



# HOME

## SUMMER 2021



### Community in the 21st Century Pandemic



How one community came together in support and friendship



Search Facebook for "NKDC Housing"



**North Kesteven**  
DISTRICT COUNCIL



Crystal Insurance  
Scheme

# 10 reasons to choose Crystal Insurance Scheme

- 1) Apply over the telephone or complete an application form.
- 2) You don't need to have special door or window locks (just a lockable front door).
- 3) Flexible regular Pay-As-You-Go payment options (fortnightly and monthly premiums include a transaction charge).
- 4) Covers theft, water damage, fire and many more household risks.
- 5) Covers tenants improvements (up to £2000 or 20% of the sum insured, whichever is the greater).
- 6) Covers theft or attempted theft of contents in sheds, outbuildings and garages (up to £3,000).
- 7) Covers damage to external glazing for which you are responsible for.
- 8) Covers replacement and installation of locks for outside doors or windows and alarms, if keys are lost or stolen.
- 9) Loss or damage to food in a fridge/freezer (excludes damage caused if the electricity supplier deliberately cuts of the supply to your homes).
- 10) Tenant's liability - Up to 35% of the contents sum insured for damage to your landlord's fixtures and fittings which you are legally liable for as a tenant (excludes loss or damage whilst your home is unoccupied).



Ask your landlord for an application pack or  
to apply for cover today, call Crystal Insurance on:

# 0345 450 7286

or visit: [www.crystal-insurance.co.uk](http://www.crystal-insurance.co.uk)

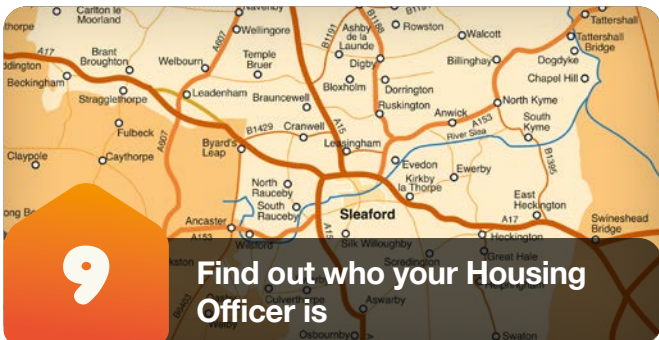
Exclusions & limits apply.  
A copy of the policy wording  
is available on request.



**5** Reporting your house repairs



**7** Use your voice to feedback



**9** Find out who your Housing Officer is

## CONTENTS

- 4** Gas servicing
- 4** Home contents insurance
- 5** Repairs / disrepair
- 6** Communication standard
- 6** Complaint handling code
- 7** Use your voice
- 8** Covid-19 service update
- 9** Neighbourhood Services
- 10** Connect with Lincs Police
- 11** Mud kitchen donation
- 11** Stop hate
- 12** Out and about in NK
- 14** Right to buy
- 15** Community in the pandemic



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



## OUT AND ABOUT IN NK

Where will you go once the Covid-19 rules relax?  
Places to visit in NK



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)

## GAS SERVICING

Checking of gas, solid fuel and oil appliances is important to ensure the safety of you and your family in your home. The Council has to do this once a year - it is a legal requirement. You must allow our contractor access to your property to complete this service.

1. Six weeks before the annual due date, Aaron Services will contact you to make an appointment.
2. Shortly before the appointment, Aaron Services will contact you again to confirm the appointment. If a different date is required it must not fall after the service due date.
3. The Gas Safe registered engineer

will visit, in a Covid-19 safe way, to complete the annual service.

4. If the engineer cannot gain access, they will return the same day. If access is not gained they will complete a 'Not At Home Card' and leave a 'First warning - no access' letter. Further attempts will be made to contact you to rearrange the service.
5. If you fail to allow access we can take enforcement action. The contractor will cap off your gas supply until a service is carried out. The Council will not leave any property with a gas supply and an out of date service certificate.

### IMPORTANT

If you smell gas, suspect an emission of carbon monoxide, or wish to report a fire or explosion, please contact National Grid on the National Gas Emergency Helpline on:

**0800 111999**



If you need further information about your service please call us on **01529 414155** and ask for housing repairs.

## WHAT IS HOME CONTENTS INSURANCE?

Crystal Insurance Scheme, in partnership with North Kesteven District Council, offers home contents insurance for tenants. It is an insurance to cover the contents and personal possessions in your home. It can provide protection against theft of your belongings, as well as damage to them caused by fire, water damage, floods and more.

### Why do I need tenants home contents insurance?

When renting a property you should consider what a home contents insurance policy covers you for. Your landlord (the Council) does not cover your home contents and belongings for damage, loss or theft.

Typically furniture, gadgets, clothes, appliances and jewellery are covered in a basic home contents insurance policy. A good way to look at it is: if you could take the item with you if you were to move home, then it should be covered by your home contents insurance.

The Crystal Home Contents Insurance policy also includes cover if you accidentally damage the landlord's fixtures and fittings, replacement keys if you lose yours, and there is no excess to pay if you need to make a claim.

A standard or extended accidental damage cover is available. Prices start from £2.11 per month.

### MORE INFORMATION

If you would like to discuss tenants home contents insurance, please contact Crystal Insurance on:

Phone: **0345 450 7286**  
Monday - Friday 9am - 5pm  
Email: **crystal@thistleinsurance.co.uk**



## REPAIRS



The Council is keen to keep your home in good condition and is responsible for maintaining the structure of the property in good repair. In order to do this you must report

any faults or damage affecting the property as soon as you can.

You should expect repairs to be completed within the timescales detailed below. Our target is to always carry out repairs quicker than this. Any repairs needed will be carried out following Covid-19 guidelines.

The best way to report your repair is by telephone, direct to the repairs contractors. You can also request a repair on [www.n-kesteven.gov.uk](http://www.n-kesteven.gov.uk): search “**report a repair**”. Alternatively let us know by letter or email.

Emergency repairs within 24 hours (repairs that present a risk to health and safety or severe damage to the property only)

- Urgent repairs within 5 days
- Routine repairs within 20 days

## DISREPAIR

It is important that you report your repair so that any work can be completed in good time and before your home gets into a state of disrepair. This includes reporting issues of damp and condensation.

If you think your property has a damp problem, and you've taken steps to try and eliminate damp by ventilating and heating your home sufficiently, call Keir who will arrange to make an inspection of your property. A leaflet is available on [www.n-kesteven.gov.uk](http://www.n-kesteven.gov.uk) and search damp and condensation or call **01529 414155** and ask for the Repairs team.



Please report your repairs to the appropriate contractor below

### Kier Services 01529 416399

To report general building repairs (including brickwork, joinery and plumbing) or electrical problems, including electrical heating.

**01529 416399** (If you need to leave a message be sure to leave your telephone number).

### Aaron Services 01205 591979

- For gas, oil and solid fuel heating repairs and appliance servicing, including smoke and carbon monoxide alarms.
- **01205 591979**

### Open Hours

- Monday to Thursday - 8am - 5pm
- Friday 8am - 4.30pm

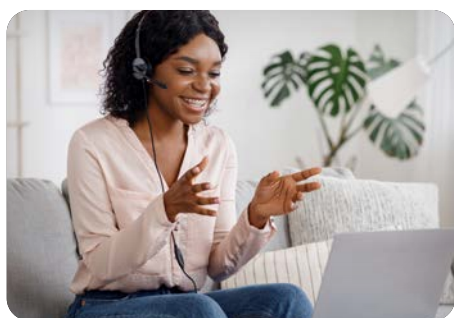
(Out of hours service is for emergency repairs only, telephone Kier or Aaron Services as above).

By telephoning the contractors you will be given an appointment date and time slot. You will need:

Your name, address and daytime telephone number

- Details of when someone will be at home for the repair to be carried out
- To give as much detail as possible, exactly where and what the fault is. For example, a radiator in the living room isn't working, or whether the property is secure. What has happened as a result of the fault?

# COMMUNICATION STANDARD



Over the course of the last few surveys tenants have said that the Council's communication and customer service needs to improve. This has resulted in the development of a Housing and Property Service Customer Care and Communication Standard to provide an outline of the effective and professional communication and outstanding customer service officers are expected to provide.

Housing and Property Services deliver a whole range of services across both the public and private sector and deal with a wide variety of customers. The one thing all our housing and property teams share is a common goal of delivering excellence to customers, whether they are tenants, potential tenants, contractors, residents of the District, or

internal customers within the service or across the Council.

Effective communication is a key aspect of serving customers whether the customer is external – a tenant or leaseholder – or a colleague trying to do their job for our customers. There is more detail of what you can expect from this new initiative coming in the Winter edition of At Home.



# COMPLAINT HANDLING CODE

The new Housing Ombudsman's Complaint Handling Code sets out some specific requirements for landlords that includes:

- Publishing a self-assessment of complaints and how they are handled
- Publishing an Annual Report to include the volume, categories and outcomes and any learning or changes required to policy or procedures

## How does it affect NKDC tenants?

NKDC published our self-assessment in December 2020, and in line with the Housing

Ombudsman guidelines we have made some minor changes. The full assessment is available at [www.n-kesteven.gov.uk](http://www.n-kesteven.gov.uk) search Housing complaints self-assessment or call the Council and ask for the Housing Community Engagement team who will provide a copy.

There are no changes in our complaints process. However, A complaint is now defined as 'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.'

On the back of Housing Ombudsman recommendation Housing and Property Service is exploring the potential for having a dedicated person/team available to handle any tenant dissatisfaction with the service. This would give tenants a named point of contact throughout the complaint procedure.



# USE YOUR VOICE



**YOUR  
FEEDBACK  
WELCOME**



The Council welcomes your feedback, even a complaint is useful for letting us know when things have gone wrong. The Council views all feedback as important - including comments, complaints or compliments - because it helps us to improve and make sure the service provided is right for NKDC tenants in the future.

Take the opportunity to air your views!  
You can give us your feedback by whatever method is easiest for you:



By email –  
**feedback@n-kesteven.gov.uk**



Via the website –  
**www.n-kesteven.gov.uk/feedback**



By letter, address to –  
**FREEPOST NKDC**



By telephoning –  
**01529 414155**

If sharing a complaint, your feedback will be acknowledged within four working days and a full Stage 1 response will be provided within 15 working days.

If you just need to speak to somebody about something that is wrong you can call **01529 414155** and speak to customer services. The contacts list on the back page will help to know who to speak to.

**IF YOU  
REMAIN  
UNHAPPY**



If you remain unhappy with the findings you can ask for the case to be escalated. At Stage 2 your complaint will be reviewed by the Head of Corporate & Customer Services and you will receive a full and final response within 15 working days.

The Housing Ombudsman can assist residents throughout their complaint to support local resolution, mediation, or arbitration arrangements for resolving disputes whilst it is within the landlord complaints procedure.

**You can contact the Housing  
Ombudsman Service at:**



**www.housing-ombudsman.org.uk**



**0300 111 3000**  
(9.15am-5.15pm: Monday to Friday)



**PO Box 152, Liverpool. L33 7WQ**

If you remain unhappy with the Council's final response the next step is to contact an MP, a District Councillor or the Complaint Review Panel, which is made up of Tenant Representatives and Councillors - these are designated persons there to help to resolve disputes locally and/or refer you to the Ombudsman. Alternatively, you can wait eight weeks to refer the complaint to the Ombudsman yourself.

# COVID-19 SERVICE UPDATE

The Council has continued to provide services to the District's residents throughout the Covid-19 pandemic, and as restrictions are being lifted we hope to return to a near-normal service delivery.

However, the Council will continue to ensure that all precautions are made to protect residents, officers and contractors from the virus. This means we will regularly review how services are delivered and will use face-to-face communication only where necessary.

Did you know that you can do lots of things easily and quickly via our website? You can pay your rent securely online, report a repair and even request a home swap, along with finding a wealth of other handy information. You can also manage your Council Tax, request waste services, or fly-tipping and more. Just visit [n-kesteven.gov.uk](http://n-kesteven.gov.uk)

## NOT ONLINE?

You can call us on **01529 414155**. Monday to Thursday, 9am to 5pm, and Friday until 4.30pm, except Bank Holidays, for help with a wide range of things.

## PROPERTY SERVICES

Our contractors are still working hard to deliver services to tenants, including repairs, improvement works and gas servicing.

Report any repairs as normal to either Kier or Aaron Services. They will be following the guidelines set by Government at the time.



To make sure everybody is safe, tenants must keep their distance and stay out of the room the operatives are working in where possible.

All work is risk-assessed for both you and your household's safety and for the safety of operatives. We thank you for your co-operation so that we can carry on delivering services throughout this time.

## YOUR TENANCY

If you are struggling financially and find you are unable to pay your rent or buy food please contact the Duty Housing Officer as soon as possible. There are a number of things the Council can do to help you through this difficult period including use of the Hardship Fund and referral to the Community Larder.

Remember, the quicker you talk to us about any financial difficulties, the easier it is for us to help you find a solution.



## FACE-TO-FACE

Once the country moves to the final stage of the lockdown roadmap, we will be welcoming back customers for face-to-face meetings by appointment to our offices. Sleaford from 9am to 5pm on Mondays, Tuesdays and Wednesdays, and from 9am to 4.30pm on Fridays at our North Hykeham Info-Links office. Our officers can help you book an appointment if you need one.





# NEIGHBOURHOOD SERVICES 2021

## North 1 Housing Officer Kate McCormack



- 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

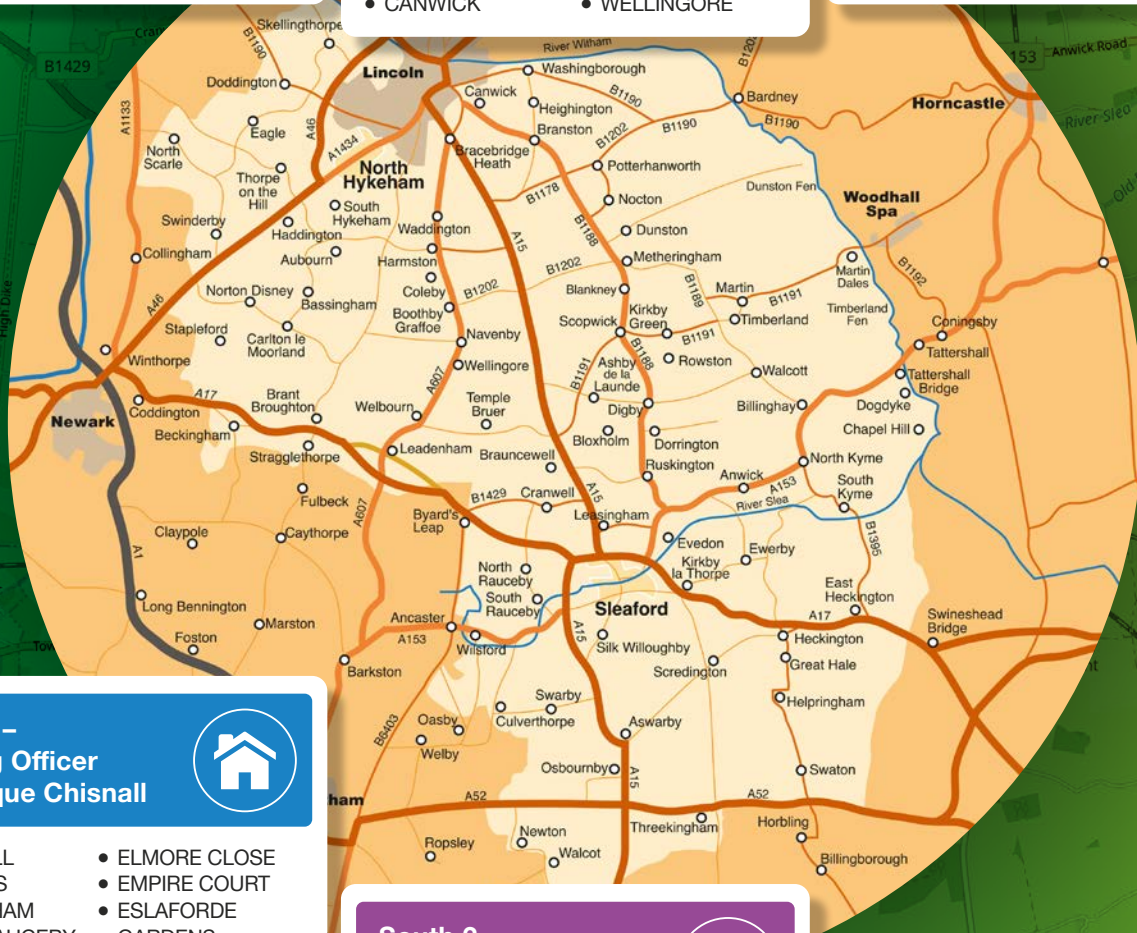


- BASSINGHAM
- BECKINGHAM
- BOOTHBY
- GRAFFOE
- BRACEBRIDGE HEATH
- BRANT BROUGHTON
- CANWICK
- CARLTON LE MOORLAND
- COLEBY
- HARMSTON
- LEADENHAM
- NAVENBY
- WADDINGTON
- WELBOURN
- WELLINGORE

## North 3 – Housing Officer Cherrie Heaton



- BRANSTON
- BRANSTON BOOTHES
- DUNSTON
- HEIGHTINGTON
- MARTIN
- MARTIN DALES
- METHERINGHAM
- METHERINGHAM FEN
- NOCTON
- POTTERHANWORTH
- SCOPWICK
- TIMBERLAND
- WASHINGBOROUGH



## South 1 – Housing Officer Dominique Chisnall



- 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



- BURTON PEDWARDINE
- EAST HECKINGTON
- GREAT HALE
- HECKINGTON
- HELPRINGHAM
- KIRKBY LA THORPE
- LITTLE HALE
- 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

## South 3 – Housing Officer Lisa Jackson



- ANWICK
- ASHBY DE LA LAUNDE
- BILLINGHAY
- CHAPEL HILL
- DIGBY
- DORRINGTON
- EWERBY
- NORTH KYME
- RUSKINGTON
- ROWSTON
- SOUTH KYME
- TATTERSHALL BRIDGE
- WALCOT

# nextdoor

Still unfamiliar with Nextdoor?

Head to their website to access a variety of advice and help articles.

About Nextdoor - [about.nextdoor.com](http://about.nextdoor.com)

Nextdoor Help - [help.nextdoor.com](http://help.nextdoor.com)

Connect with  
**Lincolnshire Police**  
on nextdoor



Join at [nextdoor.co.uk](http://nextdoor.co.uk)

or download the Nextdoor app

Join at [nextdoor.co.uk](http://nextdoor.co.uk)

or download the Nextdoor app

## What is Nextdoor?

Nextdoor is a free, social networking platform where residents can get in touch with their neighbours and local police officers to help keep their neighbourhoods safe.

Communities across the country have been using Nextdoor for several years and over 66,000 people in Lincolnshire are already registered. Now, alongside updates from your local area, you can receive safety advice, urgent alerts, appeals and messages from Lincolnshire Police.

## How to join:

1. Go to [www.nextdoor.co.uk](http://www.nextdoor.co.uk) or open the Nextdoor app
2. Enter your residential street address and email address
3. Select 'Join your neighbourhood'
4. Complete all of the required fields
5. (Optional) If you receive an invitation to join Nextdoor, select 'Invite code (optional)' and enter the code on your invitation letter
6. Click sign up
7. To finish creating your account, you need to verify your address. This can be done via your phone number, geo-location or a postcard by following the instructions
8. Finally, confirm your email address by clicking the confirmation link that you receive in an email

Join at [nextdoor.co.uk](http://nextdoor.co.uk)

or download the Nextdoor app

## Help and Advice

### Invitation Letters

- You can choose to send Nextdoor invitation letters to your neighbours. These invitations will include your name, street name and information about your neighbourhood (this is optional).

### Nextdoor Leads

- Nextdoor leads are neighbours like other members but have been granted additional capabilities to help the neighbourhood run more smoothly.

### Privacy Preferences

- By default, Nextdoor only displays your street name and not your full address. You can change your privacy and feed preferences in settings to control what information you share and to see the posts most relevant to you.

### Profile Information and Nearby Neighbourhoods

- If you post a message to nearby neighbourhoods, your name, neighbourhood name and photo will be shared. Nearby neighbourhoods will not see any detailed profile information unless you explicitly allow it.

### Muting a Neighbour

- You can mute any neighbour you are not interested in hearing from to hide all their posts from your view of Nextdoor.

### Public Services

- Neighbourhood feeds are not visible to public service accounts such as Lincolnshire Police.

### Contacting Nextdoor

- It is possible to report content or members who violate the Nextdoor Community Guidelines online. You can also contact Nextdoor by completing their online contact form.
- To complete the Nextdoor contact form or for more information visit <https://help.nextdoor.com>



# MUD KITCHEN DONATED

The SCAPE Regional Construction framework aims to create increased social value from construction contracts by supporting the local economy and helping to create work opportunities across the region.

Through this framework representatives from Lindum Group Ltd had a lovely morning delivering a new mud kitchen to children at Rainbow Day Nursery in Brant Road, Waddington. Lindum commissioned Humber Wood Recycling Project, a social enterprise scheme, to make the mud kitchen.

Lindum were contracted by North Kesteven for work in George Street, Sleaford.



Have **you** or **your property** been attacked?

Have you **seen** someone being attacked?

If you think it was because of

**disability**

**race**

**religion**

**sexual orientation**

**faith**

**gender identity**

then it is a **hate crime** or **incident**.

This includes

**damage to property**

**arson/fire**

**name calling**

**graffiti/writing**

**physical attacks, violence or murder**

The Stop Hate Line is run by Stop Hate UK. Registered charity no. 1062692. For information in different languages or formats, or to become a volunteer helpline operator, call the Stop Hate UK office on 0113 293 5100 (Text Relay 18001 0113 293 5100) [info@stophateuk.org](mailto:info@stophateuk.org) [www.stophateuk.org](http://www.stophateuk.org)



**STOP HATE CRIME**  
**0800 138 1625**  
**24 HOUR HELP LINE**

In an **emergency**, call the Police on **999**.

If it is not an emergency, you can call your local Police station – the number is in the phone book.

**Or call the Stop Hate Line on 0800 138 1625**

(Text Relay: 18001 0800 138 1625).

**Speak in confidence 24-hours a day.**

If English is not your first language and you want to speak in another language, just say your name, your phone number, and the name of the language you speak. Someone who speaks that language will call you within 5 working days.

# OUT AND ABOUT IN NK

As the Government relaxes lockdown restrictions and people take the opportunity to go out and about, there is much to visit right here in North Kesteven. Whether it is one of our many tourist attractions or making the most of the natural areas and walks in the District there is something for all the family. Why not try some of the places listed below?

## HEART OF LINCS

Nestling in the Heart of Lincolnshire, North Kesteven has much to offer, characterised by endless countryside and interspersed with bustling and charming towns and villages. Wherever you are, you're at the heart of it all; only an hour's drive or less from coast, castles, stately homes, sensational scenery, towns, cities and country walks. Visit the Heart of Lincs website for ideas: [www.heartoflincs.com](http://www.heartoflincs.com)

## WHISBY NATURAL WORLD CENTRE AND WHISBY NATURE PARK

Acres of reclaimed gravel pits, Whisby offers tranquil lakeside walks teeming with wildlife. The park is managed by Lincolnshire Wildlife Trust and at its heart is the Natural World Centre where the Boardwalk Café, shop and award-winning Little Darters and Otter's Reach play areas allow for adventurous activity indoors and out.

[www.naturalworldcentre.org](http://www.naturalworldcentre.org) or Tel: **01522 688868**  
the Heart of Lincs website for ideas: [www.heartoflincs.com](http://www.heartoflincs.com)



## THE HUB

While you're in Navigation Yard, step across the newly renovated Hub, a national centre for craft and design. There are creative and inspiring exhibitions, a shop selling art and craft supplies, gifts and cards, and a café serving an equally creative menu. As part of the renovation, a new jetty and outdoor seating area have been created, allowing you to enjoy the riverside in a new way. [www.hub-sleaford.org.uk](http://www.hub-sleaford.org.uk) or Tel: **01529 308710**



## NAVIGATION HOUSE

A fascinating glimpse into a time when the Sleaford Navigation Company made the town one of the wealthiest and most vibrant in the country. Explore Sleaford's fascinating history and browse handmade goods from local crafters in the charming retail space. [www.navigationhouse.co.uk](http://www.navigationhouse.co.uk) or Tel: **01529 308102**



## HECKINGTON WINDMILL

Originally built in 1830 this fully restored Grade I listed windmill hosts an award-winning visitors centre, tea room and brewery, plus gardens, onsite bakehouse and museum. A perfect day out for everyone. [www.heckingtonwindmill.org.uk](http://www.heckingtonwindmill.org.uk) or Tel: **01529 461919**



## CRANWELL AVIATION HERITAGE MUSEUM

With a rotating programme of fascinating exhibitions at its core, exploring the wealth of remarkable aviation heritage in the area, Cranwell offers the ideal launch pad to discover the rest of Lincolnshire's airfields and aviation attractions. [www.cranwellaviation.co.uk](http://www.cranwellaviation.co.uk) or Tel: **01529 488490**



## INTERNATIONAL BOMBER COMMAND CENTRE

This world-class facility serves as a point of recognition, remembrance and reconciliation for Bomber Command. The site offers free guided tours of the Gardens and Memorial Spire and their Hub Café offers a range of delicious locally sourced food and drink. [www.internationalbcc.co.uk](http://www.internationalbcc.co.uk) or Tel: **01522 514755**



## MRS SMITH'S COTTAGE

Step into a different era and make yourself at home! Mrs Smith's Cottage provides a rare insight into the life of a rural Lincolnshire community throughout the 20th century. With events, workshops, craft days and exhibitions every day is different at the Cottage. [www.mrssmithscottage.com](http://www.mrssmithscottage.com) or Tel: **01529 308207**



## WITHAM VALLEY COUNTRY PARK

Witham Valley Country Park is made up of a number of high quality green spaces in the heart of Lincolnshire. The Country Park is a great place to unwind in beautiful, unspoilt countryside, rich in diverse wildlife, habitats and history. There are play areas, award winning cafés, new and improved cycle tracks, and footpaths throughout connecting the different Park areas. [www.withamvalleypark.co.uk](http://www.withamvalleypark.co.uk) or Tel: **01529 414155**



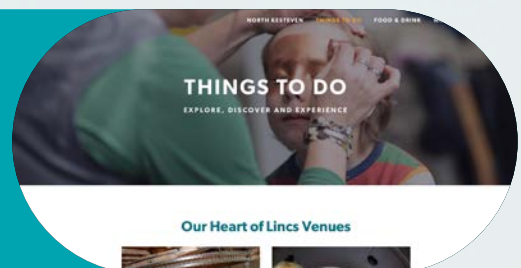
## STEPPING OUT WALKS

There are 130 miles of 'Stepping Out' network footpaths across the District as well as the Spires and Steeples and Ridges and Furrows walks. Discover 28 separate walks of varying lengths along waymarked paths. All of the walks can be found on the AllTrails app, the Go Explore Lincolnshire app or see [www.hillholtwood.co.uk/stepping-out-walks](http://www.hillholtwood.co.uk/stepping-out-walks) for a downloadable document or Tel: **01636 892836**



## FIND OUT MORE

Visit the website for the latest information and more inspiration. [www.heartoflincs.com](http://www.heartoflincs.com)



# RIGHT TO BUY

As a sole tenant or joint tenants living in a Council house you may have the right to buy your home if you have been a tenant for three years or more. All tenants at the address must agree to the purchase and the property must be your only or principal home.

There are qualifying criteria and purchase is subject to conditions. The Council is not able to sell some of its properties, for example if they are let for the purpose of housing disabled or elderly persons.

## COSTS OF BUYING AND OWNING YOUR HOME

Buying your own home is a big step, and the costs involved may be more than you expect, so consider making a budget. There will be initial costs for taking up your right to buy including legal fees, Stamp Duty and mortgage lender and survey fees.



The council will no longer have a duty to help maintain and insure the property, and as a homeowner you will have regular costs including:

- Mortgage or loan repayments
- Repairing and maintaining your property
- Building and contents insurance



Remember - if you do not keep up with your mortgage payments, your lender may take possession of your home.

### How to apply for Right to Buy

Apply to the Council and complete the application form (RTB1). The date on which we receive your application is called 'the relevant date'. This is the date the Council will use to work out the value of your home and your discount entitlement.

You can cancel your application at any time. The Council will not charge you for this, but your solicitor and your mortgage provider may charge you for any services provided.

### How the sale price is calculated

The price you will pay for your home is based on:

- The market valuation of your property.

- How long you have been a tenant in your current home and any previous public sector tenancies you've claimed that can be confirmed.
- The cost to the council of buying or building your property - if any work was done in the last 15 years, the cost of this work may reduce your discount.

### For more information about the Right to Buy

- See: [www.gov.uk/right-to-buy-buying-your-council-home](http://www.gov.uk/right-to-buy-buying-your-council-home)
- Contact the Council's Right to Buy team See back page
- Speak to a Right to Buy Agent: **0300 123 0913**; [www.righttobuy.gov.uk/agent-service/](http://www.righttobuy.gov.uk/agent-service/)



# COMMUNITY IN THE 21ST CENTURY PANDEMIC

I moved to Navenby with my family in early 2019; challenging when you're in your seventh decade. You have questions like: Do I have the energy? What will the neighbours be like? Will we be happy there?



We had been told that Navenby was a diverse and inclusive community – there's that word, 'community' – and that matters greatly to me as, being born just after WW2, one of the things I've missed (and moaned about missing) is the community spirit of my younger years. It was a time when neighbours looked out for neighbours, that 'all in it together' attitude and sharing what we had.

So we moved in, and right from the outset we were blown away by the welcome from our tremendous neighbours; in fact the whole micro-community of our row of houses, a mixture of old and new properties, is everything we could have hoped for.

Then, barely a year after moving in and still finding our feet, still making our NKDC house our home, Covid 19 shows up – no-one had any idea what was in store or how we'd need to adapt and cope. When the first lockdown was announced, the very next day us neighbours all

had a leaflet put through our doors from a newer neighbour offering support with shopping or collecting medications, etc. A bright spot in dark times.

Then, as the realities of the pandemic hit home and we couldn't see family, our neighbourhood community helped keep us sane and connected. Socially distanced, but able to see and talk to each other across the gardens, raising glasses to each other, barbecuing at the same time, really helped – and it was spontaneous, wonderful, something positive beyond the news bulletins.



## V.E. COMMEMORATION DAY

We had become accustomed to being out in front of our houses applauding our NHS, and had it not been for Covid our little community would have had a street party. Instead, many in our row set up tables individually on our drives, thus maintaining safe distance. And though we weren't able to share food communally, as we would have liked, we made the best party atmosphere the

odd circumstances would allow and had a great time with our neighbours.

All the while, the Navenby and Wellingore Facebook group proved a great online go-to for help, support and advice, an invaluable local community tool. Regular communications from NKDC offered support and advice, especially for us 'seniors'. Our doctors and local chemist have been brilliant, even the Country Store delivered our dog's food.

Whilst we've seen on the news how lockdown has often brought out the worst in people, less often reported is how it has also brought out the very best in people – people going above and beyond to support their own communities with selfless acts and generosity. From rainbows in windows, food donations and delivery, to the wonderful Captain Sir Tom Moore.

I no longer mourn the loss of community spirit, it's alive and kicking here in our North Kesteven village; long may it continue.

## SHARE YOUR MEMORIES

If you would be willing to share your memories with us, please contact Chan Parmar on: **01529 414155**

# COUNCIL ENQUIRIES



ASK FOR THE DEPARTMENT YOU REQUIRE



**General Phone: 01529 414155**  
**Emergency out of hours: 01529 308308**  
**Emergency repairs: See box below**

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

**Minicom:** 01529 308088

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

**Email:** [customer\\_services@n-kesteven.gov.uk](mailto:customer_services@n-kesteven.gov.uk)

**Facebook:** Search Facebook for "NKDC Housing"

#### 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 Support Team:

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

#### Benefits and Money advice:

- Council Tax
- DHPS

#### 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.

