

Introduction to Local Offers



North Kesteven Housing and Property Service is working to provide quality housing services to meet the needs and aspirations of its customers.

As our valued customer we want to listen to your feedback so we provide services that are right, are high quality and that satisfies your needs.

In the STAR survey we asked you about your priorities, the most important service areas you wanted us to improve, we used this information to inform the Housing Business Plan. The local offers included here are based on that feedback.

What is a local offer?

A local offer is a way of tailoring social housing services based on what tenants want locally. It is the standard of service you can expect from your dealings with the North Kesteven Housing and Property Service. From your feedback and involvement with the service we hope to deliver improvements that make a positive difference to your home, quality of life and community.

Our local offers cover the four key areas in housing regulation. Value for the rent you pay runs throughout:

- Your Home
- Your Neighbourhood and Community
- Your Tenancy
- Involvement and Empowerment

Access to our services

There are a range of ways you can contact us:



NKDC Customer Services

01529 414155



Email:

customer_services@n-kesteven.gov.uk



Via letter or in person:

North Kesteven District Council
Kesteven Street
Sleaford
Lincolnshire
NG34 7EF



Through our **website**

www.n-kesteven.gov.uk

Repairs: **Kier Services** 01529 416399 for general repairs except:
Aaron Services 01205 591979 for heating repairs and
appliance servicing.

Facebook: 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 approve your request. The group is for Tenants only, and
will give us another opportunity to improve communications
between NKDC tenants and the district council.

Your Home

1. Provide a repairs service that responds to your needs and keeps your home in a good state of repair
2. Provide enough new homes to replace those lost through the right to buy
3. Investigate and consider new forms of heating when replacing electric storage heating systems
4. Provide an Affordable Warmth Officer to access best energy deals and help you manage your gas, electric and water costs and understand your bills
5. Deliver a home improvement programme to keep homes above decent homes standard

Your Neighbourhood and Community

1. Establish a programme of estate improvements and give communities the opportunity to be involved in them
2. Work with you and your communities where needs are identified
3. Keep flats and schemes clean and well maintained and undertake quarterly inspections taking action where needed.
4. Introduce a mediation service to help tenants resolve local disputes
5. Provide a neighbourhood service that sets standards and consistency throughout the District on estates and in communal areas

Your Tenancy

1. Introduce annual face to face contact with all our tenants
2. Ensure access to appropriate support for those that need it when they need it
3. Provide Wellbeing advice and support for vulnerable people when it is required
4. Review eligibility and priorities for our Choice Based Lettings
5. Review tenants' rights and responsibilities, e.g. repairs within the Tenancy Policy and Tenancy Agreement

Involvement and Empowerment

1. Improve our customer service and communication with tenants
2. Make it easier for you to contact us at a time that suits you
3. Provide a range of opportunities for you to get involved in ways that are suitable for you
4. Provide a clear and accessible complaints process, learning lessons from them to reduce complaints of a similar nature in the future
5. Deliver the At Home magazine, a quarterly newsletter, to keep you informed about news, services and future opportunities