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# Peak Performance

INFORMATION FOR TENANTS

SPRING 2026

## Hello everyone,

I'm delighted to welcome you to the Spring edition of our Tenant Newsletter. It's always a pleasure to reach this point in the year when the days brighten up, the weather starts to behave (at least sometimes), and we can feel hopeful about the months ahead.



I'm also pleased to share with you that we'll be moving from two newsletters per year to four. You'll now receive a Spring, Summer, Autumn and Winter edition, seasonal updates without the seasonal chaos. This means we can keep you better informed with timely news, advice and opportunities throughout the year.

As we head into the warmer months, I'd like to gently remind everyone of the importance of allowing access for your annual gas safety test. These checks are absolutely essential for keeping you, your neighbours and your home safe.

Spring is also a wonderful time to add a splash of colour to your surroundings. Brightening up gardens and outdoor spaces with plants and pots is a lovely way to welcome the season, and a little greenery and nature goes a long way toward lifting the spirits. It's also the perfect time to let some fresh air into our homes. Even opening windows for short periods can

help reduce condensation and lower the risk of damp and mould, small actions that make a big difference to enjoying the comfort of your home.

We're always keen to hear from our tenants who want to get more involved in what we are


doing. If you'd like to help shape how our services are delivered or influence future policies and processes, you might like to think about joining our Tenant Scrutiny Panel or Tenant Engagement Group. They're friendly, welcoming spaces and a great way to make sure your voice has real impact. A heartfelt 'thank you' to everyone who joined us at the recent Your Voice, Your Choice events in Glossop and Buxton. Your feedback is incredibly valuable to us. If you couldn't attend, please don't worry, our Neighbourhood Team and Tenant Engagement Officer will be bringing more events to communities across our borough over the coming months. Keep an eye out for details; we'd love to see you there.


Thank you for your continued involvement and support. Wishing you a happy, healthy and hopeful Spring..


With 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  
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

Winster 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



## Introducing Becky, Our new Tenant Engagement Officer

We are pleased to announce that we have a new full time Tenant Engagement Officer. Becky has previously worked in Tenant Engagement for most of her career and has worked in Housing for over 10 years in areas across the North West and Cumbria.

Becky has previously worked with various different types of Tenants Groups, Community Groups and Health and Wellbeing groups. She has experience of organising lots of different types of events from Community Gardening days to Residents Housing Conferences.

She is very excited to be working in the High Peak and will be out and about regularly. Becky will be holding drop-in sessions in various locations, so please come along and say hello, dates for this will be posted shortly. You can always contact her directly via [engagement@highpeak.gov.uk](mailto:engagement@highpeak.gov.uk)

# Tenant Engagement What is it?

High Peak Borough Council are committed to making sure tenants voices are heard and those voices help shape our services. Who better to tell us when things work well, or not so well, than the tenants who use those services?

### How do I get involved?

Our new Tenant Engagement Officer, Becky, is available by email or telephone, just drop her a line, alternatively come along to

a Tenant Engagement Event and have a chat with her.

### Who do we need?

All council tenants are eligible to get involved at whatever level they feel comfortable with. We appreciate people often lead busy lives and can't always get involved - that's ok too. We offer flexibility where possible. If you want to get involved but are concerned about something, we can help.

### But does it make a difference?

Yes! Check out the "You said, we did" section of the newsletter to see the changes made directly due to tenant feedback and engagement. If we truly are unable to change something, this could be due to specific reasons, such as safety, but we should consider your suggestion and give you a good reason why something may not be possible.

### Why engagement?

- **Accountability** – Tenant Engagement allows tenants to hold councils/housing providers to account
- **Improvement** – We ask for feedback and run Tenant Engagement activities to pinpoint what needs improving. By asking the people who use the service, we can identify not only what needs to be improved, but how we can improve it. It holds us to account.
- **Collaboration** – By working with tenants and local partners effectively real change can happen when needed
- **Community** – Most people want a safe, clean place to live. Tenant Engagement can help contribute to this goal by working with the people in the communities to help make improvements if needed.
- **Action** – Tenant Engagement has proven to be an effective way to get stuff done, by understanding issues that affect tenants, we can best serve our communities.

### How does it work?

High Peak Borough Council already has Tenant Engagement Activities in place but we want to build on this. Tenant Engagement is about sitting in meetings discussing complicated policies and documents (although this type of Engagement is VERY important and we welcome anyone wishing to take part).

### These are our current opportunities:

**Tenant Engagement Group:** A semi-formal, bi-monthly meeting, sometimes online, sometimes in person, often used to discuss important topics.




**Scrutiny Panels:** These take a specific subject and examine it in more depth, for example Anti-Social Behaviour, they often involve a short presentation by staff followed by a "have your say" session where general questions are asked and answered. There is ample chance for tenants to have their say.

**Quick Q:** Quick Q are short surveys asking usually between 5-10 questions. We focus on a specific topic, the current one is about Anti-Social Behaviour, we have a list of residents who have signed up to complete these very quick surveys. We take the data and use it to feed into our policies to shape the future work we do.

**Coffee Shop Style Drop-in:** Our new Tenant Engagement Officer, Becky, will be out and about to talk to residents about their communities. Come have a chat, share your opinions and report any concerns. All our tenants will be welcome to attend, we hope to build this into a regular schedule so people can get to know Becky and get involved.

If you would like more information please don't hesitate to contact Rebecca Day our new Tenant Engagement Officer. You can email her and the team at: [engagement@highpeak.gov.uk](mailto:engagement@highpeak.gov.uk) or ring her directly on 07483 443833.

# Customer complaints and feedback April 2025 - March 2026

 Better   
  No change   
  Weaker  
 (compared to same period last year)

## Repairs



**95.5%**  
Appointments made and kept  
Target 85% 

**14,997**  
Number of repairs reported

**98%**  
Repairs completed on time  
Target 90% 

**99.92%**  
Emergency repairs completed within 24 hours  
Target 100% 

**96.92%**  
Customer satisfaction  
Target 95% 

**96.17%**  
First time fix repairs  
Target 75% 


**98%** Non-emergency responsive repairs completed within target


## Compliance





**100%**  
Fire safety risk assessments completed in communal areas  
Target 100% 

**99.5%**  
Homes with a current gas safety certificate (that need one)  
Target 100% 

**99.5%**  
Asbestos checks in communal areas completed  
Target 100% 

**100%**  
Communal areas with an Asbestos Management Plan  
Target 100% 


**100%**  
Water safety checks completed  
Target 100% 


**100%**  
Lifts serviced and with a current risk assessment  
Target 100% 


**8.9%** Homes that do not meet the Decent Homes Standard

## Complaints



**76.8%**  
Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code of 10 working days  
Target 97% 

**88%**  
Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code of 20 working days  
Target 97% 

**100%**  
Formal complaint acknowledgement within 3 working days  


**20%**  
Stage one complaints escalated to stage two

**35.2**  
Number of stage one complaints received (per 1,000 homes)

**7.2**  
Number of stage two complaints received (per 1,000 homes)

## Rent collection

**99.43%** Rent collected  
Target 98.5% 

## Getting in touch

On average it took  
**2.05 minutes**  
to answer your call

**11**  
Compliments received

For more information go to:  
[www.highpeak.gov.uk/Housing-You-Said-We-Did](http://www.highpeak.gov.uk/Housing-You-Said-We-Did)

## Neighbourhoods


**28.9** Anti-social behaviour cases reported per 1,000 homes between April 2025 and March 2026

**0** Number of anti-social behaviour cases that involve hate incidents per 1,000 homes

## Carelink Alarm response service



**2839**  
Emergency calls

**95.84%**  
Calls responded to within 45 minutes  
Target 95% 

**885**  
Number of falls

**844**  
Number of falls responded to within 45 minutes

**97.85%**  
Referrals installed within 15 days  
Target 95% 

## Stay updated with the Housing Board

We want tenants to feel informed and involved in the decisions that affect their homes and housing services. The Housing Board plays an important role in over-seeing housing matters, discussing improvements, and making key decisions on policy and service delivery. To help you stay up to date and see how decisions are made, you can now follow Housing Board activity online:

- **Watch Housing Board Meetings**

These are live-streamed by the Council and published on their official YouTube channel. This means you can watch meetings as they happen or catch up at a time that suits you.

YouTube

[www.youtube.com/  
@highpeakborough-  
council5855](https://www.youtube.com/@highpeakborough-council5855)

- **Read Housing Board Papers**

Housing Board agendas, reports, and meeting minutes are available on the council's website. These documents explain what topics are being discussed, what decisions have been made, and any actions that will follow.

[www.highpeak.gov.uk/  
Meetings-Agendas-  
Minutes](http://www.highpeak.gov.uk/Meetings-Agendas-Minutes)

By using these resources, tenants can stay informed, understand how housing decisions are made, and see how tenant priorities are considered at board level.

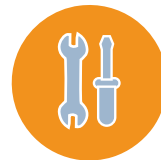


**We're committed to strengthening our relationship with you as our tenants by listening carefully and acting on what you tell us. Your feedback helps us to shape our services, improve how we communicate, and make sure our engagement opportunities work for everyone. Below are some of the key things you've raised recently, and what we're doing in response.**



### Engagement Meeting Times

Tenants told us that they felt that the tenant engagement meetings were too often held arranged during standard working hours, making it difficult for many people to take part. In response, we are reviewing our scheduling and will begin offering more evening and flexible time sessions, so everyone is able to get involved.



### Repairs Process Information

You also highlighted that clearer, more accessible information about the repairs process would be helpful. We are now working with our Repairs team to develop a simple, step-by-step guide that explains how the process works, what you can expect, and where to go for support. This will be shared online very soon and further discussed at upcoming engagement sessions.



### A Coffee-Shop Style Drop-In

Tenants suggested introducing a more informal "coffee-shop style" drop-in, where people can come along, ask questions, and get information in a relaxed setting. We agreed this was a great idea and will be piloting these drop-ins soon to see how well they are received.

We are actively looking for Tenants to get involved in the work we do, we have made changes as a direct response to Tenant Feedback, we want to build on this, we want you to be able to directly influence the work we do!

If you would like more information please don't hesitate to email Rebecca Day our new Tenant Engagement Officer.

[engagement@highpeak.gov.uk](mailto:engagement@highpeak.gov.uk) or ring her directly on 07483 443833.

**For information about our latest improvement plan please go to the link below:**

[www.highpeak.gov.uk/Information-About-Your-Tenancy](http://www.highpeak.gov.uk/Information-About-Your-Tenancy)

# Making the most of our homes: Help with downsizing and under-occupying

## What does under-occupying mean?

Under-occupying usually refers to households living in homes with more bedrooms than they require. This can happen for many reasons; when children grow up and move out, changes in family size, or life events that alter the needs of the household. While having extra space can be useful, it can also mean higher heating costs, more maintenance, and rooms that rarely get used.

## Why should you consider downsizing?

Moving to a smaller, more manageable home offers several advantages:

- Lower household bills, including heating and council tax.
- Easier day-to-day living, with less cleaning and maintenance.
- Homes better suited to your needs, especially if mobility becomes a concern.
- It also frees up properties for those families who need more space due to their family size

Downsizing can also provide a fresh start, be closer to local amenities, public transport, or support networks.

## What support is available to downsize?

High Peak Borough Council is keen to help residents who may be considering a move. If you are a council or housing association tenant, options may include:

- Advice on transferring to a smaller social rented home
- Exploring mutual exchange schemes, where tenants swap homes
- Providing financial assistance or incentives, where appropriate
- Help understanding how a move could affect benefits or rent.

High Peak has a wide range of homes, from smaller flats to family-sized properties. As circumstances change over time, many residents find they have more space than they need. For some households, downsizing to a smaller home can bring practical, financial, and wellbeing benefits.

Each household's situation is different, and our role is to provide clear information so our residents can make informed choices.

## Thinking about your next step?

If you feel your home is larger than you need, or you would like to talk through your housing options, our team is here to help. An informal conversation may help you to understand what is available, what your options are and whether downsizing may be right for you.

Contact our Housing Team using the website or speak to your housing officer directly:  
[www.highpeak.gov.uk/Housing](http://www.highpeak.gov.uk/Housing)

We want to make sure our housing services are fair, accessible and meet the needs of everyone who lives in our homes. To help us do this, we are asking tenants to take part in an Equality, Diversity and Inclusion (EDI) survey.



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## Take part in our survey

The survey asks voluntary questions such as age, disability or health conditions, ethnicity, gender, religion or belief, and sexual orientation. This helps us build a clearer picture of our tenant communities and understand whether our services work equally well for all residents. We want to identify where people may face barriers or need extra

support. By understanding our tenants better, we can improve the way we design and deliver services, communicate more effectively, and make reasonable adjustments where needed.

Taking part is completely voluntary. You do not have to complete it, and you can choose which questions you do or do not answer.

Your decision will not affect your tenancy or the services you receive in any way. We understand that some of the questions are personal, and we want to reassure you that your information will be treated with care. All responses are confidential and stored securely. The information is used only to help improve our services and is analysed as a whole, not to identify individual tenants.

By completing the survey,

you are helping us make housing services fairer, more inclusive and more responsive. The more people who choose to take part, the better we can plan for the future and make sure everyone is treated with dignity and respect.

Thank you to everyone who supports this work. If you have any questions about the survey or need it in a different format, please contact us and we will be happy to help.



## 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

(1 April 2025 - 31 March 2026)

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

#### Complaints – stage 1

**106** Number received

**77%** % responded within timescales

#### Complaints escalated to stage 2

**27** Number received

**88%** % responded within timescales



# Keeping our homes safe: gas and electrical safety checks

At High Peak Borough Council, the safety of our tenants is our highest priority. As a landlord, we have a legal duty to ensure that all council homes meet strict gas and electrical safety standards, and we appreciate tenants' cooperation in helping us achieve this.

### Gas Safety Checks – Every Year

All properties with gas appliances must receive an annual gas safety check. Tenants are required to allow access to their home once a year so that HPBC can arrange for a qualified Gas Safe engineer to inspect all gas appliances.

Once the inspection is completed, a Gas Safety Certificate is issued to confirm the appliances are safe to use. These checks are a legal requirement under gas safety regulations and are essential to keeping households safe.

### Electrical Safety – Every Five Years

In addition to gas safety, an Electrical Installation Condition Report (EICR) must be

carried out every five years. This inspection ensures the fixed electrical wiring in the property is safe and meets current standards.

Following the inspection, an electrical safety certificate is issued. If any issues are identified, such as C2 (potentially dangerous) or C3 (improvements recommended) they must be addressed within 28 days to remain compliant with regulations.

### Arranging Appointments

Our approved contractors make every reasonable effort to contact tenants to arrange these visits. This includes phone calls, letters and text messages, with the aim of agreeing a convenient appointment time for everyone involved.

Once these inspections are up to date, HPBC will not usually need to disturb tenants again until the next inspection is due, other than to arrange access shortly before the required dates.

### Your Responsibilities as a Tenant

Tenants are reminded that allowing access for safety inspections is a condition of the tenancy agreement. Failure to provide access for gas or electrical safety checks is considered a breach of the tenancy agreement and may lead to further action.

By working together, we can ensure our homes remain safe, compliant and comfortable places to live. Thank you for your continued cooperation.

# Understanding damp and mould

**Damp and mould are often caused by excess moisture in the home, most commonly due to condensation. This can occur when warm air meets cold surfaces, particularly in areas with limited ventilation.**

## Common Causes

- Condensation from everyday activities such as cooking, showering, and drying clothes indoors
- Poor ventilation, especially in kitchens and bathrooms
- Low or inconsistent heating
- Leaks or structural issues within the property

## Preventing Damp and Mould

- Open windows regularly to improve airflow
- Use extractor fans where available
- Keep lids on pans when cooking
- Avoid drying clothes indoors where possible, or ensure good ventilation if unavoidable

Maintain a steady level of heating throughout the home

Leave space between furniture and walls to allow air to circulate

## Spotting the Signs Early

- Condensation on windows
- Musty smells
- Black spots or patches on walls and ceilings
- Peeling wallpaper or paint

## Reporting Issues

Tenants should report any signs of damp and mould as soon as possible so that appropriate action can be taken. Early reporting can help prevent the issue from worsening and reduce potential health risks.

## Maintaining a Healthy Home

Keeping the home well-ventilated, warm, and dry can significantly reduce the risk of damp and mould. Regular cleaning and checking of high-moisture areas can also help.

## Quick guide to Awaab's Law

Emergency hazards and significant damp and mould hazards must be dealt with by your landlord within set timescales. You need to provide as much information as you can on the hazard and who lives in your home to your landlord, so they can make an accurate decision.

## How we performed (up to end of March 2026)

**96%** of potential hazards investigated within 10 working days  
**Target 100%**

**100%** of tenants receiving a written summary of findings within 3 working days of the investigation  
**Target 100%**

**100%** of hazards posing a significant risk actioned within 5 working days  
**Target 100%**

**100%** of emergency hazards actioned within 24hrs  
**Target 100%**



## Summary of Awaab's Law:

- Emergency repairs must be done within 24 hours
- Significant damp and mould hazards must be investigated within 10 working days and made safe within 5 working days
- If your home can't be made safe in time, your landlord must offer you somewhere else suitable to stay until it is.
- Your landlord needs to tell you what is happening once you have reported an issue and if action they take is covered by Awaab's Law. They must give you a written summary within 3 working days of an investigation finishing.
- If you report an issue and it hasn't been sorted or you're not happy, you can complain to your landlord through your landlord's complaints process
- If you're not happy with your landlord's final response to your complaint, you can take your complaint to the Housing Ombudsman
- You can also go through the Pre-Action Protocol for Housing Conditions Claims. This is a process that helps tenants and landlords try to fix issues before going to court.

## 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.

# 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.**

## 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 Derbyshire districts.org.uk](http://www.citizensadvice Derbyshire districts.org.uk)

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)

## Your complaints, comments and compliments are important to us

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



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)