



# Peak Performance

## Welcome

**I am hoping by the time you read this the summer weather will have finally arrived.**

We want everyone to feel that their home is a safe and secure place – page 2 gives important information on how you can protect yourself and your family from the effects of damp and mould – summertime means we use less energy and its easier to ventilate our homes to prevent damp and mould – its also a great time to shop around for an improved energy deal before the larger winter bills kick in.

We also highlight vital gas safety and fire door information on page 3.

Under the terms of our lease some alterations you wish to make may need our permission – if in doubt please check with us prior to making any changes.

We aim to provide transparent and open services and so are sharing with you how your service charge is spent – 87% is on protecting and improving the blocks in which you live with a large proportion of this on buildings insurance. We also encourage everyone to protect their belongings by making sure you have adequate contents

insurance – no matter how mindful we are accidents do happen !

I was delighted to meet with Stella, the Chair of our Tenant Engagement Group recently, and hear the positive influence they are having. We are keen to hear more from our residents – especially Leaseholders who are not yet represented on the Engagement Group – and welcome more of you to help shape our services in whatever way is best for you.


As ever our teams are here to offer help and support should you need it – we want to hear from you if things go wrong so we can learn from it and if things go right so we can continue to develop and improve our services.




Very best wishes,  
**Fiona Sloman,**  
Executive Portfolio Holder  
for Housing.

## Contact us

 [www.highpeak.gov.uk](http://www.highpeak.gov.uk)

 Text 07800 00 22 62

 @highpeakbc

 Pay for services tel:  
0300 456 0625

 Report a repair in  
communal areas  
0800 030 8666

 Other enquiries  
0345 129 8075  
Monday 9am - 5pm  
Tuesday 9am - 3pm  
Wednesday 9am - 3pm  
Thursday 9am - 3pm  
Friday 9am - 5pm

For emergency housing enquiries outside of these hours please dial 0345 129 8075 and your call will be transferred to the emergency help line

## Visit us

Buxton Town Hall  
Monday - Friday  
9.30am - 1pm

Winstler Mews, Gamesley  
Thursday 9.30am - 4.30pm  
(closed 12.30 - 1pm)

Glossop Municipal Buildings  
Monday, Wednesday and  
Friday 9.30am - 1pm



## Conduct towards us

We are here to help you with dignity and respect. We ask that you do the same, even if you are frustrated or angry.

The overwhelming majority of our residents are courteous in their dealings with us but if you are abusive, aggressive or intimidating to our staff, whether on the telephone, face-to-face at one of our receptions or on social media we may take action against you.

We will send you a letter explaining why your behaviour was unacceptable. Depending on the severity of the incident, we may also choose to take further steps. This can include:

- Asking you not to attend our offices
- Asking that you only contact a named person or specific email address
- Limiting contact with you to email only
- Only visiting your home – for example to complete a repair – in pairs



**ITC are our new electrical contractor**

# Let your home breathe

As we enter the warmer months it is a good time to ventilate our homes to let the moisture out and let our homes breathe.



Damp is caused largely by poor ventilation.

Over the winter, as we close windows and block draughts to save on heating, we are also trapping moisture in the home. Combine this with trying to dry wet washing and heavy downfalls challenging the roof and render, and damp easily occurs because we don't let it escape.

Damp and condensation can lead to mould, so dry damp patches right away

and see if you can find a way to ventilate the space. Mould should be wiped away immediately to stop it spreading. As we ventilate our homes over the summer, we should expect occurrences of damp and mould to decline so if you experience a persistent problem then let Alliance Norse know as there may be a plumbing issue or roof leak that we can attend to for you.

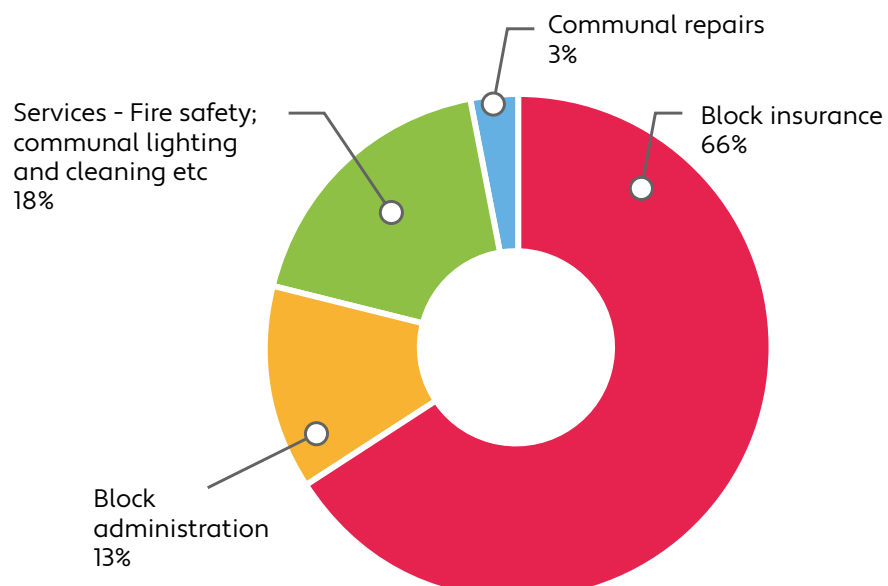
## Gas certificates



As a leaseholder you are responsible for making sure all your gas appliances are checked regularly by a qualified gas engineer to ensure safety, this will include but not limited to your gas boiler, gas cooker, gas hob or gas fire, pipework and flues. Many leases require the leaseholder to provide a copy of an Annual Gas Safety record to demonstrate to the Council that appliances have been checked and are safe to use. The Council, as the owner of the freehold of the block that your home is in, has a 'Duty of Care' to residents and visitors to the block. Under the terms of your lease you are required to undertake this essential gas safety check at least once a year, this is to ensure it is operating safely for you, your family and your neighbours. A copy of the certificate should be emailed to:

**asset.management@highpeak.gov.uk**

## How your service charge is spent





Summer is here and many of us are using the good weather to improve our homes and gardens

## Tenant alterations

**Did you know that some improvements you need our permission for and others you don't!**

Before spending any money please request and wait for written permission from the Neighbourhoods Team before any work is carried out. Find out more information about Tenant Alterations in your Tenancy Agreement at [www.highpeak.gov.uk](http://www.highpeak.gov.uk)

We will not unreasonably refuse to give you permission to carry out alterations or improvements. However, we will not give you permission to make alterations that may make it harder for us to maintain the property, will adversely affect your neighbours or may make your property unsafe. If you complete any alterations without permission you may be asked to return the property to its original condition.

## Fire doors

Further to previous advice on fire door safety, and changes in legislation, flat front doors leading into a communal area need to meet FD30 standard British Standard (BS) 476 Part 22 or the European equivalent BS EN 1634 Part 1. Anyone

If you are considering any alterations or improvements you can make a Tenant Alteration request using the link:

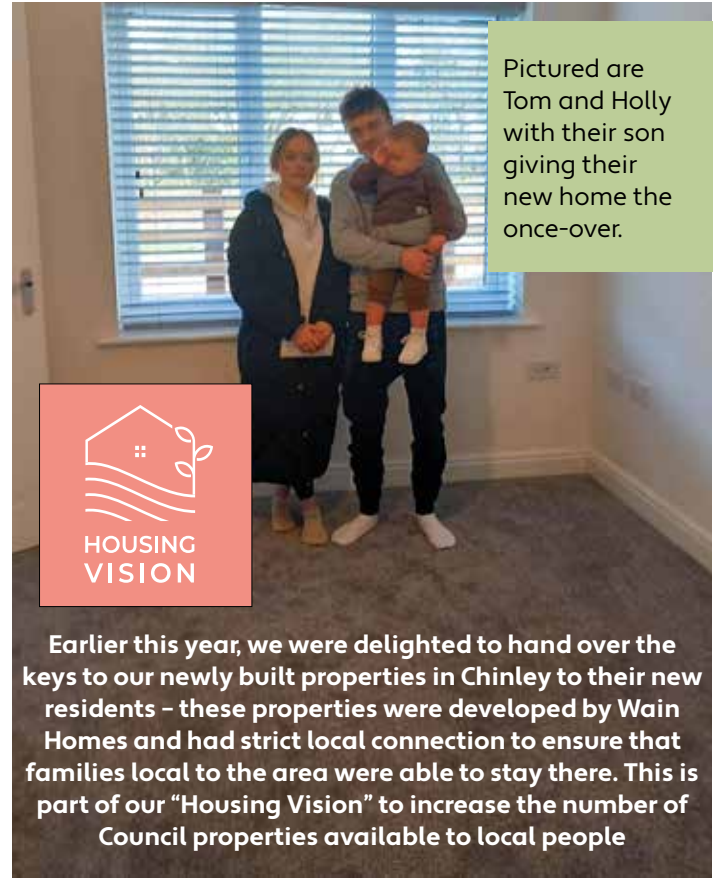
[www.highpeak.gov.uk/Apply-Tenant-Alterations](http://www.highpeak.gov.uk/Apply-Tenant-Alterations)

If you are unsure or have any questions please email the neighbourhoods team:

[neighbourhoods@highpeak.gov.uk](mailto:neighbourhoods@highpeak.gov.uk)

If you have carried out any alterations without permission please don't panic. Contact the neighbourhoods team to discuss, we can offer advice and may be able to grant permission retrospectively.

repairing or installing a fire door should be fully trained and competent. As detailed on page 3, the Council requires you to confirm that the annual servicing of gas appliances takes place, for the protection of others living in properties near you.



Pictured are Tom and Holly with their son giving their new home the once-over.

Earlier this year, we were delighted to hand over the keys to our newly built properties in Chinley to their new residents – these properties were developed by Wain Homes and had strict local connection to ensure that families local to the area were able to stay there. This is part of our "Housing Vision" to increase the number of Council properties available to local people

High Peak  
**Community  
Lottery**

**The High Peak Community Lottery celebrates its one-year anniversary in July 2024.**

Over the past 12 months 71 good causes, registered on the lotteries Good Cause scheme, have raised a combined total of over £20,000



for their organisations within the High Peak. Causes include (not limited to) sports clubs, PTA's, Community Pantries and Foodbanks. If you want to apply to register as a Good Cause you can follow the link from the Council's website: just search for High Peak Community Lottery.

Lottery winners, over this first year, have enjoyed cash prizes, extra tickets and an iPad. If you want to purchase tickets for the lottery please visit our High Peak Community Lottery webpage on the Council's website and follow the link.

Any questions in relation to becoming a player or signing up to the Good Cause Scheme should be directed to Kim Gilmore at:

[kim.gilmore@highpeak.gov.uk](mailto:kim.gilmore@highpeak.gov.uk)

## Set up an online account

### Set up an online account

Our customer portals make it easier than ever to keep in touch! Use your computer, laptop, tablet or smart phone to access our services 24/7 without having to pay for a phone call.



By signing up for a My Council Tax/Benefits online account you'll be able to download your benefit letters and Council Tax bill, you can also sign up for electronic billing and notifications which helps the Council reduce its use of paper, become more carbon friendly and save money

Following the tragic incident on 14 November last year at Ollersett Avenue, the Health & Safety Executive has completed a thorough investigation and confirmed it does not have any cause to take any action against High Peak Borough Council. Our thoughts and prayers have been with the family and friends of the gentleman who sadly lost his life throughout this difficult period.

# Customer feedback

Your complaints, comments and compliments are important to us.



The following principles will inform the way in which the council engage with you and respond to both positive and negative feedback about service delivery.

We will ensure that it is easy for you to make your views known.

### Complaints

Where applicable we will resolve the issue informally by raising a request for service or discussing with the service area involved. The customer will receive a response within 10 working days advising of the action taken.

If the complaint is to follow the formal complaints process then the following will apply

#### Stage 1

All complaints will be acknowledged within three days of receipt and be responded to within 10 working days.

If the complaint requires additional time for investigation, the customer will be contacted and a full explanation given for the delay along with a date a full response will be provided

#### Stage 2

Where a customer is dissatisfied with the decision at stage 1 of the complaint they will have the option

We strive to put things right where we have gone wrong, so that we can learn and improve our services and stop them from happening again.

to escalate to the Executive Director responsible for the Service area. All complaints at stage 2 will be acknowledged within three working days and responded to within 20 working days.

If the complaint requires additional time for investigation, the customer will be contacted and a full explanation given for the delay along with a date a full response will be provided.

### Ombudsman:

Where a customer is dissatisfied with the decision at stage 2 they have the option to refer to the Ombudsman

The Local Government Ombudsman is an independent body who investigates complaints about councils and some other organisations providing local public services [www.lgo.org.uk](http://www.lgo.org.uk)

The Housing Ombudsman Service is set up by law to look at complaints about the housing organisations that are registered with them [www.housingombudsman](http://www.housingombudsman)

### Compliments

On receipt of a compliment:

- We will acknowledge receipt, where this is appropriate or required;
- We will ensure that it is shared with the relevant individual or team;
- We will learn from the good practice and apply the learning across both Councils.

### Comments

On receipt of comments or suggestions:

- We will acknowledge receipt, where this is appropriate or required;
- We welcome your suggestions on how we can improve our services.

If you would like to leave feedback this can be done in the following ways:

- Complete the online feedback form [www.highpeak.gov.uk](http://www.highpeak.gov.uk)
- email - [complaints@highpeak.gov.uk](mailto:complaints@highpeak.gov.uk)
- Telephone 0345 129 7777
- Visit us at Buxton Town Hall, Market Place, Buxton, SK17 6EL
- By post: PO BOX 136 Buxton SK17 1AQ

## What happens when you report a repair:

Repairs are prioritised according to the type of work that is needed.

.....  
**Priority 1** – emergency repair within 24 hours

.....  
**Priority 2** – urgent repair within 7 days

.....  
**Priority 3** non-urgent repair within 3 calendar weeks

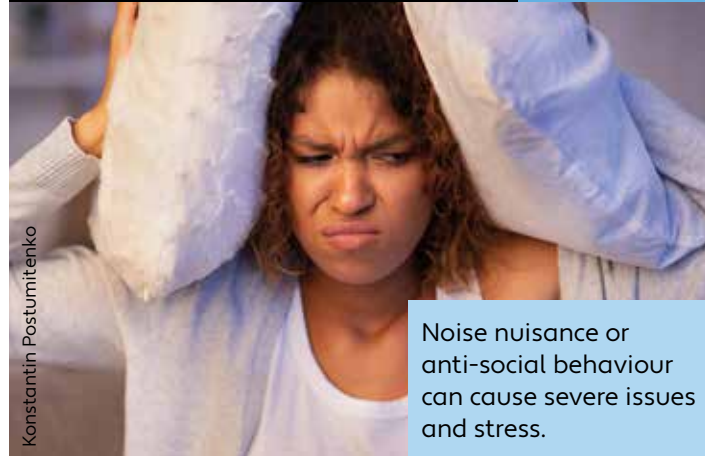
.....  
**Priority 4** – planned repairs within 16 calendar weeks

You will be offered an appointment and you can choose from four appointment slots – all day, morning, afternoon or avoid school run (10am to 2pm). If you fail to keep your appointment we may charge you the full cost and cancel the appointment. In some cases we may need to inspect a fault you have reported. If this is the case we will make an appointment with you for either a trades person or a surveyor to call and inspect the problem and if any work is required we will notify you when this work will be carried out.

**Repairs facts & figures**

Total number of repairs reported	<b>16642</b>
P1 repairs completed within 24 hours	<b>99.80%</b>
P2 repairs completed within 5 days	<b>95.20%</b>
P3 repairs completed within 21 days	<b>91.40%</b>
P4 repairs completed within 16 weeks	<b>97.20%</b>

## Anti-social behaviour update



Nuisance or anti-social behaviour from a HPBC resident, can be reported confidentially to your neighbourhoods team or housing officer on 0345 129 8075 or email: [neighbourhoods@highpeak.gov.uk](mailto:neighbourhoods@highpeak.gov.uk) We will take all your complaints and concerns seriously and discuss actions that can be taken.

If you are experiencing noise nuisance you can also use our Noise App which will send recordings direct to the neighbourhoods team.

**[www.thenoiseapp.com](http://www.thenoiseapp.com)**  
 If you have any concerns regarding criminal activity, contact your local police team on 101. If you feel yourself or any other person is at risk please contact the police on 999.  
 If you are experiencing anti-social behaviour from anyone other than a HPBC tenant, please report to the Community Safety Team or for noise nuisance contact Environmental Health at [www.highpeak.gov.uk](http://www.highpeak.gov.uk)

# Keeping loft spaces clear

Loft spaces should always be kept clear and no personal items stored. If work needs to be carried out, it is essential our Housing Repairs Team and contractors can access the space without restriction. The key reasons for this are:

- Loft boards and flooring in the loft or roof space are not designed to hold or store items as they cannot take heavy weight.
- The horizontal rafter or ceiling joist timbers in your loft are there purely to hold up the ceiling below. Items stored in the loft could cause the ceiling to start to bow resulting in cracking which could potentially result in your ceiling failing and collapsing.
- If accessing the loft/ roof space there is a risk of falling through the ceiling. It is very easy when moving around in the loft to miss the ceiling joists resulting in standing on the actual ceiling (which will not take the weight of a person). The result would be a fall to the lower floor level of some eight feet or more, which could result in serious consequences.
- An untidy or cluttered loft could promote a pest infestation resulting in damage to your belongings and the fabric of the building
- If there were to be a fire in your home then excessive items stored in your loft such as old electronics, plastic toys

If there were to be a fire in your home combustible items could act as fuel and potentially allow the fire to spread more quickly and cause more damage.

- and other combustible items could act as fuel and allow the fire to spread more quickly and cause more damage.
- Items being stored can also have an impact on the insulation performance and consequently have an effect on your heating bills.

High Peak Borough Council are not liable for any items that are stored in the loft space of your home and any damage caused to the loft area could be rechargeable



from Kim,  
Tenant Engagement  
Officer

To ensure your needs as leaseholders are also met, we are looking for volunteers to join our tenant engagement team to provide us with any valuable feedback which will improve things for you such as the maintenance and upkeep of your property or your local neighbourhood.



## Leaseholder engagement update

Welcome to the summer edition of our leaseholder engagement update; I'm pleased to report that our tenant engagement group is gathering pace and we have 4 tenants on the panel. We have been meeting every 2 weeks to agree how we will work together and what projects we'd like to work on first.



### Tenant update

written by the Chair of our tenant group, Stella Ridgway.

The Tenant Engagement group has been working with the Housing team to review and approve the following Housing policies:

- Disabled Adaptations policy
- Mutual Exchange policy
- Succession policy

We are also drafting a missed appointments policy; this has been identified by the tenant group as a need, following the introduction of a charge to tenants for not allowing access to contractors to do repairs. We felt a policy was needed for when contractors don't turn up on time or not at all. We'll share information about this later this year.



Cllr Sloman (left) and Stella Ridgway at our newly-formed Housing Board meeting.

### We'd like to introduce two new tenants to the panel - David and George

David has been a council tenant for the majority of his life. He's spent many years working in the media and other local technology companies, initially in Manchester and then in the High Peak. David has been a Councillor with Chapel-en-le-Frith Parish Council in the past and now wants to assist in shaping housing policies in the High Peak.

George has been a council tenant for nearly 40 years; he worked for the Council as a plumber for over 20 years so knows how the repairs process operates. He joined the Tenant Engagement Group as a way to improve how the Council operates to better fit the needs of tenants. He has already seen some of the group's suggestions being done and sees the role as a voice between tenants and the Council.

### You said... we did...

Tenants in one of our retirement living blocks said...  
**we need a better central heating system**

#### What we did...

we are currently working with contractors to get a new, modern heating system installed this summer.



A community in New Mills said...  
**we'd like to brighten up these areas and plant some wildflower seeds...**

#### We said...

let's have a look at this and see what we can do.

# Leaseholder engagement update - Regulations

On 1 April 2024, a new set of consumer standards came into force which we as social housing providers must now adhere to.

Part of this new regulation requires us to carry out tenant perception surveys (called TSMs).

The surveys were conducted at the end of December 2023 with the results published in June 2024.

As leaseholders, you are not eligible to take part in the surveys, however we'd still like to hear your views on any issues you are having as a HPBC leaseholder or any suggestions for improvement you may have.

The full set of TSM data for 2023/2024 can be viewed at:

[www.highpeak.gov.uk/Tenant-Satisfaction-Measures](http://www.highpeak.gov.uk/Tenant-Satisfaction-Measures)

In addition to the TSMs, a new set of consumer standards became Law on 1st April 2024. These are as follows:

- The Safety and Quality Standard which requires landlords to provide safe and good quality homes for their tenants, along with good quality landlord services.
- The Transparency, Influence and Accountability Standard which requires landlords to be open with tenants and treat them with fairness and respect so they can access services, raise concerns when necessary, influence decision making and hold their landlord to account.
- The Neighbourhood and Community Standard which required landlords to engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods, and feel safe in their homes.
- The Tenancy Standard which sets requirements for the fair allocation

and letting of homes, as well as requirements for how tenancies are managed by landlords.

Alongside the consumer regulations, the Regulator also has a new inspection regime which commenced on 1 April. Planned inspections for large providers (HPBC falls into this category) will now be carried out every four years. We were one of the first providers to be called for an inspection which took place on Wednesday 15 and Thursday 16 May 2024. The inspectors came into our offices at Buxton Town Hall for 2 days and interviewed many of our teams in order to measure how we are performing against the new consumer standards. The Inspectors also observed our newly formed Housing Board meeting and had the chance to meet and interview 2 of our tenants. The Regulator's report will be published in the summer, and we will report on our plans to tackle the findings of the Regulator too.



## Tenant satisfaction

We are pleased to report an overall satisfaction score of **77%**

Below is a summary of all other results

84%	of tenants think their home is safe
79%	of tenants think they are treated fairly and with respect
78%	of tenants think the council is easy to deal with
78%	of tenants are satisfied with repairs
76%	of tenants are satisfied with communal areas
75%	of tenants think they have a well maintained home
75%	of tenants think they are kept informed
74%	of tenants are satisfied with the time taken for repairs
71%	of tenants are satisfied with the neighbourhood contribution
78%	of tenants think the council listens and acts
61%	of tenants are satisfied with the councils approach to anti-social behaviour
40%	of tenants are satisfied with how their complaint was handled.

## We need you to get involved!

We need you to get involved! It is important that we are a diverse group representing different demographics with a wide range of issues and challenges. If you are interested or would simply like to find out more about leaseholder engagement, email

[Engagement@highpeak.gov.uk](mailto:Engagement@highpeak.gov.uk) or call 07583 695 572



Many thanks, **Kim, Tenant Engagement Officer**

## External wall/ balcony inspections

High Peak Borough Council does not have any housing accommodation over 11 metres high neither do our housing properties have any cladding as part of their construction.

To ensure we are compliant with changes in legislation the Council has engaged specialist assessors to undertake what is termed a fire risk appraisal of the external wall construction and balconies in accordance with Publicly Available Specification (PAS) 9980.

Inspections started earlier this year and to date 38 per cent have been completed, findings will be shared with the council and recommendations actioned over the coming months.



## A further focus on fire safety

Recent inspections have highlighted a small number of locations where, despite our 'zero' tolerance to stored items in communal areas, items were found which have been removed. As your landlord, we are responsible for your fire safety and the safety of everyone in your building.

The introduction of our sterile communal area policy represents a significant change for some residents, and we thank you for your continued cooperation.

It is important to keep communal areas, balconies and outside spaces clear of items that could obstruct fire evacuation routes, be a trip hazard during an evacuation or cause a fire to start or spread.

Actions you can take to protect you and your home:

- Never use portable heaters to dry laundry.
- Test your smoke alarms weekly.
- Do not smoke in communal areas
- Do not wedge fire doors or final exit doors open.
- Know what to do in the event of a fire, check the fire safety notice for your building, which includes fire safety evacuation arrangements.

- Anything with a battery cell, module or pack should be stored inside your flat. If left in communal areas, they pose a risk to everyone in the building.

Please report any fire safety concerns, or items stored in communal areas, to us by emailing:

**neighbourhoods@high-peak.gov.uk**

## Waste disposal

We rely on the waste collection and street cleansing teams of High Peak Borough Council and council controlled company Alliance Environmental Services to ensure where we live is clean and safe.

We also value and appreciate those residents who take the time to ensure that waste is disposed of correctly and safely. This helps prevent a potential risk of fire and helps reduce vermin and other pests such as flies and cockroaches, which may eventually travel into nearby homes in search of food.

You can also help to keep our estates and local environment as clean as possible by:

- Placing waste in the correct bins and closing the lids afterwards.

- Avoid overfilling bins as they will not be emptied by the Refuse and Recycling teams.
- Ensuring children are supervised when they put waste out to ensure it is done correctly.
- Avoiding leaving bags of rubbish in communal areas and balconies, or on the floor or outside designated bins stores.
- Arranging collections of bulk waste from the Council or take items to the tip yourself.

- Only leaving bulky waste out on the due collection day.
- Rinsing out recyclable items and placing them directly in the bins rather than using black bin bags.

### Bulky waste or large items

Large items left outside bin stores can contribute to increased service charges to residents. You could also receive a significant fine (up to £50,000) or a prison sentence for dumping waste illegally. We may also choose to recharge you for the cost of clearing dumped items.

Donate usable furniture, clothing and other items to local charities to help families who are in need and at no cost to you. You can also use the council's Bulky waste collection service.

If you are concerned about your bin store being used incorrectly or have any other concerns regarding the storage of waste please contact the Housing Team on 01298 28400.