

Information about agencies to be shared in 'Making Enquiries under S.42' training

1. Who are we?

Rykneld Homes



2. What do we do?

Rykneld Homes is responsible for the housing management, maintenance and improvement of around 8,000 properties and the neighbourhoods in which they are located on behalf of North East Derbyshire District Council (NEDDC).

Rykneld Homes is also a registered social landlord and holds its own social housing and shared ownership stock.

3. Legislative Powers

Rykneld Homes will always consider the discretionary legal powers and duties under legislation, policies or codes of practice when taking court action for a breach of tenancy which include:

- Housing Act 1985
- The Anti-Social Behaviour, Crime and Policing Act 2014
- Human Rights Act 1998

4. Referral route

Applications for housing are accepted by individuals seeking social housing and is subject to the NEDDC allocations policy. Other agencies can assist in completing the application for housing but will be required to identify this on the form.

Rykneld Homes provide tenancy support and financial inclusion services to all customers and accept referrals from both customers and third-party partner agencies.

5. Who do we work with and criteria for accessing the service?

We work predominantly with our customers to provide a full range of housing and property management services to all our customers to help improve tenancy sustainment with a 'Make People Our Priority' approach.

Dedicated Neighbourhood team who work with vulnerable customers to enable them to access services, support and sign posting. We can provide a limited amount of support such as basic financial inclusion and tenancy management to maintain the independent sustainment of tenancies but also rely on our partners to assist in more serious or complex cases.

We work in partnership with a number of agencies, local community groups and charities: *District and County Councils, Police, Community Safety Partnership, Derbyshire Fire and Rescue, Health, DWP, Job Centres, Social Care, Probation, Derbyshire Law Centre and The Elm Foundation amongst many others*. This helps us to improve our services and approach to tenancy management, support, property maintenance, improvement and development.

6. Where geographically do we work?

North East Derbyshire.

7. What hours do we work and what level of response can be expected inside and outside of hours?

Rykneld Homes operates within core working hours 08:00hrs – 17:00hrs, Monday – Friday, excluding bank holidays.

Out of hours and weekend calls are managed by a dedicated contact centre who will prioritize emergency situations and escalate following a specific protocol.

8. What information do we hold about people?

Rykneld Homes will hold personal information that is relevant to the tenancy agreement, including all known occupants.

9. Whom should you contact about safeguarding enquiries?

Rykneld Homes Limited: Pioneer House, Mill Lane, Wingerworth, Chesterfield S42 6NG. Tel 01246 217670.

Community Sustainment Team:

- Jayne Walker – Community Sustainment Manager Tel 01246 217857
Secure email: jayne.walker@rhl.cjsm.net
- Shelley Travis – Community Sustainment Officer Tel 01246 217390
Secure email: shelley.travis@rhl.cjsm.net
- Scott Sadler – Community Sustainment Officer Tel 01246 217301
Secure email: scott.sadler@rhl.cjsm.net