For North Kesteven District Council Tenants



Annual Performance Review for Housing& Property Service customers 2018-19



Repairs Handyman Service for Tenants



Did you know that the Housing & Property service has a handyman? He can help with those small tasks that can't do yourself or nobody around that is able to help you.

Examples of the type of the things our handyman can with:



Level the odd slab for safety



Replacement of light bulbs (provided by tenants)



Replacement / tightening of toil seat (provided by tenant)



Small furniture and tightened



Cupboard doors & hinges tightened



One-off small gardening jobs



Fit hand/grab rails (provided by tenant)



Putting up & taking down curtains/tracks/blinds (no cutting of blinds)



Putting up mirrors/pictures/ shelving/small cabinets/ key safes

*(This list is just a general guide and each job has to be risk assessed)

For more information or to see if you are eligible, please call our Repair Teams on **01529 414155**

WELCOME



Councillor lan Carrington, Executive Board Member with special interest in Housing

It's been another year of significant progress for our Housing and Property Service, and what is great to see is that you, our tenants, are happy with what we do.

In our latest STAR (Survey of Tenants and Residents) Survey, 95% of respondents were either satisfied or very satisfied with the service provided by the Council - a further improvement on last year's enhanced 93.3%.

We are incredibly proud of this achievement, but we don't take it for granted and nor will we rest on our laurels.

We are committed to providing high quality, safe and secure homes for you. We continue to look for ways to improve homes already built while seeking opportunities to add more houses to meet an increased need for more places to live in North Kesteven.

During the past year, work was completed on the £8.9 million regeneration of Newfield Road in Sleaford, renovating more than 60 properties and building 18 new ones. The whole scheme was finalised in June, giving tenants brighter, bigger, and better-insulated homes for the future.

The Council remains one of the best housebuilding authorities in the country for replacing homes lost through right to buy. During the last year 18 new homes were added to the stock whilst plans were put in place for around 60 more to come forward in the months ahead – including completion of the very exciting conversion of a Grade II listed school in Sleaford.

In the ten years since North Kesteven began building again it has built 202 new council properties and acquired 16 more, and looking ahead over the next decade we have a vision to invest around $\pounds 60m$ in 30-plus more council homes per annum, as well as $\pounds 40m$ in improvements to the existing stock.

This Annual Report details how changes to our Right to Buy criteria have helped to secure local homes for local people; how once more the Council and its teams are investing in your homes; how they continue to be seen as leaders in meeting the housing need of the area; and how we pioneer ever-more sustainable measures which ensure your homes are cheaper to run, more comfortable to live in and more considerate to the world around us.

I hope, like me, you reflect on this report as a series of great achievements for the team who provide, protect and improve your homes and reflect on your own positive contribution in that relationship too.

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Each year North Kesteven District Council produces a report about how the Housing and Property Service is working to meet the needs of its tenants and leaseholders. This report tells you how the Council performed over the 2018/19 financial year and what needs to be improved.

Environment

The information is based on satisfaction surveys you have returned to us and statistics and information we gather throughout the year. This includes information given by tenants when we visit them, from meetings; and by analysing the complaints that have been received.

OUR PRIORITIES

Our Vision - Together We Put The Meaning of Home in Housing Our priorities outlined in the 2016 housing business plan are based on consultation with tenants. Our actions continue to work towards these outcomes over the next year and are set out here.



REGULATOR OF SOCIAL HOUSING HOUSING STANDARDS

Home

Ensures decent homes and a good repairs service that meets customers' needs, offers choices and maintains the quality of homes

ACTIONS THAT WE ARE WORKING ON BASED ON YOUR FEEDBACK

- Review NK Home standard life time of components
- 2. Improving energy efficiency and heating
- 3. Review and replace remaining external wooden doors

PROGRESS

- Asset surveyors have completed 1500 surveys. This has identified a number of improvements required such as electrical and external works. We will incorporate these into the business plan
- 2. We continue to provide the most efficient heating systems when replacing them.
- 3. A further 45 of the oldest wooden doors have been replaced from an additional budget

Neighbourhood & Community

Keeping neighbourhoods and communal areas clean, tidy and safe, preventing and tackling incidents of anti-social behaviour and supporting tenants who experience it

- Improving community spaces (e.g. parking, paving, lighting and communal facilities)
- 2. Improving grounds maintenance to community areas (e.g. grass cutting, weed clearing, gardening)
- 3. Re-evaluate parking programme
- Estate works have been carried out to improve the grounds surrounding two blocks of flats in Sleaford to tackle anti-social behaviour and provide better community areas
- 2. The estates handyman now has a schedule of works and priority areas
- 3. Tenant Representatives have completed a parking project and made 13 recommendations. A new District wide parking review is to take place.

Involvement & Empowerment

The information, communication and choice provided by the housing service and what residents can do if they are not satisfied

- Greater opportunity for communication through face-to-face contact
- 2. Investigate alternative communications with residents
- 1. We continue to visit dissatisfied customers and work through their issues
- 2. Communication through Facebook has greatly increased

Tenancy

How the Council allocates houses and ensures tenants have the information and support they need to maintain their tenancy

- 1. Improving the information when allocating properties
- Ensure greater support for elderly and vulnerable residents
- There is enhanced information for people when they are accepted onto LincsHomefinder. The information given on the site has improved due to changes in working process.
- 2. A further two Tenancy Support Officers are now in place to support tenants where there is an identified need

Value for Money

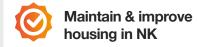
Giving tenants high quality services for a reasonable cost and giving them the chance to influence services and be involved in setting any charges

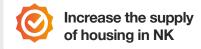
- 1. Continue to ensure tenants get value for their rent
- 2. Raise awareness of money advice, & affordable warmth help for residents
- NK compares its services against other landlords to ensure value for money is achieved
- 2. We promote additional support services such as these through the At Home magazine

FUTURE PRIORITIES



Provide high quality housing services across NK





By April 2021 there will be a new Housing Business Plan. In preparation for this you will have noticed that we asked more questions on the Survey of Tenants and Residents (STAR). We asked tenants for opinions on issues identified in the previous STAR survey and from the surveys of Council houses by the Asset Surveyors to establish tenant's priorities going forward.

You said:

- Over a third (35%) of respondents said car parking was an issue in their area.
- Guttering, paths and outbuildings are important external works for consideration
- Electrical sockets, bathroom renewal and door replacement for internal works.
- Face to face contact, a list of trusted tradesmen, and a named person to contact were the types of support that tenants thought would make their life easier.

HOME IS WHERE THE HEART IS

Our vision is 'to put the meaning of home in housing' so in the STAR survey we asked: **Does the Council house you live in feel like your home?** 1511 (92%) tenants say that the house they live in feels like home. What makes it feel like home? Tenants said:

Being with family

We look after it as if it was our own

It's safe and secure

I'm allowed to decorate as I wish to make it my home

We've made it our home, it's a frame of mind

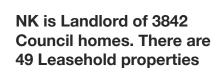
I have my own front door

100 YEARS OF COUNCIL HOUSING - ROAD SHOWS

Alongside celebrating 100 Years of Council Housing we further consulted on the Housing Business Plan at the road shows to ensure that the priorities identified are the right ones and that they are acceptable to tenants.



CUSTOMER SATISFACTION (STAR RESULTS)





The annual STAR survey is the way in which the Council finds out how satisfied or dissatisfied our tenants are with landlord services. In 2018/19 the STAR survey received 41% response from tenants.

1546 1463

(94.6%)

72

118

tenants completed the survey
were satisfied with the landlord services provided

tenants (4.7%) were dissatisfied with the service

12.6% tenants felt that the Council does not listen and acts on their views

STAR SURVEY RESULTS	2018/19	2017/18	2016/17
The overall service provided by Housing and Property Service	95 % (n 1463)	93%	86 % (n1161)
The overall quality of your home	91 % (n 1408)	90%	87 % (n1160)
Your neighbourhood as a place to live	92 % (n 1427)	92%	91 % (n1228)
That your rent provides value for money	95% (n 1294)	95%	89 % (n1184)
That your service charges provide value for money	90% (n 942)	89%	80 % (n992)
The way North Kesteven District Council deals with repairs and maintenance	92% (n 1417)	90%	89 % (n1189)
That North Kesteven District Council listens to your views and acts upon them	84% (n 1003)	86%	72 % (n969)

'n' is the number of satisfied respondents

CUSTOMER CARE

- 96% respondents were satisfied that they are treated fairly by Housing and Property Service
- 96% respondents thought they were treated with courtesy and compassion
- A third of people said they always get a full explanation to their query, whilst almost a half said they mostly get a full explanation.

COMPLAINTS

Tell us when we've got it wrong. Your feedback helps us to try and put the problem right. If we don't know – how can we work with you to solve your problem? If we can't help we can give you an explanation as to why, on this occasion, we can't help. Formal complaints help the Council to understand how the service has failed you. Then to make sure it doesn't happen to others in the same situation.

In 2018/19 there have been:

- 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
 - new appeals against officer decisions, of which 4 held in favour of the tenant

- 10 complaints closed in favour of the tenant
- 13 complaints did not close in favour of the tenant
- **27** new complaints
 - complaints
 went to a stage two
 complaint and one of
 which was taken to the
 Ombudsman who held
 in favour of the Council

Area of complaint were:

Neighbourhoods 3

Housing Options 3

Property Services 4

Repairs 4

Income Management 1

Disabled adaptations 1

Housing Policy & Systems 1

Learning from complaints

We continue to visit those tenants who have said they are very dissatisfied with the overall service to find out the reasons they are not happy and work to correct issues where we can. A complaint about collection of rent arrears lead to the amendment of procedure to include greater explanation in the letters sent to former tenants.

HOW YOUR RENT IS SPENT



£14,781,900 House rents



£159,200 Other nonrental income



£150,000 Service charges



£137,800 Garage rents



£48,400 Shed rents



£28,500
Rental income including ground rent, and service charges



£28,000 Interest and investment income

£15,333,800 TOTAL INCOME

£15,333,800 TOTAL EXPENDITURE



£4,361,100
Contribution to fund component replacements and New Build programme



£3,010,100 Repairs and Maintenance



£2,701,100 Supervision and Management



£4,131,300 Loan Principal Repayment and interest charges



£1,130,200 Other Service Expenditure including appropriations

WEEKLY RENT COMPARISON 2018/19

	3 BED HOUSE	2 BED BUNGALOW	1 BED FLAT
Social rent	£78.20	£74.01	£58.74
Affordable rent	£113.12	£96.88	£72.13
Private rent	£163.20	£148.60	£103.50

HOW DOES NK COMPARE





The Council compares cost of service and tenant satisfaction against landlords with a similar stock size. In 2017/18, up to 57 landlords submitted each of the results.



Satisfied with repairs service

1st out of 55



Value for money of rent

2nd out of 57



Listening to views and acting upon them

2nd out of 57



Quality of homes

3rd out of 57



Satisfaction with repairs and maintenance

3rd out of 57



Overall service provided

3rd out of 57

VALUE FOR MONEY



Performance

The following key areas remain in the "Good performance / Low cost" section.

- Responsive repairs
- Rent arrears and collection
- Major works and cyclical maintenance
- 4 Lettings
- 5 Tenancy management
- 6 Resident involvement
- **7** Estate Services

What are we doing about poor performance and high cost categories?

Major works and cyclical maintenance is high due to the expenditure on properties within the Newfield Regeneration Project where money has been spent on improving housing stock. Lettings performance is also due to the Newfield Project and needing to move tenants out of their property for the improvement works to be completed.

REPAIRING HOMES

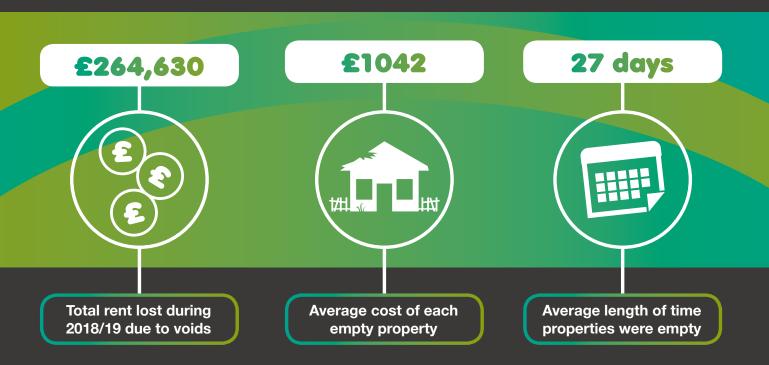






Empty Properties

Many people may find themselves on the housing waiting list for a long time, this is due, in part, to need for different type of properties that become available in the District. There are many bungalows but far less family houses and flats.



IMPROVING HOMES



- The Council now has a budget to address the backlog of previously refused improvement works. This work is being carried out when the property is empty or once the new tenant moves in on a first come first served basis. In 2018/19 we reduced the backlog by 14 kitchens, 1 bathroom, and 13 heating systems
- By the end of March 2019 Asset Surveyors had visited 1500 properties to establish if Council houses are in generally good condition and components are lasting for the stated, present NK Home standard lifespans. They have found a number of issues that we do not have a programme to deal with e.g. paths, concrete guttering, external porches etc. These issues will be considered as part of the new Housing business plan

ARE YOU PREPARED FOR WINTER?

Preparing your home for the winter months is just like preparing your car for the cold weather. You don't want your car to break down just as it is unpleasant at home if your heating isn't working. These centre pages will help you prepare you and your home for winter.



Tips for getting prepared for Winter



Is your **heating working** well? – Check it BEFORE you really need it to keep warm



Have you got **enough oil in the tank** to last you through the winter? If you run out completely this creates air locks and your heating may not work even when you refill the tank



Are all of your **outside water taps** and pipes are well protected and lagged to prevent them freezing up and potentially bursting. Turn off stop taps to outside toilets if they are not in use



Make sure your home **contents are insured** in case there is a problem. The Council is not responsible for the contents of your home. This includes all your personal belongings



Are you worried about the **cost of heating** your home through winter? You can make an appointment with the Domestic Energy Officer for help and advice to get the most cost effective deal for your circumstances



Have you had your **chimney swept** to make sure that it is clear and doesn't pose a threat to the safety of you and your family? You can find a registered chimney sweep at: **www.nacs.org.uk** or telephone **01785 811732**. The sweeps can advise you on the best fuel to use, reducing fuel waste to save money and will issue a Certificate of Chimney Sweeping



If you are going away for a few days keep your heating on low and ask a neighbour to keep an eye on your home. Leave contact details in case of an emergency. If you are going to be away for 30 days or more contact the Council repairs team for advice



Is your **heating thermostat** temperature high enough to allow the heating to come on. The colder it is outside the higher you need to turn your heating up for it to come on. Please try this before ringing repairs to report heating is not working

Don't be left in the cold



Between 1st October and 31st March if your heating breaks down don't be left in the cold. Both of the repairs contractors can offer tenants a temporary heating solution if your heating breaks down.

Please ask about this if you are not offered this by contacting the appropriate contractor below.

- Kier deal with electrical heating phone: 01529 416399
- Aaron Services deal with all other types of heating phone 01205 591979

PREPARING FOR WINTER

Stay Warm, Save Money

A FREE independent service to help you find out if you can save money on your gas, electricity and/or water. Domestic Energy Officer, Brenda Walukiewicz can help if you need 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



Condensation, Mould & Damp

Everyday living produces and releases moisture into the air. In order to reduce condensation and the risk of mould you need to;

- Reduce the amount of moisture produced in the home
- Increase ventilation/air circulation
- Keep your house warm

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.



Snow Clearing

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:

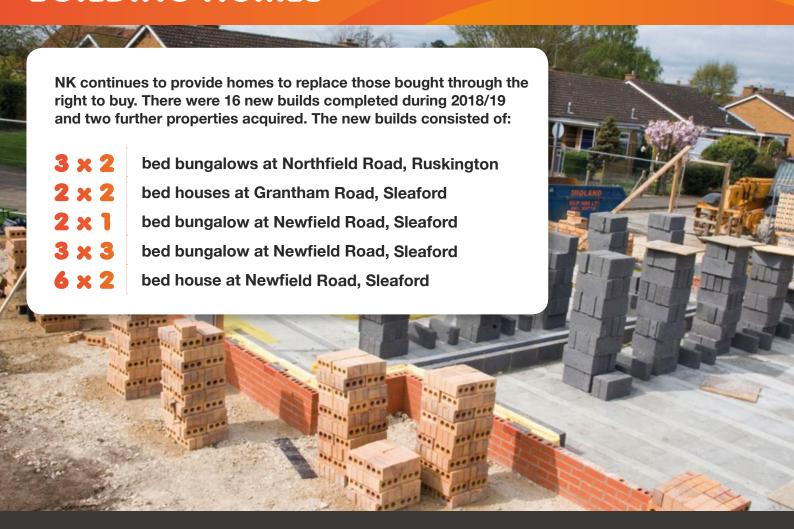
- BBC Lincolnshire 94.7 104.7FM
- Lincs FM 102.2FM

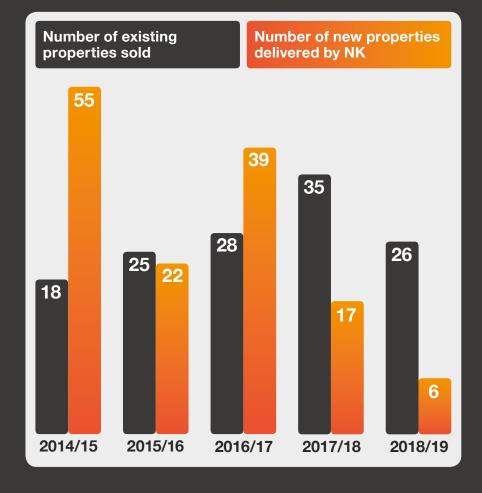
Support and advice if you need it

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 Community Engagement Team for support on **01529 414155.**



BUILDING HOMES





Lafford Homes

The Lafford Homes housing company continues to focus on helping to meet housing need in North Kesteven. In 2018/19 the turnover was just under £250,000. In addition to offering private rented accommodation it has also provided six affordable rent properties have been allocated to people in need. www.laffordhomes.co.uk or call 01529 308131



NEWFIELD ROAD COMMUNITY





2 & 3 bed properties had ground floor area increased by 65%



4 Bed properties had ground & 1st floor area increased by 20%



25% of refurbished properties converted from a 3 bed to 2 bed



New-build properties were 26% cheaper to build than our standard estimated build cost



Energy performance of refurbished properties increase from E rating to C

Award winning

The Newfield Project has been recognised and commended in a number of awards and to date has won awards at:

- Local Authority Building Awards for Social Housing Development
- Best Extension to an existing property
- East Midlands Tenant Participation Forum Tenant Participation
 Officer of the Year for work with the Newfield Community



MANAGING ESTATES



Inspections are based on set criteria agreed by Tenant Liaison Panel to rate estates as good, fair or poor. The results in **2018/19** were:



Last year (156 inspected) Good 116 Fair 34 Poor 6

Where estates have fared poor the Council will be looking at what needs to be improved to bring them up to fair/good

Talking Point

During 2018/19 the Council have been working on estate improvements in several areas including Church lane and Northgate, Sleaford. These estate works have been to help tackle anti-social behaviour and general estate improvements so areas are more inviting community spaces.



COMMUNITY



Four NK tenants took prizes for being good neighbours in the Community Champions Awards in 2019. The care, compassion and community spiritedness shown by the winning individuals within our neighbourhoods was justly recognised when Susan Brown, Makayla and Karly Dimaio and Sally Jacobs scooped the awards.

Council Leader, Cllr Richard Wright said "Susan, Sally, Makayla and Karly are among the unsung heroes who make an enormous difference locally through the gift of their time and care."





Kier Services

In Welbourn a relocation of the local preschool group to the community lounge saw Kier Services helping out with some adjustments to the facility to make it fit for the purposes of the group.



Bell Group and Dulux

In Heighington the Bell Group, Dulux and NK volunteers helped local residents to improve the local play area equipment. The efforts of everyone involved was much appreciated and the improvement to the play equipment made it all worthwhile. It will extend the life of the equipment and makes the local area look better.



D Brown Building Contractors

During the Newfield Project D Browns have sponsored Children's activities throughout each of the three summer holidays that they have been working on site.

LETTING HOMES



Of the 281 allocations during 2018/19:

212	Were from the housing register (47 from outside NK)
69	Were transfers (8 from other landlords)
31	Were under 25 years old
87	Number of homeless accommodated in NK housing stock
264	Had a local connection to NK
125	Successful nominations to other housing providers
38	households helped into a private sector tenancy (6 with financial assistance)
5	properties were allocated to non-British nationalities

MONEY ADVICE SERVICE

The money advice service is available for all tenants and residents of NK. The service offers free advice and support to help people struggling with their finances. Of the 263 referrals nearly half were Council tenants. The team have seen a marked increase in demand for the service including referrals to food banks.

The figures set out in the table below are weekly amounts of benefit awarded to all applicable referrals. The amounts reported are actually in payment.

£146,985Rent arrears

98.5% of rent collected during the year

1408 tenants paying their rent by direct debit

BENEFIT TYPE	WEEKLY VALUE AWARDED (£)	LUMP SUMS AWARDED (£)
Attendance Allowance	8,586.50	70,098.80
Bereavement Benefits	0.00	1,500.00
Carers Allowance	366.40	2,648.60
Child Tax Credit	357.57	375.64
Council Tax Support	673.80	10,452.37
Discretionary Housing Payment	259.87	6,225.59
Disability Living Allowance Child	79.95	1,599.00
Exception Hardship Payment	26.06	360.94
Employment and Support Allowance	221.45	7,752.93
Housing Benefit	2,131.43	13,454.17
Income Support	44.50	0
Jobseekers Allowance	146.20	219.30
Pension Credit	1,733.69	31,900.20
Personal Independence Payment	3,546.60	37,024.16
Section 13a Council Tax Special Circumstances	0	1,115.02
Severely Mentally Impaired (For Council Tax)	35.96	2,734.22
State Retirement Pension	186.44	0
Universal Credit	603.95	194.34
Winter Fuel Payment	0	280.00
Working Tax Credit	71.89	0
Grants	16.96	1,926.46
TOTAL value of additional income	£23,392.80	£194,210.96

TENANT INVOLVEMENT



Tenants Investigating Services

In 2018/19 Tenant Representatives on the Tenants Investigating Services Group decided to investigate parking issues on Council estates. Following site visits and evidence from tenants the project successfully recommended to Housing management that a parking review is conducted throughout the District to assess the suitability of parking for tenants.

The group said they had enjoyed this project and felt that it had been very worthwhile. It evidenced the changes in society and needs and aspiration of tenants regarding the parking problem.

Tenant Liaison Panel

Tenants and Councillors of Tenant Liaison Panel have been active in advising and discussing with officers a variety of policies and procedures during the year including for example:

- Recharge Policy
- NK Home standard
- Former rent arrears
- Self-assessment of services across the department for regulation purposes
- Health and safety surrounding flats

How tenants can help

- Join us on Facebook -Search for NKDC Housing
- Fill surveys in when you get them
- Come along to meetings
- Talk to us if you have ideas or issues or you just want to have a say about the service

Contact the Community Engagement team at the Council to find out more about the opportunities for tenants and leaseholders.

SUPPORTING TENANTS

Case study

During the year officers have helped many people across the District to ensure they can maintain their tenancies and live full and independent lives. From disabled adaptations to putting up a shelf; from help to decorate a room to filling in a form.

Officers of the Council can help in many ways when they know someone has a problem they can't deal with on their own.

One such tenant Mr O was in a large 3 bed house in a remote area where he had lived with his family for over 14 years. But in time his daughters had left home and due to his disabilities he could no longer drive.

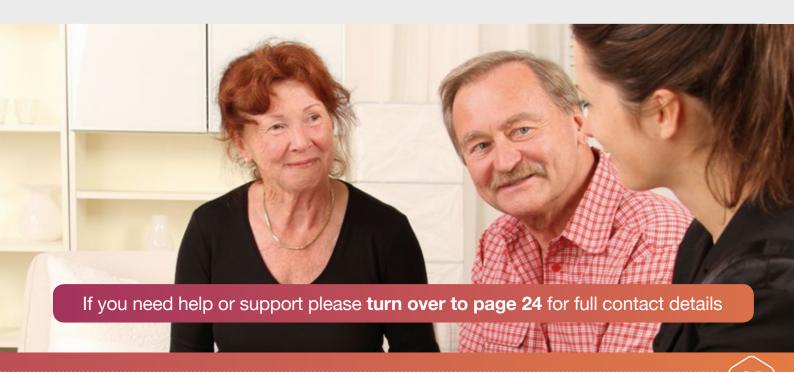
The spare room subsidy and the changeover from Disability Living Allowance to Personal Independent Payments had left him worse off and he was struggling financially. He was able to live alone but knew that he needed adaptations to the property, such as a stair lift and wet room, in order to remain independent.

A helping hand

On finding out about Mr O's situation a referral was made to the Tenancy Sustainment Officer. After visiting and discussing his circumstances, he initially, didn't want to move as he couldn't do it on his own and would need support, a plan of action was determined:

- They secured Discretionary Housing Payment for a year
- Applied for a move to a smaller property
- Gained access to the Transfer Incentive Scheme and a downsizing payment of £500 for the bedroom he gave up and £500 towards moving costs
- Assistance with making arrangements, advice and support to make the move to a bungalow in the neighbouring village which was much more convenient for him and already had some of the adaptations he required
- Help to settle in to his new property including decorating and carpets from his downsize payments

Now in his new bungalow Mr O says that "the whole experience has been marvellous. They didn't only look at my short term situation but considered the long term too. I can't fault the support I've had from officers it's been second to none. Debs has gone above and beyond to help with everything to get me moved and settled in. The best thing was having a named contact so I always knew who to talk to"



SUPPORT SERVICES



Tenancy Sustainment Officers

234 referrals were made to Tenancy Sustainment Officers to help and support tenants maintain their tenancy

£19,446 was obtained from local and national charity funding for tenants in need



Handyman

229 handyman jobs were completed for customers who needed help. This is down from last year as there are now two further handymen dealing with jobs for the Wellbeing Service they completed an additional 525 jobs.



Disabled adaptations

Many people find themselves needing adaptations to remain independent in their own home. The Council is able to fund some eligible tenants' disabled adaptations to their Council house. We work with you and the Occupational Therapist to find the most straightforward and cost effective way of adapting your home. In 2018/19 amongst others adaptations included

- 37 Level access showers
- 3 over bath showers
- 21 ramps
- 12 stair lifts
- change of heating
- 6 kitchen adaptations
- 2 driveways

If you would like to find out more, contact the Council and ask about disabled adaptations. Or if you are already seeing a Social Services Occupational Therapist they may be able to refer you to the District Council and tell us what you need.



Domestic Energy Officer

- 167 new customers visited
- 123 revisits to existing customers
- 82 switches to new suppliers /tariffs
- **£17,374** energy savings were made for tenants

Time for a refill

Did you know that one million plastic bottles are bought around the world every minute and nearly 16 million aren't being put out for recycling?

If just one in ten people in the UK refilled once a week there would be 340 million fewer plastic bottles a year in circulation.

Youth NK – NKDC's Youth Council – is aiming to raise awareness of this by getting messages into schools, to the public and they hope local businesses will get on board too.

By refilling, plastic pollution could become a thing of the past.

You can do your bit by downloading the Refill app, which shows you where you can fill up your bottles.

There are already a few local businesses on the map: Sleaford's Costa Coffee and The Packhorse Inn; Canwick Mill Lodge and Premier Inn; and North Hykeham's Brewers Fayre. Anyone can easily add a business to the map.

To find out more visit www.youthnk.co.uk



Focussing on Our Environment

Did you know that NKDC sets priorities to work to?

The reason is, it means work can be focussed on areas that make a difference to the lives of all who live, work and visit the District.

There are five priority areas –
Our Homes,
Our Economy,
Our Communities,
Our Council and the recently-adopted
Our Environment.

The overall aim of the Our Environment is 'To promote a sustainable natural and built environment, where our heritage is preserved and celebrated.'

Key activities for the year include:

- Fully adopt our new Our Environment priority
- Conclude and implement the Open Spaces Strategy
- Champion further sustainability and reduction in emissions across NK



Did you know:

92%

of respondents to our latest residents' survey supported the new Our Environment priority

COUNCIL ENQUIRIES



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:

- Affordable Warmth 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.

