Standards.

Our standards are based on 5 key areas for tenants.
- **Homes Standard**
  Ensuring our houses attain, at least, a set requirement for quality and that we provide an efficient and cost effective repair and maintenance service.
- **Neighbourhood and Community Standard**
  We work in conjunction with tenants and other groups to ensure clean and safe communities for our tenants to live in. We have a duty to promote social, environmental and economic wellbeing in these areas and use proactive mechanisms to prevent and tackle anti-social behaviour issues.
- **Tenancy Standard**
  The Council must make best use of the housing stock and operate a policy of allocations that is fair, efficient and deals appropriately with all tenants needs. For both existing and potential tenants we must enable them to be more mobile and provide both choice and flexibility via our schemes, initiatives and what options we offer in our tenancies.
- **Value for money**
  This requires us to keep our tenants informed as to how we spend our resources and what service this spending equates to. This allows tenants to hold us to account as regards efficiency, economy and effective delivery of the service
- **Tenant Involvement and empowerment**
  This focuses on 3 main areas
    - Consumer Choice
      Providing the services our tenants need, but also giving them options as to how this need is met.
    - Complaints
      To provide a clear and accessible procedure that resolves issues promptly and fairly
    - Involvement and Empowerment
      Offering tenants opportunities to be involved in the management and regulation of the housing service. This standard places emphasis on local mechanisms and their greater responsibility in influencing policy and scrutinising the Councils actions.

These are further supplemented by your local offers. These are a set of specifically tailored standards, based on consultation with our tenants. They make certain that we provide a service that meets North Kestevens' needs and focuses on setting North Kesteven priorities.