

For North Kesteven District Council Tenants

ANNUAL REPORT 2022



Annual Performance Review for Housing
& Property Service Customers 2021-22



North Kesteven
DISTRICT COUNCIL

PERFORMANCE OVERVIEW



13.44 DAYS
to complete a
repair on average



23.36 DAYS
to re-let an
empty home



99.5%
of rent collected

WELCOME

This year's report has been written by the Tenants' Panel, we've looked at how NK has performed and how your rent has been spent. The report covers between 1 April 2021 and 31 March 2022.

Throughout the Annual Report you will find a breakdown of performance including repairs, rent, complaints and lettings. You can also view this information on a quarterly basis through the NKDC Housing page on Facebook and through the Council's website.

The Council reports this information to be open and transparent with residents; it is also a requirement under the regulatory standards for housing. You can find out more about these standards and what you should expect from NK at <https://www.gov.uk/government/collections/regulatory-framework-requirements>.

I hope you find this report interesting and please feel free to contact the Tenants' Panel on 01529 308046 or email chris_morton@n-kesteven.gov.uk if you have any questions.

Thank you



**Ursula Parsons,
Chair of the
Tenant Liaison
Panel**

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TWO LITTLE DUCKS, KNOCK AT THE DOOR, BINGO! COMMUNAL LOUNGE ACTIVITIES ARE BACK UP AND RUNNING.

The communal lounges were once buzzing with energy, where residents could take part in a range of activities, however during the pandemic these all came to a stop.

Following the lifting of covid restrictions, the council carried out a series of meetings with residents to find out if they still wanted activities and what type of activities they would like to have.

Using the feedback the Council worked with residents and charities to get activities back up and running.





Eve Bowler from Greenfield Road helped to set up a coffee morning at her communal lounge. She told us:



"I was nicely surprised by how many decided to turn up. In fact we only just managed to seat everyone. We had a good chinwag and catch-up and I'm positive this will be a regular thing now. Let's look to the future and see where we can take it. After many years of disuse it was great to see the Council taking an interest and kick starting us off"

It's great to see residents once again enjoying themselves in the communal lounges and it is hoped the activities will also help to tackle loneliness and improve wellbeing. If you would like to book a communal room please call **(01529) 414155**

PRIORITIES FOR THE YEAR AHEAD

INTERVIEW WITH MICK GADD, ASSISTANT DIRECTOR OF HOUSING & PROPERTY SERVICES

Jill from the Tenants' Panel spoke with Mick to ask him about the priorities for the year ahead.

Question: Hi Mick, thanks for taking the time to speak to me. Can you tell us a little about your job at the Council?

Answer: I am the Assistant Director of Housing & Property Services. I am therefore responsible for all landlord services such as tenancy management, lettings, housing finance, responsive and planned repairs, building new homes and refurbishing existing homes.

Question: What are the priorities for the year ahead?

Answer: Our biggest priority over the next year will be to develop plans on the 'CO₂SY Homes' improvement programme. This is where we are aiming to carry out improvements to your homes to reduce the amount of CO₂ produced and make your home more energy efficient to reduce running costs.

Question: What are the other priorities you will be focusing on?

Answer: We will also be focusing on the new Regulatory Framework to ensure tenants are kept safe in our homes, expanding our resident engagement so more residents can have their voices heard, building more new homes and renewing our responsive repairs contracts.

Thanks for taking the time to speak to us Mick.

LIST OF PRIORITIES

- Develop plans for the 'CO₂SY Homes' improvement programme
- Engaging with more residents
- Renewing our repairs contract



Mick Gadd

COMMUNITY INVOLVEMENT – CREATING A LASTING LEGACY



When they're not busy fixing our heating and hot water, Aaron Services have supported many meaningful, locally focused initiatives that prioritise North Kesteven's local people, businesses, and recycling the local pound. They've been committed to supporting our local people – and have provided over 10 apprenticeships and more than six work experience placements within their North Kesteven operations.

Below, we learn more about one apprentice's journey.

Meet Kieran Marron, 'My time as an apprentice'.

Having found out about the post from Lincoln College, Kieran joined Aaron Services in 2018 as a Heating Apprentice, to complete his NVQ Level 2 in Plumbing & Heating, saying "I chose an apprenticeship in the gas industry because I knew that it was a great trade, and I would hopefully have a job for life".

Kieran completes one day each week at Lincoln College and four days on-the-job with Aaron Services. Since joining Kieran has expanded his knowledge, experiencing a wide range of plumbing and heating activities supported all the way by the Aaron Services team and Lincoln College. When asked about his days Kieran said, "I really enjoy coming to work each day, every day is different and busy - all the people I've worked with have been great, very supportive and have taught me a great deal".

On track to qualify later this year, Kieran is already looking to the future; "I'm fortunate to have already been offered a full-time position by Aaron Services, following successful completion of my apprenticeship. I am excited to see what the future holds and making the most of their many opportunities to further upskill".

Best of luck to Kieran on his future endeavours as he works with Aaron Services on the North Kesteven District Council contract.



REPAIRS PERFORMANCE

Performance indicator		2021/22	Target	Rating
% of tenants satisfied with repairs		96.8%	98.5%	Amber
Responsive repairs completed right first time		99.1%	97.5 %	Green
Average time to complete a responsive repair	calender days	13.44 days	11 days	Red
Responsive repair appointments kept		99%	99%	Green
% emergency repairs carried out within target time		100%	99.5%	Green
Average time to complete a disabled property adaptation from referral to grant approval	working days	43 days	50 days	Green
Number of homes that don't meet the NK Home Standard		482	210	Red
% of tenants satisfied with work carried out to meet the NK standard		85.7%	80%	Green

NK HOME STANDARD

We didn't meet our target for homes that meet the NK Home Standard because tenants have the right to refuse certain works. This means that we were unable to meet the target.

RESPONSIVE REPAIRS

We recognise that we aren't where we want to be with average time to complete responsive repairs. During the period measured the pandemic affected our ability to carry out routine repairs as we concentrated on emergency work only. This year we have been meeting more often with our contractors to monitor performance to make sure it improves.

WINTER IS COMING

Here are our top tips on getting your home ready for winter:

- If you have an oil fired heating system check that you have enough heating oil in the tank to last you through the winter.
- If you have solid fuel heating make sure you regularly clean your fire out including clearing the 'throat plate'. Please contact Aaron Services if you need assistance with this. You should also have your chimney swept, registered chimney sweep can be found 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 them emergency contact details?
- If you are going to be away for 30 days or more contact the Council Repairs Team for advice.

Stay Warm, Save Money

Are you 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:

- Deal with your utility supplier for any bill or metering issues
- Check if your tariff best meets your needs
- Advice on how to best use your heating and energy within the home.
- Make sure you are on the right water tariff.

When making contact it is useful to have your latest energy bill to hand.

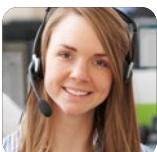
Telephone: **01529 308098** (Monday – Thursday)

Email: Brenda_Walukiewicz@n-kesteven.gov.uk



Temporary heating

If your heating breaks down between 1st October and 31st March our repairs contractors can offer you a portable heater to keep you warm until your heating is fixed.



How to report repairs

- General building repairs, such as brickwork, joinery, plumbing or electrical works including electrical heating repairs. Phone Kier Services on **01529 416399**.
- For all other heating repairs and appliance servicing (excluding electric heating) including smoke alarms, carbon monoxide detectors, oil fired, coal and gas central heating including radiators. Phone Aaron Services on **01522 873685**.
- You can also report repairs online at www.n-kesteven.gov.uk

WINTER IS COMING

Condensation, Mould & Damp

We've changed the way we deal with condensation, mould and damp. If you notice any damp and mould in your home please report it to us on **01529 414155**.

Further information is available in our Damp and Mould Leaflet.



To request a copy please see our website or call us on **01529 414155**.

CONSIDERING AN ELECTRIC CAR?

Are you thinking about buying an electric car? Electric cars are a great way to reduce CO₂ emissions but before you buy one, it's worth considering how you will charge it at home. Please be aware:

- **Council tenants must get permission from us to install a charging point**
- **You will need to arrange and pay to have the work carried out privately**
- **You must use a qualified electrician to carry out the work**



You can apply for permission by calling us on **01529 414155** or sending an email to **neighbourhood_services@n-kesteven.gov.uk**. We will usually grant permission but will need to check a few things first, for example that your electrician will support the charger and the installation will meet the permitted development criteria. After you complete the work, we may need to check it's all been done safely.

ROLE OF HOUSING OFFICER

Viv from the Tenants' Panel met up with Kate McCormack, one of our Housing Officers, to find out more about her role.

Question: Hi Kate, how long have you been a Housing Officer and where do you cover?

Answer: I have been a Housing Officer since June 2021 and I cover places including Aubourn, Doddington, Eagle, Haddington, Hykeham, North Scarle, Norton Disney, Skellingthorpe, Stapleford, Swinderby, Swinethorpe, Thorpe on the Hill, Thurlby and Whisby.

Question: Can you tell us a little about your job?

Answer: My main role is to manage tenancies from sign up to termination, which includes dealing with rent arrears, property condition, tenancy breaches and cases of anti-social behavior.

Question: What do you enjoy most about your job?

Answer: There are some tenants who struggle to look after their homes and keep them clean. This is sometimes because of ill-health, family issues and money problems. Where I come across a tenant in this situation, I will work with them and support agencies to make improvements, which will often involve cleaning and decluttering their home.

This results in the tenant having a much nicer place to live in and helping them to have a better home is the most enjoyable part of the job.

Question: How can residents contact you and the other Housing Officers if they need help?

Answer: You can contact us on **01529 414155**.



RENT COLLECTION

Last year we collected the majority of rent but there are factors that affect some tenants' ability to pay their rent. We take this into consideration when enforcing rent arrears. Rent arrears is a priority bill and we work with tenants when they are struggling to pay.

Performance indicator	2021/22	Target	Rating
Rent collected as a % of rent due	99.5%	98.5%	Green
Total amount of Net HRA arrears* £	£250,739	£408,000	Green

*As of 31st of March, net rent arrears, including former tenant arrears and prepaid accounts.



ESTATES INSPECTIONS

Estate inspections are based on criteria set by the Tenants' Panel and are carried out by Housing Officers annually.

2020/21



2021/22

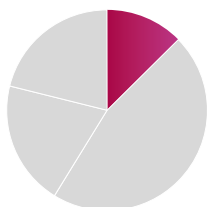


From the estate inspections we identify estate improvements. Last year we invested in the resurfacing of the road at Abel Smith Gardens in Branston.

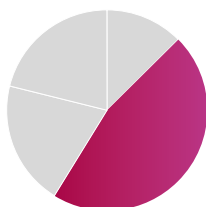
LETTINGS

We aim to make the best use of the available housing in North Kesteven. Homes are allocated to those people in most need first and that make best use of the type and size of property. All allocations are made under strict Government guidelines.

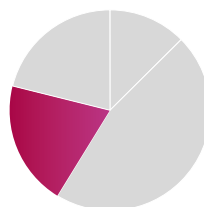
IN 2021/22 NUMBER OF HOMES ALLOCATED:



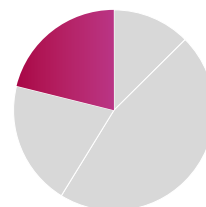
12.5%
from
Band 1



46%
from
Band 2



20%
from
Band 3



21%
from
Band 4

Performance indicator	2021/22	Target	Rating
Number of offers accepted first time	96 %	90%	Green
Average re-let time for empty properties	23.36 days	25 days	Green



NEW BUILDS

Performance indicator	2021/22	Target	Rating
Number of new Council homes provided	71	23	Green



NUMBER OF NEW HOMES BUILT:



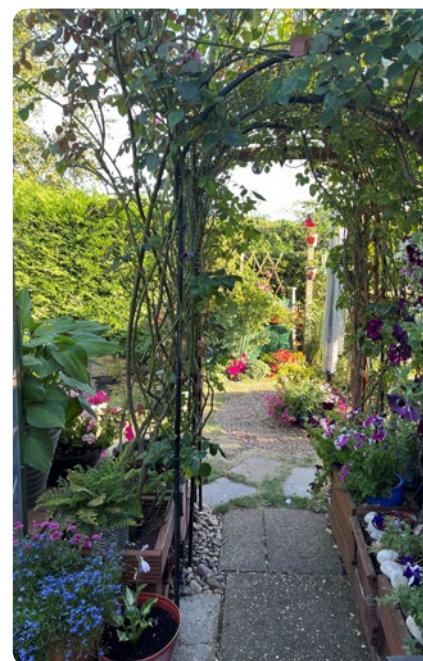
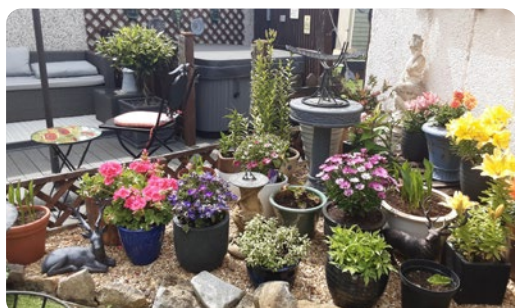
We also provided a further home in Sleaford through our buy back scheme.

GARDEN COMPETITION RESULTS

This summer we held a garden competition and are pleased to announce the winners.

Due to the quality of the gardens, we were unable to pick one winner and therefore, we are pleased to announce that Lorna Jackson and Lynne Hall are the joint winners of this year's competition.

We would also like to say congratulations to Mr Hall who was the runner up.



Thank you!

Thank you to everyone who took part in the competition, we will hold another one next year.

HOW WE INVOLVED YOU

Rob from the Tenants' Panel looked at how the Council involved tenants. This is his report on what he found out.

Last year was a time of rebuilding for the Panel and we focused on getting back on our feet after the pandemic. We took the time as an opportunity to review how the Panel works and to review our workplan. We have now agreed our work programme and will focus on:

- **Empty properties**
- **Renewing the repairs contract**

We will be looking to seek your views on these subjects over the next year.



Join the Tenants' Panel

We have vacancies on the Panel, so if you would be interested in joining to help us with this work, please contact the Resident Engagement Team **01529 308046** to find out more.

Digital Engagement

The Council is also changing the way it involves residents by using social media; it is hoped this will allow it to engage a wider audience of residents. This change of approach can be seen through its Facebook group, where last year:

- **4 polls and surveys were carried out**
- **348 tenants followed NKDC Housing**
- **Posts had an average reach of 150 people**

Other ways you can get involved and give feedback include:

- **Completing surveys**
- **Giving feedback to staff**
- **Attending estate-based events**

Search
NKDC Housing
on Facebook to
find and join
our group



KEEPING YOU SAFE



Where we notice a fire safety risk due to tenants' lifestyle and with their consent, we can make a referral to the Fire Service and they can carry out a home check to offer advice to tenants.

Top tips to keep safe in your home

As a tenant you are also responsible for the safety of your home.
Some of our top tips for keeping safe are:



Test your smoke alarm once a week



Avoid leaving burning candles unattended



Don't overload plug sockets or plug in multiple extensions



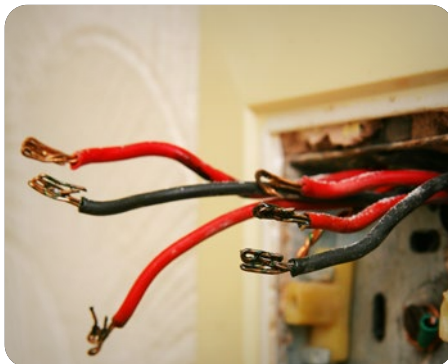
Avoid blocking escape routes



Smoke and Carbon Monoxide alarms

It is now the law that landlords must fit smoke and carbon monoxide alarms in homes where there are certain types of appliances. We have fitted and replaced these in our homes for a number of years, however if you believe you haven't got either of these please let us know and we will fit them.
Call us on **01529 414155**

The Council is committed to ensuring that tenants' homes are safe and secure and ensuring that it takes positive steps to manage and improve compliance with its health and safety duties.



In the wake of recent tragic events including the Grenfell Tower fire, the Independent Review of Building Regulations and Fire Safety made a number of recommendations.

NK has responded to the initial report by undertaking a comprehensive audit of all its duties and the relevant regulations that govern health and safety of its properties. On the following pages is a summary of the report.



Below are some of the main health and safety regulations landlords must abide by.

All premises:

- Gas safety (Installations and Use) Regulations 1998/ACoPL56
- Health & Safety at Work Act 1974
- Lifting Operations and Lifting Equipment Regulations 1998

Communal premises:

- Control of Substances Hazardous to Health Regulations 2002
- Notification of Cooling Towers and Evaporative Condensers Regulations 1992
- Control of Legionella Bacteria in Water Systems Approved Codes of Practice (ACOP) L8 2013
- Regulatory Reform (Fire Safety) Order 2005
- Housing Act 2004
- Control of Asbestos Regulations 2012

Domestic premises:

- Defective Premises Act 1972
- Landlord and Tenant Act 1985

The Council has performance targets for health and safety. The following is the performance attained in 2021/22. (Note some are for work being completed over a few years).



95% of NKDC domestic properties with an up-to-date 6-monthly lift inspection report (we had access issues at three properties).



100% of premises with up-to-date water hygiene risk assessment.



99.9% of dwellings have a valid gas safety certificate (we had access issues at a property).



100% of water hygiene issues identified and resolved within 24 hours.



100% of premises containing communal areas have an up-to-date fire risk assessment.



663 properties (constructed prior to 2000 that do NOT have a property-specific Domestic Asbestos Management Survey, we are working towards having all properties surveyed).



3859 electrical periodic inspections have been completed to date (target – 3848). These checks must be carried out every five years.



FIRE RISK MANAGEMENT

Required	What we do
<ul style="list-style-type: none"> • Carry out fire risk assessments for all communal areas (e.g. flat stairwells) and communal lounges • Ensure any actions identified from the Fire Risk Assessments are actioned • Evaluate the risk to people from fire, and to ensure that adequate fire safety measures are in place • Ensure every property has smoke detectors installed to each level 	<ul style="list-style-type: none"> • Complete fire risk assessments for communal areas every four years and review them every two years – these determine: <ul style="list-style-type: none"> » Specific hazards » Corrective action required » A risk level and priority rating for any risks • All significant findings are identified, recorded and actioned in a timely manner • Smoke alarms are installed to all properties and serviced annually • Officers make quarterly fire checks of communal areas • At Home magazine regularly updates tenants on fire safety • The new tenant pack has health and safety information

ASBESTOS

Required	What we do
<ul style="list-style-type: none"> • Conduct work so that people will not be exposed to health and safety risks, including exposure to asbestos • Provide information to other people including contractors and tenants when work may affect their health and safety • Assess the health and safety risks to anybody who may be affected by work activities, and make arrangements to protect them 	<ul style="list-style-type: none"> • There is a programme of asbestos management surveys for all properties. Surveys are completed prior to refurbishment and demolition works • Maintain records of all asbestos management surveys and make them available to all contractors prior to the commencement of any works • All employees working with asbestos are Asbestos Awareness trained, including dedicated asbestos-trained P405 officers to oversee the management of asbestos in our premises • Where materials are identified to be containing or presumed to contain asbestos NK will inform tenants who may be affected by it

MECHANICAL LIFT SAFETY

Required	What we do
<ul style="list-style-type: none"> • To undertake 6-monthly examinations of all equipment used for the purposes of lifting persons • Retain and manage records of all examinations 	<ul style="list-style-type: none"> • Zurich Insurance company examine all person-carrying lifts every 6-months • All records are managed and logged with Zurich • All faults identified are actioned in a timely manner • An annual servicing for all person-carrying lifts

GAS AND HEATING SAFETY

Required	What we do
<ul style="list-style-type: none"> • Ensure that all domestic and communal gas installations and appliances are serviced annually • Retain and manage servicing and installation records • Ensure that all properties with either, gas, solid fuel or oil heating have a carbon monoxide detector installed 	<ul style="list-style-type: none"> • Employ a competent contractor to carry out an annual safety check, testing and maintenance of all domestic heating boilers • All empty properties are inspected and tested prior to re-letting • A dedicated officer manages and monitors the contract and recording database • Morgan Lambert Ltd undertakes audits of gas services • Carbon monoxide alarms are installed in all properties where required and serviced annually

WATER HYGIENE

Required	What we do
<p>NKDC has a duty to ensure the:</p> <ul style="list-style-type: none"> • Regular water risk assessments and testing of hot and cold water systems in communal premises • Identification and assessment of risks from legionella bacteria in hot and cold communal water systems in premises • Implementation of preventative or control measures for risks • Programmed management and maintenance of all water equipment and systems 	<ul style="list-style-type: none"> • Regularly monitor and test hot and cold water systems in all communal premises • Risk assessments of communal premises every two years • All records are logged and managed and shared with the competent contractor • All non-compliances are recorded, and actioned within a timely manner • All relevant NK employees/associates are trained in legionella awareness • All water systems in void properties are flushed weekly and again at sign-up

ELECTRICAL

Required	What we do
<ul style="list-style-type: none"> • To inspect, test and certify electrical installations within all properties • To inspect, test and ensure safety of electrical installations all void properties prior to re-letting • Retain and manage records of inspections and certified installations 	<ul style="list-style-type: none"> • An electrical inspection is made of all premises every five years • Void properties have an electrical inspection and test before a new tenant moves in • Properties with an unsatisfactory test certificate are to have all works completed to rectify defects • A dedicated officer manages and monitors the contract

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 2021/22 THERE HAVE BEEN:

52 New complaints

14 Complaints closed in favour of the tenant

15 Complaints went to a Stage 2 complaint

32 Did not close in favour of the tenant

6 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

THE HOUSING OMBUDSMAN

On the Housing Ombudsman's website you can find North Kesteven District Council, as your landlord, and the performance report data including number of referrals, investigations and the determination – the outcome of any investigations.

www.housing-ombudsman.org.uk/residents/guide-to-landlord-performance-reports

HOW DO I MAKE A COMPLAINT?

- Sending an email – **feedback@n-kesteven.gov.uk**
- Visiting our website – **www.n-kesteven.gov.uk/feedback** and fill out our form
- Sending a letter – **FREEPOST NKDC**
- Calling a Customer Service Advisor – **01529 414155**
- Visiting our Sleaford Customer Service Centre
- Contacting your local councillor

COMPLAINT PROCESS

We will acknowledge your correspondence within five working days. Once feedback has been identified as a complaint that can be dealt with through our process, the service will investigate it and provide a full Stage 1 response within 15 working days (Housing and Property Services aim to respond to Stage 1 complaints within 10 working days, in line with the requirements in the Housing Ombudsman's Complaint Handling Code).

The response will be sent by the Assistant Director as they have a full overview of the feedback received and how it has been investigated. The lessons learned from our complaints will be shared with all managers.

If you remain unhappy with the service's findings at Stage 1 you can ask for it to be escalated to our second and final stage – we request that you make this request within three months of the initial Stage 1 response being received.

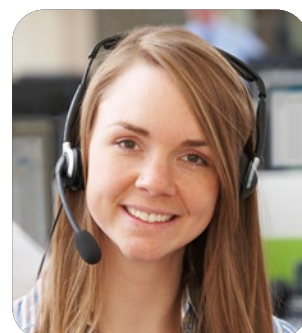
At Stage 2 your complaint will be reviewed by the Assistant Director of Corporate & Customer Services from an independent perspective (unless the complaint falls within their service area– in which case another Assistant Director will be asked to investigate).

You will receive a full and final Stage 2 response within 15 working days. Again, all lessons learned will be shared across all services to ensure all areas benefit from the feedback received.

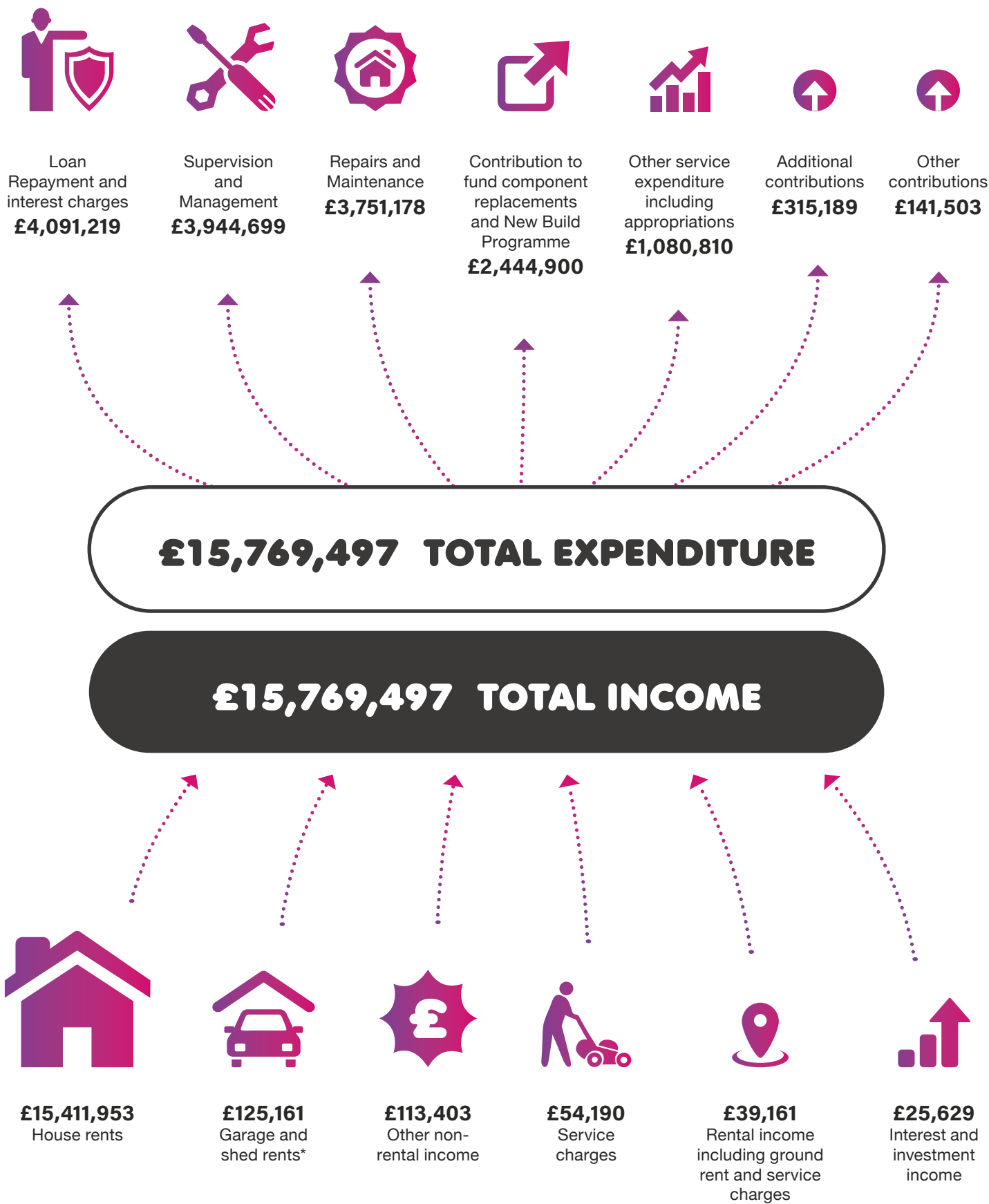
At any point during your complaint you can contact the Housing Ombudsman for advice and support.

- Website: **www.housing-ombudsman.org.uk**
- Telephone: **0300 111 3000**
- Email: **info@housing-ombudsman.org.uk**

Each year we carry out a self assessment against the Housing Ombudsman's complaint handling code. You can find a copy of the results on our website.



HOW YOUR RENT IS SPENT



*Shed rent charge ended in 20/21, these entries were final adjustments to shed rent accounts and it has worked out as a negative income to the Council.

HOW DOES NK COMPARE

The Council compares its housing services with other social housing landlords. This is a look back to 2020/21 as this is the latest available data. The benchmarking is carried out by an external organisation called HouseMark. We compare ourselves with other social landlords who manage between 2,500 and 5,000 homes which number 162.



Average number
of days taken to
complete a repair

we ranked 30
out of 74



Average number
of days to
re-let a home

we ranked 12
out of 68

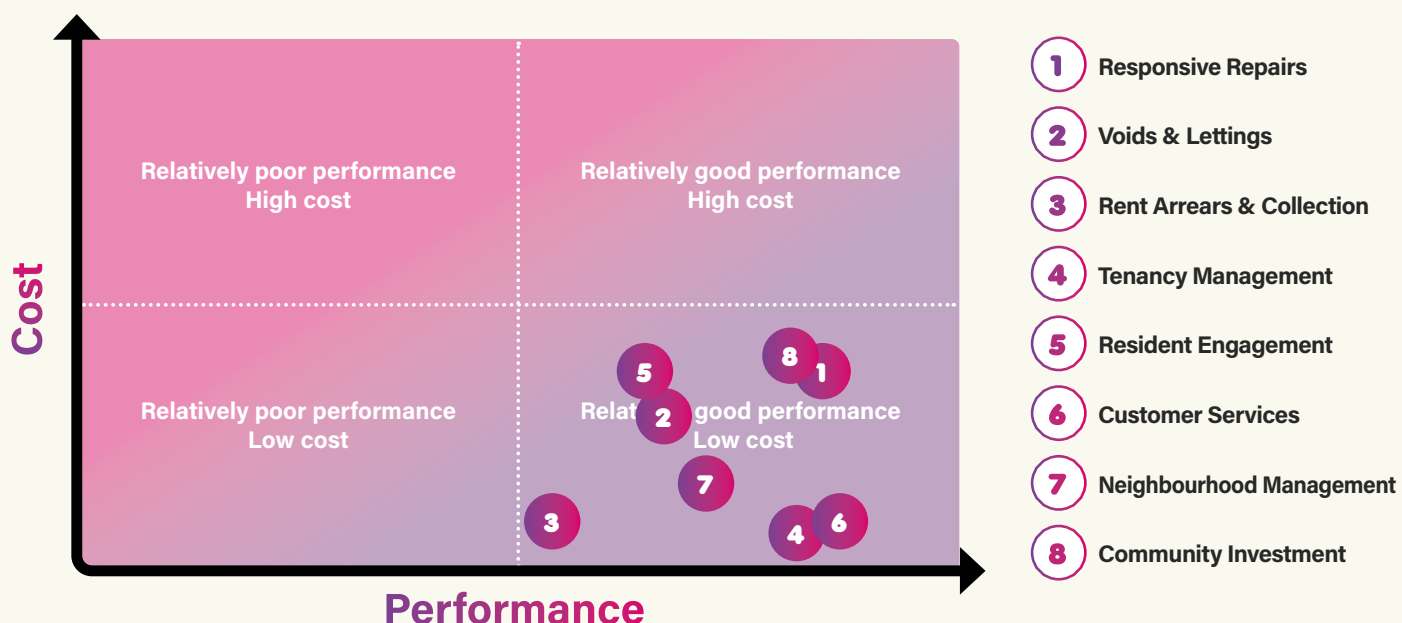


% of repair
appointments
kept

we ranked 7
out of 45

VALUE FOR MONEY

This table shows you how NK compares against the 162 landlords for cost and performance in the areas listed.



WHO'S WHO IN THE HOUSING AND PROPERTY SERVICE



MICHAEL GADD

Assistant Director of Housing &
Property Services (H&PS)



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 Services

- Housing 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

- Ensure the Council makes every effort to collect monies due i.e. rent service charges former tenant arrears, and other housing related debts
- Domestic Energy Advice

Community

- Safeguarding
- Lincolnshire resettlement



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 Systems and
Business Manager
Responsible for:

Housing IT

- Housing IT systems
- Website issues

H&PS Support Team

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



YOU CAN NOW RECEIVE THE AT HOME MAGAZINE VIA EMAIL

If you would prefer to receive At Home via email please contact the Resident Engagement Team on **01529 308046** or email **chris_morton@n-kesteven.gov.uk** to request.

We will then stop sending you the paper copy and send it straight to your inbox instead.

This is all part of our efforts to tackle climate change and become net zero by 2030.

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

Resident 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 to achieve independent living

Are you on Facebook?

We are getting social!

NK now has a Housing Facebook page. This page is available for NK 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.



REPAIRS

Kier Services 01529 416399

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

Aaron Services 01522 873685

For all other heating repairs and appliance servicing.