

# Peak Performance

INFORMATION FOR TENANTS

WINTER 2025/26

## Dear Residents,

As the colder months settle in, I'd like to take a moment to reflect on the year gone by and look ahead to the opportunities and challenges winter brings. While the festive season is a time for celebration, connection, and rest, it's also a time to ensure our homes remain safe, warm, and healthy.

One important reminder during the winter is the need to ventilate your home regularly, even when it's cold outside. It might feel counterintuitive, but allowing fresh air to circulate helps prevent damp and mould, which can pose serious health risks. A few minutes of ventilation each day—especially in kitchens and bathrooms—can make a big difference.

We're also continuing our commitment to safety and maintenance. Annual gas safety checks remain a legal requirement and are vital to keeping your boiler and gas appliances running safely and efficiently. Please do your best to be available for scheduled appointments. Your co-operation helps protect everyone.

May  
your homes  
be filled with  
warmth, joy  
and good  
company.

As always, we ask residents, particularly those in blocks of flats, to keep communal areas clear of personal items. Hallways and stairwells must remain unobstructed to ensure safe escape routes in case of emergency. Similarly, please avoid storing flammable materials on balconies, which can pose serious fire risks.

Looking ahead, we're keen to strengthen the relationship between tenants and the housing team. That's why we're inviting you to join our Tenant Engagement Group. This is a fantastic opportunity to share your views, influence decisions, and help shape the future of housing services in your community. Whether you've got ideas, concerns, or simply want to stay informed, we'd love to hear from you.

Finally, as we approach the festive season, I want to wish every one of you a Merry Christmas and a Happy New Year.



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

## Contact us during Christmas

### Housing enquiries:

**0345 129 8075**



Closed from 1pm Weds 24 Dec till Mon 29 Dec 9am - 4pm.  
Tues 30 Dec 9am - 4pm.  
Weds 31 Dec 9am - 3pm.  
Closed Thurs 1 Jan 2026.  
Normal hours from Fri 2 Jan 9am - 5pm. Outside of these hours any emergency enquiries will be transferred to the emergency help line.

### Emergency repairs only

**Thurs 25 Dec - Fri 2 Jan 26:  
0800 030 8666**

### Visit us:

Buxton Town Hall  
Monday - Friday 9.30am - 1pm. **Closed Thurs 25 Dec till Friday 2 January 2026.**

Winsters Mews, Gamesley  
Thursday 9.30am - 4.30pm (closed 12.30 - 1pm). **Closed Thurs 25 Dec till Thursday 8 January 2026.**

Glossop Municipal Buildings  
Monday, Wednesday and Friday 9.30am - 1pm. **Closed Thursday 25 December till normal hours resume on Friday 2 January 2026.**



**High Peak**  
Borough Council



[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  
0800 030 8666



Executive Councillor for Housing, Fiona Sloman, said: "Our tenants deserve homes that are well maintained, safe and affordable so it's important that we continue to invest in improving them and that we regularly monitor the condition of our properties.

"I'm delighted that this latest update confirms we're going in the right direction – more of our homes are meeting the decent housing standards, and we have plans in place for the small percentage that don't to bring them up to compliance.

"We've got a five-year programme in place to ensure all our properties are surveyed and any issues identified are dealt with. People renting their homes from the Council can be assured that their comfort and safety is as important to us as it is to them."



**6779**  
repairs



**98.71%**  
completed  
on time



**96.53%**  
satisfied  
tenants

Councillor Sloman added: "We've listened to what our tenants tell us and acted on that to deliver better services and communications with them. It's great to see that over 96% of our tenants reported that they were satisfied with the repairs service."



Photo: Phil Sproson Visit Peak District and Derbyshire

# Council delivering decent homes for High Peak tenants

**Most Council homes in the High Peak are meeting national standards for decent housing – and plans are in place to improve the 5 per cent that currently do not.**

**£2.3m**  
investment

The latest compliance report presented to the Housing Board showed an improvement in the properties classed as non-decent from almost 9 per cent last year to 5 per cent in the first quarter of this year.

To continue to reduce this figure letters have recently been sent out informing tenants that property inspections will be taking place to assess against decent homes standards, these are stock condition surveys and form part of our on-going work to improve homes through identifying what needs to be included in future programmes of planned works.

The Council has invested £2.3m in structural works, energy efficiency measures, damp mitigation, radon detection and fire safety upgrades. Other service improvements introduced by the Council include:

- Fast-tracking damp, mould, and disrepair processes so issues are dealt with within three weeks
- Notifying tenants when contractors change

## Performance as of 31 October 2025

### Repairs

|               |   |
|---------------|---|
| <b>95.57%</b> | Scheduled appointments attended             |
| <b>98.71%</b> | Jobs completed on time                      |
| <b>100%</b>   | Emergency repairs completed within 24 hours |
| <b>96.53%</b> | Tenants satisfied with the service          |

### Safety Checks (eligible homes)

|               |  |
|---------------|--|
| <b>100%</b>   | Fire safety checks completed                         |
| <b>99.77%</b> | Gas safety checks completed                          |
| <b>99.21%</b> | Homes with a valid fixed wire electrical certificate |
| <b>100%</b>   | Asbestos safety checks completed                     |
| <b>100%</b>   | Completed legionella risk assessments                |
| <b>100%</b>   | Passenger lifts safety checks completed              |

- Improved communications with vulnerable tenants
- gas safety check or a valid fixed wire electrical certificate are due to no access.

Our Housing repairs continue to be delivered consistently. The Council's statutory duties as a landlord continue to be met and performance remains high across key areas of compliance. The small number of properties still requiring a

For advice about damp, condensation and mould please view our website. Damp and mould problems can be reported by filling in the on-line form or by calling the repairs telephone number below.



**Report repairs on 0800 030 8666**

Monday to Thursday 9am - 5pm, Friday 9am - 4.30pm

**Out of Hours Repairs: 0800 030 8666**  
Someone over 18 must be in when we call.

Further details can be found on our website  
[www.highpeak.gov.uk/repairs](http://www.highpeak.gov.uk/repairs)



# Warmer Derby and Derbyshire



Funded by  
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**We can help you save energy**

Help is at hand:

- Impartial energy advice
- Grant funding
- Free home visit
- Tailored advice
- Understand your bill

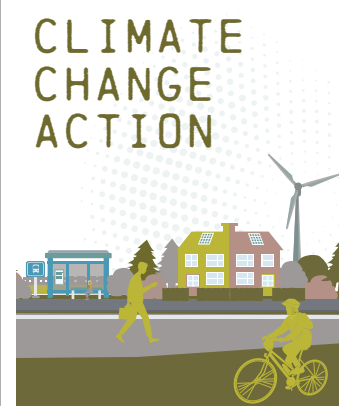
For more information please scan the QR code or go to:  
Warmer Homes Derby and Derbyshire  
[www.highpeak.gov.uk/Warmer-Derby-Derbyshire](http://www.highpeak.gov.uk/Warmer-Derby-Derbyshire)  
Freephone: 0800 677 1332  
Email [wdd@mea.org.uk](mailto:wdd@mea.org.uk)

High Peak Borough Council warmer Derby & Derbyshire

## Climate change and biodiversity

Head to our climate change page to see what the council are doing, available funding and how you can take action too.

Find out more here:  
[www.highpeak.gov.uk/ClimateChange](http://www.highpeak.gov.uk/ClimateChange)



## Bereavement Support Groups

Buxton | Chapel | Glossop | Hope Valley

Evening Groups Available

Have you have suffered a bereavement whether this be recently or a while ago? Are you struggling to find local support?

Our **therapeutic** groups are for **adults** struggling with **bereavement** and are facilitated to ensure all are **safe, respected, cared for and heard**.

*'We were in this together, we shared. The group was much more powerful than other support for me, others helped me and I helped them.'*

Our groups are referral only, but you can call and refer yourself. We want to ensure the service is suitable for you, your relative or your client.

Please call us for more information or a chat about the service.

HIGH PEAK CVS BEREAVEMENT TEAM:

01663 735350 Option 3

or email: [bereavement@highpeakcv.org.uk](mailto:bereavement@highpeakcv.org.uk)



Scan here for more info or visit  
[highpeakcv.org.uk/bereavement](http://highpeakcv.org.uk/bereavement)



## High Peak Social Prescribing Service

Social prescribing explores  
**'what matters to you'**

and takes a holistic approach to people's health and wellbeing. We can help connect you to local partners, self-help and community groups and agencies for practical, social, physical and emotional support.

Social prescribing is your **FREE** opportunity to get help to navigate all that is available to you locally.

Our Social Prescriber Link Workers are trained to provide encouragement, motivation and connection for local people to local support, education, experiences and services, for a variety of topics.

Please speak to your GP for a referral to the Social Prescribing Service.

### SOCIAL PRESCRIBERS CAN CONNECT YOU TO:



Scan the QR code to find out more about the team & our service or visit  
[highpeakcv.org.uk/social-prescribing](http://highpeakcv.org.uk/social-prescribing)





**Your complaints, comments and compliments are important to us.**

**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.**

**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.**

# Customer feedback

## 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 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, email [info@housing-ombudsman.org.uk](mailto: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](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

## How we have learned from Customer Feedback

**We value feedback about our services and see this as an opportunity to learn, adapt and improve the services we offer to our customers.**

Improvements we've made:

- Changes to how we manage vulnerable tenants, particularly out of hours. Our records are now updated and vulnerabilities flagged to assist our tenants and operatives.
- Following complaints of no access, due to adverse weather, we have built weather contingencies into contractor agreements and requested a 4x4 vehicle to our direct out-

of-hours team.

- Made improvements to communicating with tenants when jobs are reassigned, we now send a text message to the tenant with updated details of the new contractor One resident reported poor attitude from a contractor.

We reviewed our expectations, consulted with the Tenant Engagement Group and rolled-out updated toolbox talks to all operatives to reinforce standards.

## Performance

The following information provides a summary of our performance in relation to complaints. In line with the Housing Ombudsman Complaint Handling code and the Council's Customer Feedback Policy, timescales for responding to complaints is 10 working days for Stage 1 complaints and 20 working days for Stage 2 complaints

### Housing Service Complaints Performance as at Quarter 2 (1st April- 30th September 2025)

Volumes of complaints received across the Housing Services and % responded to within the agreed timescales

| Complaint Stage                 | Number received | % responded within timescales |
|---------------------------------|-----------------|-------------------------------|
| Complaints – stage 1            | 52              | 88%                           |
| Complaints escalated to stage 2 | 11              | 91%                           |

### Customer Service

Delivering an excellent customer service and responding to our tenants quickly is a priority.

We are delighted that this year we have answered housing telephone enquiries on average within 1 minute and 16 seconds.



# Hello there!



### We are the Residents of Fairfield Association (ROFA) 133 Victoria Park Rd Buxton. SK17 7EP.

We are open Monday to Wednesday 10-12pm, and on Thursdays for a coffee morning between 10am-12pm. All residents are welcome, whether you are a High Peak tenant, private tenant or an owner-occupier living in the Fairfield Community and offer all families support, irrespective of your current circumstances.

We organise events during the year such as Easter hunts and craft days. We recently had a craft day

themed around Halloween (see photo above). We offer families low-cost trips, this year we organised free coaches to Blaze Farm, Tittesworth and Southport. We also had a trip to Black-pool lights on 29 October.

We hold Christmas events where we try to offer low-cost gifts and this year, we are looking to do an event on 20 December 2025. It will be at the Scouts' Hut, behind One Stop, Fairfield, Buxton. We are also going



to do crafts for adults and children, a child disco and a chance to meet Santa.

We are in the process of getting a builder in to do work in the ROFA building to make it more accessible and welcoming for all. This will mean we can offer more activities and events to help families.

We link with companies to help them advertise and send referrals. Companies we work with are High Peak CVS, Little Cherubs, Zink, Live Life Better and CAP

We do need volunteers to help with different events. We do not ask for amount of time. We ask what you would be able to offer.

Contact us on:  
**01298 73904**

[www.facebook.com/groups/319112072092791](https://www.facebook.com/groups/319112072092791)  
[www.instagram.com/](https://www.instagram.com/)  
[www.tiktok.com/@rofa12433?\\_t=ZN-90XVRWM3q34&\\_r=1](https://www.tiktok.com/@rofa12433?_t=ZN-90XVRWM3q34&_r=1)  
[www.blendyouthproject.co.uk/](http://www.blendyouthproject.co.uk/)





In November, Councillor Fiona Sloman attended the launch of Building Bridges Supported Accommodation. This initiative provides essential support for ex-Forces veterans living with PTSD or facing challenges such as alcohol or drug dependency, helping them move forward positively. To assist with setting up accommodation in Buxton from early next year, Building Bridges received a £10,000 grant from High Peak Borough Council's Homelessness Prevention Fund.

### Neighbourhood update:

#### Wi-Fi Smoke Alarms –

If you are hard of hearing and would benefit from a wi-fi smoke alarm including a vibrating pillow pad and strobe light, please contact [neighbourhoods@highpeak.gov.uk](mailto:neighbourhoods@highpeak.gov.uk) as you may be entitled to have one fitted.

#### Gas Safety

If you have had your gas capped by choice, please contact [neighbourhoods@highpeak.gov.uk](mailto:neighbourhoods@highpeak.gov.uk) as you may be entitled to support in getting the gas turned back on.



## Changes to everyone's telephones lines – digital upgrades

**By January 2027, the old analogue network will be completely switched off, replaced by new digital landlines which work using broadband.**

In preparation for this change, BT and other home phone providers have been switching customers over to the new technology ahead of the deadline.

For many people, switching to digital will be simple.

If you have loved ones with additional needs such as elderly relatives or someone who uses a telecare device or pendant alarm, BT's Connected Together initiative encourages you to take a few simple steps to support them through the switch.

If your Carelink Alarm is connected through your telephone line, you may already be aware that landlines are

changing from Analogue to Digital

This may require Carelink to change the type of alarm unit you have plugged in.

We are currently working with BT to ensure all their customers remain connected and have the correct equipment fitted once their line has been upgraded.

If you are advised of a switchover date by your telephone provider and your Carelink Alarm operates through your telephone line, then please contact Carelink who can then work with you to ensure we have the correct equipment installed to work with the

Digital connection.

BT Connected Together website has information for you to read in order to ensure you understand what's happening and how to ensure everything goes smoothly.

If you don't have a Broadband connection - Don't worry, they will offer a dedicated landline service, allowing you to use your landline in the same way you do today.

If you need any further info in relation to your Carelink Alarm, please give us a call and we will be happy to assist

**01298 813395.**

# Preventing tragedies

## New NCMD briefing on child deaths from falls

The Child Accident Prevention Trust (CAPT) has highlighted that one of the most common reasons that young children fall is that their rapid development takes parents and carers by surprise, for example, a toddler might take his parents by surprise when he climbs on something that he had previously been unable to reach. Data from the National Child Mortality Database (NCMD) highlights:

- Between 1 April 2019 and 31 May 2025 (6 years and 2 months) there have been a total of 16 deaths of children aged under 11 years in England as a result of a fall from a window or balcony.

The following themes were identified from NCMD reviews of deaths:

- Families reporting windows as broken, sometimes on multiple

occasions. It is essential that these situations are reported as an urgent repair.

- Over-riding of window restrictors/closing devices in hot weather or when cooking/cleaning to let smoke/smells out.
- Items too readily at hand for children to climb on close to the window or on the balcony.
- Non-supervision of children in areas where windows are not locked.

Actions for local authorities, private landlords and professionals who work with families with young children:

- Prioritise fixing windows when reported by residents with young children.
- Ensure appropriate locks are in place on windows and balcony doors to protect families with

young children.

Current advice for families from the Child Accident Prevention Trust:

- Keep low furniture away from open windows and balconies so that children can't climb up and fall out – even on the ground floor.
- If you can, install window catches (to limit how far they can open) and locks.
- If you opt for a lock, keep the keys somewhere you can find them in case there's a fire and you need to get out.
- If your window won't lock or you need to open the window wider, don't leave young children alone in the room.
- Keep young children away from balconies unless they are supervised and keep balcony doors locked when not in use.

## Joint fire safety inspection

**A recent joint fire safety inspection took place involving Housing Services staff and Derbyshire Fire and Rescue Service, following verbal abuse on staff whilst carrying out their duties.**



The (Fire Safety) Order 2005 (article 14) focuses on emergency routes, exits, and requires responsible persons (the Council) to ensure these routes and exits are kept clear at all times and are not obstructed. This is to ensure tenants can, in a fire situation or other emergency, escape safely via the corridors, communal area, and staircases.

Derbyshire Fire and Rescue Service carry out fire safety audits of our premises, which includes the communal areas of your home, to ensure we are compliant with fire safety law. Maggie Nelson, Head of Housing said, "The monthly fire safety inspection checks highlight obstructions requiring removal". Tort

letters are issued advising tenants that the items should be removed within a specified time, to ensure the Council meets its legal duties. Unfortunately, during the removal of some items recently, my staff faced verbal abuse which has affected staff morale and a willingness to carry out their duties, potentially impacting the delivery of essential services. These impacts are not acceptable and such behaviour will not be tolerated".

Station Manager Neil Hibberd, Der-

byshire Fire and Rescue Service (Fire Safety-High Peak and Derbyshire Dales area) added "Derbyshire Fire and Rescue Service has a close working relationship with High Peak Borough Council through the Housing Providers forum, and at a local level".

"We were pleased to support the Council in the joint inspection to show support for what they are doing, to ensure they meet their obligations under the (Fire Safety) Order 2005".

If you have concerns about fire safety in your home, contact your local housing officer in the first instance or Derbyshire Fire Service.

[www.derbys-fire.gov.uk/](http://www.derbys-fire.gov.uk/)

## Welcoming Spaces

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.

If you would like to register as a Welcoming Space or require any further information please email [welcomingspaces@highpeak.gov.uk](mailto:welcomingspaces@highpeak.gov.uk)



**Have your say...**

**Our Housing Team are committed to providing good quality homes and excellent services. They pride themselves on listening to our tenants and making improvements to our services as a result.**

Recent tenant engagement has included a resident consultation for meadow-land on Marsh Lane, New Mills.

This proposal was to allow a grassed area to remain unmown to enable meadow grasses, wildflowers and other native species to flourish. By increasing the variety of plants in these areas, the Council hopes to support a wide range of pollinators, birds, and other wildlife that rely on these habitats.

The outcome of the consultation was positive, and the wildflowers are starting to grow.

The Council is committed to listening to your views and with this in mind we would like more residents to join us.

We have been in contact with many residents over the previous months discussing ways in which they can engage with the Council. We've met residents in person one to one, in groups, over the telephone via Teams.

If you are interested in being involved in planting and other enhancements to benefit wildlife, or if you would like to chat about what tenant engagement involves, email:

**[Engagement@highpeak.gov.uk](mailto:Engagement@highpeak.gov.uk)**

## Your voice matters

We want to know how tenants feel about their home, the communities they live in and the services we provide. We are looking for tenants to help us shape our services and have their say on issues that matter to them. We understand that tenants may wish to engage with us in different ways, so there are lots of different opportunities to get involved including:

- **Making suggestions by e mailing** [engagement@highpeak.gov.uk](mailto:engagement@highpeak.gov.uk)



- **Joining our Tenant Engagement Group** – this involves attending formal meetings (attendance may be in person or online) to shape services, support policy decisions, review and challenge our performance.
- **Joining our Tenant Scrutiny Panel** – each year we will look at specific services in detail and ask you to scrutinise how we are performing and make suggestions on what we can do better. Over the next year we will be looking at our complaints process, how we deliver our housing repairs services, the way we manage reports of anti – social behaviour (ASB) and how we manage our neighbourhoods. Please let us know if you would like to be involved in scrutinising any or all these areas.
- **Quick Q Panel** - have your details logged on our system so we can contact you when we need a quick answer to a question or we would like your opinion on a new idea.
- **Estate Walks** – when the weather improves our Housing Team will be conducting estate walks, and you are welcome to join them to raise any concerns you may have or to make suggestions on what actions we can take to improve your neighbourhood. We will publicise these walks in advance including on our website and on social media



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.



#### Carelink Performance

We received 698 emergency calls from the beginning of July 2025 to the end of September 2025, and our Response Officers attended the customers home for 96% of these calls within 45 minutes. In addition, for the same period we attended to 208 reports of a fall, of which 93% had a response visit within 45 minutes.

A pendant that you can wear enables you to make a call to our control centre should you need help in an emergency. We aim to answer all calls within 60 seconds, and trained members of staff can respond by giving advice and assistance as needed. There are two levels of service, and we will assist you to select the service that meets your needs:



## TENANT SURVEY 2025

*What does this mean for you?*



**When?** The survey will take place between November and December 2025.



**Who?** The survey is being carried out by Acuity Research & Practice (Acuity), who provide tenant satisfaction surveys and benchmarking services.



**What?** The survey will ask questions about how satisfied you are with your home and the services provided. It will take around 10 minutes to complete.



**Why?** The survey will help make changes to improve the services High Peak Borough Council provides. It also includes the Tenant Satisfaction Measures (TSMs), which must be collected and reported to the Regulator of Social Housing.



**How?** Tenants may be called and invited to take part in a telephone interview. This will come from a local 01928 phone number.

#### 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 Response Officers will attend if you need help.

#### Monitoring only

The monitoring only service is the same as the monitoring and response service, but your emergency contacts 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 and will replace it if it becomes faulty.

#### Costs

- Installation fee: £62.00
- **Silver Service** (monitoring only): £7.30 per week
- **Gold Service** (monitoring and emergency response): £9.70 per week

If you are a tenant with the service attached to your property your charge will be paid with your rent and collected over 48 weeks not 52 weeks.

## Regional power outages self-preparedness

Most power companies and the Government have already issued guidance on what action should be taken in a power outage situation.

The key proactive messages are:

- Keep a blanket, battery operated radio and wind-up torch to hand.
- Keep a hard copy of emergency numbers to hand to obtain support, close family, GP, chemists, utility companies, etc.
- Check your trip switches, turn your appliances off, and reset the trip.
- Keep mobile phones and battery packs charged.

If you have a power cut

- Call the power company if you can- the leaflets issued by the energy companies provide a three-digit number to call 105 for Electricity Northwest.
- Keep fridge and freezer doors closed.
- Look out for elderly and vulnerable persons.
- Listen for updates on local radio, in a major incident.

Visit Electricity North West's Website for further information:

<https://www.enwl.co.uk>

# Zero tolerance - items in communal areas

High Peak Borough Council has both a legal and moral obligation to ensure the building you live in, including any communal areas within it, meet fire safety requirements. This is particularly important in ensuring that you escape from the building in an emergency.

In order to keep you safe, we have basic rules in place about the use of the communal areas that are displayed in the communal notice boards:

- **You are not allowed to store your possessions in communal areas, even for a short period of time**
- **You can't dispose of any unwanted goods/ furniture or your rubbish in communal areas**
- **You can't display decorative items such as pictures, planters, or plant pots on means of escape or communal areas**

We are aware that some residents may feel this is unfair; however, we need to take a consistent approach to ensuring your safety and the safety of others in the building. Whether an item is flammable or not does not have an impact on our clear communal area policy.

The policy of maintaining sterile communal areas was adopted in 2023 in association with Derbyshire Fire and Rescue Service and is unambiguous in its meaning and application. There are many factors that contribute to the decision to adopt a sterile communal area/clear communal area policy.



### What are 'The Communal Areas'?

Communal areas can be either internal or external, including entrance lobbies, landings, stairwells, all cupboards (outside of flats), lifts, open walkways all balconies and external façade. The Council is responsible for the management of the communal areas ensuring that potential fire risks are controlled and removed.

### What about doormats?

If you feel a doormat is necessary, it must be placed on the inside of your flat entry door and not outside where it can be a trip hazard to others.

### Is that all I am allowed to have in the communal areas?

Yes, it is. You cannot leave anything else. This includes, but isn't limited to:

- Buggies and prams
- Children's toys and ride on toys
- Footwear
- Items of furniture and goods awaiting disposal
- Bicycles, Scooters
- Shopping trolleys

- Mobility Scooters & Electric Scooters
- Any other decorative items (including festive/seasonal items other than a small door decoration or wreath under specific conditions – please speak to your Housing Officer)

### Does this include flowers? Do they pose any risk?

As previously outlined the management of the communal areas is based on a number of factors and requirements. Often plants do not present a fire risk; however, the adopted policy applies to all items, and not only those that pose a fire risk.

### What will happen if items are left in the communal area?

If we believe the item poses a significant fire safety risk e.g. obstructions, gas bottles, flammable paint pots etc. we will remove it immediately. We will label other items as needing to be removed under the TORT process and allow the owner an appropriate amount of time to remove them. The date for removal will be detailed on the notice. If, after this time the items are still in situ, we will remove items to store and then dispose of them.

### Why do we need to do this?

The Regulatory Reform (Fire Safety) Order 2005 clearly



# Keep your escape route CLEAR



details that in order to safeguard the safety of relevant persons, the responsible person (the landlord) must ensure that routes to emergency exits from premises and the exits themselves are kept clear at all times. This means that if there was a fire, there must be nothing

in these areas that could:

- Prevent residents escaping from the building
- Stop the Fire Services carrying out their duties
- Give off toxic smoke and gas when burning
- Explode due to high

temperatures (e.g. gas cylinders)

- Cause the fire to spread more quickly

### **I have a mobility scooter, where can I store it?**

All mobility scooters and any other walking/mobility aids should be stored within your

flat or a designated scooter store. If using a scooter store, you must check with your Retirement Living Complex Manager or Housing Officer whether there is sufficient availability to store it before purchasing a scooter.

## Fire safety at Christmas time

Whilst Christmas and festive decorations brighten up the home, it is also important to make sure they are safe to avoid the risk of fire, using our fire safety tips below.

- Check your Christmas lights are in good working order, make sure they are British Safety Standard and are bought from a reputable retailer.
- Don't leave candles unattended, and site them away from Christmas trees or other greenery.
- Don't hang decorations over or near fires or heaters.
- Extension leads generate heat so should be used carefully. Never make a chain of extension leads, and always fully extend

wind-up extension leads. Use those that are surge protected.

- Always turn your (Christmas) lights, and other electrical appliances off before bed or when going out.
- Laptops, games consoles, phones and tablets can heat up when in use or being charged, it is important to place these on a hard

surface whilst charging and always use the official charger.

- Please do not place personal Christmas lights or other decorations in communal areas or on fire escape routes.

Visit the Derbyshire Fire and Rescue website for more fire safety advice  
[www.derbyshire-fire.gov.uk](http://www.derbyshire-fire.gov.uk)



## 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](http://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](http://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](http://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)

### Are you struggling to keep up with your rent payments?

Don't delay – contact the Rents Team today

■ **Tel: 0345 1298075 or**  
email [Rents@highpeak.gov.uk](mailto:Rents@highpeak.gov.uk).

For information on benefits and financial support Check benefits and financial support you can get -

■ **GOV.UK**

For emergency help towards the cost-of-living contact Derbyshire County Council's Discretionary fund

■ **Tel: 01629 533399**

[www.derbyshire.gov.uk/discretionaryfund](http://www.derbyshire.gov.uk/discretionaryfund)

For free independent and confidential advice on money, debts benefits and budgeting, the following organisations may help:

Derbyshire County Council welfare rights

■ **Tel: 01629 531535**

[www.derbyshire.gov.uk/welfarebenefits](http://www.derbyshire.gov.uk/welfarebenefits)

Citizens Advice Bureau (CAB)

■ **Tel: 0808 2787954**

[www.citizensadvice.org.uk/derbyshire](http://www.citizensadvice.org.uk/derbyshire)

Christians Against Poverty

■ **Tel: 0800 3280006**

[www.capuk.org](http://www.capuk.org)

Zink Advice

■ **Tel: 01298 214926 / 07377 917496**

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

## Rent collection 2024/25

The Council collected **98.84 per cent of rent due for the year, including arrears brought forward from previous years.**

**98.84**  
%

A big thank you to tenants for prioritising their rent payments and making this result possible. Tenants are encouraged to build up a credit on their rent account equal to 1 months' rent in case their circumstances change suddenly, to prevent falling into arrears.

**Win!**

**£250**

**in the rents prize draw**

To be automatically entered into a free prize draw, just have a clear rent account on 31 December 2025 and 31 March 2026.

## 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.**