

For North Kesteven District Council Tenants

ANNUAL REPORT

20 21

Annual Performance Review for Housing
& Property Service customers 2020-21



North Kesteven
DISTRICT COUNCIL

Garages for rent

Rent ranges from
£6.91 to £12.96
per week depending
on location and
circumstances

We have a number of garages at various locations in the District available to rent



- Billingham
- Bracebridge Heath
- Branston
- Cranwell
- Dorrington
- Great Hale
- Heckington
- Kirkby la Thorpe
- Leadenham
- Metherringham
- Nocton
- Rowston
- Ruskington
- Scopwick
- Screddington
- Skellingthorpe
- Sleaford
- South Rauceby
- Thorpe on the Hill
- Waddington
- Washingborough

Available for tenants and non-tenants. If you'd like to rent a garage, please visit www.n-kesteven.gov.uk/garages or call **01529 308160/308254**

If one isn't currently available in your preferred location you will be placed on a waiting list.

WELCOME



**Councillor
Ian Carrington,
Executive Board
Member with
special interest
in Housing**

What a year it's been! Although the pandemic has meant learning new ways of working, we've managed to continue improving our service to tenants whilst providing additional support to those in need.

Our watchword is simple: we don't manage houses, we provide homes, the

homes you make for yourselves. So we're always looking for ways to improve the Council's housing stock.

Top of the list is achieving the Council's Carbon Net Zero target to combat climate change. All new homes will meet our Co2sy standard giving high energy efficiency and lower heating bills. And we're looking at how best to retrofit existing properties to make sure every resident benefits as well as the planet.

We'll invest over £42 million on improvements and over £64 million in new homes in the coming years, making better places to live for more local people.

This annual report shows you how the Council is investing in your homes and building on the service we provide for residents. Top quality service that has won the property services team recognition in major national awards.

We couldn't do any of that without the brilliant feedback and co-operation of our tenants. It's a really positive relationship that's at the heart of everything we do, and it will remain central as we take the housing service forward to meet the challenges of the future.

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Each year North Kesteven District Council produces a report to show tenants how their rent is being spent and how Housing and Property Service is working to meet the needs of all NK tenants and leaseholders.

During 2020/21 the COVID-19 pandemic had an impact on all the services provided by the department. This report will show you how NK has endeavoured to maintain services and support tenants throughout the year.

The data is based on information gathered throughout the year from complaints, surveys and value for money and performance comparisons with other landlords.

HOUSING PRIORITIES

Our Vision - Together We Put The Meaning of Home in Housing

The Housing business plan is the document that sets out the priorities for the Housing and Property Service. Tenants have also identified priorities in recent surveys (See next page) and these will be taken into account in the forthcoming Business Plan 2021 - 2051. In the meantime work carries on with day to day housing management, improving and maintaining homes and building new homes. The Housing Business Plan supports the following Ambitions within the NK Plan:

PRIORITY

AMBITIONS

Our Homes:

- Provide high quality services for both housing and tackling homelessness
- Maintain, improve and future-proof housing
- Deliver the Local Plan, increasing the supply of sustainable housing

Our Communities:

- Promoting participation and engagement within our communities as well as recovery from the impacts of Covid-19
- Provide effective and efficient support services for our residents
- Work with our communities towards a clean, safe and inclusive district

Our Environment:

- Champion greenhouse gas reduction both within the Council and across the district
- Research and promote adaptations needed to increase resilience to climate change
- Develop biodiversity across the district and support natural carbon capture

Our Council:

- Deliver high quality, value for money services
- Ensure our Council is financially resilient
- Be open and accountable
- Maintain a strong focus on our customers

FUTURE PRIORITIES

NK provides landlord services to 3853 properties



The 2020/21 Survey of Tenants and Residents was not sent out in light of the new Charter for Social Housing Residents. Regulatory and benchmarking organisations are reviewing the tenant satisfaction questions. However a smaller survey was used to refine and check the right tenants priorities had been identified for the forthcoming Housing Business Plan. The survey was sent out in the At Home magazine and put on Facebook. The main priorities identified are outlined in the table below

	LANDLORD SERVICES	TENANT PRIORITIES FOR INVESTMENT
SURVEY OF TENANTS AND RESIDENTS 2019	Tenant Priorities for Service Improvement <ul style="list-style-type: none"> → More support for vulnerable people → Greater opportunity for face-to-face contact → Keeping you informed while getting a repair completed 	Tenant Priorities for Service Improvement <ul style="list-style-type: none"> → Helping to reduce electricity bills → Protecting the environment → Replacing external doors
HOUSING & PROPERTY SERVICE PRIORITY CHECK 2020 SURVEY	Customer service priorities <ul style="list-style-type: none"> → A named officer to contact - the Housing Officer → Keeping you informed when you have an ongoing issue → Happy with the current arrangement for face-to-face contact → Provision of a handyman 	Priorities for investment in existing houses <ul style="list-style-type: none"> → Modern facilities e.g. new kitchen, bathroom, heating → Improving energy efficiency of homes through retrofitting → More efficient heating → Triple glazed windows → PV solar panels (to supply electricity) → Whole house refurbishment
PRIORITY CHECK SURVEY	Priorities for new build properties	New build properties <ul style="list-style-type: none"> → Energy efficient → Parking provision → Availability of public transport

IMPROVING HOMES

197 properties had some kind of improvement during the past year. This was down on the previous year as replacement programme for kitchens and bathrooms was postponed to 2021/22 due to the pandemic. There was an 89% satisfaction rate for the improvements that were carried out.

Number of properties improved over the year



Heating systems and boiler replacements

124



Air Source Heat Pump system installed

44



Roofs replaced

9



Properties had replacement windows and doors

8



Electrical re-wiring

12

The number of properties that don't meet the NK Home standard is 205 as at 31 March 2021 (Last year 177). The Council has introduced a policy to support tenants to ensure as many improvements as possible can be completed.

A new tenant can request any previously refused works to be completed and these are dealt with on a first come first served basis as finances allow. The backlog improvements completed in 2020/21 was, 7 heating systems.



REPAIRING HOMES

In 2020/21 Kier Services and Aaron Services operatives carried out 11,982 repairs to Council houses

35 Repairs required a repeat visit

99.31% Customer satisfaction with repairs
(Of the 4906 respondents 34 were dissatisfied)

99.95% Emergency repairs carried out on time
3204 (2 were not completed in time)

10.6 days Average time for all repairs to be completed

99.69% Repairs completed right first time



Empty Properties

It is important that empty properties are re-let as soon as possible so that the loss of rental income is kept to a minimum. However some properties require considerable amount of work to return them to the NK Home standard or they need major works before they are re-let.

£147,983.53



Total rent lost due to voids

£1,259.08



Average cost of each empty property

21.16 days



Average length of time properties were empty
(30.99 days during COVID-19 restrictions)

HOW YOUR RENT IS SPENT



Repairs and
Maintenance
£3,335,336



Supervision and
Management
£3,229,840



Loan Principal
Repayment and
interest charges
£4,162,690



Other service
expenditure
including
appropriations
£1,127,738



Contribution to
fund component
replacements
and New Build
Programme
£3,624,310

15,479,914 TOTAL EXPENDITURE

15,479,914 TOTAL INCOME



£15,152,429
House rents



£139,450
Garage rents



£18,520
Service
charges



£51,930
Rental income
including ground
rent and service
charges



£51,961
Other non-
rental income



£40,249
Shed rents



£25,376
Interest and
investment
income

WEEKLY RENT COMPARISON 2020/21

	3 BED HOUSE	2 BED BUNGALOW	1 BED FLAT
Social rent	81.75	75.24	57.73
Affordable rent	118.13	99.26	73.87
Private rent	172.36	166.65	97.50

HOW DOES NK COMPARE



The Council compares the value for money of its landlord services to ensure that tenants are getting value for the rent they pay. There are 63 other landlords with a similar stock size (2,500 to 5,000) who submitted data for the year 2019/20. The comparisons are made by HouseMark, an external organisation that benchmarks social housing landlords.



Overall satisfaction with Housing and Property Service

9th out of 63



Neighbourhood as a place to live

15th out of 63



Value for rent paid

26th out of 63



Satisfaction with repairs & maintenance

11th out of 63



Quality of homes

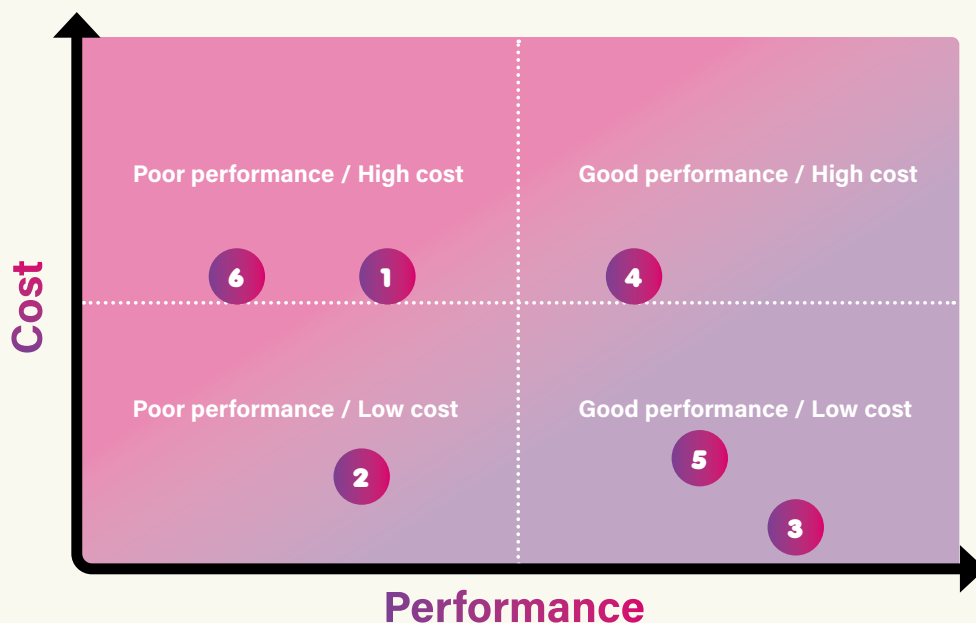
34th out of 63



Listening to views and acting upon them

12th out of 63

VALUE FOR MONEY



This table shows you how NKDC compares against the 63 landlords for cost and performance in the areas listed.

- 1 Voids and lettings
- 2 Rent arrears and collection
- 3 Tenancy management
- 4 Resident engagement
- 5 Neighbourhood management
- 6 Community investment

CLIMATE EMERGENCY AND THE HOUSING STOCK

NKDC has been working to reduce the district's negative impact on the environment for well over a decade. Our vision of 'a district of flourishing communities' must be delivered within all the earth's natural boundaries if we are to meet everyone's needs now and in the future.

The Council approved the Climate Emergency Strategy in September 2020. This sets out the Councils' ambitions to achieve "net zero" carbon emissions by 2030 by:

- Reducing emissions by 95% and offsetting the rest.
- Supporting partners, residents and local businesses to achieve carbon neutrality by 2030.

Housing and Property Services have a role to play in this challenging ambition.

In recent years, the Council has successfully reduced energy usage and improved the efficiency of the housing stock by installing highly efficient gas boilers, and obtaining grant funding for loft and cavity insulation. These works contribute to reducing CO2 emissions and tackling fuel poverty for tenants.

The Climate Emergency Action Plan identifies further actions related to existing housing stock and provision of new homes.

For the existing housing stock and estates the key challenges are:

- Increasing low energy exterior lighting for street lighting on estates
- Avoiding the most carbon intensive heating fuels in council housing
- Introducing a council house property performance package
- Increasing renewable energy generation by using solar panels
- Managing council land so it provides ecosystems and biodiversity that support humans and nature to resist the effects of climate change.

In providing new homes the actions are all of the above plus:

- Increasing housing standards
- Investigating zero / low emissions building specification options

- All new NKDC building developments to be net zero emissions
- Factoring climate adaptations measures into new council housing

We will be reviewing the options for greater sustainability of the At Home magazine including recycled paper, electronic format and delivery. Our printer is locally based Warner's Midlands Plc. They are committed to continually improving their environmental performance. They seek to protect the environment through:

- Prevention of pollution and control of air emissions
- Reduction of raw material use
- Reduction in energy use
- Landfill avoidance through recovery, recycling and reuse of waste materials wherever practicable

To achieve the ambitions set out within the Climate Emergency Strategy, the new Business Plan will establish a new standard aimed at reducing CO2 levels by 2030. This new standard will be branded as "Co2-sy Homes NK".

Look out for more information in future editions of the At Home magazine.

BUILDING HOMES

The Council aims to provide as many or more than the number of homes sold through the right to buy to ensure there is a constant stock of Council houses for those people who need them. In 2020/21 there were an additional:

New build

4 x 1-bed flats, Heckington

1 x 2-bed bungalow, Heckington

Housing acquired

19 houses were acquired for Council housing
- **5** for social rent and **14** for affordable rent

2 Sleaford

1 Dorrington

3 Waddington

11 Thorpe on the Hill

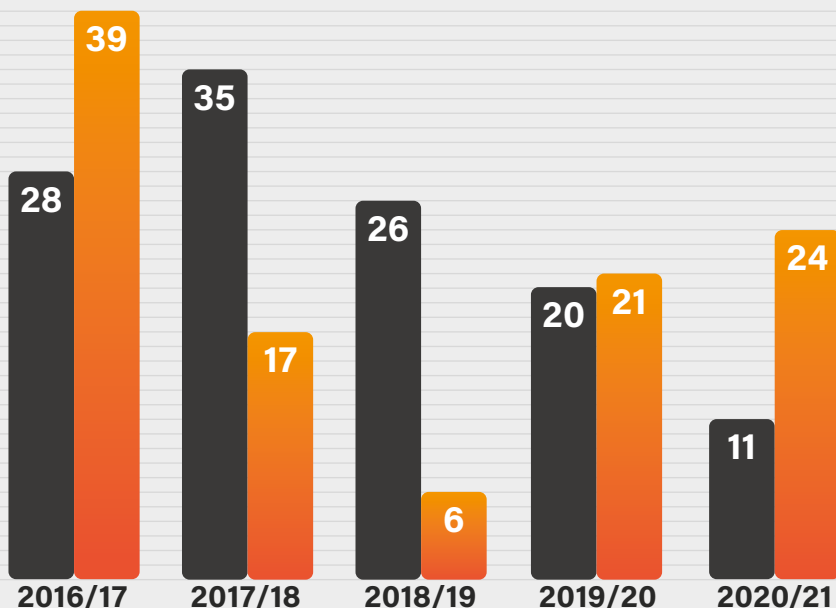
1 Bracebridge Heath

1 North Hykeham



Number of existing
properties sold

Number of new properties
delivered by NK



Lafford Homes

Lafford Homes continues to provide private rental properties to ensure that NK can provide a variety of different housing options to meet the needs of people in the District. There are now 73 rental units of which 14 are affordable rent units. Through the service level agreement, work completed by the Housing and Property Service for Lafford Homes earned the Housing Revenue Account £40,181.



For more information:
www.laffordhomes.co.uk
or call 01529 308131

GETTING READY FOR WINTER

As the colder months approach we ask - Is your home ready for winter?

The information below will help you to prepare your home to be warm and comfortable and get support if you need it.



Before it gets cold



Check that your heating works well BEFORE you need it to keep you warm. Report any problems to Kier Services for electrical heating and Aaron Services for all other types of heating. If you think your heating isn't working try turning the thermostat up first to see if it comes on before calling for repairs.



Check that you have enough heating oil in the tank to last you through the winter oil if you have oil fired heating system. If you run out completely air locks are created and your heating may not work even when you refill the tank.



If you have solid fuel heating make sure you regularly clean your fire out including clearing the 'throat plate.' If you are unsure about how to do this contact Aaron Services for help.



Have your chimney swept if you have solid fuel heating to make sure that it safe for you and your family. Find a registered chimney sweep at: www.nacs.org.uk or telephone **01785 336555**.



Make sure outside water taps and pipes are well protected to prevent them freezing up or bursting. Turn off stop taps to outside toilets if not in use.



Make sure your home contents are insured in case of floods, leaks or any other problems. The Council is not responsible for your personal belongings in your property.



Leave your heating on a low setting if you are going away for a few days to stop systems freezing up and potentially flooding the property. Can you ask a neighbour to keep an eye on your house or leave emergency contact details.



If you are going to be away for 30 days or more contact the Council repairs team for advice.

Temporary heating

Don't be left in the cold. Between 1st October and 31st March both of the repairs contractors can offer you a temporary heating solution if your heating breaks down. If you are not offered this facility contact the relevant repairs contractor. Please note portable heaters will be loaned temporarily and will need to be returned once your heating system is fixed.

North Kesteven District Council does not clear paths or roads of snow.

Lincolnshire County Council carries out gritting and salting on 1,917 miles of Lincolnshire's roads. Only major routes are cleared of snow. Full details can be found in the Winter Maintenance Plan available, at www.lincolnshire.gov.uk, public libraries or Divisional Highway Offices.

For local travel information please tune your radio to:

→ **BBC Lincolnshire 94.7 - 104.7FM**

→ **Lincs FM 102.2FM**

Stay Warm, Save Money

If you are worried about the cost of heating your home through winter? You can make an appointment with the NK Domestic Energy Officer, Brenda Walukiewicz for help and advice. This is a FREE independent service to help you to:



- **Find cheaper energy tariffs**
- **Switch your energy supplier or find a new one**
- **Make sure you are on the right water tariff**

Whether you use, electricity, gas or oil, all you need is at least one of your energy bills to hand. Brenda will call energy suppliers and help to set up the best deal or will give you advice for you to do-it-yourself.

Telephone: **07816 294646** (Monday – Thursday)
Email: **Brenda_Walukiewicz@n-kesteven.gov.uk**

Act now

Are you on a low income? Are you eligible to claim £140 Warm Home Discount?

Remember to check if your electricity supplier is part of the scheme and make any application as soon as possible whilst funds are still available. (If you receive Pension Credit (Guarantee Credit) you will receive the discount automatically so no need to apply).



With energy prices rising again for the second time this year (April and October), if you are on a variable rate tariff with your supplier, have you checked that you are on the best tariff?

Condensation, Mould & Damp

Winter is the worst time for condensation, mould and damp accumulating in houses. In order to help reduce and prevent this from happening it is important that you;



- **Try to reduce the amount of moisture produced in the home**
- **Increase ventilation/air circulation**
- **Keep your house warm**

Everyday living and activities that occur in our homes produces moisture into the home, for example all, cooking, washing and drying clothes, exercising, bathing etc.

For your copy of the condensation, mould and damp leaflet contact the Council and ask for the repairs team or go to **www.n-kesteven.gov.uk** and search 'condensation' for more information.

Support and advice if you need it



If you have any problems; or you are struggling during the winter or a period of snowy weather; or if you are worried about any of the above; please contact the Council and speak to the Neighborhoods Duty Officer for support on **01529 414155**

Wellbeing Service. This service is there to support people through life's changes. It supports adults across Lincolnshire to achieve confident, fulfilled and independent living. To make a referral to the Wellbeing Service for yourself or somebody else call **01522 782140**

For the Money Advice service call **01529 414155**. If you are struggling to make ends meet, heat your home, or put food on the table, the money advice service is a **FREE** and discreet service to advise and support you.

HEALTH AND SAFETY

Health and safety remains an important part of the Council's work for both Council houses and communal buildings used by tenants.

Work has carried on throughout the pandemic to ensure that all statutory health and safety checks have been completed and any risks identified have been managed. This includes gas servicing and electrical checks of Council houses.

A programme to install new fire doors at all of the flats was extended to include the meter cupboards and store doors within block of flats.

Health & Safety Working Groups for Fire, Legionella, Gas, Electrical and Construction Safety have been set up to manage and mitigate any risks identified.

During the pandemic the Gas Servicing was brought forward from 11 to 10 months to ensure that entry could be gained in a Covid safe way. This included a pre-visit phone call to discuss with tenants the requirement to visit and Covid precautions necessary.



246 - Flat doors have been replaced as part of the fire improvement works

100% - gas safety checks were completed

Using portable heaters safely

If your heating system breaks down during winter months our contractors will supply portable heaters until your heating can be repaired. They will collect the heaters again once your heating is fixed. To keep you and your family safe please use the heaters safely;

- By placing any portable heater on a firm, flat, dry surface away from flammable objects/materials/surfaces
- By ensuring on/off switches are set to 'off' before plugging the heater in
- Do not move heater whilst switched on
- Do not pull the power cord to move or unplug the heater
- Do not cover. If covered, there is risk of overheating/fire
- Do not leave the heater unattended at any time whilst switched on
- And never use an extension lead to power portable heaters

COMPLAINTS

The Council welcomes your feedback. A complaint is useful for letting us know when you are dissatisfied with the service. The Council views all feedback as important - including comments, complaints or compliments - because it helps us to improve and if there is a problem to try and rectify it for you.

In 2020/21 there have been:

11 complaints closed in partial favour of the tenant and the Council, highlighting that whilst the Council acted correctly it could have done so in a more appropriate way

1 complaint was referred to the Housing Ombudsman

33 new complaints

21 complaints did not close in favour of the tenant

6 complaints went to Stage 2

1 complaint closed in favour of the tenant

Areas of complaint were:

Housing Options **4**

Neighbourhood Services **13**

Property/Repairs Services **16**

Learning from complaints

The Council makes an assessment of all complaints received each year for evidence of any trends and types of things that NK tenants feedback. Lack of knowledge of the policies that the Council uses to govern how the service runs is evident. We will continue to inform tenants about our policies in the At Home magazine and via the website www.n-kesteven.gov.uk

The Housing Ombudsman

On the Housing Ombudsman's website you can find NKDC, as your landlord, and the performance report data including number of referrals, investigations and the determination – the outcome of any investigations. <https://www.housing-ombudsman.org.uk/residents/guide-to-landlord-performance-reports>

CASE STUDY – NEW TENANCY

In 2020/21 there were 201 new NK tenancies. Officers conduct a new tenant survey six weeks after people move into their new home. One such person was Margaret, here she tells us how she got on.

Margaret has recently moved to Ruskington into her bungalow she refers to as her 'forever home'. Previously, Margaret lived in Billingham for 14 years with her beloved husband Bob who passed away 2 years ago. This year would have been their 60th wedding anniversary. Margaret recalls fond memories she shared with her late husband when they managed The Grand Hotel in Skegness.

Since their father passed, Margaret's children wanted her to move in with them so they could help to take care of her. This lovely gesture was declined as Margaret wanted to maintain her independence and have a property of her own for herself and Jack; her loyal 13 year old dog.

Margaret then signed up to Lincs Homefinder and began her search for suitable properties in the Ruskington area, near family. It was not long until Margaret was shortlisted for two potential bungalows. She met her

Neighbourhood Officer Lisa at this particular property in March and although the décor required much updating, Margaret knew this was the one. Lisa went through the details of Margaret's tenancy agreement and when Margaret was happy to proceed, she signed her name on the agreement and was given the keys to the property.

'Lisa was very helpful and explained everything clearly to me; she also helped me with the permissions involved in re-designing my kitchen'. This whole process has gone through smoothly and I couldn't be happier.'

Soon after receiving the keys, Margaret drafted in her family to help make the vision she had for her home, a reality. She has been at the property three months now and loves her neighbours and location; in particular, how close all the local amenities are from her front door.

Most of the property is now beautifully decorated with only the finishing touches required in the kitchen. Margaret looks forward to everything being completed so she can have her grandchildren over for a lovely meal.



TENANT INVOLVEMENT



7

Tenants volunteer as Tenant Representatives

2

Services changed as a result of tenant involvement

Covid has had a big impact on all activities with tenants, with all face-to-face community engagement halted, Tenant Representative meetings cancelled and community lounges closed. However, tenants are doing more online and the Housing Facebook page, search 'NKDC Housing' and email traffic gets busier.

TENANTS INVESTIGATING SERVICES

The new project 'new tenant sign-ups' is on hold until face-to-face meetings can resume. In the meantime work has been progressing on the parking review and a priority list of areas has been produced. However, the next stage is to build a programme of works into the new Housing Business Plan and to secure a budget to make a start on any works in future years.



GETTING YOUR VOICE HEARD

You can always contact the Housing and Property Service whether that is with a short phone call to tell us something you need to, or whether that is getting more involved by volunteering to become a Tenant Representative. We always need more Tenant Representatives to consult with and to help us to make sure the service is right for our tenants. There is support and benefits for tenants who get involved whether that is training, insight into housing services, help with CVs, or making friends. Contact the Housing Community Engagement team on 01529 414155 for more information.



LETTING HOMES



236

NK properties let in 2020/21

2060

**Number of households registered with
Lincs Homefinder for accommodation**

1

Eviction (for anti-social behaviour)

Of the 236 allocations during 2020/21

183

No of housing register lets

53

Transfer lets

7

Number of homeless household lets
to designated homeless units

80

Successful nominations to other
housing providers

20

Households helped into a private
sector tenancy

The Council aims to make the best use of the available housing stock in North Kesteven. Properties are allocated to those people in most need first and that makes best use of the type and size of property. All allocations are made under strict Government guidelines.

In 2020/21 Number properties allocated from

58 from Band 1

109 from Band 2

32 from Band 3

37 from Band 4

Restrictions during the COVID-19 pandemic prevented house moves and eviction except in extreme circumstances therefore many of the figures are considerably lower than previous years

MANAGING ESTATES

167 estates were inspected by officers during 2020/21

Inspections are based on criteria set by the Tenant Liaison Panel and are carried out by Neighbourhood Officers annually. Estates were rated as follows:



Last year (156 inspected) Good 142 Fair 18 Poor 4

Where estates have fared poor the Council will be looking at what needs to be improved to bring them up to a fair/good standard. In 2020/21 estate improvements were made to Buttler Way and Rhodes Avenue, Sleaford including footpath resurfacing works.

Talking Point

The role and impact of the wider environment on estates is recognised and valued. The Council aims to have communal and open spaces to be proud of, and that are of value to the local residents. A budget is available to maintain and improve these areas, and investment has been made in a full time general maintenance officer, responsible for undertaking regular inspections, and improving and maintaining these areas.



1467 Tenants who pay their rent by DD

£202,570 Net rent arrears



Domestic Energy Officer

106 - New customers visited

115 - Number of revisits

7 - Number of switches to new suppliers

41 - Tariff switches within the same supplier

£8,984 - Total savings

The COVID-19 pandemic has had a big impact on performance for this service. Tenants have been helped via telephone calls to get the better deals. However, more tenants have needed support because of an increase of meter issues and reduced supplier customer services during the pandemic.

Rent arrears achievement for our team

In what's been a difficult year due to Covid the Housing Services Team changed some of their processes. Their work on rent arrears, meant that by the end of the 2020/21 rent arrears were 44% lower than at the end of the previous financial year.

They are, however, aware of the ongoing effects of the pandemic on tenants and will continue to work with tenants to make sure they have the right information, advice and support at the right time.



Money advice service

It is important to deal with financial problems early on when they are much easier to deal with. The Money advice team offer a discreet and free service for advice, or help with Benefits to a full financial assessment.

- 50 referrals were made to the service. 74% referred from the Housing service
- £9580 was the total amount of additional weekly income for NK money advice customers
- £112,218 was the total lump sums awarded to NK customers
- The money advice service is a free, independent and confidential service regulated by the Financial Conduct Authority

SUPPORT FOR TENANTS

Tenancy Sustainment Officers

There is a team of six Tenancy Sustainment Officers (TSO) who work to help and support tenants that, for a variety of reasons, find it difficult to maintain their tenancy.

The team received 440 referrals for support.

£1,500 of grant funding was gained from charities by the TSOs to help some of these tenants. The funding helped to buy household items for struggling tenants.

Handyman

The Council has a handyman to do jobs for tenants that they can't do for themselves. In 2020/21 a total of 130 jobs were completed for eligible tenants. Due to the pandemic and not being able to go into tenant's houses this is lower than in previous years but he has been able to do external jobs for tenants.

Tenant Liaison Officers

There are two part-time Liaison Officers who support tenants who need extra help to enable home improvement works to be completed and keep homes up to the NK home standard. They can offer a variety of solutions in order to support tenants but can also liaise between the tenant and contractor to ensure that the work goes as smoothly as possible. A case by case assessment is made at the time improvements are planned.



Disabled adaptations

When people find themselves needing adaptations to remain independent in their own home, every adaptation completed makes it possible for the recipient to stay comfortably at home and for some, not go into care. The Council works with the tenant and Occupational Therapist to find the most cost effective way of adapting the home that will suit the needs of the individual.

2020/21



Level access showers



Over bath showers



Ramps



Stair lifts



Change of heating



Kitchen adaptations



Driveways



Miscellaneous

If you would like to know more contact the Council and ask for the Housing Renewal Officer.

CASE STUDY GRINTER CLOSE

Twelve flats and a bungalow, built in 1965, in Grinter Close are due to be demolished and Grinter House will be remodeled in order to create new, high-quality housing that better suits the range of demand for Council housing in the area. This will increase the number of properties available there from 27 to 34.

Tenancy Sustainment Officer, Susie has been supporting people from Grinter Close to move home. "Some people have had individual needs or disabilities and have required extra support throughout" she said.

Support has included: Help to bid on properties on Lincs Homefinder; arranging removals and packing; measuring windows for curtains etc; support on moving day and practical help to settle in; swapping utilities, mail re-direction, cooker connection, and ensuring DWP were updated with changes.

Home loss is a massive upheaval for the people who have to move. To ease the move

there is a home loss payment to help with moving costs. Their new property is painted and carpeted throughout and they have access to the handyman to help out. Some people required some minor adaptations doing so these were arranged too.

People were anxious and COVID made it more so. Much of the support had to take place over the phone. It hadn't been their choice to move, however, all of them without exception are delighted and happy in their new homes. Some now have a garden, or have moved nearer to family, or taken the opportunity to move to a new area.

"I've really enjoyed this area of my work supporting the people that have needed help to choose a new property and move and settle in to a new home" says Susie.

Resident, Kathy, said "everybody pulled together to help me move and I like my new bungalow, though I miss seeing the people who lived around me at Grinter"



WHO'S WHO IN THE HOUSING AND PROPERTY SERVICE



MICHAEL GADD

Head of Housing and Property Services



TRACY ALDRICH

Housing Services Manager
Responsible for:

Housing Options

- Homelessness
- Allocations of properties
- Lincs Homefinder -Choice based lettings
- Domestic violence and the sanctuary scheme

Neighbourhood Operations

- Neighbourhood Officers deal with all tenancy issues relating to managing and enforcing Tenancy Agreements
- Support for tenants who need it to maintain their tenancy

Income Management

- Work with tenants to support and advise them in dealing with all aspects of rent arrears
- Domestic Energy Advice



RUSS SHORTLAND

Property Services Manager
Responsible for:

Repairs and maintenance

- Repairs
- Void properties
- Servicing of appliances

Property design and improvements

- Capital works programme – design, contract monitoring, tenant liaison through home improvement works, quality control
- Health and safety issues
- Aids and adaptations
- Maintenance of all Council buildings
- Building new homes
- Quantity surveying



KAY DICKINSON

Housing, Policy, Performance and Systems Manager
Responsible for:
Works that cut across all of H&PS

Housing IT

- Housing IT systems
- Website issues

H&PS Support Team

- Administration and all back office support for the department
- Garage administration

Policy and performance

- Equality and diversity
- Benchmarking
- Housing policies, research and processes

Resident Engagement/ Tenant Participation

- At Home magazine
- Resident involvement activities
- Consultations

COUNCIL ENQUIRIES



North Kesteven
DISTRICT COUNCIL

ASK FOR THE DEPARTMENT YOU REQUIRE



Phone: **01529 414155**

Emergency out of hours: **01529 308308**

Address: North Kesteven District Council
District Council Offices,
Kesteven Street, Sleaford,
Lincolnshire NG34 7EF

Website: www.n-kesteven.gov.uk

Email: customer_services@n-kesteven.gov.uk

Repairs Team:

- Handyman
- For repair problems

Duty Neighbourhood Officer:

- Your rent
- Tenancy issues
- Gardening Scheme
- Improvements to your home

Income Management Team:

- Domestic Energy Officer
- High level rent arrears
- Rent arrears from former tenancies
- Collection of other Housing related charges

Community Safety Team:

- Anti-Social Behaviour
- Community Safety Advice

Community Engagement:

- Getting involved
- Become a Tenant Representative
- At Home magazine

Complaints:

Contact any officer and let them know you wish to make a complaint

Housing options:

- Housing Advice
- Homelessness
- LincsHomefinder Housing Register
- Allocations

Property Services:

- Improvement works
- Capital works liaison
- Decorating Scheme

Housing Admin Team:

- Renting a Garage
- Booking a communal room
- Parking permits

Benefits and Money advice:

- Council Tax
- DHPS

Customer Services

- Grass cutting/grounds maintenance
- Dustbins/Collections/Missed bins

Wellbeing Service:

- Support for over 18s

REPAIRS

Kier Services 01529 416399

For general building repairs, brickwork, joinery, plumbing or electrical including electrical heating.

Aaron Services 01205 591979

For all other heating repairs and appliance servicing.

Are you on Facebook?

We are getting social!

NKDC now has a Housing Facebook page. This page is available for NKDC tenants only.

The NKDC Housing Facebook page serves as an additional communication tool where we can share information, respond to queries, highlight events and signpost you to relevant agencies. It's also a place where we share pictures, videos, quick polls, questionnaires and other housing information.

The group is for Tenants only, it is hoped that this opportunity will allow us to further improve communication between NKDC tenants and the Council.

Join our group!

Search for "NKDC Housing"

and get chatting with us about all things housing/tenancy related. You will need to ask to join the group and an administrator will check your details and approve your request.

