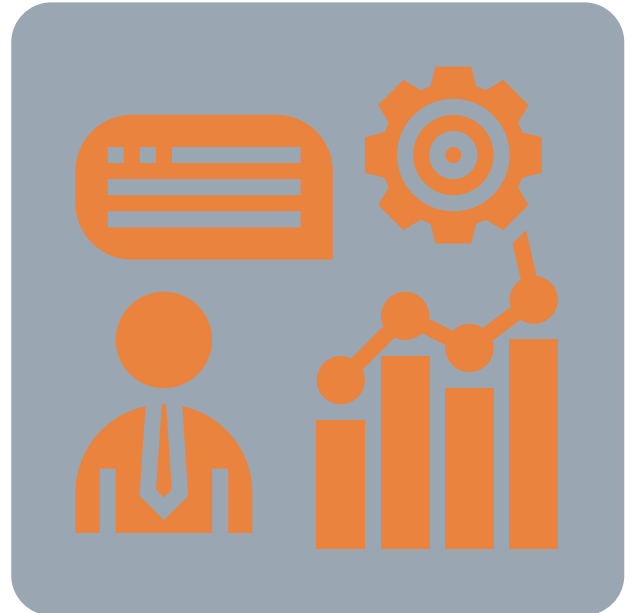
# DELIVERING EFFICIENCIES THROUGH INNOVATION

Rykneld Homes has continually striven to improve services to make sure they represent value for money for the rent you pay.

In 2019 North East Derbyshire District Council asked an independent company - Savills, to undertake a review of the housing services we provide and see how they compare against other social landlords.

The feedback has been great. Savills reported: *Rykneld Homes service performance and value for money are solid and better than average compared both to peer groups and nationally. Savills identified the levels of performance were in line with targets in the main, along with achieving top quartile performance. Annual Customer satisfaction scores at 96% compares with the best housing providers.*

Thank you for your continued support, involvement and engagement. Our services are shaped around the feedback that you give us and enable us to develop services that will continue to meet the needs of people wanting to live in the district.



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



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