

Welcome to the 2024 Annual Report for North Kesteven's council tenants.
This annual report summarises key information and performance for the financial year 2023/2024, relating to our services as your social housing landlord.

OUR HOMES

3,882 Homes owned (2023/24)

3,881 (2022/23)

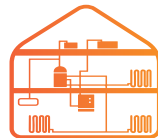
99.5% of rent due collected

16 Homes acquired (2023/24)



VOIDS

- Rent loss due normal lettings process. Excludes site redevelopments and long term voids
£52,637.90 (2023/24)
£27,783.04 (2022/23)
- Standard works void time:
45.46 Days (2023/24)
35.55 Days (2022/23)



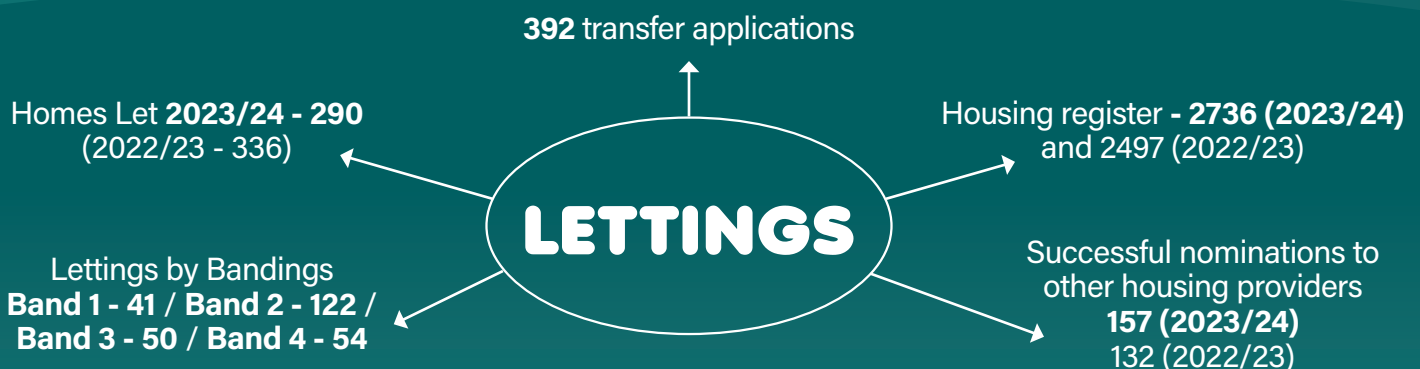
IMPROVING HOMES

- **173** new heating installs/ heating upgrades
- **5** rewires
- **163** Number of new kitchens and bathrooms



REPAIRS

- Right first time repairs: **90.59%**
- No. of emergency repairs carried out: **2525**
- Average number of days for repairs to be completed from initial reporting to repair complete: **21.65 days**



HEALTH AND SAFETY



Number of dwellings that have a gas safety certificate: **99.3%**



Number of homes with an asbestos management survey: **100%**



Number of water hygiene issues resolved within 24hrs: **100%**



Number of premises with communal areas having an up-to-date fire risk assessment: **100%**



Number of periodic electrical inspections completed to date: **98.91%**

COMPLAINTS

How many **stage 1** complaints received **110**

% closed in favour of tenant
79/110
(71.8%)



% not in favour of tenant
31/110
(28.2%)



How many **stage 2** complaints received **39**

% closed in favour of tenant
30/39
(76.9%)



% not in favour of tenant
9/39
(23.1%)



RESIDENT ENGAGEMENT

Members of the NK Housing facebook page



219 (2023/24)
150 (2022/23)

Tenants actively participating in resident engagement



32 (2023/24)
11 (2022/23)

INCOME AND EXPENDITURE 2023-24



Repairs and Maintenance
£5,429,004



Supervision and Management
£4,361,482



Contribution to planned maintenance and new build programme
£2,345,133



Loan Repayment and interest charges
£3,968,234



Other service expenditure including appropriations
£1,790,163

£17,894,016
TOTAL EXPENDITURE

£17,894,016
TOTAL INCOME



£17,489,680
House rents



£181,052
Interest and investment income



£114,212
Other non rental income



£98,718
Service charges



£10,354
Other rental income

We have produced this in partnership with our Tenant Liaison Panel and trust that you have found it helpful. We are using our 2023/2024 performance as a basis for our 2024/2025 Challenge Plan, which sets out how we aim to improve the services you receive. For more information on this please visit www.n-kesteven.gov.uk/homes-property