

# **WELCOME**

## **TO YOUR NEW HOME**



**Tenants'  
Handbook**



**North Kesteven**  
DISTRICT COUNCIL

# INTRODUCTION

Welcome to your new home. We hope that you will be really happy here. We want your tenancy to be successful and understand that you may have questions and queries about your tenancy, rent or home. This handbook provides information to help you to settle in and to let you know who to contact if you need help, support or advice. We hope you find the information useful.

## Help when you need it

We recognise that people have different needs and want to live their lives as independently as possible. If at any point you are having any issues, or feel you need some additional support contact your Neighbourhood Officer in the first instance, as we may be able to assist you.

### Your Neighbourhood Officer is:

If they are not available the Duty Officer may be able to help or arrange for your Neighbourhood officer to contact you.

Some of the services available are money advice and/or tenancy support services, this could be the Council's own Tenancy Sustainment Officer or if you prefer, an external organisation called P3. Both can provide practical support and assistance on housing, welfare rights and personal finance.

The legal terms and conditions of your tenancy including the rights and responsibilities of you as the tenant/s and North Kesteven District Council as Landlord are set out in your Tenancy Agreement.

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# HOW TO CONTACT THE COUNCIL



In writing or in person to:  
**North Kesteven District Council**  
**Kesteven Street**  
**Sleaford**  
**NG34 7EF**

Telephone Customer Services Centre  
**01529 414155**

When you visit or telephone the Council at the Sleaford office, Customer Services is your first contact. A Customer Services Adviser can deal with a range of issues and general requests without needing to transfer you. Please explain to them the nature of your visit or call and they will decide how best to deal with your enquiry.

Opening Hours:  
**Monday – Thursday 9am – 5pm**  
**Friday 9am – 4.30pm**  
(Except bank holidays)

Email: **customer\_services@n-kesteven.gov.uk**  
Facebook: Search Facebook for “**NKDC Housing**”  
Website: **www.n-kesteven.gov.uk**

If you have access to the internet the Council's website contains information on services, activities, policies and procedures. The “Do It Online” section allows you to access and carry out a number of functions online, such as making payments and reporting repairs.

Go to **www.n-kesteven.gov.uk** and click online services or online payments.

For general emergencies out of hours: **01529 308308**

**If it is an emergency repair please contact repairs contractors directly see page 7 and 8.**

# NORTH HYKEHAM INFO-LINKS

OneNK,  
Moor Lane,  
North Hykeham,  
Lincoln, LN6 9AX  
Tel: **01522 697900**  
Email: [infolinks@n-kesteven.gov.uk](mailto:infolinks@n-kesteven.gov.uk)

For more information on opening hours see the website or telephone **01529 414155**

You can access all the services you would at the main Council Offices including:

- Obtain Council information
- Pay Council tax, and other charges
- Get information about all services provided by the district, county and local councils

## COMMUNITY ACCESS POINTS

There are community access points across the District. For more information on locations, opening hours and services please telephone **01529 414155** or see the website

### Access to Internet Facilities

If you don't have access to a computer we have a number of free computer access locations and digital hubs in the district, where you can also get free computer support. These are located at:

### Free Computer Access

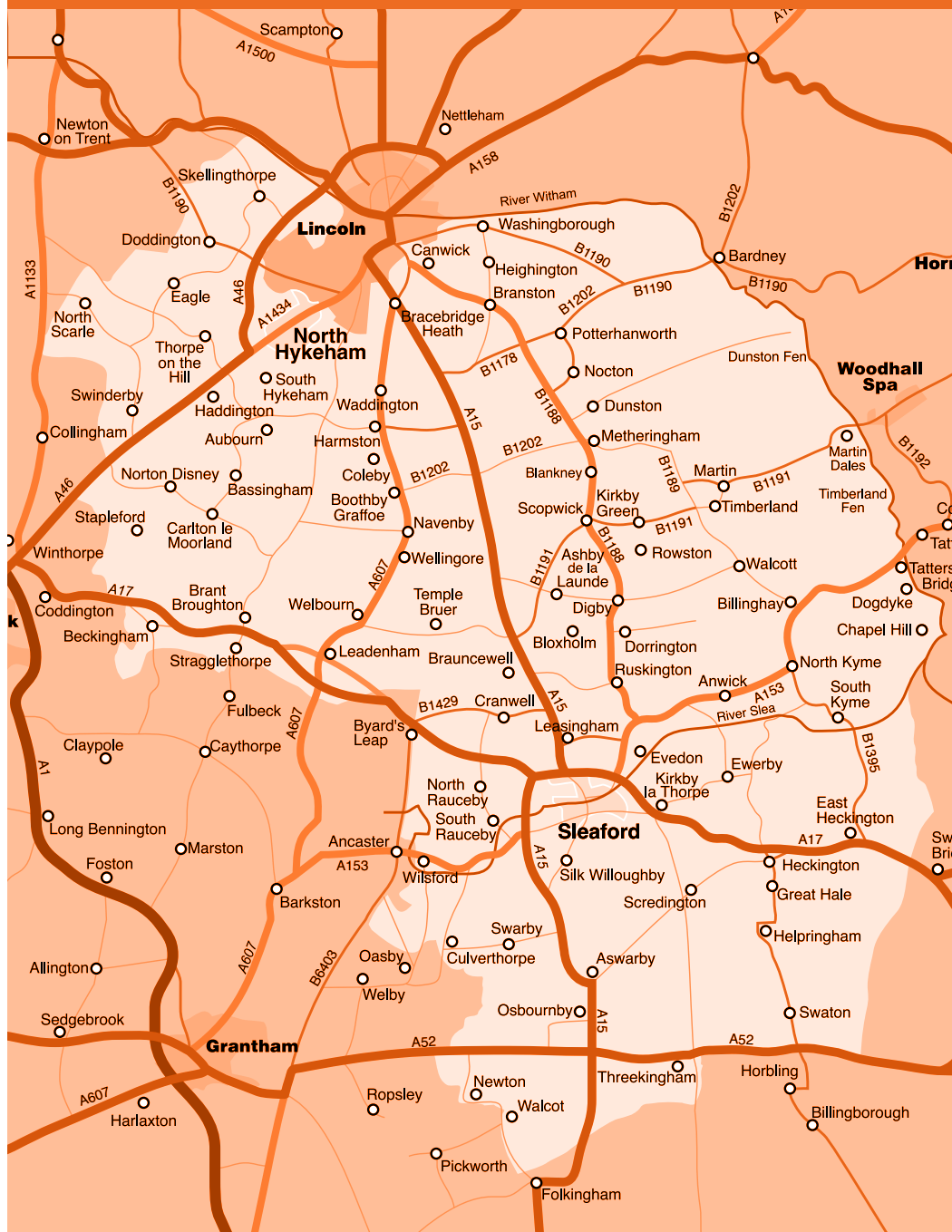
- Navenby Parish Council Office
- OneNK, North Hykeham
- Sleaford Job Centre Plus
- Your local library (Please check with the location opening times)

### Free Digital Hub groups for Computer Support

- Osbournby Village Hall – Wednesdays 11am-12:30pm
- Heckington Methodist Church – Wednesdays 2-4pm
- Ruskington Methodist Church – Thursdays 2-4pm

For more information about opening times contact the Council or visit the website.

# DISTRICT OF NORTH KESTEVEN



# THE MAIN TELEPHONE NUMBERS YOU NEED:

<b>North Kesteven District Council Offices</b>	For information about your housing services including your tenancy or your property plus bins and benefits	<b>01529 414155</b>
<b>Kier Services</b>	To report general repairs including general building repairs, brickwork, joinery, plumbing or electrical including electrical heating.	<b>01529 416399</b>
<b>Aaron Services</b>	For heating repairs and appliance servicing including smoke and carbon monoxide alarms	<b>01205 591979</b>



# TO REPORT REPAIRS

## How to report your repair

The best way to report your repair is by telephone, direct to the Contractors, Kier Services or Aaron Services, see page 7. Or you can request a repair on the Council website.

**Opening hours Monday to Thursday  
8am - 5pm, Friday 8am - 4.30pm**

By using this method you will be given an appointment date and time slot. Repairs can also be reported by letter, email, in person or by visiting our website, [www.n-kesteven.gov.uk](http://www.n-kesteven.gov.uk) and searching "report a repair"

You will need the following information:

- Your name, address and daytime telephone number;
- Details of when someone will be at home for the repair to be carried out;
- Whether the property is secure, for example if an external door won't lock;
- Give as much detail as possible, exactly where and what the fault is. For example a radiator in the living room isn't working
- What has happened as a result of the fault?

## Out of hours

The out of hours service is for emergency repairs only, telephone Kier or Aaron Services on the numbers on page 7.

## Repairs priorities

The timescales are detailed below, Emergency repairs are only used for repairs that present a risk to health and safety or severe damage to the property. Our target is to always carry out repairs quicker than the stated time.

<b>Emergency repairs</b>	<b>within 24 hours</b>
<b>Urgent repairs</b>	<b>within 5 days</b>
<b>Routine repairs</b>	<b>within 20 days</b>

# MOVING IN

Once the tenancy agreement has been signed and the date of your tenancy commencement agreed you will receive keys to your new home.



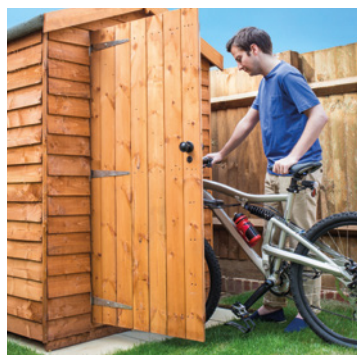
# FREQUENTLY ASKED QUESTIONS



## Who can show me how my heating works?

You can call Aaron Services to make an appointment for an operative to show you how your heating/hot water system works.

If your new property has gas, it will have been capped off while the property has been empty. If an appointment has not been made during the sign-up you will need to contact Aaron Services **01205 591979** to make an appointment to reinstate the supply when you are ready to move in. Aaron Services can show you how to use your heating system at the same time.



## Can I have a satellite dish installed or put up a shed?

Yes but you will need to ask permission from your Neighbourhood Officer first at North Kesteven District Council Offices.



## Who do I need to speak to?

If you have any questions or need information you can contact the Council. To find out who you need to speak to, check pages 28 - 32 where there is a list of useful contact numbers.

If you have access to the internet you can find lots of information on the NKDC website **[www.n-kesteven.gov.uk](http://www.n-kesteven.gov.uk)** or you can search Facebook for “**NKDC Housing**” to message the housing department.



## Can I decorate my house?

Yes. You are allowed to decorate your home in a style of your choice. However if you leave your home with an extreme decoration, for example very dark colours, you may be asked to tone this down or redecorate when you leave or you maybe recharged.

If you have any queries about decoration, please contact the Duty Neighbourhood Officer.

## I want to improve my house how do I go about it?

Before you make improvements to your house inside or outside you must get the Council's permission first. Permission will not be unreasonably withheld. Conditions apply. Forms are available at [www.n-kesteven.gov.uk](http://www.n-kesteven.gov.uk) or contact the Duty Neighbourhood Officer for more details. Requests can be made over the phone or by email.



## Do I need to insure my house?

Your house contents, such as furniture, belongings, clothes, TV etc are not insured. The Council insures the house structure, fixtures and fittings only.

The Council has a very competitive Home Contents Insurance scheme specifically for tenants run by Crystal Insurance. One of the benefits is that it has no excess if you need to make a claim. Contact the Council and ask for the Community Engagement team for more information.



## What if I can't pay my rent?

If at any time you struggle to pay your rent speak to the Duty Neighbourhood officer as soon as possible. The quicker you make contact the easier it is to sort it out and get you the right help you need.

# UTILITIES IN YOUR NEW HOME

Your gas and electric have been transferred to British Gas at the start of your tenancy. You may change at any time.

If you want help to change provider please contact the Councils Domestic Energy Officer. They can help you with;

- help with understanding your energy bill
- looking for the best energy tariff
- energy saving tips
- your water bills
- reducing the risk of condensation and mould

You can check who your gas supplier is by calling **0870 608 1524**

You can find out who your electricity supplier is by calling **0845 603 0618**

Your water is supplied by Anglian Water, contact on **0845 714 5145**

**It is your responsibility to contact the utility suppliers with meter readings and register as a new customer as soon as you take on the tenancy of a property otherwise you could pay more than you need to.**





# NORTH KESTEVEN DISTRICT COUNCIL IS YOUR LANDLORD

The Council owns, maintains and manages approximately 3,880 properties. The Government issues guidelines to councils to make sure they manage their properties efficiently and in the best interest of their customers. Within this framework, local policy decisions, and priorities for housing improvements are made by District Councillors. We also take into account feedback from our tenants when making decisions.



## **District Councillors**

Your District councillors are elected every four years. If you would like information about who your local Councillor is and how to contact them see the website or telephone the District Council Offices.



# SERVICE STANDARDS

## What you can expect of your new home?

The Council must keep your home in good condition and in a good state of repair. Your new home should:

- Be clear of rubbish
- Be reasonably clean and tidy
- Be in reasonable decorative order (decoration vouchers may be allocated)
- Be safe with any unsafe or faulty items repaired or replaced
- Have a tidy garden that is clear of rubbish
- Have all key fixtures in working order, such as locking mechanisms, plumbing, lights and switches
- Some minor repairs or planned improvements may need to be done once you have moved in to your home. You will be notified of what these are and the target dates for completion
- You should be given an Energy Performance Certificate and a Landlords Gas Safety Certificate at the start of your tenancy.





# CUSTOMER CARE

Our promise to you. We will aim to provide good customer service by:

- Providing a polite and courteous service
- Being welcoming, fair and professional
- Wearing name badges and introducing ourselves so you know who you are talking to
- Avoiding jargon and using plain english
- Providing up-to-date and accurate information and advice at all times
- Being accessible to all the people of the District
- Dealing with complaints in a clear and timely manner
- Using your complaints, comments and compliments, to learn and improve our service
- Taking responsibility if we get things wrong and apologising
- Aiming to improve performance, reporting our performance every year and delivering a value for money service
- Listening and responding to you if you are unhappy with any aspect of our service or the way in which you have been treated
- Respecting your right to confidentiality and keeping your personal information secure in accordance with the latest data protection legislation
- Responding to you in a timely manner.



# MAKING A COMPLAINT

North Kesteven District Council views all feedback as important because it helps us to improve and shape our services for the future. This includes compliments, comments and complaints.

However we recognise that we don't always get things right – sometimes you might be unhappy with a service you received and if that's happened we want to hear about it so we can learn from your experience.

A complaint means that an injustice has been sustained as a consequence of maladministration. Examples include:

- Delay
- Incorrect action or failure to take action
- Failure to follow procedures or the law
- Failure to provide information
- Inadequate record keeping
- Failure to investigate
- Failure to reply
- Misleading or inaccurate statement

We will accept feedback from you through whatever method you prefer. You can give us your feedback or make a complaint by:

- Email to: **feedback@n-kesteven.gov.uk**
- Filling out the form on the website: **www.n-kesteven.gov.uk/feedback**
- Post addressed to: **FREEPOST NKDC**
- Calling Customer Service Advisor on **01529 414155**
- Visiting our Sleaford or North Hykeham Customer Service Centres
- Speaking to your local District Councillor



If a complaint is offered verbally, we will try to take it on a telephone that records the call (with your consent) or we will write it down and send it to you so you confirm that it is an accurate reflection of your complaint.

For further information about giving feedback or making a complaint see the NK website or telephone the Council.

# ABOUT YOUR TENANCY

## Tenancy agreement

One important aim of the tenancy agreement is to ensure a good relationship between you, the Council and your neighbours.

Your tenancy agreement explains your rights and responsibilities as a tenant, and the Council's responsibilities as your Landlord. You are also covered by 'Your rights as a Council Tenant' as outlined by the Government. Copies of this leaflet are available from the Council offices or see **[www.gov.uk/browse/housing-local-services](http://www.gov.uk/browse/housing-local-services)**

When you accepted the tenancy of your home, you agreed to the conditions set out in the tenancy agreement. This is a set of written rules that all North Kesteven tenants must follow.

If any of the rules in the tenancy agreement are broken we can take legal action against you. We will notify you in writing of what part of the agreement you have breached. It may be something you have done or failed to do. You will then be given the opportunity to put it right. We will make every effort to sort problems out with you. However if you continue to breach your tenancy agreement, you may be at risk of losing your home.

## Looking after and improving your home

Looking after your home and garden is an important part of your tenancy. This includes:

- Keeping the inside and outside of your home clean and tidy
- Keeping your home well ventilated to avoid condensation
- Getting written permission before making any alterations to your property
- Report any faults or damage to your property as soon as possible.

Your full list of responsibilities can be found in your tenancy agreement.



# LOCAL OFFERS

There are things that the Council has to do as a minimum. Local offers are the extras you can expect from North Kesteven Housing and Property Service. A local offer is a way of tailoring housing services based on what tenants want locally. Our local offers cover the four key areas of housing regulation.







## 1. Your Neighbourhood and Community

1. To establish a programme of estate improvements and give communities the opportunity to be involved in them
2. To work with you and your communities where needs are identified
3. To keep communal areas clean and well maintained by undertaking quarterly inspections and taking action where needed
4. To introduce a mediation service to help tenants resolve local disputes
5. To provide a neighbourhood service that sets the standard and ensures consistency throughout the District on estates and in communal areas.



## 2. Your Tenancy

1. To offer annual face to face contact with all our tenants
2. To ensure access to appropriate support for those that need it when they need
3. To provide Wellbeing advice and support for vulnerable people when it is required
4. To review eligibility and priorities for our Housing Register
5. To review tenants' rights and responsibilities, e.g. repairs within the Tenancy Policy and Tenancy Agreement.



### 3. Involvement and Empowerment

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



### 4. Your Home

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

# IMPROVING HOMES

## Home improvements (Decent homes)

North Kesteven District Council sets an NK Home standard which is higher than the 'Decent Homes Standard' as set out by the Government. The present timescale for renewal of components is:

Component	Age of replacement (years)
Doors	40
Windows	40
Kitchens	30
Bathrooms	40
Boiler replacements	15

You can check when your house is due any replacements by contacting the Council and ask for Property Services.





# HELPING US TO HELP YOU

Let us know as soon as possible if you:

- Change contact details – mobile, telephone number or email
- Need to cancel or change an appointment and by providing us with all the information we need to deal with your requests
- Are unable to pay your rent – the sooner you speak to your Neighbourhood officer the easier it is to sort it out
- Are unhappy with any part of the service you have received
- Need to make any changes to your tenancy
- If you are intending to leave your home for more than 6 weeks.

## Changing needs

Over time your household needs may change. For instance if you have a health condition that affects your mobility and feel you would benefit from adaptations, such as a shower instead of bath please contact your Neighbourhood Officer who will explain the process.

## Changing home

Changes to your household may mean that you need a bigger or smaller home, you can apply for a transfer at [www.lincshomefinder.co.uk](http://www.lincshomefinder.co.uk) or you can advertise your home to swap with another social housing tenant at [www.homeswapper.co.uk](http://www.homeswapper.co.uk)

## Wellbeing Lincs

The Wellbeing Service is a support service that aims to promote and support people towards independent living. The service provides timely support for up to 12 weeks based on individual needs to empower people to live healthy independent lives. There is help with obtaining and fitting small aids and adaptations purchased by the individual. The service is subject to an eligibility criteria, and a needs assessment will be carried out.

To see if you are eligible you or someone on your behalf should contact **01522 782140** or visit [www.wellbeinglincs.org.uk](http://www.wellbeinglincs.org.uk)



**Wellbeing Lincs**  
Better wellbeing across Lincolnshire

## Promoting your health and wellbeing

We care about your health and wellbeing, and want to build a supportive relationship with you to ensure you have a positive lifestyle. You can smoke in your home, so long as you avoid any internal communal areas such as hallways in flats. However information about the risks to yourself and others through the passive effects of smoking, can be found on the NHS website.

If you feel that in your new home you would like to make a new start, in addition to approaching your GP, the Council's Health Trainer can help with:

- Smoking cessation
- Healthy eating
- Reducing your alcohol intake.

They can also offer an exercise referral programme which is available through your GP practice. Our Health Trainer can either be contacted at the Council offices or by filling out an online form.

There are lots of ways in which the Council can help you to achieve a healthy lifestyle. We have fantastic leisure centre facilities which offer a wide range of activities. Full details of sports, arts and leisure activities in the district can be found on our website.



# WASTE

## Household Waste Recycling Centres

- **Sleaford Household Recycling Centre**  
Pride Parkway, Enterprise Park, Sleaford, NG34 8GL
- **Kirkby on Bain Household Waste Recycling Centre**  
Tattershall Road, Kirkby on Bain LN10 6YN

Both centres are open 4 days – Friday, Saturday, Sunday, Monday - 9am to 4pm

**Great Northern Terrace**, Lincoln, LN5 8LG

Open daily 9am to 4pm

## Bulky waste collections

To arrange a collection for bulky domestic items or electrical items (charges apply) you can:

- Complete our online form
- Contact the Council to request a collection and make a payment over the phone

For more information on waste disposal contact the Council or see [www.n-kesteven.gov.uk](http://www.n-kesteven.gov.uk)



# USEFUL CONTACTS

## Who do I need to speak to?

Telephone **01529 414155** and ask for the stated officer or team unless another contact number is given.

There is lots of information on the Council website or contact us via Facebook if you have a question.

Subject	Description	Contact
<b>Ambulance</b>	Emergency and non-emergency services provided by East Midlands Ambulance Service. Website: <a href="http://www.emas.nhs.uk">www.emas.nhs.uk</a>	999 Emergencies. Non emergencies 01158 845000
<b>Anti-social behaviour</b>	For advice or to report Anti-social Behaviour Incident Hotline 01529 308100. Leaflet available.	Duty Neighbourhood Officer
<b>Asbestos</b>	For advice, information and what to do if you have asbestos in your house and want to do some improvements	Housing Repairs Team
<b>At Home magazine</b>	Any enquiries about the magazine, suggestions for articles etc	Community Engagement Team
<b>Benefits</b>	Information, help and advice about all benefits including housing benefits	Revenues and Benefits Team 01529 308266
<b>Bulk waste collections</b>	For information, booking and payments for large item collections	NK Customer Service Centre
<b>Changes to tenancy</b>	For all changes to your tenancy - inform us as soon as possible	Duty Neighbourhood Officer
<b>Citizens Advice Bureau, Money's Yard, Carre Street, Sleaford NG34 7TW</b>	Free independent, confidential and unbiased advice, on housing, debt, consumer, legal, benefits, and discrimination issues. See: <a href="http://www.citizensadvice.org.uk/local/mid-lincolnshire">www.citizensadvice.org.uk/local/mid-lincolnshire</a>	01529 307077  Mid Lincolnshire 03444 111444
<b>Community room hire</b>	There are a number of community venues around the District for hire. Terms and conditions apply. For information and to book	Housing Admin Team direct on 01529 308160
<b>Complaints, appeals and compliments</b>	Speak to the officer concerned in the first instance or their supervisor if you wish. Any officer is able to take a formal complaint. Leaflet available	NK Customer Services or any NK Officer
<b>Condensation, mould and damp</b>	For information and advice. Leaflet available	Housing Repairs Team

<b>Consultation</b>	We regularly consult with tenants. For further information or to get transport to Housing events	Community Engagement Team
<b>Contents Insurance</b>	Insuring your home contents is your responsibility. To request an insurance pack	Community Engagement Team
<b>Council Tax</b>	Revenues and Benefits deals with all matters relating to council tax and associated benefits. Email: <a href="mailto:counciltax@lincoln.gov.uk">counciltax@lincoln.gov.uk</a>	Revenues and Benefits 01529 308266
<b>Data protection</b>	For advice and information	Corporate Information Services
<b>Debt advice</b>	NK offers a money advice service or you can visit your local Citizens Advice Centre	Money Advice Service
<b>Decorating Scheme</b>	A subsidised scheme to help vulnerable tenants who are unable to decorate and have nobody to do it for them	Duty Neighbourhood Officer
<b>Direct Debit payments</b>	To discuss payment by direct debit	Duty Neighbourhood Officer
<b>Disabled adaptations</b>	For advice and information about adaptations to your house	Housing Renewal Officer
<b>Down-sizing</b>	If you want to move to a smaller property	Housing Options Team
<b>Dustbins and waste disposal</b>	Information and reporting issues. See website for collection days, bulk waste and recycling	NK Customer Services
<b>Electric</b>	Electrical service provision and emergency response	Various companies (pg 13)
<b>Emergency out of hours service</b>	1. Emergency repairs (e.g. burst pipes, no electric)	Kier: 01529 416399 Aaron: 01205 591979
	2. General Council emergency	NKDC: 01529 308308
<b>Ending a tenancy</b>	Inform us as soon as possible. Leaflet available	Duty Neighbourhood Officer
<b>Environmental services</b>	Providing services in connection with environmental matters, including pollution, waste and food services	Environmental Services
<b>Facebook</b>	Any enquiries about NK Housing Facebook page (search for "NKDC Housing")	Communications Team or Community Engagement Team
<b>Fire and rescue</b>	Fire and rescue services provided by Lincolnshire Fire and Rescue	Emergencies 999 Non emergencies 01522 582222
<b>Freedom of information requests</b>	For advice, information and charges	Corporate Information Team

<b>Garage rental</b>	To rent a garage or terminate a garage rental		Housing Admin Team
<b>Gardening Scheme</b>	If you can't manage your garden a chargeable gardening scheme is available for vulnerable tenants		Duty Neighbourhood Officer
<b>Gas</b>	Gas services and emergency contacts re gas leaks		Emergency Gas Helpline: 0800 111 999
<b>Grass cutting</b>	Any issues concerning communal grass cutting		NK Customer Services
<b>Handyman</b>	To help with those small jobs if you are unable to do them yourself and have nobody to do it for you		Housing Repairs Team
<b>Having your say</b>	If you want to give us some feedback on our services, standards or priorities		Community Engagement Team
<b>Health and safety</b>	1. Concerns about your property 2. General Health and safety		1. Property Services. 2. Health & Safety Officer
<b>Heating systems</b>	1. For repairs 2. For any other information (e.g. planned upgrades)		1. electrical call Kier 01529 416399 or all other systems call Aaron 01205 591979. 2. ask for Property Services
<b>Highways and footpaths</b>	All matters relating to highways including; footpaths, potholes, raised cracks in pavements.		Call Highways and planning on 01522 782070
<b>Hospitals</b>	Hospital and Accident and Emergency Services provided by United Lincolnshire Hospitals Trust		Lincoln County Hospital 01522 512512. Boston Pilgrim Hospital 01205 364801. Grantham Hospital 01476 565232
	Minor injuries Centre – Sleaford Medical Group Providing out of hours emergency services for minor injuries or urgent medical conditions <a href="http://www.sleafordmedicalgroup.co.uk">www.sleafordmedicalgroup.co.uk</a>		01529 303301
<b>Insurance</b>	The Council insures the building, fixtures and fittings. Tenants are advised to insure their own home contents.		Community Engagement Team for competitive homes contents insurance
<b>NHS Helpline</b>	Health advice and guidance to appropriate services on a 24 hour basis		Telephone: 111
<b>Weather advice</b>	Hot weather advice:	<a href="http://www.nhs.uk/Livewell/Summerhealth/Pages/Heatwavedalart.aspx">www.nhs.uk/Livewell/Summerhealth/Pages/Heatwavedalart.aspx</a>	
	Cold weather advice:	<a href="https://www.gov.uk/search?q=keep+warm">https://www.gov.uk/search?q=keep+warm</a>	
<b>Improving your home</b>	For permission to make any changes or improvements to your home internal or external. Leaflet available		Duty Neighbourhood Officer
<b>Leaf clearing</b>	We do not clear leaves		

<b>Lifelines</b>	To request the service, pick up of equipment or need a repair	Wellbeing Team
<b>Lodgers</b>	For further information about taking lodgers	Duty Neighbourhood Officer
<b>Mobility scooters</b>	Advice and information about keeping mobility scooters at your property. Leaflet available.	Duty Neighbourhood Officer
<b>Money advice</b>	Practical help and advice. Leaflet available	Duty Neighbourhood Officer or NK Money Advice Team
<b>Mutual Exchanges</b>	Information about swapping your home with another tenant. Leaflet available	Duty Neighbourhood Officer
<b>Noise nuisance</b>	Constant or continual excessive noise	Environmental Services
<b>Parking</b>	We do not allocate parking for individual properties in communal areas. Parking issues and Parking permit areas.	Duty Neighbourhood Officer
<b>Paying your rent</b>	For information about paying your rent	Duty Neighbourhood Officer
<b>Pests</b>	Discounted rates for NK tenants to deal with pests e.g rats, mice, wasps etc	Pest Express 0800 5426727
<b>Pets, Pet neutering, pet micro-chipping</b>	For advice and information about pets and your tenancy. Leaflet available	Duty Neighbourhood Officer
<b>Police</b>	Police services provided by Lincolnshire Police. Website: <a href="http://www.lincs.police.uk">www.lincs.police.uk</a>	Emergencies call 999 Non emergencies 101
<b>Recycling</b>	See page 44	NK Customer Services
<b>Rent</b>	For any information about your rent and payment	Duty Neighbourhood Officer
<b>Repairs</b>	Report your repairs to Kier Services or Aaron. See page 6. If you are dissatisfied with the service and have given them chance to rectify the problem.	NK Housing Repairs Team
<b>Right to Buy</b>	If you want to buy your house and have over 3 years of tenancy. Leaflet available.	Right to Buy – Housing Department
<b>Small aids and adaptations</b>	To request the service, pick up of equipment or need a repair	Wellbeing Team
<b>Snow clearing</b>	NKDC does not clear snow. Lincolnshire County Council website has information about road clearing around the county	Call Lincolnshire County Council on 01522 552222
<b>Street lights</b>	Report issues online to Lincolnshire County Council	NK Customer services
<b>Surveys</b>	For information about any Housing surveys	Community Engagement Team

<b>Television Licensing</b>	<a href="http://www.tvlicensing.co.uk/TVLicence">www.tvlicensing.co.uk/TVLicence</a> You are responsible for ensuring you have a TV license	Telephone: 0300 7900368
<b>Tenant involvement</b>	If you are interested in how the Housing Service works and want to get involved. Leaflet available.	Community Engagement Team
<b>Trees</b>	Trees within the boundary of your property are your responsibility. For advice and information.	Duty Neighbourhood Officer or NKDC Tree Officer
<b>Utilities. Help and advice</b>	For help and support with utilities, bills, changing suppliers etc	Domestic Energy Officer
<b>Water</b>	Provision of water supplies, flooding issues. See: <a href="http://www.anglianwater.co.uk">www.anglianwater.co.uk</a>	0345 919155 0345 7145145
<b>Website</b>	Any enquiries about the website	Communications Team
<b>Wellbeing Lincs Service</b>	A free 12 week service for when life changes. It is to support and help people live independently for as long as possible	Lincolnshire County Council 01522 782140
<b>TV aerials &amp; satellite dishes</b>	For any information or permissions	Duty Neighbourhood Officer

## OTHER INFORMATION AVAILABLE

See the Council website or contact the Duty Officer for any of the following information sheets:



- How to appeal a decision
- Condensation damp and mould
- Ending your tenancy
- Changes to tenancies
- Feedback, complaints, and comments
- Health and safety
- Your home standard
- How we manage our estates and communal areas
- Improving your home
- Mobility Scooters
- Pets
- Right to buy
- Sub letting
- Tenant involvement
- Affordable warmth
- Anti-social behaviour
- Domestic abuse
- Money matters



# YOUR HOME HEALTH & SAFETY

Health and safety is a priority at North Kesteven and many precautions have been put in place in Council houses and flats. The Council is continually looking to reduce risk and improve safety for all tenants.



# WHAT IS ASBESTOS?

Asbestos is the general name given to natural minerals, which are found all over the world. There are 3 types of asbestos: blue asbestos (crocidolite), brown asbestos (amosite) and white asbestos (chrysotile).

Asbestos is very strong, flexible, stable and heat resistant. It was used widely in house building between the 1930s and the mid-1980s but mostly in the 1960s and '70s. If your home was built or improved during this time, there is a good chance that it will contain some asbestos containing materials. In homes it is usually found mixed with other materials such as cement to give strength and heat resistance.

## Are there any health risks?

Asbestos containing material that is undamaged does not present a health risk, but if asbestos materials are damaged, drilled, sawn, scrubbed or sanded, there can be a risk. When damaged, asbestos fibres can be released into the air, sometimes getting into the lungs where they may stay for a long time. This may cause cancer and thickening of the lungs. The level of risk depends on how easily the fibres are released, the type of asbestos contained within the material, your length of exposure and the amount of damage to the material.



## Where could I find asbestos?

These are some of the more usual uses of asbestos containing materials around the home:

- Internal vent covers
- Bath panels
- Boilers and pipe work
- Cold water tanks
- Corrugated cement sheeting – normally on sheds/garages.
- Decorative coatings e.g. artexing
- Fire surrounds
- Flooring materials - vinyl type floor tiles; paper backing
- Flue pipes
- Rainwater guttering and downpipes
- Roof and exterior walls
- Waste pipes
- Sprayed coating on steel framed buildings
- Wall boarding – internal partitions, airing cupboard linings, duct and pipe covers
- Pipe lagging and duct linings.

## What is the Council doing about asbestos?

North Kesteven District Council has an Asbestos Management policy covering all Council homes, which sets out how we are going to identify and manage asbestos. The Council has engaged specialist asbestos surveyors to carry out inspections to identify materials and to monitor their condition.

If, during a check, we find material - damaged or otherwise - we will assess it and take necessary action to ensure you are not exposed to undue risk. The work will be done by qualified contractors working to strict safety standards.

Tenants are provided with written details of where asbestos may be present in their property together with an advice leaflet. If you have not been provided with this please contact the Council and ask to speak to Property Services.

The Council is undertaking a survey of all its properties. Information is sent to tenants in a letter following the survey.

## What do I need to do?

- If you work on asbestos containing materials without training, expertise and personal protection, you can put yourself and your family at risk
- Alterations and changes to the structure of your home are not allowed under your tenancy agreement without prior written approval from the Council, including work to any artex covering
- If you want to carry out any improvements that could disturb any asbestos or if you are unsure if the work you are planning would disturb any asbestos, you must contact Property Services in the first instance
- If you carry out any work or allow others to, without the Council's prior written approval, you will be liable for costs of dealing with any asbestos-related incidents that may result.

What happens if a workman finds or thinks there is asbestos in my home?

All of our contractors working inside your property have undertaken asbestos awareness training. They know about the potential for finding asbestos in homes and they take all precautions when carrying out a job. If one of them thinks there may be cause for concern they will immediately ask for an inspection to assess any risks or carry out the work safely, taking steps to minimise risks.

## What if I think I have damaged asbestos in my home?

If you think there is damaged asbestos in your home DO NOT try to deal with it yourself – contact our repairs team on **01529 414155** immediately. We will assess the risk and take appropriate action.

## For more information

Customer Service Centre: **01529 414155** or see these websites:

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

The Health & Safety Executive **[www.hse.gov.uk/website](http://www.hse.gov.uk/website)**

Asbestos Information Centre Ltd **[www.aic.org.uk](http://www.aic.org.uk)**

National Society for Clean Air **[www.nsca.org.uk](http://www.nsca.org.uk)**

# **GAS SERVICING AND GAS SAFETY**

To ensure the Council complies with its legal requirements we carry out a service of all Gas, Solid Fuel and Oil appliances on an 11-month cycle. You must allow the contractor access to your property to complete this service.



## How do we ensure your service is completed?

1. Six weeks before annual due date, our contractor will contact you and make an appointment by letter
2. One day prior to appointment date, you will be contacted by Aaron Services to confirm the suitability of the appointment and rearrange if required. However, the new appointment must not fall after the due date
3. The engineer completes the annual service
4. If the engineer cannot gain access, will return the same day. If the engineer is still unsuccessful in gaining access, they will complete a 'Not At Home Card' and leave a '1st warning no access letter'. Several further attempts will be made to contact you to rearrange the service
5. If you fail to allow access we can take enforcement action.

Ultimately if access is not possible before the due service date, 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.

All contractors carrying out works on your heating system or servicing will be Gas Safe Registered and you may notice a yellow triangle on all vans showing this.

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**.

## For more information?

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

The Health & Safety Executive [www.hse.gov.uk/website](http://www.hse.gov.uk/website)

The Gas Safe Register - [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)

National Grid Website - [www.nationalgrid.com/uk/gas](http://www.nationalgrid.com/uk/gas)

# GUIDE TO WATER HYGIENE

Legionella can be found in most water systems and there is no risk if it is kept to an acceptable level.

## What is Legionnaires' disease?

Legionnaires' disease is a form of pneumonia. Anybody can catch it, but it is more likely to affect those who are susceptible because of factors such as age, illness or low immunity. Most cases have been in people aged between 40 and 70 years old.

## 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.

## The risk is of bacteria breeding in stagnant water

- If taps in a property are not used for one week or more, each tap should be run or flushed
- If your property is empty for periods longer than two weeks. For example due to long period in hospital, or extended stay away from home then the hot and cold taps and shower should be flushed and cleaned
- Shower heads should be flushed out on a regular basis
- Ensure any taps which are not normally used are flushed regularly.

## The risk of bacteria breeding in limescale

- Keep tap and shower heads free from lime scale where possible
- Flush or use the outlets regularly.





## What should I do?

In domestic properties the risk of Legionnaires' disease is low. This can be kept low by following their guidelines.

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 40°C.

This information has been produced by members of the Lincolnshire Legionella Group. This is a partnership between North Kesteven District Council, South Kesteven District Council, Lincoln City Council, South Holland District Council, East Lindsey District Council, Boston Borough Council and Mouchel.

## For more information

Customer Service Centre: **01529 414155** or see this website:  
**[www.n-kesteven.gov.uk/legionnaires](http://www.n-kesteven.gov.uk/legionnaires)**



# FIRE SAFETY

You can reduce the risk of fire in your home and it is important you know what to do in the event of a fire.

You may like to consider the following points:

- Ensure you have a working smoke alarm in your home
- Test your smoke alarm on a regular basis
- Make an escape plan and ensure all family members know what to do in the event of a fire
- Is there a window you can open to safely use as an escape route in an emergency?
- Do all family members know how to call the Fire Service? (Dial 999 and ask for fire)
- Ensure all portable heaters are turned off when leaving the house or before going to bed?
- Keep matches and lighters where children cannot reach and play with them
- Before you go to bed make sure all ashtrays are emptied and cigarettes and candles are extinguished
- If you use a chip pan, ensure you only fill it a third full of oil
- Keep flammable items such as tea towels and food packaging away from the cooker
- Keep clothes, furnishings and furniture away from a fire or heater
- Get your chimney swept regularly to prevent soot build-up
- If practical, switch off all electrical equipment and unplug when not in use
- Do not overload sockets with lots of plugs
- Make sure your exit routes clear and free from obstruction
- Make sure floor coverings are free of trip hazards.



## For more information

See these websites:

- NKDC Website - [www.n-kesteven.gov.uk](http://www.n-kesteven.gov.uk)
- Lincolnshire Fire & Rescue - <http://microsites.lincolnshire.gov.uk/lfr/safety-/fire-safety-in-the-home>

## Fire safety in Flats

We take fire safety very seriously and the communal areas must be kept clear at all times. It is not acceptable to store belongings including pushchairs, mobility scooters and push bikes in these areas.

This does not apply to small “welcome” mats at front doors, small potted plants on window ledges etc. but you must not store items in the communal landings, stairwells and hallways, or to obstruct these areas.

We will not hesitate to take action, including removal of the items and charging the cost to the tenant responsible and serving a Notice of Seeking Possession due to persistent breach of tenancy.

Communal areas such as drying areas and footpaths should also be used with consideration for other people who share them. These areas are inspected every three months.

## If you live in a flat

If you live in a block of flats please consider the following advice:

- Do not store flammable liquids in your flat
- Do not block your fire escape routes. Keep stairs, corridors and entrances in your building clear of clutter, rubbish, wheelie bins, bicycles and portable appliances
- Do not store or charge batteries of mobility scooters in the communal areas
- Remember you share a building with other families, your safety and your neighbours safety depends on everyone co-operating and being aware of any fire risks
- Ensure all communal doors are kept closed.

## What to do if fire breaks out in your flat

- Leave the room immediately and close the door
- Do not tackle the fire yourself, unless you are absolutely sure it is safe to do so
- Alert other people including neighbouring flats by banging on the doors on your way out and assist them to leave if possible
- Leave the flat and, when everyone is out, close the front door
- Do not use balconies, which are not part of the escape route
- Once you are safely outside use a mobile phone or phone box to call **999**

If you feel you would have difficulty evacuating your property in case of a fire, contact the Duty Neighbourhood Officer.

# COLD WEATHER ADVICE

Be prepared. You can make plans even before the cold weather sets in.

- Allow the Council to service your heating system each year
- Check your stop taps to make sure they are working, if faulty report them to Kier Services for repair on **01529 416399**
- Check your heating is working properly. If faulty report them to Aaron Services for repair on: **01205 591979**
- It is the tenants responsibility to have the chimney swept. Keeping flues clear and cleaning the throat plates on your solid fuel appliances makes the fire run more efficiently. A build-up of debris can cause blockages which can potentially risk carbon monoxide poisoning which can kill you
- Turn off stop taps to outside toilets that are not in use. If there are any unlagged exposed pipes, let the Council know and we will lag them for you.



## What if I am going on holiday during the cold weather?

- If possible with gas and oil boilers keep the heating on but turn the thermostat down. Also turn your main stop tap off; open your taps to drain down existing water in pipes and supply tanks; and leave the taps open to allow any water to drain out.
- If you have solid fuel heating and are therefore unable to keep the heating on whilst you are away then drain everything down including the heating side. The Council will do this for you if asked and given sufficient notice for a charge of £50. In addition to this open your hatch to the roof space to allow heat to circulate.
- Ask a neighbour to watch out for you whilst you are away and perhaps even visit inside the property to make sure things are fine.
- Leave contact details with a neighbour or friend in case of an emergency.
- Should you choose not to take the advice given above please ensure that you are adequately insured. The Council insures the property but not your home contents
- Inform Neighbourhood Officer if you are going to be away for more than 6 weeks

## What can I do to help myself and others?

- If during freezing weather you spot an overflow running at your own property or any other council property, report it to the council as soon as possible
- Be aware of your neighbours and look out for each other.
- We provide grit bins at some locations for local use. Use the grit where you are able.
- Check the TV, and radio for the latest information.
- Conserve energy by using one room and maintaining its temperature at 15°-20°c (60°-70°f).

# **COUNCIL STAFF SAFETY AND SECURITY**

Council staff have a job to do and try to provide a responsive, helpful and polite service. We expect to be treated with courtesy in return. Action will be taken against any tenant who uses unacceptable language or threatening behaviour towards staff, contractors or any other Council representatives.

# **TREATING YOU FAIRLY AND EQUALLY**

North Kesteven District Council is committed to providing equal access to its services regardless of an individual's race, gender, age, sexual orientation, ethnic origin, nationality, religion or belief, or disability. We aim to treat everybody fairly and equally according to their individual needs.

The Council will take action to:

- Eliminate discrimination
- Promote equality of opportunity and
- Promote good relations between people of different cultural or racial groups.

# **WHAT WE DO WITH THE INFORMATION WE HAVE ABOUT YOU**

North Kesteven District Council collects information for a number of purposes and uses. We may check information provided by you, or information about you provided by a third party, with other information held by us.

# DATA PROTECTION

General Data Protection Regulation (GDPR) extends the rights of individuals and requires organisations holding personal data to comply with a strict set of rules.

## Personal Data

Personal data is anything that can be used to identify a person.

For example:

- Name
- Email address
- Date of birth
- National insurance number
- Postal address
- It also covers sensitive personal data, which includes information, such as, ethnicity, religious beliefs and medical history.

## Collecting and Processing Personal Data

The GDPR increases individuals' rights on personal data meaning the Council needs to have consent, or specific and legitimate reasons to hold and process individuals' data. The Council will collect and process personal data only to the extent that it is needed to fulfil operational needs or to comply with legal requirements.

## Your Rights

Your rights as an individual are:

- Right to be informed
- Right of access
- Right to rectification
- Right to erasure
- Right to restrict processing
- Right to data portability
- Right to object
- Right to automated decision-making, including profiling.

## Data Protection Officer

Within North Kesteven District Council, the Data Protection Officer who is responsible for data protection matters is the Corporate Information Manager.

If you have any concerns or questions about how your personal information is handled, please contact our Data Protection Officer at **[dataprotection@n-kesteven.gov.uk](mailto:dataprotection@n-kesteven.gov.uk)** or by calling **01529 414155**.

The full data protection policy is available on the Council website.



This document is available in large print, braille, audio tape, electronic formats such as CD, or in a different language. For a copy please contact a Duty Neighbourhood Officer.



**North Kesteven**  
DISTRICT COUNCIL

Phone: **01529 414155**

Fax: **01529 413956**

Web: **[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 for '**NKDC Housing**'

Housing and Property Services  
North Kesteven District Council  
Kesteven Street  
Sleaford  
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NG34 7EF