



# HOME

## SPRING 2022

**QUEEN'S  
JUBILEE  
SPECIAL**

ON PAGE 13

Learn about the Royal stories in North Kesteven



Also learn about opportunities to get involved by joining the Tenant Liaison Panel



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**North Kesteven**  
DISTRICT COUNCIL

# Your guide to good recycling



North Kesteven  
DISTRICT COUNCIL

Keep it clean, dry, empty and loose please

## PAPER & CARD goes in your purple-lidded bin



No grease, glitter or grime please



## PLASTICS go in your green-lidded bin



No black or brown bottles, tubs & trays accepted. Please remove all lids & plastic film and rinse

## GLASS goes in your green-lidded bin



Please rinse out & remove all lids

## METAL goes in your green-lidded bin



Empty and clean please



We don't want any plastic bags, crisp packets and black or brown food containers thanks - put these in your black bin. And please don't bag your recycling - keep it loose.

[www.n-kesteven.gov.uk/recycle](http://www.n-kesteven.gov.uk/recycle)

Lincolnshire recycles



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Working towards reaching net zero carbon emissions



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Tenant has passion for restoring old rocking horses



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Produced in consultation with tenant representatives. At Home is produced by North Kesteven District Council.



When you have finished with this magazine please recycle it.



## QUEEN'S PLATINUM JUBILEE

Read about a Royal visit to North Kesteven, a story from a resident and try a Royal quiz.

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This document is available in large print, braille, audio tape, electronic formats such as CD, or in a different language. Our website is ReadSpeaker enabled. For a copy contact Community Engagement on 01529 414155 or email [tenant\\_participation@n-kesteven.gov.uk](mailto:tenant_participation@n-kesteven.gov.uk)

# GETTING INVOLVED

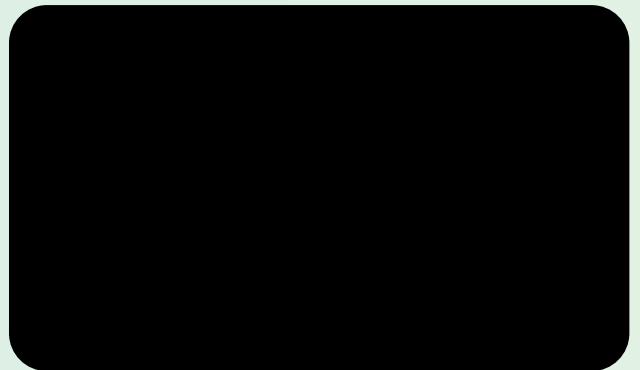
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## WHAT IS TENANT PARTICIPATION?

Getting involved doesn't necessarily mean having to travel long distances and spend hours at meetings. There are a variety of ways you can make a difference depending on how involved you want to be and how much time you can spare.

The primary function of Tenant Participation is to encourage and support tenants through a range of opportunities to engage with the housing service. It relates to the fair and equal engagement of tenants to involve them in service improvement, policy and management of the organisation. Facilitating a two way process - to provide information and communicate with tenants about housing services, performance, standards and values, creating an environment for participation while offering minimal influence.

We will provide training information, support, transport and reimburse your expenses. If you have any questions or require further information please contact our Community Engagement team in Housing and Property Services.



## WHAT THE TLP DOES?

The Tenant Liaison Panel (TLP) is an advisory part of the Council's decision making process, giving tenants a voice with which to promote their interests, in partnership with the Council as a landlord. The Panel considers a broad range of issues including consultation on Government policy, Council policy and procedures.

The Panel holds a minimum of 4 meetings per year with a view to giving tenant representatives the opportunity to discuss matters

affecting their homes and the local environment. The forum involves Members and officers of the Council, and identifies areas where the representatives can influence decisions prior to debate by the Executive Board or other Council Committees.

The Tenant Liaison Panel aims to involve as many council tenants as possible from across the whole of the district, and urges representatives from as many communities as possible to come forward,

to aid this and to ease the financial burden of involvement, The Council shall reimburse reasonable travel expenses.



## WHO IS ON THE PANEL?

The Tenant Liaison Panel is a partnership consisting of 5 elected Councillor's and all Tenant Representatives. All representatives must sign the 'Tenant Representatives Conduct Guidance'.

The post of Tenant Liaison Panel Chair alternates between Councillor and Tenant representative, they each serve a 2 year term of office. More than one term of office may be served. In addition to the TLP, two representatives will be nominated to co-opt onto the Environment and Community Overview and Scrutiny Panel each year.

## POWERS AND DUTIES OF REPRESENTATIVES

### Duties

- To identify issues of concern to tenants and residents.
- To monitor and comment on the housing services policy and strategy.
- To consider matters referred to the Panel by other committees and panels.

### Powers

- To request that the panel be consulted prior to the commencement of any project, scheme or initiative relevant to housing policy/ tenant participation.
- To request that Council Officers submit reports to the Executive Board or other committees on the panel's behalf.
- To vote on matters referred to the panel for consideration. Each representative has one vote, with decisions being made by the majority vote

## TLP SPOTLIGHT

**Name:** Ursula Parsons

**Where do you live?** Sleaford

**How long have you been on the panel?**

I have been on the panel for 14 years.

**Proudest moment on the panel?**

Being elected as Chair

**Why should you join the panel?**

Initially, I wanted to find out what the council was doing and then passing on the information to other tenants. Being on the panel gives you a voice, your opinions matter and your input can help shape the policies and procedures the council make concerning you.



**If you would like more information or would like to be involved please contact the Tenant Participation Team at North Kesteven District Council 01529 414155 or email [tenant\\_participation@n-kesteven.gov.uk](mailto:tenant_participation@n-kesteven.gov.uk)**

# HOW TO MAKE A HOUSING COMPLAINT

If you want to make a complaint about us as your landlord, you can do this by:

- 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 Customer Service Advisor – **01529 414155**
- Visiting our Sleaford or North Hykeham Customer Service Centres
- Contacting your local District Councillor.



We will acknowledge your correspondence within four 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. The response will be signed off by the Head of Service for that area so that they have a full overview of the feedback received and how it has been investigated. The outcome of all 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 Head of Corporate & Customer Services from an independent perspective (unless the complaint falls within their service area – in which case another Head of Service will be asked to investigate.) You will receive a full and final Stage 2 response within 15 working days. Again, all outcomes will be shared across all services to ensure all areas benefit from the lessons learnt.

## WHAT HAPPENS IF YOU REMAIN UNHAPPY?

You can also make contact with the Housing Ombudsman at any point for additional support, and do not have to complete the council's full complaints process before the do so.

As part of the Housing Ombudsman Complaint Handling Code landlords are required to publish a self-assessment of their complaints process. The self-assessment document is published in fulfilment of North Kesteven District Councils landlords' duties complaints process and procedure for 2020.



You can find out more about what you should expect as a tenant when making a complaint by reading the complaint handling code at

**[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)**

# NET ZERO IN NORTH KESTEVEN

North Kesteven District Council is working towards reaching net zero carbon emissions by 2030. It's an ambitious target that will take commitment from our residents, landowners and local businesses, as well as the Council itself. Whoever you are, you're an important change-maker.

## Reducing Co2

Heating homes is one of the biggest sources of Co2 emissions in the UK but there are ways to reduce this. Two of the main methods are:



### Wall and loft insulation

Wall and loft insulation adds an extra layer between the inside and the outside of a building. In the winter it helps keep the warm air in and in the summer keeps the hot air out, meaning your home remains a more comfortable temperature all year round.



### Heat pumps

A heat pump captures heat from outside and moves it into your home. It uses electricity to do this, however the amount of heat delivered into your home is much greater than the amount of electricity used to power the system.

As a heat pump captures heat that is already present in the environment, the system itself does not burn any fuel and therefore emits no carbon dioxide.



### What is Net Zero?

The term net zero means achieving a balance between the carbon emitted into the atmosphere, and the carbon removed from it. This balance – or net zero – will happen when the amount of carbon we add to the atmosphere is no more than the amount removed.

# INCREASE IN COSTS OF GAS AND ELECTRICITY

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The energy price cap is presently reviewed twice yearly, on 1st April and 1st October. The energy price cap limits the cost a supplier can charge per KWH unit of electricity and gas and daily standing charge, not your total bill, so will vary depending on how much energy is used.

To support households with increased costs, the government have introduced a series of measures:



A £200 energy rebate loan will be given automatically to all households. This £200 will be credited to every electricity bill (or to the electricity prepayment meter) in October 2022. This will be applied directly to the electricity supplies and not to individuals or households. It will be repaid by £40 being added from April 2023 to every electricity bill, each April for 5 years. This will be applied, regardless of whether you initially received the £200 rebate loan.



All homes in Council Tax Bands A-D were given a £150 rebate. This will be paid into bank accounts used for people who pay council tax by direct debit. Local Authorities will have to obtain bank account details for households who do not pay by direct debit.



The £140 yearly Warm Home Discount paid by some suppliers to eligible customers is due to increase to £150 when the scheme reopens for winter 2022/23. It is also due to expand the eligibility criteria although details of the revised criteria are not yet available.



Our Domestic Energy Officer is at hand to help support council tenants with tariff switching, energy debt support, energy efficiency advice, help with damp and condensation, meter issues, energy and hot water control system and assistance to access funding and applications. Contact the Office on **01529 308098** or email **[incometeam@n-kesteven.gov.uk](mailto:incometeam@n-kesteven.gov.uk)**.



# ROCKING HORSES

Mr Clements has always enjoyed making and repairing things, from lead soldiers to garden rockeries, however it's his passion for restoring old rocking horses that he enjoys the most.



"I discovered this hobby after restoring a rocking horse for my daughter when she was younger and I was hooked. From this first one I have gone on to bring numerous rocking horses back to life."

Rocking horses were originally made as a riding aide to teach children of the upper classes how to ride. Over the years they became toys for children to play with and were sought after as presents.

By the 1940s they had fallen out of fashion with the workers who used to build the horses were killed in the world wars and as a result many of the skills were lost.

This led to a lot of rocking horses being left to rot, abandoned in barns and thrown in rubbish heaps.

In the latter half of the 20th century there was a rediscovery of rocking horses and people took up restoring them as a hobby. Today the horses are used as a statement piece of furniture and look particularly good in front of a Christmas Tree.

"I find rocking horses from auctions around the country and they arrive at my workshop in varying states of disrepair.

The restoration process on average takes me 200 hours to complete each horse.

I use traditional techniques and materials. Although this takes longer to complete using traditional methods such as dowels, rather than screws, it's more faithful to the original process and gives you a connection to the craftspeople of the past.



The typical work can involve, building a new stand, reattaching legs, remaking the ears, covering the horse in a traditional plaster known as Gesso and hand painting the horse.

Once completed I place a note telling the story of the horse and photos under the saddle. This is for the next restorer in maybe 30, 50 or even 100 years in the future, I feel it's important to keep the story and history of each horse alive."

If you would like to know more about rocking horses and how John restores them contact [Chris\\_morton@n-kesteven.gov.uk](mailto:Chris_morton@n-kesteven.gov.uk)



# GUIDE TO WATER HYGIENE

## What are Legionella Bacteria?

Legionella bacteria occur naturally and are widespread in the environment. The bacteria can be found in most water systems and there is no risk if it is kept to an acceptable level.

Legionellosis is the collective name of illnesses caused by Legionella bacteria, and the most common illness in the UK is Legionnaires' disease.



Legionnaires' disease is a form of pneumonia. Whilst anybody can catch it, it is more likely to affect those who are susceptible because of factors such as age, illness or low immunity.

## How do people get it?

People catch Legionnaires' disease by inhaling small droplets of water suspended in the air, which contain the bacteria. You cannot get Legionnaires' disease from drinking water. The bacteria have to be in very small droplets like spray from a shower or spray taps. There is no evidence to show the disease is contagious and only 200 - 400 cases of Legionnaires' disease are reported in the UK each year.



Legionnaires' disease does not appear to multiply below 20°C and will not survive above 60°C. The area of concern is stagnant water stored between 20°C and 45°C, and where limescale, sediment and rust are present, and provide the bacteria with the nutrients to feed and multiply.

## Precautions

Legionella disease can be caught from bacteria in water, normally where water has been stored for a long period of time. The risk is low but to keep safe we advise residents to do the following:

- If you've been away from home for more than a week, it's a good idea to flush your toilet with the lids down.
- Each tap and shower should be flushed (for a minimum of 5 minutes) and cleaned. When flushing the shower, try not to create any spray, either by removing the shower head or by catching the water in a plastic bag and disposing of it carefully.
- Keep all shower heads and taps clean and free from a build-up of lime scale, mould or algae growth.
- Flush or use all outlets regularly.
- Flush toilet/s with the lid down following a period of non-use.
- Drain hosepipes after use and keep out of direct sunlight. Flush through for a couple of minutes before filling paddling pools etc.
- Keep spas and hot tubs clean and free from dirt and debris and check and clean the filters— change the water before use if it is not used often.
- Keep stored hot water in your system at a temperature of 60°C or greater (Immersion heaters etc.), report any faults with your hot water immediately.
- Report any debris or discolouration in the water or any other problems that you are concerned about.

If you need further information, please contact the Building Control team by calling **01529 308152** or email **[building\\_control@n-kesteven.gov.uk](mailto:building_control@n-kesteven.gov.uk)**. Alternatively, you can write to or visit a Building Control Officer at our Sleaford Offices: Building Control Services, North Kesteven District Council, Kesteven Street, Sleaford, Lincolnshire, NG34 7EF.

# WHO ARE YOUR HOUSING OFFICERS AND HOW TO CONTACT

## North 1

**Housing Officer**

Kate McCormack

**Tenant Sustainment Officer**

Susie Wright

AUBOURN  
DODDINGTON  
EAGLE  
HADDINGTON  
NORTH HYKEHAM  
NORTH SCARLE  
NORTON DISNEY  
SKELLINGTHORPE  
SOUTH HYKEHAM  
STAPLEFORD  
SWINDERBY  
SWINETHORPE  
THORPE ON THE HILL  
THURLBY  
WHISBY

## North 2

**Housing Officer**

Les Ellington

**Tenant Sustainment Officer**

Charlotte Crowley

BASSINGHAM  
BECKINGHAM  
BOOTHBY GRAFFOE  
BRACEBRIDGE HEATH  
BRANT BROUGHTON  
CANWICK  
CARLTON LE MOOR-  
LAND  
COLEBY  
HARMSTON  
LEADENHAM  
NAVENBY  
WADDINGTON  
WELBOURN  
WELLINGORE

## North 3

**Housing Officer**

Cherrie Heaton

**Tenant Sustainment Officer**

Rachel Phillips

BRANSTON  
BRANSTON BOOTHS  
DUNSTON  
HEIGHINGTON  
MARTIN  
MARTIN DALES  
METHERINGHAM  
METHERINGHAM FEN  
NOCTON  
POTTERHANWORTH  
SCOPWICK  
TIMBERLAND

## South 3

**Housing Officer**

Sarah Coomber

**Tenant Sustainment Officer**

Fern Harrison-D'Arcy

ASHBY DE LA LAUNDE  
BILLINGHAY  
CHAPEL HILL  
DIGBY  
DORRINGTON  
RUSKINGTON  
ROWSTON  
TATTERSHALL BRIDGE  
WALCOTT

## South 1

**Housing Officer**

Dominique Chisnall

**Tenant Sustainment Officer**

Donna Hall

CRANWELL  
GREYLEES  
LEASINGHAM  
NORTH RAUCEBY  
OSBOURNBY  
SCREDINGTON  
SILK WILLOUGHBY  
SOUTH RAUCEBY  
SWARBY  
SWATON  
THREEKINGHAM  
WALCOT  
WILSFORD  
SLEAFORD  
BUTTLER WAY  
BONNER CLOSE  
CHARLES STREET  
CHARLOTTE STREET  
"CROMWELL CRESCENT"  
DUKE STREET  
EASTGATE  
ELMORE CLOSE  
EMPIRE COURT  
ESLAFORDE GARDENS  
FRANKLIN CRESCENT  
GEORGE STREET  
GRANTHAM ROAD  
HUSSEY CLOSE  
NEWTON WAY  
PLAYGROUND COURT  
RHODES AVENUE  
RIVERSIDE CLOSE  
ROBERTSON DRIVE  
SIBTHORP COURT  
ST GILES AVENUE  
TENNYSON AVENUE  
THE HOPLANDS  
THOMAS COURT  
WESTGATE

## South 2

**Housing Officer**

Hannah Robson

**Tenant Sustainment Officer**

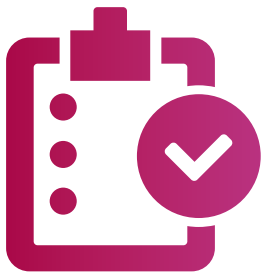
Becky Towers

ANWICK  
BURTON PEDWARDINE  
EAST HECKINGTON  
EWERBY  
GREAT HALE  
HECKINGTON  
HELPRINGHAM  
KIRKBY LA THORPE  
LITTLE HALE  
NORTH KYME  
SOUTH KYME  
SLEAFORD  
ALMOND WALK  
BEECH RISE  
BIRCHWOOD ROAD  
CEDAR AVENUE  
CHERRY CLOSE  
CHURCH LANE  
DAISYFIELD LANE  
GREENFIELD ROAD  
HAZEL GROVE  
JUBILEE GROVE  
LINCOLN ROAD  
MANOR PLACE  
NEWFIELD ROAD  
NORTHGATE FLATS  
ROMNEY COURT  
POPPYFIELD LANE  
SYCAMORE DRIVE  
VICARAGE COURT  
WOODSIDE AVENUE

Call 01529 414155, ask for the Neighbourhoods Department and they'll put you through to the officer you require

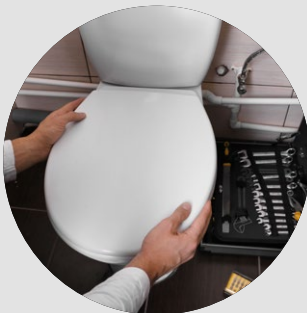
# PERFORMANCE

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We measure our performance in all areas across housing and collect a range of satisfaction information. This allows us to see where we need to make improvements and makes sure we are transparent to residents.

## HERE IS OUR SUMMARY OF PERFORMANCE 2021 - 2022



### Repairs Completed in Timescales

2021/2022 - 'Emergency repairs completed in time' was **100%**

(against target of 99.5%)



### Satisfaction with Repairs

2021/22 - **96.79%**

(with a target of 98.5%)



### Rent Collected as % of Rent Due

2021/22 - **99.54%**

(with a target of 98.5%)

# QUEEN'S PLATINUM JUBILEE

On 6th February this year Her Majesty The Queen became the first British Monarch to celebrate a Platinum Jubilee, marking 70 years of service to the people of the United Kingdom, the Realms and the Commonwealth.

To celebrate this unprecedented anniversary, events and initiatives will take place throughout the year, culminating in a four-day UK bank holiday weekend from Thursday 2nd to Sunday 5th June. The Bank Holiday will provide an opportunity for communities and people throughout the United Kingdom to come together to celebrate the historic milestone.



## Royal visits to North Kesteven

The late Duke made two official visits to the Sleaford area over the years, once on June 12, 1970 and with the Queen when they visited RAF College Cranwell to celebrate the base's 50th Anniversary.

Their son, Prince Charles, was due to begin four months' training there the following March. They even met the Prince's future flying instructor – Squadron Leader Richard Johns.



Later, the Prince paid a solo visit to Sleaford on July 1, 1975, arriving by helicopter. He was treated to a tour of the town, inspecting the new Riverside Precinct and planting a tree on Eastgate Green.

# Quiz

- 1) Where is the Queen's official home?
- 2) In what year did the Queen's coronation take place?
- 3) The BBC filmed the Queen's coronation, this was the first time a coronation was filmed. What was the camera operator not allowed to do during the ceremony?
  - a) Record sound
  - b) Show a close up of the Queen's face
  - c) Film in colour
- 4) What job did the Queen do in WW2?



Answers:

1. Buckingham Palace
2. 1953
3. Show a close up of the Queen's face.
4. Driver and mechanic

# Your stories

We asked for your stories about the Royal Family Local resident John Bowtell contacted us to share his story about being a member of the Coldstream Guards Band.

“Part of my duty was to take part in annual Trooping the Colour parade, which marks the Queen's official birthday. This involved being inspected by Her Majesty on quite a few times.

Our band rehearsed in the Duke of York's barracks, Chelsea. On one occasion the Queen Mother was attending an official event in the grounds when, on hearing us rehearsing chose to enter the band room unexpectedly and then decided to walk around and spoke to a few of us, I being one of those privileged. It was an honour to talk with her and an honour to be a musician in that band”.



John pictured marching down The Mall in London, playing the Brass Euphonium, during the Trooping of the Colour.

# Coldstream Guards Band

Formed on 16 May 1785 the Band of the Coldstream Guards is one of the oldest and best known military bands in the world.

Today the band consists of 54 musicians. The members wear the ceremonial uniform of the Coldstream Guards and carry drums, with Coldstream Battle honours emblazoned on them.

The Band continues to lead the way in terms of producing, recording and promoting the very best of military music, performing at a variety of events both in the UK and around the world.

# Trooping the Colour

Over 1400 parading soldiers, 200 horses and 400 musicians come together each June in a great display of military precision, horsemanship and fanfare to mark The Queen's official birthday.

The streets are lined with crowds waving flags as the parade moves from Buckingham Palace and down The Mall to Horse Guard's Parade, alongside Members of the Royal Family on horseback and in carriages.

The display closes with an RAF fly-past, watched by Members of the Royal Family from Buckingham Palace balcony.



## LEARN MORE AT THE SLEAFORD MUSEUM

The museum aims to bring the history of Sleaford to life by telling the story of the town's history. An inviting scene in the picture window attracts visitors and the exhibitions change frequently so there is always something new to see.

It was opened in April 2015, in a former derelict building and over the past seven years a team of dedicated volunteers has developed it into a successful attraction.

Over 16,000 visitors from around the world have visited the museum since it opened.

Talks, walks, schools and club-links ensure that all the local population are involved.

The museum is run by volunteers and is free to visit.



## OPENING HOURS

Mon pm, Wed, 10-3,  
Fri am, Saturday 10-3,  
but please check on our website  
[www.sleafordmuseum.org.uk](http://www.sleafordmuseum.org.uk)  
or phone 07518 972016



The spade The Duke used to plant the tree on Eastgate Green is also available to see at Sleaford Museum

**Sleaford Museum, 81 Southgate, Sleaford, Lincs, NG34 7RQ**

# GARDEN COMPETITION



The 2022 garden competition is now open for entries and you can take part no matter where you live. There are several categories:



The winners of each category will receive a £50 voucher to spend. If you would like to enter or nominate a resident for the competition, please contact the Resident Engagement Team:



Telephone: 01529 414155

Email: [tenant\\_participation@n-kesteven.gov.uk](mailto:tenant_participation@n-kesteven.gov.uk)

iMessenger on Facebook: **NKDC Housing**

Entries close on 1st September 2022. Happy gardening!