



Peak Performance

INFORMATION FOR LEASEHOLDERS

SUMMER 2025

Hello everyone,

I hope this message finds you well. It's a wonderful time of year to get outside, connect with neighbours, and appreciate the green spaces that make our borough such a special place to live.

I'm pleased to share news of an exciting new initiative – a pilot re-wilding project in one of our local green areas. This is part of our wider commitment to sustainability and biodiversity. Instead of the usual neatly mown lawns, we'll allow nature to take the lead in selected areas, encouraging wildflowers, grasses, bees, butterflies, and other pollinators to thrive. It might look a little untidy at first glance but rest assured – it's all very intentional! These spaces will become richer, more colourful, and more beneficial to the environment over time. If the pilot is successful, we hope to roll it out to more sites across the borough.

We also need to make sure our homes remain safe and well-maintained. One of the most important ways we do this is through annual gas safety checks. They are a legal requirement and are essential for ensuring your boiler and gas appliances are working safely and efficiently. I know it can be inconvenient to arrange access, but please do make every effort to be available when appointments are scheduled. Our engineers are there to help, and your cooperation really does make a difference in keeping everyone safe.

I'd also like to remind residents, particularly those living in blocks of flats, about the importance of keeping communal hallways and stairwells clear. We've noticed an increase in items being left in these shared spaces; things like potted plants, doormats, bicycles, and even furniture. These items can pose a serious fire safety risk by blocking escape routes or becoming hazards in an emergency. Please keep these areas clear and safe for everyone.

Similarly, we've had reports of flammable items being stored on balconies, including gas canisters, barbecues, and stacks of cardboard or wood. These materials can be extremely dangerous, especially during the warmer months when the risk of fire increases. Please avoid storing anything flammable on balconies and use these spaces safely and responsibly.

I know these reminders might not be exciting but they are incredibly important. By working together, we can ensure our homes and communities remain safe, welcoming, and environmentally friendly places to live. Thank you for your continued support. Wishing you a safe, sunny, and enjoyable summer!



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

Contact us

-  www.highpeak.gov.uk
-  Text 07800 00 22 62
-  @highpeakbc
-  Pay for services tel:
0300 456 0625
-  Report a Repair
0800 030 8666
-  Other Housing 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



High Peak
Borough Council

How to access our services

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.

My Accounts

Find, report, apply, pay online 24/7 for:

- Bins
- Housing
- Environmental Health
- Streets and Parks services
- Planning
- And much, much more!

Log in or create an account

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



Customer feedback

Your complaints, comments and compliments are important to us.

Complaints

October 2024 -
March 2025

59

Housing
repairs

21

Housing Tenancy/
Home-Options/
Carelink

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

The Housing Ombudsman Service is set up by law to look at complaints about the housing organisations that are registered with them, email info@housing-ombudsman.org.uk Phone: 0300 111 3000 Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

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.

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.

You can feedback in the following ways:

- Complete the online feedback form www.highpeak.gov.uk
- email - 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



Carelink is an alarm installed in your home which gives you contact with a trained member of staff 24 hours a day, every day of the year at the touch of a button.

A pendant that you can wear enables you to make a call to our control centre should you need to. We aim to answer all calls within 60 seconds and trained members of staff can give advice and assistance.

There are two levels of service and we will assist you to select the service that meets your needs:

1) Monitoring and response service

When you press your alarm button our operators will speak to you and offer advice and reassurance. If you need further help, we will be your emergency contact and our Carelink support assistants attend if you need help.

2) Monitoring only

The monitoring only service is the same as the monitoring and response service, but your emergency con-

tacts are family, friends and neighbours. They must have given consent for us to contact them 24 hours a day in an emergency.

All you need is a telephone socket and an electric power point close by. We will provide, install and maintain the equipment. If your equipment becomes faulty we will replace it.

The service is less expensive than you might expect for peace of mind 24 hours a day

- Installation fee: £62.00
- Silver Service (monitoring only): £7.30 per week
- Gold Service (monitoring and emergency response): £9.70 per week
- Depending on your personal circumstances we may be able to assist you to apply for funding towards the cost of the service.

Helping residents cope with Mental Health problems

We have developed resources for residents of High Peak around seeking local mental health support and help around finances. There is also lots of support and information, that anyone can access, including a Countywide website.

Derby & Derbyshire - Emotional Health & Wellbeing
derbyandderbyshireemotionalhealthandwellbeing.uk



Welcoming Spaces



If you would like to register as a Welcoming Space or require any further information please email
welcomingspaces@highpeak.gov.uk

Our Welcoming Spaces website page shows spaces, where people can go to stay warm this winter.

Our list of registered venues details where, when and what additional activities or services will be available and whether refreshments are provided. High Peak Borough Council is not responsible for the provision of or the facilitation of warm spaces at these venues.

How do I join Live Life Better Derbyshire's stop smoking programme?

If you're interested in taking part you can call Live Life Better Derbyshire on **Freephone 0800 085 2299** or take part in our online health MOT. You can book an appointment to attend a face-to-face clinic on **0800 085 2299 or 01629 538 200**:

- **Gamesley Community Centre, SK13 6UQ**
Mondays 1.30pm - 4pm
- **The Bureau, Glossop, SK13 6UQ.**
Thursdays from 9.30am - 12.30pm

To find out about health benefits of stopping smoking, the money you can save, and useful tools visit:
www.livelifebetterderbyshire.org.uk



Visit Peak District and Derbyshire

Help to stop smoking

It's never too late to quit smoking tobacco.

Your body starts to repair from the moment you stop.

**Live Life
BETTER
DERBYSHIRE**



Live Life Better Derbyshire offers 12 weeks of telephone support, with vapes and nicotine replacement therapy sent straight to your door.

We also offer face-to-face appointments, usually within two weeks and **it's all completely free.**

Your Live Life Better Derbyshire advisor will talk about stop smoking medications and help you choose the right product for you.

We offer nicotine replacement therapy. NRT is a medication that gives you a small amount of nicotine without the harmful tar, carbon monoxide and other chemicals found in tobacco smoke. It can help reduce the side effects of stopping smoking, such as bad moods and cravings, which can happen when you quit.

NRT is available in patches, gum, inhalators and mouth spray. Your stop smoking advisor will discuss with you which product will be best to help you to quit smoking.

Vapes

We can also offer you a free 12 week vape kit as another effective option to support you with your quit attempt.

Vapes are age restricted products and we can only provide them to those who can prove they are aged 18 or over. You will be asked to do this by emailing a photo of your ID to our secure inbox.

For more information visit
www.livelifebetterderbyshire.org.uk

I want to quit - what's next?

Did you know you are three times more likely to quit smoking with the help of your local stop smoking service? We know quitting isn't easy but our friendly stop smoking advisors provide support, help and advice so you have all the tools you need to make a successful quit attempt. We provide support to smokers aged 12 and over living in Derbyshire or with a Derbyshire-based GP.

What we offer:

- telephone support sessions
- one-to-one behavioural support
- access to free nicotine replacement therapy (NRT) including patches, mouth spray, gum, inhalators and lozenges
- access to free vape starter kits and a 12 week supply of e-liquid (vapes are only

available to adults only and are not currently available for pregnant clients)

- advice on stop smoking medications
- useful tools to help you quit

Who can take part?

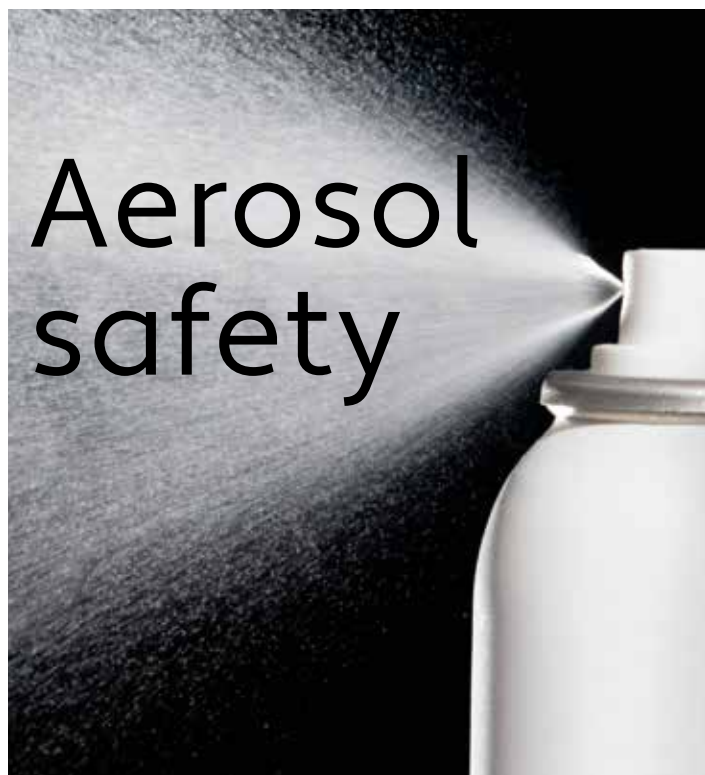
To take part in our free stop smoking programme you must:

- be over 12 years old and live/have a GP in Derbyshire (excluding Derby)
- want to stop smoking completely
- be willing to meet with your stop smoking adviser at agreed dates and times

Stop smoking medications

Nicotine is extremely addictive and that's the main reason that people struggle to stop smoking.

To get started on your stop smoking journey simply fill in our online health MOT:
www.livelifebetterderbyshire.org.uk/self-assessment/self-assessment.aspx



Products contained in aerosol cans found in the home are often extremely flammable.

In the event of a fire breaking out in your property, many aerosol spray containers subjected to higher temperatures can explode and significantly increase the severity of a fire.

Advice on storing and using aerosol sprays is as follows;

- Dispose of spent aerosols by recycling where possible
- Do not store quantities of aerosols indefinitely in sheds and garages or under sink cupboards.
- Use only as directed in the instructions
- Protect containers from sunlight and do not expose them to high temperatures
- Do not pierce or burn them, even after use
- Do not spray onto a naked flame or any incandescent material
- Keep away from sources of ignition - no smoking during or shortly after use
- Do not store or display in areas affected by direct sunlight. When appropriate keep products in their transit packaging



We take fire safety very seriously and you should too

In communal areas, we have a legal responsibility to make sure you and your neighbours, and visitors are safe from key hazards, including fire.

We must ensure communal areas are free from flammable materials, ignition sources, obstructions, trip hazards, or any other fire risks.

If items are found in communal areas, we will try to identify owners and ask for your co-operation to remove items immediately.

Where we are not able to identify the owner of the item or if you are not willing

to cooperate with us, in line with the Torts (Interference with Goods) Act 1977 we will:

- IMMEDIATELY remove high risk items, such as flammables or items obstructing escape routes.
- Sticker other items advising that they must be removed by you within 7 days.

- Record and photograph items to be removed.
- Return after 7 days to check items have been removed, if they have not been removed, then WE WILL REMOVE them without further notice.
- Permanently DISPOSE of items irrespective of their value.
- Not be able to return disposed of items.

Gas safety

How often should I service my boiler?

Gas boilers and other gas appliances should be serviced once a year. This annual service is an opportunity for a qualified heating engineer to look over the unit and make sure it's running as well as possible. This will give you the peace of mind that your heating system is safe and efficient.

A boiler must be serviced by a fully-qualified heating engineer, the qualification they should hold will depend on the type of boiler that needs a service. A Gas Safe Registered Engineer is the only person qualified to service a gas boiler.



Conduct towards staff

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

If you are abusive, aggressive or intimidating to us on the telephone, face-to-face or on social media we may take action against you. We will send you a letter explaining why your behaviour was unacceptable and may take further steps by.

- 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
- Visiting you in pairs

In very serious circumstances, or if you continue to behave in an inappropriate way, we will consider taking further action such as issuing a Community Protection Warning, suspending any application for rehousing, taking action under the terms of our Tenancy Agreement or reporting the matter to the police.



Tenant engagement update



Stella Ridgway, Chair,
Tenant Engagement Group

▶ **Hi everyone**



Spring definitely sprung and our Tenant Engagement Team has been slowly growing; but we need your help. We are volunteers who want to help all tenants, to make their experience as tenants better. We are there to scrutinise High Peak Borough Council policy and procedures as it affects us, the tenants. We can also help tenants with small community projects such as rewilding open spaces or painting railings or installing community gardens.

To do this, we need your help. If you would like to find out more, contact
Engagement@highpeak.gov.uk

Proposed community wildflower area

**between Marsh Lane/Griffin Close,
New Mills**

Consultations have recently been sent out to residents in the locality, and we await feedback.

We will update those residents consulted, as soon as we know the outcome of this consultation.



Radon

Your questions answered



Public Health England
www.gov.uk/government/collections/radon

What is radon?

Radon is a naturally occurring, colourless, odourless, radio-active gas which is formed in the ground. It seeps to the surface and can build up inside properties. Health studies have linked prolonged exposure to radon gas with lung cancer.

How do I know if my property is affected?

The only way to be sure is to have a test. Most tests are carried out by Public Health England and involve having two small detectors in your home for three months.

If you are a High Peak Borough Council tenant, Alliance Norse have a programme to test properties and will contact you. If testing shows that radon levels are above 200 Becquerels, action will be taken to reduce the levels.

What can be done to reduce radon levels?

There are a number of ways to reduce radon levels, such as the installation of a sump pump, introducing positive ventilation, which is similar to an extractor fan, or by installing ventilation under the floor of the property if it has a suspended floor.

An active radon sump, fitted with a fan, is the best way to reduce indoor radon levels. Sumps can be constructed from outside. A small hole, big enough for a 110mm pipe, is made in an exterior wall just below ground level and a bucketful of material is removed to create space for the sump. A pipe goes from this space through the wall and up the outside of the house to roof level. The system is powered continuously by an electric fan.

Who will carry out the work?

Alliance Norse have appointed contractors to carry out the monitoring on High Peak Borough Council's behalf. If your property requires equipment to be installed we will write to you with details of the contractor who will carry out the work. The contractor will arrange a time with you to visit your property and we ask that you co-operate with them to arrange this.

How long will it take?

Arrangements will need to be made for our contractor to come to your property. They will advise you of what is involved and how long it will take.

How long will I need the sump for?

The sump will remain in place all the time once installed and should be left on at all times.

How will I know if it is reducing radon levels at my property?

The Council will carry out further testing to check radon levels.

Can I refuse to have a pump installed?

No. Testing has shown that your property has radon levels which require equipment to be installed and this is a legal requirement. It will cost very little to run.

Why aren't all the properties on my street having pumps fitted?

Radon affects all properties at differing levels. Where levels are below 200 Becquerels no action is needed.

Will the work make a mess?

The work should not be disruptive. The contractor employed by Alliance Norse to install the equipment will discuss and agree with you the work to be carried out and what this will involve.

Domestic abuse

Did you know, if you are worried that a friend, neighbour or loved one is a victim of domestic abuse, you can call the National Domestic Abuse Helpline for free and confidential advice, 24 hours a day on 0808 2000 247.

Seeking help for someone you know can be challenging but #YouAreNotAlone. Domestic abuse advisers will offer confidential, non-judgemental information and advice on the options available to you helping you to keep safe and make informed choices. If you believe there is an immediate risk of harm to someone, or it is an emergency, you should always call 999.

If you are experiencing domestic abuse and need immediate help, ask for ANI (Action Needed Immediately) in any pharmacy or Jobcentre displaying this logo.

When you ask for ANI, you will be offered a private space, provided with a phone and asked if you need support from the police or other domestic abuse support services.



Choose the most convenient way to pay your rent

By Direct Debit

Make monthly payments directly from your bank. Payments are taken on the 1st, 8th or 15th of each month and you don't need to worry about contacting your bank each time your rent changes. Visit highpeak.gov.uk, 'Housing', Pay your Rent', to download a Direct Debit mandate.

By Telephone

Making a payment over the phone by debit or credit card is simple! Ring the 24 hour automated payment line on **0300 456 0625** and follow the instructions. Please make sure you have your rent reference number ready.

Online at

www.highpeak.gov.uk

You can make a payment by debit or credit card, by logging on to our website and clicking on 'Pay' quick link icon, and following the links to 'Pay your Rent'.

By Allpay Card

Pay at any Post Office or shop displaying the Paypoint sign using your Allpay card. If you need a replacement Allpay card, or want to find out where your nearest Allpay outlet is visit: www.highpeak.gov.uk or contact the Rents Team.

By Standing Order

You can pay your rent weekly, fortnightly or monthly through your bank using the Council's bank details: High Peak Borough Council Nat West Account no: 10567828 Sort code: 60-04-18. You MUST quote your rent reference number as the reference for the payment.

Help with housing costs (Rent)

If you are on a low income you may be entitled to help with your housing costs (Rent) through Universal Credit or Housing Benefit. To check what you may be entitled to click:

■ www.entitledto.co.uk

To make a claim for universal credit visit

■ www.gov.uk/universal-credit Helpline **0800 3285644**

For help to make a claim over the phone for Universal credit call the Citizens Advice help to claim line
tel: 0800 1448444

To apply for housing benefit visit

■ www.highpeak.gov.uk/HelpPayingRent

You can only make a new claim for housing benefit if:-
You and your partner have reached state pension age, or
You are in temporary accommodation.

If you are struggling to meet your weekly rent payments, please contact the Rents Team without delay on
tel: 0345 1298075 or email

■ Rents@highpeak.gov.uk

Are you paying the correct amount of Council Tax?
You may be entitled to a discount or exemption for example if you live alone, or are a student. For further details please visit

■ www.highpeak.gov.uk/discounts_exemptions

For free, impartial and confidential advice contact
Citizen's Advice Tel: 0808 278 7954 or visit

■ www.citizensadvice.derbyshiredistricts.org.uk/

They can provide advice on paying bills, debts and claiming welfare benefits.

Help to save energy

Warmer Derby and Derbyshire is a free, impartial service offering local people advice and support on a range of energy issues to help them stay warm and well. They can help with:

- Personalised advice on reducing energy usage and bills
- Free energy-saving measures installed at home visits
- In-depth support to help resolve energy debts, supplier issues, and complex problems
- Crisis support for those struggling to meet energy costs
- Support in applying for grants and funded energy improvement works

0800 677 1332
wdd@mea.org.uk

Home insurance

Let's protect what makes your place a home.

You have a home full of things that you need and love – clothes, TV, kitchen appliances, keepsakes, furniture, and gadgets. Surely, if stuff's worth owning, then it's worth protecting. As your landlord, we insure the building and anything we provide, but we don't cover your home's contents and belongings. Ask yourself, would you need help with

the cost of putting things right after a kitchen fire, a washing machine flood, or a break in? It could get pretty pricey. But don't worry – tenants contents insurance financially protects your home's contents.

Our scheme is affordable and there is no excess to pay on any claim made



To find out more and join the scheme please go to Tenants Contents Insurance | RSA Insurance or call
0345 671 8172.