



HOME

WINTER 2024



This Winter make sure
your appliances are safe



See our advice on which appliances
you should check to keep safe this winter



Search Facebook for "NKDC Housing"



North Kesteven
DISTRICT COUNCIL

are you covered?

Crystal Insurance

Designed for tenants in social housing

Your Landlord does not insure your furniture and belongings and personal possessions. However we are able to offer all our tenants the chance to insure their home contents and belongings.

Some of the benefits are:

- You don't need to have special door or window locks (just a lockable front door)
- There are no excesses to pay (you don't pay the first part of a claim)
- Flexible regular Pay-As-You-Go payment options (fortnightly & monthly premiums include a transaction charge)
- Storm and flood damage is covered (excludes damage caused by frost or anything that happens gradually)
- Damage to fixed glass in doors and windows which you are responsible for is also covered
- Theft from garages and outbuildings is included as standard (up to £2000)

info For more information contact
Crystal Insurance on 0345 450 7288
or visit: www.crystal-insurance.co.uk
Terms & conditions, limits and exclusions apply, a copy of the policy wording is available upon request.





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



NEWS UPDATE

We are pleased to announce Ian Williams Ltd as our new housing Repairs and Maintenance contractor. Following thorough evaluation by officers and tenants during the re-procurement process, Ian Williams secured the new Repairs Contract.

This collaboration aims to generate a positive working relationship, trust and respect amongst Ian Williams, North Kesteven District Council, and our tenants. Together, we aim to improve the customer experience and deliver quality, sustainable homes for current and future generations. Ian Williams Ltd will be replacing Kier Group from April 2024.

Further details will be shared with tenants in the upcoming weeks.

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 Resident Engagement on 01529 414155 or email tenant_participation@n-kesteven.gov.uk

CONSUMER STANDARDS

In July 2023, the new Social Housing (Regulation) Act was enacted. The Act's purpose is to drive significant change in social housing landlord behaviour.

Significant changes are coming to the Consumer Standards, which are some of the measures used by the regulator for Social Housing to assess a landlord's compliance and performance. This is part of the regulatory reform that has been brought about by the Social Housing Act 2023. The principles of this new Act is to ensure tenants have safe, warm and decent homes and are treated respectfully.

The current Consumer Standards were first introduced in 2012, with the Tenant Involvement and Empowerment Standard being amended in 2017.

The Regulator has proposed to introduce revised Consumer Standards from April 2024. The proposals build on the existing consumer standards and have been updated to work alongside the Regulator's expanding remit and the changes in the sector.

Social Housing Providers were consulted on the proposed standards and the consultation ended on the 17th October 2023.



The 5 current Consumer Standards are:

- **Home Standard** – quality of accommodation and repairs and maintenance
- **Tenancy Standard** – how properties are allocated/ exchanged and terms around tenure
- **Neighbourhood and Community Standard** – issues around neighbourhood and communal areas and anti-social behaviour
- **Tenant Involvement and Empowerment Standard** – customer service and complaints, tenant rights and involvement
- **Tenant Satisfaction Measures Standard** – reporting against the TSMs, which cover information on areas such as repairs, safety checks and complaints (applied from 1st April 2023).

The 4 new proposed Consumer Standards are:

- **The Safety and Quality Standard (to replace the existing Home Standard)** - requires landlords to provide safe and good quality homes and landlord services to tenants
- **The Transparency, Influence and Accountability Standard (to replace the existing Tenancy Empowerment Standard)** - requires landlords to be open with tenants and treat them with fairness and respect so that tenants can access services, raise complaints, when necessary, influence decision making and hold their landlord to account
- **The Neighbourhood and Community Standard** - requires landlords to engage with other relevant parties so that tenants can live in safe and well-maintained homes and neighbourhoods
- **The Tenancy Standard** - sets requirements for the fair allocation and letting of homes and for how those tenancies are managed and ended by landlords.
- **Anticipate an additional standard relating to conduct and competency**



The new proposed standards work in conjunction with the Social Housing Providers new proactive approach. Previously, they would only investigate consumer issues when they were referred to them. Based on self-assessments against the Regulatory Framework to see where they stood against the rating system and then would contact the Regulator if needed.

The new approach allows the Regulator to access landlords more routinely, and inspected every 4 years, with what is likely to be 'Ofsted Style' inspections.

The Regulator has been undertaking pilot processes to help develop their strategy for inspections, however, this is still being developed and will continue to do this for the first few years of the new consumer standards.

The Regulator is going to be looking at whether we are the Consumer Standards and what evidence we have. Through their inspections, the Regulator will be checking we have robust data, current and historic documentation and are likely to be conducting interviews with our elected members, officers and our tenants.

We have been preparing for the new consumer standards by gathering evidence and agreeing to actions.



PREPARING FOR THE CHANGES

To prepare for the regulatory reform we recognised we needed a dedicated focus to ensure all requirements were being addressed and addressed consistently. Therefore in 2022 we established the Housing Regulatory Assurance Team within the Housing and Property Services division. This brought together established posts working on tenant involvement, policy and performance but also established new posts to ensure the right resources and a manager to lead and direct the team going forward understanding the new requirements.



Rhiannon Davies took up the post of team manager. As Housing Regulatory Assurance Manager she is responsible for coordinating action across a variety of teams that provide your landlord services to make sure we can evidence that we meet the standards and requirements we need to. Rhiannon has brought a wealth of experience to this role as she has worked at NKDC for 18yrs, in various roles covering frontline service delivery, system and data, along with policy development and performance monitoring. Having Rhiannon in this dedicated role, has enabled outstanding understanding and application of related legislation and regulatory framework experience.

The team is responsible for:

- Housing Regulatory Assurance - evidence how we meet standards and sending you STAR survey.
- Health & Safety Regulatory Assurance - making sure our policies and procedures are followed on fire etc.
- Resident & Community Engagement - delivering our Residents Engagement Strategy through listening and engaging with you, as our tenants.
- Complaint Handling Assurance - ensuring that all our policies and procedures are in line with regulatory requirements, and that your feedback is used for continuous improvement.

Through pulling this team together and the work they undertake we believe we are in a good position to be able to evidence our compliance to the Regulator for Social Housing.

Our aim is to better inform, involve and consult with you as our tenants, so that we are able to work together to develop our services, policies and procedures so that the landlord services we provide to you are what you need and when you need them in a way that works for you. We acknowledge this is very much work in progress but trust we offer some assurance of our intentions.



REINFORCED AUTOCLAVED AERATED CONCRETE (RAAC)

RAAC is a lightweight, bubbly form of concrete that is usually found in roofs and occasionally in walls and floors. It looks like standard concrete but compared with the “traditional” reinforced material, RAAC is weak and less robust. The material was favoured in construction projects because of its lightweight, thermal properties.

Issue

RAAC in buildings could impose an imminent risk to the structural capacity of the building and a significant risk to occupiers from structural collapse or building/material failure.

Background

In 2019, The Standing Committee on Structural Safety (SCOSS) published a safety alert, Failure of RAAC Planks, which identified concerns about the structural safety of this form of construction.

In August 2023, the Department for Education released a statement to say all areas affected by RAAC in education settings must be closed and evacuated.

On 1 September 2023, the Local Government Association wrote to all Local Authority Housing Directors stating at that stage no evidence suggested RAAC is prevalent in social housing stock. A national overview of the prevalence of RAAC in local authority housing stock does not currently exist, but it is plausible that there could be incidences in the future.



On 7 September 2023, the Regulator for Social Housing wrote to all local authority Chief Executives outlining the following:

1. The failure of RAAC components had been identified as a risk in some public buildings, but may also be present in a small number of residential buildings i.e. flat roof and panel structures.
2. Ensuring the safety of tenants and residents should be the highest priority.
3. Landlords therefore must ensure that they have a good understanding of their homes, including:
 - Do homes contain RAAC components and will there be a risk to tenant safety arising from these?
 - If so, improvement plans are to be put into place and seek suitably qualified advice where necessary.
 - Communicate appropriately with tenants where this is an issue.

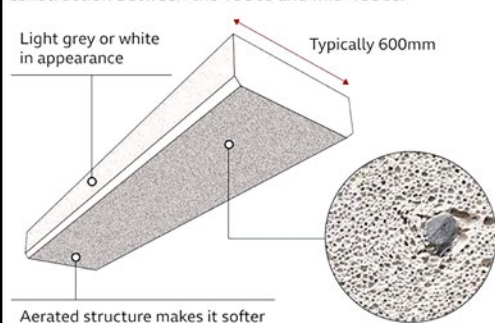
If any homes are found to have RAAC in them then the Council must inform the Regulator of Social Housing.

NKDC reviewed the data currently held on both housing stock and non-housing assets. Whilst recognising it is unlikely that RAAC is present, it was appropriate to further investigate to determine any incidences of RAAC in any of our buildings to assure both ourselves and you as our tenants.



What is RAAC?

A lightweight, 'bubbly' form of concrete commonly used in construction between the 1950s and mid-1990s.



Source: UK government, Loughborough University



Our Assurance

The following actions have been taken to secure assurance on current Council owned assets:

During the week commencing 04/09/2023:

- An initial review of the housing and non-housing assets was carried out by Property Services Manager, Assistant Director of Property Development and Property Development Manager. This review established there is no known RAAC in the assets for North Kesteven District Council.

During the week commencing 11/09/2023:

- A desktop assessment of the non-housing stock was carried out by the Property Services Manager and the Asset Manager. This further confirmed no RAAC present. However, three sites were identified with exposed concrete beams, and for full assurance, a Structural Engineer was engaged to check they are not RAAC. All locations have been inspected and confirmed by Dice Consultants as having no RAAC present on 22nd of September 2023.

During October 2023:

- A second desktop assessment of the housing stock was carried out by the Property Development Manager. The outcome of these actions has confirmed RAAC is not known to be present in the assets owned and managed by North Kesteven District Council.

Our Next steps

Whilst our assessment shows there is no indication of RAAC in our social housing stock, the secondary assessment in October 2023 involved an independent specialist, and inspection of a samples of sites to provide further assurance.

- To inform tenants of the risk of RAAC, the actions undertaken by the Council and current assurance at the lack of RAAC in its housing stock.
- The Property Services Manager the Councils single point of contact for RAAC enquiries, FOIs, and the final reporting to conclude NKDC does not have RAAC within its assets.

If you require any more information please email:
propertymanagementteam@n-kesteven.gov.uk

INCLUSIVE HOUSING STRATEGY

Your home should be able to adapt to you and your families' changing needs.

Our vision to maintain existing homes and develop new Homes that will be suitable for the changing needs of our tenants and the wider community continues. Peoples housing needs can change, as they become older or face unexpected physical or mental challenges at any age.

Covid-19 has fundamentally changed the way we need our homes to function. Homes have become workplaces, schools, day centres, and leisure areas. Easy access to outdoor space is highly valued. Now we all aspire to have a flexible and adaptable space.

We recognise we need to respond to this diversity and provide inclusive housing.

The term inclusive housing means that homes designed to be usable by all people, to the greatest extent possible, without the need for adaptation or specialised design. The Council's development of new homes, and change of use for existing buildings, has contributed to the increase of affordable housing supply levels in our District and the impact of our work goes beyond 'just' delivering homes. This strategy sets out what more we aim we do.



For more information on the innovation, we plan to include in future development of homes, through new build and remodelling existing homes go to www.n-kesteven.gov.uk and search for 'Inclusive Housing Strategy'

STAR

The next STAR Survey 2023 should be hitting your doorstep soon. Please keep an eye out for it. This year's survey will be undertaken by Acuity on behalf of the Council. Your feedback does make a difference.





HomeSwapper[®]

The UK's biggest mutual exchange service,
with over 400,000 registered users

Over
200,000
live adverts

Over
10,000
swaps

successfully completed in the last six months



Free
HomeSwapper App

HomeSwapper is **free** for our tenants to use and is available 24 hours a day, every day of the year. With easy registration and search tools, instant messaging and the unique Multiswap tool, it will help you find the swap that's right for you.

Find out more at
www.homeswapper.co.uk

WINTER APPLIANCE SAFETY

As we settle into winter and make our efforts to remain warm, please remember to ensure your appliances are in good working order.



Gas Fires

Carbon monoxide detectors are fitted to all our properties with gas, solid fuel or oil heating systems; only the properties with electric heating don't have them.

Please call Aaron Services for information.



Smoke Detectors

It is good practice to test your smoke detectors on a weekly basis. Any issues should be reported immediately to Kier.



Electric Fan Heaters

These heaters provide a quick way of heating small spaces. However, please consider these safety precautions:

- Do not use an extension lead with a fan heater
- Never leave electric heaters on when you are not at home
- Do not run an electric heater when you are sleeping



Gas Boilers

Your boiler has a life-cycle of 15 years and as stated in our maintenance programme tenancy agreement, we need access to your property to service it every year between replacements.



Oil-filled Radiators

Oil-filled radiators require very little in the way of maintenance or service. Faulty electrical wiring or a faulty power switch can be repaired by a qualified electrician.



Other Appliances

If you have medical items stored at the property e.g. oxygen tanks, are usually provided with safety guidelines. The storage of such items may require you to inform your Housing Officer, your home insurance provider, the fire service, and other relevant agencies.

WARM HOME DISCOUNT

You could get £150 off your electricity bill for winter 2023 to 2024 under the Warm Home Discount Scheme.

The money is not paid to you - it's a one-off discount applied to your electricity bill between early October 2023 and 31 March 2024.

If you're eligible, you should have a letter by early January 2024.

If you do not get a letter and you think you're eligible, you should contact the Warm Home Discount Helpline on **0800 030 9322** before 29 February 2024.

You may be able to get the discount on your gas bill instead



if your supplier provides you with both gas and electricity and you're eligible. Contact your supplier to find out.

You qualify if you either:

- Get the Guarantee Credit element of Pension Credit
- Are on a low income and have high energy costs

From 1 January 2024 'the price for energy of a typical household who use gas and electricity and pay by Direct Debit will go up by £94'. This will take the price cap from £1,834 to £1,928 per year.

From 1 January 2024, for a typical user paying by Direct Debit, the unit rate will be 29p/kWh for electricity and 7p/kWh for gas. The average daily standing charge will be 53p/day for electricity and 30p/day for gas.

If you need any further energy advice contact Alison, our Domestic Energy Officer Telephone: **01529 414155** or Email: alison_cambage@n-kesteven.gov.uk



HELP WITH UTILITY BILLS

Are you struggling to pay your energy and water bills? Do you find your bills confusing and difficult to understand? Help is available!

Alison, our Domestic Energy Officer, can help with:

- **Finding the cheapest tariff**
- **Explaining bills**
- **Dealing with debt on accounts**
- **Billing and meter issues**
- **Energy efficiency advice in the home**
- **Advice on reducing condensation**
- **General support regarding your utilities**

Depending on your circumstances, you may be entitled to a discount or extra assistance from your energy or water supplier.

To discuss this or find out more, please call Alison on **01529 414155** or email alison_cambage@n-kesteven.gov.uk

DO YOU HAVE A REPAIRS ISSUE?

Unsure who you should report your repair to - Aaron Services or Kier?

Check before you call!

The best way to report your repair is by telephone, direct to the Contractors. Both Kier Services and Aaron Services, are open Monday to Friday 8am - 5pm, and will be able to give you an appointment (date and time) slot directly. Please follow this advice until we provide you with the new contractors details from April 2024.



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
- What has happened as a result of the fault?

AaronServices 
Part of the Sureserve Group

Contact Aaron Services for:

- Smoke alarms
- Carbon Monoxide detectors
- Gas central heating including the radiators
- Oil fired central heating including the radiators
- Coal fired central heating including the radiators
- Air source or ground source heat pumps

**Contact Aaron Services on:
01205 591979**

 **KIER**

Contact Kier Services for:

- General repairs including
- General building repairs
- Brickwork
- Joinery
- Plumbing
- Electrical, including electrical heating including the radiators

**Contact Kier Services on:
01529 416399**

As a tenant you are responsible for items like;

- Toilet seats
- Changing bulbs including fluorescent tubes
- Gaining entry after loss of keys
- Dealing with pests

DAMP, CONDENSATION AND MOULD

Without even knowing it, every day we produce and release moisture into the air by the things we do in our home.



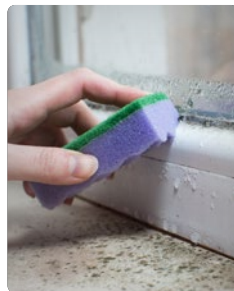
In 24 hours, an average household can produce:

- Two people at home all day: 3 – 5 pints
- Two people asleep for a night: another 1 – 2 pints
- Drying clothes: 6 to 12 pints
- Cooking: 3 to 7 pints
- Bathing and showering: 1 to 2 pints

Condensation appears as water droplets on windows or walls, you may notice dark mould appearing on cold surfaces and in places where there is little movement of air such as in corners, in or behind wardrobes and cupboards. Here's some helpful advice on how you can reduce condensation in your home.

Reducing Condensation

- Reduce moisture produced in the home – whenever possible dry washing outside; put lids on saucepans when cooking etc.
- Make sure there is enough ventilation/air circulation
- Increase the heating to raise the temperature of the air and cold surfaces
- A dehumidifier may help in the short term but is not the answer to condensation problems in cold homes.



Ventilation and Heating

Striking the right balance between warmth and ventilation is important. Your home can be ventilated without being cold or draughty.

- Keep a small window ajar or a trickle vent open, particularly in kitchens and bathrooms when using them.
- Use your extractor fan if you have one
- Close kitchen and bathroom doors when using these rooms to stop moisture reaching other rooms, especially bedrooms that are cooler.
- Ventilate cupboards and wardrobes, make sure the air can circulate.
- Check that wall vents have not been covered up.

If you believe that you have damp or mould, please contact the Council direct on **01529 414155**, do not report this as a general repair. This is so we can ensure our Damp and Mould Policy is adhered to.

In cold weather, try to keep your home warm as condensation is less likely to occur. If you are worried about fuel bills or keeping your home warm, you can contact the Domestic Energy Officer who will visit you to help and advise you on keeping your home warm at the best price available.

Contact the Council on **01529 414155** and ask for the Domestic Energy Officer.

HOUSING OFFICERS

Who are your Housing Officers and how to contact them

South 1	Housing Officer: Dominique Chisnall
	Tenancy Sustainment Officer: Donna Hall
CRANWELL	SLEAFORD
GREYLEES	<i>Buttler Way - Bonner Close Charles Street - Charlotte Street</i>
LEASINGHAM	<i>Brydone Way</i>
NORTH RAUCEBY	<i>Cromwell Crescent - Duke Street - Eastgate - Elmore Close</i>
OSBOURNBY	<i>Empire Court - Eslaforde Gardens - Franklin Crescent - George Street</i>
SCREDINGTON	<i>Grantham Road - Hussey Close - Newton Way - Playground Court</i>
SILK WILLOUGHBY	<i>Rhodes Avenue - Riverside Close - Robertson Drive - Sibthorpe Court</i>
SOUTH RAUCEBY	<i>St Giles Avenue - Tennyson Avenue - The Hoplands - Thomas Court</i>
SWARBLY	<i>Westgate</i>
SWATON	
THREEKINGHAM	
WALCOT	
WILSFORD	

South 2	Housing Officer: Sarah Coomber
	Tenancy Sustainment Officer: Becky Towers
ANWICK	SLEAFORD
BURTON PEDWARDINE	<i>Almond Walk - Beech Rise - Birchwood Road - Cedar Avenue</i>
EAST HECKINGTON	<i>Cherry Close - Church Lane - Daisyfield Lane - Greenfield Road</i>
EWERBY	<i>Hazel Grove - Jubilee Grove - Lincoln Road - Manor Place</i>
GREAT HALE	<i>Newfield Road - Northgate Flats - Romney Court - Poppyfield Lane</i>
HECKINGTON	<i>Sycamore Drive - Vicarage Court - Woodside Avenue</i>
HELPRINGHAM	
KIRKBY LA THORPE	
LITTLE HALE	
NORTH KYME	
SOUTH KYME	

South 3	Housing Officer: Hannah Robson
	Tenancy Sustainment Officer: Fern Harrison-Darcy
ASHBY DE LA LAUNDE	RUSKINGTON
BILLINGHAY	ROWSTON
CHAPEL HILL	TATTERSHALL BRIDGE
DIGBY	WALCOTT
DORRINGTON	

North 1	Housing Officer: Kate McCormack
	Tenancy Sustainment Officer: Charlotte Crowley
AUBOURN	SKELLINGTHORPE
DODDINGTON	SOUTH HYKEHAM
EAGLE	STAPLEFORD
HADDINGTON	SWINDERBY
NORTH HYKEHAM	SWINETHORPE
NORTH SCARLE	THORPE ON THE HILL
NORTON DISNEY	THURLBY WHISBY

North 2	Housing Officer: Cherrie Heaton
	Tenancy Sustainment Officers: Donna Hall, Emily Wattam, Charlotte Crowley, Becky Towers
BASSINGHAM	COLEBY
BECKINGHAM	HARMSTON
BOOTHBY GRAFFOE	LEADENHAM
BRACEBRIDGE HEATH	NAVENBY
BRANT BROUGHTON	WADDINGTON
CANWICK	WELBOURN
CARLTON LE MOORLAND	WELLINGORE

North 3	Housing Officer: Susie Wright
	Tenancy Sustainment Officer: Emily Wattam
BRANSTON	METHERINGHAM
BRANSTON BOOTHS	METHERINGHAM FEN
DUNSTON	NOCTON
HEIGHINGTON	POTTERHANWORTH
MARTIN	SCOPWICK
MARTIN DALES	TIMBERLAND

District	Housing Officer: Les Ellington
	This role will focus on responding to reports of Anti-social behaviour.

Call 01529 414155, ask for Neighbourhood Services and they will put you through to the Duty Housing Officer.

In most cases the Duty Housing Officer will be able to help you; however, they can also arrange a call-back or visit from your Housing Officer if you need one.



North Kesteven
DISTRICT COUNCIL

TRANSFER INCENTIVE SCHEME

Are you in a property that is larger than you need?

We want to support our tenants in making sure you are aware of the options available to you if you might have difficulties in your present home and are able to provide financial support to help you move.

We are also able to provide you with the support of a Tenancy Sustainment Officer to help arrange things with you.

The financial package we offer can be used to cover the cost of moving, as well as giving you money to spend on items for your new home.

We offer a £600 cash sum for each bedroom you are giving up with an additional amount of £1000. So, moving from a 3-bedroom house to a 2-bedroom bungalow would earn you £1600.



In addition to this financial award, by giving up your home, you will be helping to house one of the many families on our waiting list.

A Tenancy Sustainment Officer will be able to support you with sorting and packing, changing of utilities, and updating services with your new address.



If you feel that you might wish to consider moving and would like some additional advice or information, please contact either your Housing Officer or housingoptions@n-kesteven.gov.uk or Tel: **01529 414155** for further information.

RETROFIT

We are delivering eco-friendly and energy-saving improvements to the first 200 Council homes in its plan to upgrade at least 600 such properties by 2030.

The £6million programme will see green measures such as solar panels, heat pumps and boosted insulation installed in the Council properties with the lowest EPC ratings in partnership with Equans.

A Swinderby bungalow is among the latest to have carbon saving technology installed making it one of the first to receive energy efficiency updates.

Householders John and Kathy are feeling the benefits of having solar panels with battery storage, air source heat pumps and new loft insulation installed to their 1972 home where they have lived for the past 18 years.

Kathy said: “We had storage heaters and an immersion water heater previously; they weren’t the easiest and it cost a lot. This system is quicker and more convenient, as well as being cleaner. We’re getting to use free electricity from the solar panels, so we know we’re saving a lot of money and it’s really satisfying.

“We were a bit worried at first because we didn’t know what to expect, but the workmen came and explained what they were going to do every day and they were fantastic, they’d just get on with the job and everything went perfectly.”

The project will see 200 council-owned bungalows in almost 40 villages become warmer and more energy efficient - significantly reducing residents’ energy bills each year and increasing Energy Performance Certificate ratings to at least C.

The scheme has been made possible due to £2.8million of funding from the Social Housing Decarbonisation Fund, which is managed by the Government’s Department for Energy Security and Net Zero and aims to improve the energy performance of the country’s most inefficient socially rented homes. The remaining £3.2million is funded from the Council’s Housing budget.

Other improvements to council properties are set out in the HRA Business Plan.



XL BULLIES

As you may have seen, the UK Government has released more details about the exemption process for XL Bully-type dog owners.

From 31 December 2023 it will be against the law to:

- sell an XL Bully dog
- abandon an XL Bully dog or let it stray
- give away an XL Bully dog
- breed from an XL Bully dog
- have an XL Bully dog in public without a lead and muzzle

From 1 February 2024 it will be a criminal offence to own an XL

Bully dog in England and Wales unless your dog has a valid Certificate of Exemption.

All tenants who wish to keep any breed of dog must first request permission and sign up to our pet policy. The pet policy states that permission would not be given to keep any dog named within the Dangerous Dogs Act 1991, unless the dog has been certified exempt.

If tenants have a certificate of exemption, then permission will be granted. For more information, please search on Government website: www.gov.uk or the

RSPCA website: www.rspca.org.uk or call us on **01529 414155**.



AARON SERVICES AWARD

We are delighted that our heating contractor, Aaron Services, has scooped some prestigious awards in 2023. We are proud to work in partnership with Aaron Services.



RoSPA Awards 2023

- Gold Award for Health and Safety
- Gold Award for Fleet Safety

RoSPA (Royal Society for the Prevention of Accidents) are an internationally recognised health and safety body, assessing health and safety excellence.



ASCP Safety and Compliance Awards 2023

- Heating Contractor of the Year
- Safety Leadership

ASCP (Association of Safety & Compliance Professionals) are a respected and well-known organisation in the heating sector. Their annual awards are totally focused on delivering safety and compliance in the social housing and facilities management sectors.



‘We’re delighted to share this good news with you, which underpins our mutual commitment to delivering you (our residents) an excellent service.’

Kirstie Payne, Aaron Service’s Bids & Marketing Director

ARCH CONFERENCE

Our Tenant Representatives Lesley and Zara recently attended the ARCH (Association of Retained Council Housing) Conference in Stevenage.

Lesley had the following feedback:

'ARCH was a great day beginning to end. Pleasant train journey then laughing as we got lost walking to the venue. Greeted with coffee and croissants. Ironically, we chose a random table and ended up sat with our neighbours, City Of Lincoln tenants, Mick and Christine and the table next door were from Newark and Sherwood.

Every speaker was of interest, particularly 'proactive' Tenant Panel Chair, Stella Parkin from



Rotherham Metropolitan Borough Council and Kate Dodsworth, Chief of Regulatory Engagement at the Regulator of Social Housing.

I took two things away from the conference:

1. We are not engaged and proactive enough as Tenant Representatives compared to Rotherham and even our neighbours, Lincoln.

2. When charges are implemented i.e. the £6-£8 per household regulator fee that many seem to disagree with, we need to research and look behind the scenes at what the charges are for - Kate gave an in depth explanation of her work and it more than justifies the charges.

Kate explained that, for us to have 'universally good Landlord services' social housing providers have to be transparent and accountable and that's what the regulator does, works on our behalf.'



TENANTS' ASSOCIATION

We hope to work with more tenants and residents to encourage more engagement with the Council and provide a support network for local people who want to improve their communities.

In December 2023, we trialled our first Tenants Association in the District, with the meeting being held in the Heckington Rural area.

Patrick Barrett, a recent addition to the Tenant Liaison Panel, helped the Resident Engagement Team organise and prepare for the meeting, and was instrumental, along with the other Tenant Representatives, in the creation of the Heckington Rural Tenants Association.



Patrick was elected as the Chair of the Heckington Rural Tenant Association during the meeting. He was very happy with the turnout saying 'It was well supported, and I was so pleased to be elected as the Chair of the Association, but I am also pleased the meeting has an elected committee of Vice-Chair and Secretary as well. We can't wait to see it continue to grow and invite residents from other villages

within the area to come along and support the Association'.

Sarah Coomber, the Housing Officer for the area, was also in attendance and said, 'It was lovely to see our tenants at the Tenant Association meeting and I'm looking forward to attending many more throughout 2024'.

Tenants Associations are hoping to be set up across the District in the future to encourage tenants to work together to continually improve the Council's Housing and Property Services.

Anyone interested to contact Tenant Participation on **01529 414155** and ask for Resident Engagement or email: tenant_participation@n-kesteven.gov.uk

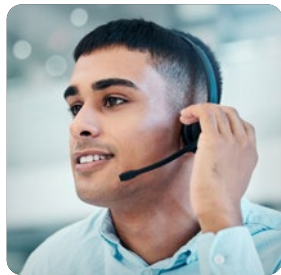
LET US KNOW YOUR FEEDBACK

All feedback is important because it helps us to improve and shape our services for the future. This includes compliments, comments and complaints.

Our officers care about your experiences when using our services, supported by our council's values.

We hope they are positive experiences and that's what we strive for. However, we recognise that we don't always get it right – sometimes you might be unhappy with a service you've received and if that's happened we want to hear about it so we can learn from your experience.

Our feedback process is designed to receive compliments, complaints and comments because we feel that only by acknowledging all three can we ensure we're a customer focused Council.



If you wish to give us your feedback:

- Email – feedback@n-kesteven.gov.uk
- Our website – www.n-kesteven.gov.uk/feedback and fill out our form
- Traditional mail – **FREEPOST NKDC**
- Customer Service Advisor – **01529 414155** or by visiting our Sleaford or North Hykeham Customer Service Centres by appointment
- Via your local District Councillor

We will acknowledge complaints within four working days and a senior officer will conduct a full and objective investigation. This will be by looking over relevant documents, exploring the transaction that took place and talking to any officers involved before responding to you in full.

Our Customer Feedback Policy defines a complaint as:

A statement that an injustice has been sustained as a consequence of maladministration. An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the Council, its own colleagues or those acting on its behalf affecting residents.

Maladministration – examples include:

- Incorrect action or failure to take action
- Failure to follow procedures or the law
- Inadequate record keeping
- Failure to investigate
- Failure to reply
- Inadequate liaison
- Inadequate consultation



You can also contact the Housing Ombudsman at any point for additional support, and further information can be found on their website: www.housing-ombudsman.org.uk or on **0300 111 3000**.

COUNCIL ENQUIRIES



North Kesteven
DISTRICT COUNCIL

ASK FOR THE DEPARTMENT YOU REQUIRE



Phone: **01529 414155**

Emergency out of hours: **01529 308308**

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

Website: www.n-kesteven.gov.uk

Email: customer_services@n-kesteven.gov.uk

Repairs Team:

- Handyman
- Repair problems
- Reporting Damp & Mould

Duty Housing Officer:

- Your rent
- Tenancy issues
- Gardening Scheme
- Making your own improvements to your home
- Right to Buy

Income Management Team:

- Domestic Energy Officer
- High level rent arrears
- Rent arrears from former tenancies
- Collection of other Housing related charges

Community Safety Team:

- Anti-Social Behaviour
- Community Safety Advice

Resident Engagement:

- Getting involved
- Becoming a Tenant Representative
- At Home magazine & Annual Report

Complaints:

Contact any officer and let them know you wish to make a complaint

Housing Options Team:

- Housing Advice
- Homelessness
- Lincs Homefinder Housing Register
- Allocations

Planned Maintenance Team:

- Improvement works (including Tenant Liaison)
- Decorating Scheme

Housing & Property Support Team:

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

Revenues & Benefits Team:

- Housing Benefit
- Money advice
- Council Tax queries
- Discretionary Housing Payments

Customer Services:

- Grass cutting/grounds maintenance
- Dustbins/Collections/Missed bins

Wellbeing Service:

Support for over 18s to achieve independent living

Are you on Facebook?

We are getting social!

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

The NKDC Housing Facebook page serves as an additional communication tool where we can share information, respond to queries, highlight events and signpost you to relevant agencies. It's also a place where we share pictures, videos, quick polls, questionnaires and other housing information. Search for "NKDC Housing"

The group is for Tenants only. It is hoped that this opportunity will allow us to further improve communication between NKDC tenants and the Council.

Join our group!

Search for "NKDC Housing"

and get chatting with us about all things housing/tenancy related. You will need to ask to join the group and an administrator will check your details and approve your request.



REPAIRS

Kier Services 01529 416399

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

Aaron Services 01522 873685

For all other heating repairs and appliance servicing.