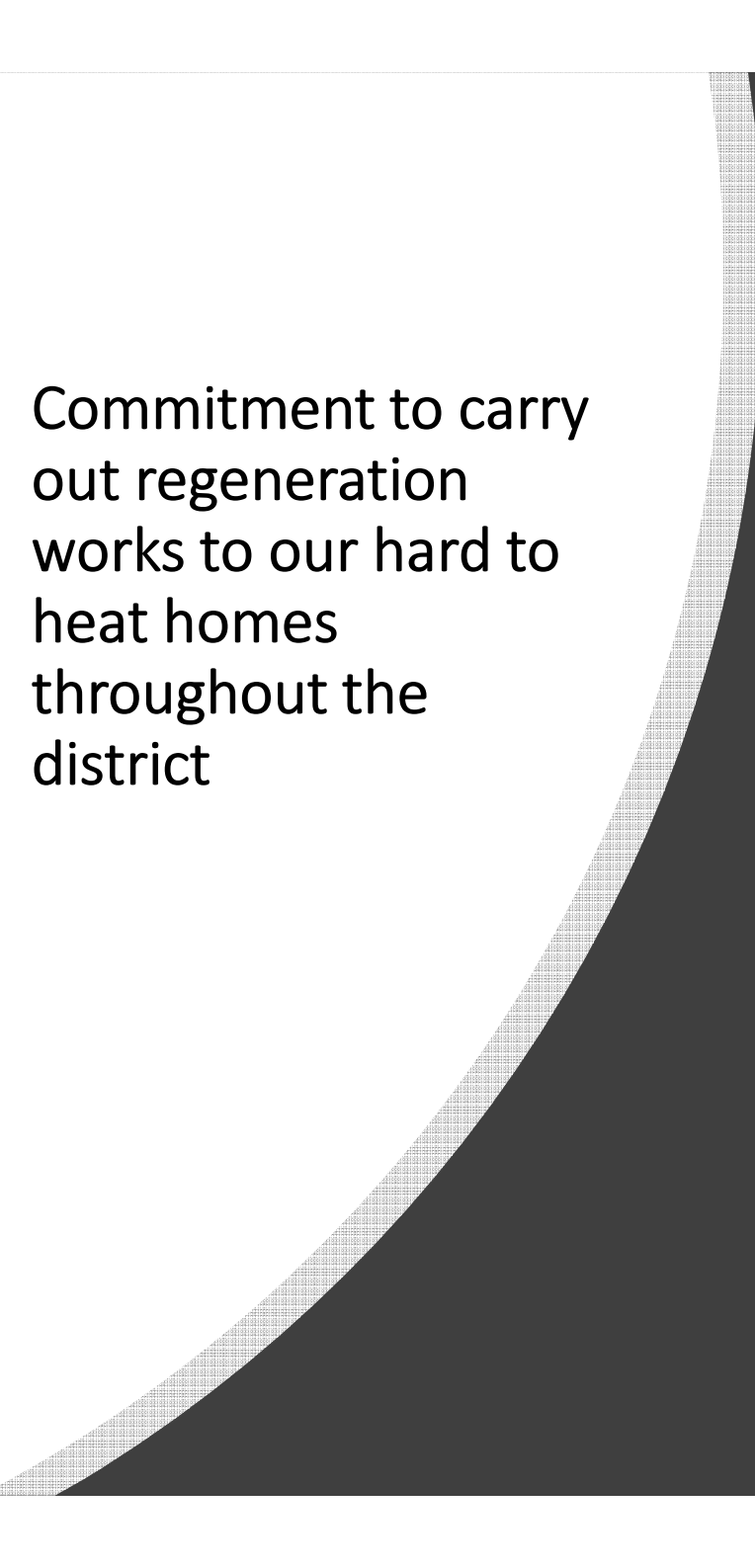


**North East  
Derbyshire**  
District Council

Improvement works  
to non-traditional  
homes

**Rykeld**   
HOMES  
*at the heart of communities*



## Commitment to carry out regeneration works to our hard to heat homes throughout the district

- In 2019 Curtins were instructed to review the Councils non-traditional homes, identifying priorities over the next 5 years.
- The Council and Rykneld Homes have secured £2.1 m of funding through central government to support energy saving improvements for their Council owned non-traditional housing stock, of which works include external wall insulation. This funding has enabled the required regeneration works to be accelerated.
- The Council has invested a further £10.4m million in additional to the funding from central government, therefore a total investment of £12.5m
- The above investment has enabled works to take place on 427 non-traditional homes throughout the district from 2020, with all homes identified within the program due to be completed by the end of June 2022 to meet the funding deadline. We have been working in Mickley, Dronfield, Unstone, Cutthorpe, Wessington, Barlow, Woolley Moor, Holymoorside, Renishaw & Eckington.
- The remaining circa 900 non-traditional homes identified within the survey have been included within the capital budget through to 2027.

## Why external wall insulation is required to our non-traditional homes

- Our non-traditional homes, located throughout the district, such as BISF, Unity's, Airey's, Reema and Foam slabs suffer from a number of problems – for example they are hard to heat and keep warm, have poor air tightness and there can be failure of the external concrete panels which may have deteriorated since they were built.
- The improvement works we undertake benefit the families living in them, having much warmer and aesthetically pleasing homes and helping them to battle fuel poverty.
- The works undertaken are in line with the Council's commitment to reduce carbon emissions across the district.
- In addition to external wall insulation on many schemes additional works are taking place such as, required structural works, new windows, roofs, doors, canopies and improved internal ventilation to deliver a whole house approach ensuring our homes are fit for the future.



Before, and after,  
works have taken  
place



## Working in occupied homes

- We recognise that the works undertaken are disruptive for our customers and the extent of works differs between the different house types, with the works required to the Airey house types being the most disruptive for our customers.
- Works can take from 6 – 14 weeks to complete dependant on the house type and the additional works required.
- The majority of the works are external works, with minimal internal works. The Airey's house type has the most intrusive internal works programme.



ing panels are removed



New Windows are fitted



\* Airey house types only internal props are required as part of the structural works for 24 hours



Columns are removed



Scaffold is erected for high level work, access is maintained for the customers

An example of the journey of works taking place

## How we support our customers prior to works taking place

- Prior to works commencing a full external survey will be undertaken on the customer's home, to determine the works required. An appointment will be made with the customer for appointed surveyors.
- Once a full scope of works is determined a full induction will be undertaken with the customers, detailing works being undertaken, timescales of the works and understanding the needs and circumstances of the individual families. The induction will be carried out by our dedicated Customer Liaison Officer and our site supervisor. A further induction will also be undertaken by the contractor's liaison team.
- A detailed information sheet will be left with the customers confirming the works taking place and giving contact information for our project team, who will be supporting them throughout the works.

## How we support our customers during works

- The contractor's resident liaison officer and site management will inform the customer when elements of work are taking place in their home.
- Rykneld Homes Clerk of Works and Customer Liaison Officer will visit and make contact with our customers several times a week, to ensure works are progressing and that they are on hand to be able to deal with any customer queries.
- Any items raised by our customers are addressed with our contractors as required.
- Regular site inspections are undertaken in respect of works being undertaken, health and safety and cleanliness of areas of works. These inspections are undertaken by our Clerk of Works and independently by our own Health and Safety team.



## Practical completion of works

- Once works have been completed to our customers homes, our Clerk of Works will snag the works. This is an opportunity to raise any defects and address any issues with quality prior to handover taking place.
- Handover will only take place when we are satisfied that all works have been completed to specification and to a quality standard.
- We will also ensure that any issues raised by our customers are also addressed.

## A customer testimonial

**Mrs Julie Charnley – Cecil Road, Dronfield**

“I am really pleased with the work. The house looks beautiful and so much better than before. The house used to be difficult to keep warm and the minute you turned the heating off it went back cold very quickly.

“As well as having the external wall insulation fitted we have also had new windows and we are definitely looking forward to having a home that is easier to heat this winter.

“We soon got used to having the scaffolding around – after a while you don’t even notice it – and in the end it was worth it.

“We have been very pleased with the work – the site officer Pat was absolutely lovely – she always kept us informed about what was going on which was really fantastic because then we knew what to expect.”

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