

Annual report to tenants 2017-18-draft two

Working title: Good News Report

Page 1 –front cover

Page2

Introduction-

Do you get sick of all the gloom and doom in the news today? So do we sometimes and that's why we have decided to report on some of the good news stories from around Lincoln. When you start researching this topic you find out there's lots of positives out there and we thought we would include some of these in stories in the annual report.

There's also some information on how well we have performed as your landlord between 1 April 18 and 31 March 19. If you want to discuss this in more detail please contact the resident involvement team and we would be happy to have a chat with you. Thanks and I hope you enjoy reading the report.

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RI check

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Did you know?

Homes England set out the service that we must provide to you in a regulatory framework. One of the requirements is to publish an annual report each year. For more information please see their website [www.gov.uk/government/publications/regulatory-standards](http://www.gov.uk/government/publications/regulatory-standards) or contact us by emailing [Christopher.morton@lincoln.gov.uk](mailto:Christopher.morton@lincoln.gov.uk) or by calling 01522 873398 to request a copy.

The Moorland Local People Project have had a busy and exciting year! Wanda from the project tells us more about what has been achieved below.

*“Our biggest achievement was the opening of the community hub at the roundshops in the old butchers. The hub allows a space for activities, a place to find out information about services and a window to advertise information about the project. It’s hard to believe that just a few months ago this place was empty and served no purpose for the community and now it’s thriving with lots of residents using the hub every week..*

*Other achievements delivered by the project include improving the Woodland at the back of Walford Drive. We have cleared nettles, planted wildflowers, and installed a bug hotel. We’ve also worked with Emma Carter from the City of Lincoln Council to stop the fly tipping in the woods. Thanks to all this work it is a much better environment for local residents.*

*We also organised a litter pick around the Round Shops, up Moorland Avenue, the Community Centre and the woods. Well done to all the families and the friends of Moorland.*

*In April local children that took part in an Easter egg hunt. The basket & Easter eggs made by the Moorland Local Peoples Craft Group. Well done Crafters! We also raised £65 through an Easter raffle prizes donated by residents and local businesses.*

*I’d like to say thank you to all the residents on the Moorland Local People Project without their hard work none of this would have been possible, it just shows you what a group of people can achieve. I look forward to the next year working on the project.”*

To find out more about the activities at the community hub or more about the Moorland Local Project please contact \*\*\*\*.

Moorland Local People Project is an exciting project funded by the People’s Health Trust using money raised through the Health Lottery. It is being delivered by charity Sustrans with support in kind from Lincolnshire County Council and City of Lincoln Council.

**Note to designer: One page of text and one page of photos showing the residents around the estate and at the community hub**

**Photos required: 1)photos at Moorland People Project**

## Repairs 5-6 how we've gone above and beyond to help our customers

Residents tell us the most important service for them is repairs and we pride ourselves on delivering the best possible service. Last year we completed all repairs within just over eight days and the majority of residents said they were satisfied with the quality of work carried out.

As well as providing an excellent level of service to all residents, there are occasions when we go above and beyond for those most in need. For example where a resident is unable to move furniture, we can move the furniture for them. It might sound simple but for people who don't have anyone to help them this can make a real difference.

Through our aids and adapts scheme we built a piece of customer furniture for a resident who uses a wheel chair. The resident was finding it difficult to get to her wash hand basin, so we built a vanity unit that was wheelchair accessible and she was delighted with the work that he had done.

We've also worked hard to make sure we turn get homes ready for new residents to move into. After the previous residents move out our voids team spring into action to get them ready to let as soon as possible and this year have worked their socks off to cope with the extra demand created by the new builds. Their work is important to make sure people who are homeless or live in poor quality housing can move into a new home as quickly as possible.

Going forward we will continue to provide an excellent service and go above and beyond for our residents.

- Photos required:**
- 2) picture of repairs staff carrying out work in a home
  - 3) picture of repairs staff next to vanity unit with tenant
  - 4) Picture of a resource planner.

## Repair performance

What we said we would measure	How did we do in 2018/19	What was our target?	Did we achieve our target?
Emergency repairs carried out on time	100 per cent	99.5 per cent	Smiley Face

Getting repairs right first time	93.68 per cent	90 per cent	Smiley Face
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## Page 6 and 7-Lincoln in Bloom

This year we held the Lincoln in Bloom garden competition to show off and celebrate some of the best gardens created by council tenants in Lincoln. There were several categories to choose from and these included:

- Best kept garden
- Best young gardener
- Most effort made
- Best communal garden or area.

The Lincoln Tenants' Panel judged the competition and Mick Barber, the Chairperson, told us *'this year we received lots of outstanding entries and I would like to thank everyone who took part, picking a winner wasn't easy but I am pleased to announce the winners are: \*\*\*\*\*.'*

**Note to the designer: the page will include a picture of each of the winning gardens and caption explaining whose garden it is. It will also include a picture of Mick Barber handing over the prize to each winner.**

**Photos required:5) picture of gardens and Mick Barber handing over the picture.**

## Page 8 and 9 –LTP report and RI involvement

### **Lincoln Tenants Panel report.**

The Lincoln Tenants' Panel (LTP) is a group of tenants whose aim is to ensure your views are represented at the council. They work hard and put in many unpaid hours to help improve the service you receive. Their main focus over the last year was focused on responding to the government's proposed changes to social housing. To do this they read through the government's proposals, attended briefing events and submitted a response to the consultation. This response will be taken into account by the government before the final changes are made.

This year LTP is planning to get more involved in community based projects and one of these is road safety on the estates, LTP members are aware of the importance of this issue to local residents and will be working with local PCOs to tackle speeding. Keep an eye out for further details in the coming months.

## Tenant empty property inspectors

The tenant empty property inspectors check 10 per cent of all empty properties before they are let. This is to see if they are meeting the lettings standard. Last year a total of 53 properties were inspected and 31 fully met the standard. Further work was carried out to those that didn't. One thing the inspectors noticed was that the standard of cleaning had reduced and we were able to use their results to get our contractors to improve.

## Community involvement

### Santa's grotto

Back in December last year we held our first ever Santa's grotto at the roundshops in Moorland. Local children got the chance to meet Santa and it gave us the chance to meet tenants to get feedback on our services. Keep an eye on the housing Facebook page for details of this year's grotto.

### Flower planting

We held several flower planting sessions throughout the year. The sessions gave the chance for local children to have a go at planting flowers and veg, it was great to see such a fantastic response and turn out at these events.

### **Photos required: 6) Lincoln Tenants Panel**

**7) Tenant inspections**

**8) Santas grotto**

**9) Flower planting**

## Page 10-11-Nostalgia Quiz

Next year marks 100 years since the first council house was built in Lincoln and we've been building modern, decent and affordable homes ever since. Find out more below, whilst taking part in our nostalgia quiz (answers are on page \*\*\*).

1920's-First homes built on St Giles. These were planned as 'homes for heroes' for soldiers returning from WW1 but in 1926 which famous TV presenter was born?

Question two 1930's The Boultham estate was started. These homes were built to excellent space standards but which Lincoln cinema opened in 1937?

Question three 1950's The Ermine takes over the majority of Lincoln's north-west quarter, making it a huge development in Lincoln. It was built to replenish homes lost during WW2 and improve housing standards as part of a national post-war drive for housing. But which bridge opened in Lincoln in 1958?

Question four 1960's Lincoln's three tower blocks were built. They became popular places to live as they offer great views and provided a huge upgrade to many occupiers' previous living conditions. What car themed toy did children play with for the first time?

Question five-1980s saw the completion of Tom Ward Court. This offered modern retirement housing and hall for activities but which team Lincoln City FC play in the 2<sup>nd</sup> round of the 1983 Milk Cup?

Question six-2012 saw the completion of the first council homes in Lincoln for over 20 years. These were built on Wellington Street and were built with solar panels and high efficiency boilers to reduce utility bills. Which torch came to Lincoln in the same year?

After 2012 several other developments were built including Stapleford Court, Bungalows on Birchwood, Graham Taylor Way and Allenby Close. In 2019, 46 new homes were completed on George Boole Way. These were built with electric vehicle charging points to meet the future trend towards electric powered cars.

The future?

We will soon commence the building of the extra care facility at De Wint Court. This will see a modern facility built that will provide homes needed by an ageing population that is living longer.

**Photos needed:**

**10) Photo of David Attenborough**

**11) Old photos of council estates**

**12) Photo of voids team at George Boole Drive**

**13) Artist impression of De Wint Court**

**14) Photo of old games.**

## Page 12-13, ASB, rent and value for money

We continue to work hard to tackle anti-social behaviour when it occurs and last year we resolved 280 cases and it took us just over 63 days on average per case. That's down from a 152 days in 2014. We take all reports seriously and investigate them thoroughly, often just by speaking to residents we can resolve the issue but when needed we will take legal action. Residents would often tell us they felt there was a lack of victim support when they were experiencing anti-social behaviour, so we listened and decided to do something about it. In partnership with Victim Support we have trained several of our LTP members to signpost tenants to support services.

**Photos needed: 15) Photo of housing officer speaking to a resident.**

What we said we would measure	How did we do in 2018/19	What was our target?	Did we achieve our target?
Percentage of cases resolved	99.24	94 per cent	Smiley Face
Rent collected against rent due	99.24	98 per cent.	Smiley Face

### Fact box-are you struggling to pay your rent or confused about Universal Credit?

If you are please contact us straight away by sending an email to [customer.services@lincoln.gov.uk](mailto:customer.services@lincoln.gov.uk) or call 01522 873398. We can provide assistance on budgeting and applying for Universal Credit.

### Fact box-Providing Value for Money:

By 2020 we will have reduced the cost of your rent by one percent each year, in accordance with government regulations. Despite this reduction we have improved the service we offer and continue to make improvements to your homes. Average monthly rents for council properties are now **£301.54**. For your rent payment you receive:

- Repairs to your home
- Annual gas safety check
- Dedicated customer services and housing team
- Improvements to your home to keep it at a decent standard
- 24/7 emergency repair line
- Certain emergency repairs made safe within 24hrs

- Boiler break downs attended within 24hrs during the winter
- ASB complaints investigated.

### **Page 13-14 Abbey Access Centre-**

One local charity has been helping residents get back into work, Abbey Access Training is running a series of construction based courses for residents in Lincoln who have struggled to find employment. The training teaches them all of the basics they will need to secure a job and provides them with a work placement to gain much needed experience. Since the scheme began in 2008 a total of 4000 have undertaken the course and 80% have gone on to successfully get a job thanks to the skills they learnt. Individuals get to achieve their CSCSC Card, Asbestos Awareness, First Aid, manual Handling and Fire Safety Certificates

Gail Dunn from the Abbey Access Training stated 'We take on residents who are desperate to get a job but have faced barriers and that's why the courses have been specially designed to cater to their needs. I often see people come through the doors on day one, lacking in confidence and skill but after a few weeks you can really see a big improvement in their self-esteem as they build up their abilities.'

We spoke to Daniel one of the residents on the scheme and he said "I can't believe how much my confidence has grown and how many new skills and qualifications I have gained. I am really feeling able to gain a job now. My mental health has vastly improved, I feel more confident in myself and this course has been life affirming"

Abbey Access Training also provides training on a range of other subjects including Catering and Retail.

If you or someone you know would be interested in applying to join the training or would like more information please contact Gail Dunn at Abbey Access Training by emailing [info@abbeyaccesstraining.co.uk](mailto:info@abbeyaccesstraining.co.uk) or calling.

**Photo required 16: Photos of Gail Dunn and volunteers working at the Abbey Access Training Centre.**

### **Page 15- Applying for a home has just got easier.**

Dan Sharp from our allocations team tells us how they have listened to feedback from residents and made improvements to make things easier for customers.

'We were receiving lots of complaints from customers about our previous allocations website, it was crashing a lot, it wasn't the easiest site to use and it was towards the end of its life so we decided to launch a new website.

The new one is much more reliable and easier for customers to use. You can also upload documents to the new website, this makes it faster to process applications and means customers don't have to come all the way into town to provide the information making it much more convenient.'

What we said we would measure	How did we do in 2018/19	What was our target?	Did we achieve our target?
Percentage of homes that meet the Decent Homes Standard	99.71 per cent.	100 per cent.	Sad Face- only 16 homes failed to meet the standard and this was because****.
Homes that received a gas service	99.93 per cent	99.96	Sad face- need explanation.

If you would like to apply for a council home or apply to transfer you can do this online <https://www.lincoln.gov.uk/housing/council-tenants/applying-for-a-council-house/> (easy URL needed) you can also call us on 01522 873333.

Fact box-on the move

Over the last year we let over 711 council homes to residents.

**Photo required: 17) picture of the allocations team helping tenants.**

What we said we will measure	How did we do in 2018/19	What was our target?	Did we achieve our target?
Offers accepted first time	82.50 per cent	80 per cent	Smiley Face.
Percentage of calls answered within 60 seconds to Lincare	99.07 per cent		Smiley Face.

### Page 16-17-Investment performance

As well as repairing your home we spend lots of money on improvements to make sure it is safe, modern and warm. Last year we spent \*\*\* on doing this work. The work we carried out included:

140 kitchen installations

- 165 bathroom installations

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- 575 shower installations
- 315 boiler installations
- 242 door installations
- 229 window installations
- 336 fascia and soffit replacements
- 202 boundary and paving improvements
- 604 communal electrical installation improvements
- 34 communal hardstanding improvements.

### Fire safety

We take the safety of people who live in our homes seriously and even more so when it comes to fire safety in the tower blocks. Earlier in the year we started on works at Shuttleworth House, this included putting in new doors and frames to further improve the fire safety for residents who live there. As a reminder if you've had one of these new doors fitted please don't drill anything into the door or frame, doing so could reduce how effective it is at stopping fire spreading. Once the work has been completed we will look to make similar improvements to Jarvis House and Trent View.

To further support fire safety we worked with Lincolnshire Fire and Rescue to carry out a training exercise at Shuttleworth House. We have also involved residents at the Shuttleworth House Residents group in the results of the fire safety inspections and what to look out for to help keep the building safe.

**Photo required: 18) picture of the work being carried out at Shuttleworth House.**

**Page 17- Sincil bank project**

**TBC**

**Photo needed 19) photo of work on RVP being carried out.**

**Page 18-19-communitiy investment**

To help local residents in Lincoln we have the Community Investment Fund. Community groups and charities can apply to the fund for help delivering their projects. City of Lincoln Council, Travis Perkins, Kier Services and Aaron Services all provide funding, resources and labour to the fund. We also helped these groups design technical aspects of the projects. Over the last year we contributed more than \*\*\*\* in staff time and resources. The community investment fund is supported by Travis Perkins, Aaron Services and Kier Services. For more information about community investment, contact the resident involvement team by emailing [LTP@lincoln.gov.uk](mailto:LTP@lincoln.gov.uk) or telephone: 873398.

Some of the projects we have helped include:

**To date we have helped with several projects, these include:**

- Installing benches in the courtyard at Tom Ward Court. This improved the outdoor area for residents and gave them a better space to relax in and hold events.
- Fitting a new kitchen at Bridge Church on Portland Street. We supplied and fitted a kitchen, this will be used to provide hot meals to homeless people in the area.
- Providing funding for new football equipment at Birchwood Colts FC. The club provides football activities for local residents and was devastated following a fire that destroyed most of their equipment. We were able to help by providing funding so they could buy new training goals.
- Funding a new gate and fencing at the Hillside Community Garden. We supplied the materials for these and trained volunteers on how to install them. The new gate and fence allowed the site to become secure and this meant Green Synergy could start erecting equipment such as a poly tunnel.

- Helping the Moorland Local People Project. We have provided them with free rent on the community hub for a year and have provided funding towards some of the refurbishments. The hub is now used to provide activities and a meeting place for local residents.

**Photos required: 20) picture from the Hillside Community Garden.**

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**Customer Service and Complaints Performance**

	<b>How did we do in 2018/19</b>	<b>What was our target?</b>	<b>Did we achieve our target?</b>
Calls answered within 60 seconds	62.7 per cent	80 per cent	Thumbs down
Complaints answered within 10 days	88.46 per cent	95 per cent	Thumbs down