

## HOUSING SCRUTINY SUB-COMMITTEE

**Monday, 13 August 2018**

**6.00 pm**

**Committee Room 1, City Hall**

Membership:	Councillors Gary Hewson (Chair), Pat Vaughan (Vice-Chair), Bob Bushell, Loraine Woolley, Alan Briggs and Edmund Strengiel
Substitute member:	Councillor Biff Bean
Lincoln Tenants Panel member(s):	Debbie Rousseau, Sheila Watkinson, Mick Barber and Amanda Harley
Officers attending:	Democratic Services and Chris Morton

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### A G E N D A

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1. Confirmation of Minutes - 18 June 2018	<b>3 - 4</b>
2. Declarations of Interest	
Please note that, in accordance with the Members' Code of Conduct, when declaring interests members must disclose the existence and nature of the interest, and whether it is a disclosable pecuniary interest (DPI) or personal and/or pecuniary.	
3. LTP Matters	<b>Verbal Report</b>
4. Performance Monitoring Report - Quarter 1 - 2018/19	<b>5 - 10</b>
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**Present:** Councillor Gary Hewson (*in the Chair*),  
Councillor Pat Vaughan, Councillor Bob Bushell,  
Councillor Loraine Woolley, Councillor Alan Briggs and  
Councillor Edmund Strengiel

**Apologies for Absence:** Chris Morton

**1. Confirmation of Minutes - 19 March 2018**

RESOLVED that the minutes of the meeting held 19 March 2018 be confirmed.

**2. Matters Arising**

Members asked if the following actions had been followed up and completed:-

1. Statistics on rent arrears for the past year – Yvonne agreed to circulate this information to all members following the meeting.
2. Comparison of this year's performance targets – Yvonne agreed to circulate this information to members following the meeting.
3. The roles and responsibilities of a Housing Officer – Yvonne confirmed that it had been added to the work programme for August 2018
4. People parking on grass verges – Yvonne Fox had liaised with Andrew McNeil and the costs were likely to be excessive and there were concerns that funding would not be available. Nevertheless, sites were being costed up.
5. Welton Gardens Housing Completion – Work had been put back slightly due to bad weather at the start of the year. The new completion date had been set for mid-September but the handover would be phased over a 6 week period so that the properties could be filled gradually.

**3. Declarations of Interest**

No declarations of interest were received.

**4. Quarter 4 2017/18 - Performance Summary**

Yvonne Fox, Assistant Director for Housing:

- a) presented the Housing Scrutiny Sub Committee with an end of quarter report on performance indicators for the fourth quarter of year 2017/18 (January 2018 – March 2018)
- b) stated that from April 2010, all social landlords were required to have local offers in place alongside the national standards as set out in the new Regulatory Framework for Social Housing. The Framework was amended with effect from April 2012 but the principles remained the same.

- c) advised that of the 23 measures 12 were on or exceeding targets for the year and 11 had not met the targets set.
- d) referred to appendix A of the report and highlighted the areas where there had been overall improvement including:
  - Percentage of all emergency repairs carried out within time limits
  - Tenant satisfaction with repairs
  - Councillor enquiries replied to within the timescale
  - Percentage of ASB cases closed that were resolved
- e) highlighted areas that had not achieved their target and explained the reason for this:
  - Percentage of rent collected as a percentage of rent due
  - Average re-let period
  - Percentage of offers accepted first time
  - Percentage of complaints replied to within 10 working days
- f) invited committees questions and comments

Question: On 8.2 of the report, nothing appeared after 'particular areas to highlight are:', what was the reason for this?

Response: Yvonne explained that it was a mistake made on the report and assured that it would be changed and re-circulated to members.

Question: Can people without a bank account be offered a Council property?

Response: The individual would need a bank account of some sort to be able to pay their rent as the Council had now become a cashless workplace.

Question: How many times was an allocation of a property allowed to be refused by the tenant?

Response: It varied depending on the band of the property. For Band 1 it was once, band 2, twice and bands 3 and 4, three times. If they hit the limit of refusal, the tenant could potentially be suspended for between 6 and 12 months.

**5. LTP Matters**

None.

**6. Work Programme 2018/19**

The Democratic Services Officer:

- a. presented the work programme for the Housing Scrutiny Sub Committee for 2018/19 as detailed at Appendix A of the report.
- b. advised that this was an opportunity for the committee to suggest other items to be included within the work programme.

RESOLVED that the work programme be noted

<b>SUBJECT:</b>	<b>PERFORMANCE MONITORING REPORT QUARTER 1 – 2018/19</b>
<b>DIRECTORATE:</b>	<b>HOUSING AND REGENERATION</b>
<b>LEAD OFFICER:</b>	<b>PAULA BURTON - HOUSING QUALITY &amp; PERFORMANCE TEAM LEADER</b>

**1. Purpose of Report**

1.1 To provide Housing Scrutiny Sub Committee with an end of quarter report on Performance Indicators for the first quarter of year 2018/19 (April 2018 – June 2018). See Appendix A.

**2. Executive Summary**

2.1 This report combines all performance relevant to Housing Landlord issues.

2.2 In total there are 23 measures and of these, 11 are on or exceeding targets for the year and 12 have not met the targets set.

**3. Background**

3.1 Over the last eight years the Council has been working with the Lincoln Tenants Panel to improve external scrutiny and to meet the standards implemented by the Tenant Services Authority.

3.2 From 1 April 2010 all social landlords were required to have local offers in place alongside the national standards as set out in the new Regulatory Framework for Social Housing. The Framework was amended with effect from April 2012 but the principles remain the same.

**4. Main Body of Report**

4.1 Appendix A attempts to simplify the overall analysis by listing performance on a service functional basis (rents, repairs etc) and then showing the source of the indicator (reason).

4.2 For comparison purposes each indicator shows performance for the last year, target for current year (where applicable) and progress made in the current year.

4.3 Appendix A shows which targets have been met and those where we have not achieved our target. There are 11 indicators that are currently meeting or exceeding target at the end of the year. Particular areas to highlight are:

## **5. Percentage of all repairs carried out within time limits**

- 5.1 The percentage of all repairs carried out within their time limit is now at 98%. Emergency repairs are counted within this indicator and all emergency repairs were completed within their timescale of 24 hours.

## **6. Percentage of rent lost due to vacant dwellings**

- 6.1 All teams involved in the voids process have worked hard to ensure that the percentage of rent lost has been kept at a minimum and within the target set in the Housing Revenue Account Business Plan. Although the number of days that properties have been empty is not within target it has been improving throughout the quarter and the areas that are causing the delays are being scrutinised and remedies are being established.

## **7. Percentage of ASB cases closed that were resolved**

- 7.1 Officers continue to work hard to improve performance in this area. Regular monitoring of all cases continues to take place and cases are closed by officers in agreement with their managers.
- 7.2 The following summary provides a brief explanation of reasons where we have not achieved our targets. Particular areas to highlight are:

## **8. Percentage of rent collected as a percentage of rent due**

- 8.1 When the target was set for this financial year the percentage of rent collected was projected to reduce due to the implementation of Universal Credit. This has proved to be the case but unfortunately the effect of Universal Credit has been worse than expected. There are currently 500 claimants and the delays in processing the claims and making the payments is running at 6 weeks. This is being closely monitored on a weekly basis and a working group is already working on ways to reduce the effect of the delays.

## **9. Average days to resolve ASB cases**

- 9.1 Although the number of cases that have been resolved has improved, the amount of time that it has taken to close the cases is above target and is taking an average of 78 days. This has been due to a higher complexity of the cases that have been closed rather than delays in the officers dealing with the various stages involved.

## **10. Percentage of offers accepted first time**

- 10.1 Performance in this area remains below target and stands at 68.46%. The properties continue to be refused for a variety of reasons with the highest number of refusals being applicants stating that the areas are not suitable or they have changed their mind about moving, which is beyond the Council's control. Officers continue to gather as much information as they can about refusal reasons so that if a remedy is required it can be acted on and also give as much information as

they can about the properties during the bidding cycle and prior to viewing to attempt to reduce the refusal rate.

## **11. Complaints**

Performance in this area continues to be below the standard required. The process is continuously scrutinised with each stage of the complaint being monitored so that there is a clearer understanding of why each out of time complaint was not completed within time. In addition to this new processes are being developed to ensure that all officers are aware of the complaints they are responsible for and officers are encouraged to advise if they suspect that a complaint will not be completed within time so that it can be reallocated to a different officer.

## **12. Strategic priorities**

### **12.1 Improve the performance of the Council's Housing Landlord Function**

There continues to be a strong commitment to improving the quality and efficiency of the service and this is a key aim in the Housing Revenue Account Business Plan.

## **13. Organisational Impacts**

### **13.1 Finance**

The performance reported in this report are all, currently, being delivered within the existing budget.

## **14. Recommendation**

### **14.2 Members are asked to note and comment on:**

- a) The current performance outcomes during the financial year 2018/19 ;
- b) A commitment to continue reporting on a quarterly basis and to determine a programme to have more interim in depth reviews of service specific performance.

**Key Decision** Yes/No

**Key Decision Reference No.**

**Do the Exempt Information Categories Apply** Yes/No

**Call in and Urgency:** Is the decision one to which Rule Yes/No

15 of the Scrutiny  
Procedure Rules apply?

**Does the report contain** Yes/No  
**Appendices?**

**List of Background  
Papers:**

**Lead Officer:**

Paula Burton, Housing Quality and Performance Team  
Leader  
Telephone 873572



**LANDLORD SERVICES – PERFORMANCE 2018/19**

**APPENDIX A**

Figures in brackets are the standalone quarterly figure.

Reference	Description	Actual 2017/18	Target 2018/19	2018/19 Q1	2018/19 Q2	2018/19 Q3	2018/19 Q4	Commentary
<b>Rents</b>								
125B	% of rent collected as a percentage of rent due	99.68%	98%	97.56%				Below target.
126	Arrears as a % of rent debit	2.11%	3.65%	2.72%				Better than target.
<b>Voids</b>								
69	% of rent lost due to vacant dwellings	0.97%	0.90%	0.72%				Better than target.
58	Average re-let period – General needs (excluding major works)	21.07 days	20 days	23.26 days				Below target.
61	Average re-let period – All dwellings (including major works)	26.77 days	25 days	26.42 days				Below target.
<b>Allocations</b>								
85A	% of offers accepted first time	75.05%	80%	68.46%				Below target.
<b>Repairs</b>								
29	% of all emergency repairs carried out within time limits	100%	99.5%	100.00%				Better than target.
32	% of all repairs carried out within time limits	97.49%	97.5%	98.00%				Better than target.
33	Average time taken to complete repairs	6.59 days	8 days	8.6 days				Below target.
34	Complete repairs right on first visit.	90.21%	90%	93.38%				Better than target.
37	Repair appointments kept against appointments made (%)	95.85%	95%	96.56%				Better than target.
41	Tenant satisfaction with repairs	96.22%	95%	97.24%				Better than target.
<b>Decent Homes</b>								

Reference	Description	Actual 2017/18	Target 2018/19	2018/19 Q1	2018/19 Q2	2018/19 Q3	2018/19 Q4	Commentary
50	% of non-decent homes	0%	0%	0.94%				Below target.
48	% of homes with valid gas safety certificate	99.96%	99.96%	99.85%				Below target.
<b>Complaints</b>								
22	% of complaints replied to in 10 working days	89.81%	95%	75.76%				Below target.
22A	Councillor enquiries replied to within time	100%	95%	83.33%				Below target.
22B	MP enquiries replied to within time	76.60%	100%	66.67%				Below target.
<b>ASB</b>								
89	% of ASB cases closed that were resolved	98.99%	94%	100.00%				Better than target.
90	Average days to resolve ASB cases	65.73 days	70 days	78 days				Below target.
<b>Other</b>								
	Expenditure against target set for year – responsive maintenance	100.90%	100%	14%				On target.
	Expenditure against target set for year – capital programme	100.00%	100%	5.42%				On target.
<b>Customer Contact</b>								
	% of calls answered within 60 seconds	63.91%	80%	47%				Below target.
	Customer satisfaction with the overall service	88%	88%	88%				Biannual survey. STAR survey planned for Q3 this year.

<b>SUBJECT:</b>	<b>ROLE OF THE HOUSING OFFICERS</b>
<b>REPORT BY:</b>	<b>DIRECTOR OF HOUSING AND REGENERATION</b>
<b>LEAD OFFICER:</b>	<b>YVONNE FOX, ASSISTANT DIRECTOR OF HOUSING</b>

**1. Purpose of Report**

- 1.1 To provide Members with a summary of the role and responsibilities of a Housing Officer.
- 1.2 All Housing Officers manage a patch of around 450 and are based in one of three Area Housing Teams, North, South and Central. At times, it may be necessary to move Officers to a different patch or to change the boundary of their patch. Any changes are communicated to the Customer Services Team and more recently, to Members.

**2. Summary**

- 2.1 The Tenancy Service Team has worked extremely hard over the last 18 months to improve performance. This hard work has resulted in the team achieving the ASB Accreditation award in 2017 and exceeding targets for rent arrears collection in both 2016/7 and 2017/8.
- 2.2 Their job is varied as they are working directly with our customers and this means that they have to reprioritise their workloads on a daily basis.
- 2.3 The teams operate a duty rota to take calls as officers are normally out on visits throughout the day. Some officers may not return to the office until the following day which means that occasionally an email or phone enquiry will be dealt with the following day.
- 2.4 If an enquiry is urgent, an Area Manager and/or the Tenancy Services Manager is normally available. A list of all officers and managers is attached for information.

**3. Background**

- 3.1 The current Tenancy Management Teams structure was implemented in late 2013 and involves three Teams, 'North' (total 2908 properties in management), 'Central' (total 2585 properties) and 'South' (2151 properties), each consisting of 5 or 6 Housing Officers, who are responsible for the day to day tenancy management of a defined portfolio or 'patch' of Council homes and the environment in and around which they are situated.
- 3.2 The number of properties managed by an individual Housing Officer on a patch has been derived from a 'weighting' system which takes into account the number

of rent arrears cases and the number of cases of anti-social behaviour, typically within the historical estate demarcations of the City of Lincoln.

#### **4. The Role of a Housing Officer**

- 4.1 Ensure that the tenancy agreement is complied with, taking prompt and effective enforcement action where a breach of the conditions of the agreement is identified and liaising with other service providers and partner agencies where appropriate.
- 4.2 Maximise income recovery from Council tenants in accordance with established procedures and in line with both individual and team targets and for following enforcement action for the recovery of debts.
- 4.3 Deal with instances of anti-social behaviour, harassment and hate crime in accordance with established procedures following cases through to court where appropriate and providing support for victims and witnesses during and after any court proceedings.
- 4.4 Actively identify any safeguarding issues and act in accordance with common assessment framework requirements.
- 4.5 Prepare case files for legal enforcement action and represent the Council in court where appropriate.
- 4.6 Through regular estate inspections and effective engagement and liaison with others, ensure that the environment in the area is maintained to the highest standards at all times.
- 4.7 Identify, report and monitor individual, communal/estate repairs.
- 4.8 Liaise with the Council's Public Protection and Anti-Social Behaviour Team in order to tackle anti-social behaviour on a wider, community-based level, co-working anti-social behaviour cases where appropriate in order to achieve successful outcomes.
- 4.9 Promote and support tenant and resident involvement and engagement, maintaining and building on existing structures (such as tenants' and residents' associations) within their patch.
- 4.10 Promote and develop estate surgeries or similar and attend such surgeries as part of the tenancy management service.
- 4.11 Where required, carry out, collaborate or assist in all aspects of tenant consultation, which may include major and planned works and estate improvements.
- 4.12 Manage introductory tenancies effectively through established procedures, including new tenancy and review visits and taking enforcement, termination or extension action as required. Prepare and take cases to the Housing Appeals Panel.

- 4.13 Provide an active tenancy advice service to tenants on all aspects of tenancy management.
- 4.14 Represent the council at meetings with other external bodies with an interest in working within council estates and with individual or groups of tenants.
- 4.15 The current challenges faced by Housing Officers in their work is dominated by the Welfare Reform agenda, particularly the roll-out of Universal Credit to potentially several thousand Council tenants and how Officers can mitigate and balance the effects of this in maintaining the Council's income stream whilst trying to sustain the tenancies of many vulnerable tenants.

**5. Challenges facing the Tenancy Services Team**

- 5.1 The main challenge is to minimise the impact of the roll out of Universal Credit. The Housing Officers work closely with their counterparts in Benefits and DWP to ensure that our tenants fully understand the requirement to pay rent and are supported to do so.
- 5.2 Keeping the rent arrears to a minimum which could be challenging due to the roll-out of UC
- 5.3 Continue to provide an excellent service to tenants who are experiencing ASB
- 5.4 Supporting tenants who may be vulnerable and at risk of tenancy failure.

**6. Recommendation**

- 6.1 Members are asked to:
  - a) Note the content of the report

<b>Key Decision</b>	No
<b>Key Decision Reference No.</b>	N/A
<b>Do the Exempt Information Categories Apply</b>	No
<b>Call in and Urgency: Is the decision one to which Rule 15 of the Scrutiny Procedure Rules apply?</b>	No

**Does the report contain Appendices?** Yes

**List of Background Papers:** None.

**Lead Officer:** Paula Burton, Housing Quality and Performance Team Leader  
Telephone 873572

Address	Estate	Team	Housing Officer	Tel. No	Ward	Area Housing Manager
ABBEY PLACE	Stamp End/Tower	Central	Mark Lovely	01522 873650	Abbey	Vicki Gothorp
ABERPORTH DRIVE	Birchwood	South	Kerry Curtis	01522 873552	Birchwood	Kate Oliver
ADDISON DRIVE (1-109, 2-104)	St Giles	North	Jayne Craycraft	01522 873669	Glebe	Karen Lockwood
ADDISON DRIVE (111-end, 106-end)	St Giles	North	Ben Jackson	01522 873750	Glebe	Karen Lockwood
ALBION PLACE	City Centre / West End	Central	Jordan Allmond	01522 873477	Park	Vicki Gothorp
ALFRED STREET	City Centre / West End	Central	Jordan Allmond	01522 873477	Boultham	Vicki Gothorp
ALLANDALE CLOSE	Ermine West	North	Ben Jackson	01522 873750	Castle	Karen Lockwood
ALLANDALE VIEW	Ermine West	North	Ben Jackson	01522 873750	Castle	Karen Lockwood
ALLENBY CLOSE	Stamp End/Tower	Central	Mark Lovely	01522 873650	Abbey	Vicki Gothorp
ALNESS CLOSE	Birchwood	South	Kerry Curtis	01522 873552	Birchwood	Kate Oliver
AMBLE CLOSE	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
ANDERBY DRIVE	Hartsholme	South	Marie Schofield	01522 873206	Hartsholme	Kate Oliver
ANDERSON LANE	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Castle	Vicki Gothorp
ANDOVER CLOSE	Birchwood	South	Julie King & Katie Esberger	01522 873643	Birchwood	Kate Oliver
APLEY CLOSE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
APPLEBY HOUSE	Hartsholme	South	Sara Gorecka	01522 873803	Hartsholme	Kate Oliver
APPLEGARTH	Bracebridge / Manse	Central	Abi O'Boyle	01522 873766	Witham	Vicki Gothorp
ARRAS CLOSE	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
ARTHUR TAYLOR STREET	City Centre / West End	Central	Jordan Allmond	01522 873477	Carholme	Vicki Gothorp
ASHBY AVENUE	Hartsholme	South	Allison Johnson	01522 873230	Hartsholme	Kate Oliver
ASHLAR CLOSE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
ASHTONS COURT	City Centre / West End	Central	Jennie Lord	01522 873469	Park	Vicki Gothorp
ASTERBY CLOSE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
AUBOURN AVENUE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
AYLESBY CLOSE	Ermine West	North	Rebecca Dawson	01522 873809	Castle	Karen Lockwood
BAGGEHOLME ROAD	Stamp End/Tower	Central	Mark Lovely	01522 873650	Abbey	Vicki Gothorp
BAIN STREET	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
BALMORAL HOUSE	Ermine East	North	Rebecca Dawson	01522 873809	Minster	Karen Lockwood
BARDNEY CLOSE	Hartsholme	South	Allison Johnson	01522 873230	Hartsholme	Kate Oliver
BARKSTON GARDENS	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
BARLINGS CLOSE	Hartsholme	South	Allison Johnson	01522 873230	Hartsholme	Kate Oliver
BASSINGHAM CRESCENT	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
BAWTRY CLOSE	Birchwood	South	Kerry Curtis	01522 873552	Birchwood	Kate Oliver

Address	Estate	Team	Housing Officer	Tel. No	Ward	Area Housing Manager
BAYONS HOUSE	Hartsholme	South	Sara Gorecka	01522 873803	Hartsholme	Kate Oliver
BAYWOOD CLOSE	Birchwood	South	Sara Gorecka	01522 873803	Birchwood	Kate Oliver
BEECH STREET	Bracebridge / Manse	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
BELTON AVENUE	Hartsholme	South	Marie Schofield	01522 873206	Hartsholme	Kate Oliver
BELVEDERE HOUSE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
BENNINGTON CLOSE	Hartsholme	South	Allison Johnson	01522 873230	Hartsholme	Kate Oliver
BENTINCK SQUARE	Stamp End/Tower	Central	Mark Lovely	01522 873650	Abbey	Vicki Gothorp
BENTINCK STREET	Stamp End/Tower	Central	Mark Lovely	01522 873650	Abbey	Vicki Gothorp
BILSBY CLOSE	Ermine East	North	Rebecca Dawson	01522 873809	Minster	Karen Lockwood
BIRCHWOOD AVENUE	Birchwood	South	Sara Gorecka	01522 873803	Birchwood	Kate Oliver
BLACKBOURN ROAD	Boultham Moor	Central	Oliver Firth	01522 873821	Moorland	Vicki Gothorp
BLANKNEY CRESCENT	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
BOULTHAM PARK ROAD	Boultham Moor	South	Allison Johnson	01522 873230	Boultham	Kate Oliver
BOUNDARY STREET	Bracebridge / Manse	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
BOURNE CLOSE	Boultham Moor	South	Marie Schofield	01522 873206	Moorland	Kate Oliver
BRANT ROAD	Bracebridge / Manse	Central	Abi O'Boyle	01522 873766	Witham	Vicki Gothorp
BRATTLEBY CRESCENT	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
BREEDON DRIVE	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
BRIAR CLOSE	Birchwood	South	Sara Gorecka	01522 873803	Birchwood	Kate Oliver
BROOMHILL	Birchwood	South	Kerry Curtis	01522 873552	Birchwood	Kate Oliver
BROWNING DRIVE (131-end, 136-end)	St Giles	North	Ben Jackson	01522 873750	Glebe	Karen Lockwood
BROWNING DRIVE (1-129a, 2-134)	St Giles	North	Jayne Craycraft	01522 873669	Glebe	Karen Lockwood
BROXHOLME GARDENS	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
BUCHANAN STREET	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
BUCKINGHAM HOUSE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
BUCKNALL AVENUE	Hartsholme	South	Allison Johnson	01522 873230	Hartsholme	Kate Oliver
BURNS GARDENS	St Giles	North	Jayne Craycraft	01522 873669	Glebe	Karen Lockwood
BURTON ROAD	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Castle	Vicki Gothorp
BURWELL CLOSE	Ermine East	North	Rebecca Dawson	01522 873809	Minster	Karen Lockwood
CABOURNE AVENUE	Ermine East	North	Rebecca Dawson	01522 873809	Minster	Karen Lockwood
CAMPBELL HOUSE	City Centre / West End	Central	Jordan Allmond	01522 873477	Carholme	Vicki Gothorp
CAMWOOD CRESCENT	Birchwood	South	Sara Gorecka	01522 873803	Birchwood	Kate Oliver
CANNON STREET	Stamp End/Tower	Central	Jennie Lord	01522 873469	Abbey	Vicki Gothorp



Address	Estate	Team	Housing Officer	Tel. No	Ward	Area Housing Manager
CANWICK ROAD	City Centre / West End	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
CARHOLME ROAD	City Centre / West End	Central	Jordan Allmond	01522 873477	Carholme	Vicki Gothorp
CARLTON GROVE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
CARLTON WALK	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
CARLYLE WALK	St Giles	North	Jayne Craycraft	01522 873669	Glebe	Karen Lockwood
CARR STREET	City Centre / West End	Central	Jordan Allmond	01522 873477	Carholme	Vicki Gothorp
CARRINGTON DRIVE	Hartsholme	South	Allison Johnson	01522 873230	Hartsholme	Kate Oliver
CASSIA GREEN	Birchwood	South	Kerry Curtis	01522 873552	Birchwood	Kate Oliver
CAYTHORPE HOUSE	Hartsholme	South	Sara Gorecka	01522 873803	Hartsholme	Kate Oliver
CEDAR AVENUE	Bracebridge / Manse	Central	Abi O'Boyle	01522 873766	Witham	Vicki Gothorp
CHARLES STREET	City Centre / West End	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
CHARLES STREET WEST	City Centre / West End	Central	Jordan Allmond	01522 873477	Carholme	Vicki Gothorp
CHARLESWORTH STREET	City Centre / West End	Central	Jordan Allmond	01522 873477	Carholme	Vicki Gothorp
CHATTERTON AVENUE	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
CHAUCER DRIVE	St Giles	North	Jayne Craycraft	01522 873669	Glebe	Karen Lockwood
CHELMSFORD STREET	City Centre / West End	Central	Jordan Allmond	01522 873477	Park	Vicki Gothorp
CHESHIRE HOUSE	Ermine East	North	Rebecca Dawson	01522 873809	Minster	Karen Lockwood
CHIVENOR CLOSE	Birchwood	South	Julie King & Katie Esberger	01522 873643	Birchwood	Kate Oliver
CHRISTS HOSPITAL TERRACE	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Minster	Vicki Gothorp
CLARENCE HOUSE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
CLARENDON GARDENS	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
CLARENDON VIEW	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
CLASKET HOUSE	City Centre / West End	Central	Amy McCracken	01522 873469	Abbey	Vicki Gothorp
CLEMATIS APPROACH	Birchwood	South	Kerry Curtis	01522 873552	Birchwood	Kate Oliver
CLIVE AVENUE	Boultham Moor	South	Allison Johnson	01522 873230	Boultham	Kate Oliver
COLEBY STREET	Stamp End/Tower	Central	Mark Lovely	01522 873650	Abbey	Vicki Gothorp
COLERIDGE GARDENS	St Giles	North	Ben Jackson	01522 873750	Glebe	Karen Lockwood
COLERIDGE GREEN	St Giles	North	Jayne Craycraft	01522 873669	Glebe	Karen Lockwood
COLLEGE CLOSE	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Castle	Vicki Gothorp
CONINGSBY STREET	Stamp End/Tower	Central	Amy McCracken	01522 873469	Abbey	Vicki Gothorp
CONSTABLE AVENUE	Boultham Moor	South	Marie Schofield	01522 873206	Moorland	Kate Oliver
CONSTABLE CLOSE	Boultham Moor	South	Marie Schofield	01522 873206	Moorland	Kate Oliver
CORNWALL HOUSE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood

Address	Estate	Team	Housing Officer	Tel. No	Ward	Area Housing Manager
COSFORD CLOSE	Birchwood	South	Julie King & Katie Esberger	01522 873643	Birchwood	Kate Oliver
COSGROVE CLOSE	Boultham Moor	South	Marie Schofield	01522 873206	Moorland	Kate Oliver
COTMAN ROAD	Boultham Moor	South	Allison Johnson	01522 873230	Moorland	Kate Oliver
COTMAN WALK	Boultham Moor	South	Marie Schofield	01522 873206	Moorland	Kate Oliver
COTTAGE PADDOCK (THE)	Boultham Moor	South	Marie Schofield	01522 873206	Moorland	Kate Oliver
COTTINGHAM DRIVE	St Giles	North	Jayne Craycraft	01522 873669	Glebe	Karen Lockwood
COWPER DRIVE	St Giles	North	Ben Jackson	01522 873750	Glebe	Karen Lockwood
CROFT STREET	Stamp End/Tower	Central	Amy McCracken	01522 873469	Abbey	Vicki Gothorp
CROSS STREET	City Centre / West End	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
CROXTON DRIVE	Hartsholme	South	Marie Schofield	01522 873206	Hartsholme	Kate Oliver
CYDONIA APPROACH	Birchwood	South	Kerry Curtis	01522 873552	Birchwood	Kate Oliver
DANES COURTYARD	City Centre / West End	Central	Jordan Allmond	01522 873477	Abbey	Vicki Gothorp
DAVID AVENUE	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
DE WINT AVENUE	Boultham Moor	South	Marie Schofield	01522 873206	Moorland	Kate Oliver
DE WINT COURT	Boultham Moor	South	Marie Schofield	01522 873206	Moorland	Kate Oliver
DE WINT PLACE	Boultham Moor	South	Marie Schofield	01522 873206	Moorland	Kate Oliver
DELLFIELD AVENUE	Birchwood	South	Sara Gorecka	01522 873803	Birchwood	Kate Oliver
DENTON HOUSE	Hartsholme	South	Sara Gorecka	01522 873803	Hartsholme	Kate Oliver
DEREK MILLER COURT	City Centre / West End	Central	Jordan Allmond	01522 873477	Carholme	Vicki Gothorp
DRYDEN AVENUE	St Giles	North	Jayne Craycraft	01522 873669	Glebe	Karen Lockwood
DUNHOLME COURT	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
DUNSTON CLOSE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
EAST LIBERTY	Stamp End/Tower	Central	Mark Lovely	01522 873650	Abbey	Vicki Gothorp
EASTBOURNE STREET	Stamp End/Tower	Central	Mark Lovely	01522 873650	Abbey	Vicki Gothorp
EASTLEIGH CLOSE	Birchwood	South	Julie King & Katie Esberger	01522 873643	Birchwood	Kate Oliver
EASTOFT HOUSE	Hartsholme	South	Sara Gorecka	01522 873803	Hartsholme	Kate Oliver
EBONY GROVE	Birchwood	South	Sara Gorecka	01522 873803	Birchwood	Kate Oliver
EDENDALE GARDENS	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
EDENDALE VIEW	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
EDINBURGH HOUSE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
EDLINGTON CLOSE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
ELDER STREET	Bracebridge / Manse	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
ELLISON STREET	Bracebridge / Manse	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp

Address	Estate	Team	Housing Officer	Tel. No	Ward	Area Housing Manager
ELMWOOD CLOSE	Birchwood	South	Sara Gorecka	01522 873803	Birchwood	Kate Oliver
EPWORTH VIEW	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
ERMINE CLOSE	Ermine West	North	Jayne Craycraft	01522 873669	Castle	Karen Lockwood
ESCOMBE VIEW	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
FAIRFAX STREET	Bracebridge / Manse	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
FAIRFIELD STREET	Stamp End/Tower	Central	Mark Lovely	01522 873650	Abbey	Vicki Gothorp
FENTON PLACE	Stamp End/Tower	Central	Mark Lovely	01522 873650	Abbey	Vicki Gothorp
FIR TREE AVENUE	Birchwood	South	Sara Gorecka	01522 873803	Birchwood	Kate Oliver
FISKERTON DRIVE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
FLEMING HOUSE	Bracebridge / Manse	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
FORDHAM HOUSE	Boultham Moor	South	Marie Schofield	01522 873206	Moorland	Kate Oliver
FOSS BANK	City Centre / West End	Central	Jordan Allmond	01522 873477	Carholme	Vicki Gothorp
FRANCIS STREET	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Castle	Vicki Gothorp
FRANK SWABY COURT	Bracebridge / Manse	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
FRANK WRIGHT COURT	St Giles	North	Jayne Craycraft	01522 873669	Glebe	Karen Lockwood
FULBECK HOUSE	Boultham Moor	South	Allison Johnson	01522 873230	Moorland	Kate Oliver
GAINSBOROUGH GARDENS	Boultham Moor	South	Allison Johnson	01522 873230	Moorland	Kate Oliver
GARFIELD CLOSE	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
GARFIELD VIEW	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
GAUNT STREET	City Centre / West End	Central	Jordan Allmond	01522 873477	Boultham	Vicki Gothorp
GENEVA AVENUE	St Giles	North	Jayne Craycraft	01522 873669	Glebe	Karen Lockwood
GEORGE ELSEY HOUSE	Boultham Moor	South	Allison Johnson	01522 873230	Moorland	Kate Oliver
GIBBESON STREET	City Centre / West End	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
GIBSON HOUSE	Ermine East	North	Rebecca Dawson	01522 873809	Minster	Karen Lockwood
GLOUCESTER HOUSE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
GLYNN VIEW	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
GOLDSMITH WALK	St Giles	North	Ben Jackson	01522 873750	Glebe	Karen Lockwood
GOOD LANE	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Castle	Vicki Gothorp
GRACE STREET	City Centre / West End	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
GRAINSBY CLOSE	Boultham Moor	Central	Oliver Firth	01522 873821	Moorland	Vicki Gothorp
GRAY STREET	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Castle	Vicki Gothorp
GREETWELL GATE	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Minster	Vicki Gothorp
GREGG HALL CRESCENT	Boultham Moor	Central	Oliver Firth	01522 873821	Witham	Vicki Gothorp

Address	Estate	Team	Housing Officer	Tel. No	Ward	Area Housing Manager
GREYLING CLOSE	Ermine West	North	Ben Jackson	01522 873750	Castle	Karen Lockwood
GREYLING VIEW	Ermine West	North	Ben Jackson	01522 873750	Castle	Karen Lockwood
GUNBY AVENUE	Hartsholme	South	Marie Schofield	01522 873206	Hartsholme	Kate Oliver
HACKTHORN PLACE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
HALTON CLOSE	Birchwood	South	Julie King & Katie Esberger	01522 873643	Birchwood	Kate Oliver
HAMPTON HOUSE	Ermine East	North	Rebecca Dawson	01522 873809	Minster	Karen Lockwood
HAMPTON STREET	City Centre / West End	Central	Jordan Allmond	01522 873477	Carholme	Vicki Gothorp
HANNAH HOUSE	Ermine East	North	Rebecca Dawson	01522 873809	Minster	Karen Lockwood
HANOVER HOUSE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
HARDWICK PLACE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
HAREWOOD HOUSE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
HARRISON PLACE	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Castle	Vicki Gothorp
HATCLIFFE GARDENS	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
HATTON CLOSE	Hartsholme	South	Allison Johnson	01522 873230	Hartsholme	Kate Oliver
HAYDOR AVENUE	Ermine East	North	Rebecca Dawson	01522 873809	Minster	Karen Lockwood
HAZELWOOD AVENUE	Birchwood	South	Sara Gorecka	01522 873803	Birchwood	Kate Oliver
HEMSWELL AVENUE	Hartsholme	South	Marie Schofield	01522 873206	Hartsholme	Kate Oliver
HENLOW CLOSE	Birchwood	South	Julie King & Katie Esberger	01522 873643	Birchwood	Kate Oliver
HERMIT STREET	City Centre / West End	Central	Jordan Allmond	01522 873477	Park	Vicki Gothorp
HICKORY ROAD	Birchwood	South	Sara Gorecka	01522 873803	Birchwood	Kate Oliver
HIGHFIELD AVENUE	Boultham Moor	South	Allison Johnson	01522 873230	Moorland	Kate Oliver
HOLLY CLOSE	Bracebridge / Manse	Central	Abi O'Boyle	01522 873766	Witham	Vicki Gothorp
HOLLY STREET	Bracebridge / Manse	Central	Abi O'Boyle	01522 873766	Witham	Vicki Gothorp
HOLYROOD HOUSE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
HONINGTON APPROACH	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
HONINGTON CRESCENT	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
HOOD STREET	City Centre / West End	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
HOPE STREET	City Centre / West End	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
HUGHES HOUSE	Boultham Moor	South	Marie Schofield	01522 873206	Moorland	Kate Oliver
HURN CLOSE	Birchwood	South	Julie King & Katie Esberger	01522 873643	Birchwood	Kate Oliver
INGLEBY CRESCENT	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
JARVIS HOUSE	Hartsholme	South	Kerry Curtis	01522 873552	Hartsholme	Kate Oliver
JASMIN ROAD	Birchwood	South	Kerry Curtis	01522 873552	Birchwood	Kate Oliver

Address	Estate	Team	Housing Officer	Tel. No	Ward	Area Housing Manager
JELICOE AVENUE	Stamp End/Tower	Central	Mark Lovely	01522 873650	Abbey	Vicki Gothorp
JESMOND VIEW	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
JOHN STREET	Stamp End/Tower	Central	Mark Lovely	01522 873650	Abbey	Vicki Gothorp
KEADBY CLOSE	Hartsholme	South	Allison Johnson	01522 873230	Hartsholme	Kate Oliver
KEDDINGTON AVENUE	Ermine West	North	Ben Jackson	01522 873750	Castle	Karen Lockwood
KELSEY STREET	City Centre / West End	Central	Jordan Allmond	01522 873477	Carholme	Vicki Gothorp
KEMBLE CLOSE	Birchwood	South	Kerry Curtis	01522 873552	Birchwood	Kate Oliver
KENNER CLOSE	Boultham Moor	South	Marie Schofield	01522 873206	Moorland	Kate Oliver
KENNETH STREET	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Castle	Vicki Gothorp
KENSINGTON HOUSE	Ermine East	North	Rebecca Dawson	01522 873809	Minster	Karen Lockwood
KERSHAW VIEW	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
KESTEVEN STREET	City Centre / West End	Central	Jordan Allmond	01522 873477	Park	Vicki Gothorp
KILBURN CRESCENT	Boultham Moor	South	Allison Johnson	01522 873230	Moorland	Kate Oliver
KINGSLEY STREET	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Castle	Vicki Gothorp
KIPLING CLOSE	St Giles	North	Ben Jackson	01522 873750	Glebe	Karen Lockwood
LAKE VIEW ROAD	Boultham Moor	Central	Oliver Firth	01522 873821	Moorland	Vicki Gothorp
LAMB GARDENS	St Giles	North	Jayne Craycraft	01522 873669	Glebe	Karen Lockwood
LAMBETH HOUSE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
LANCASTER PLACE	City Centre / West End	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
LANCEWOOD GARDENS	Birchwood	South	Sara Gorecka	01522 873803	Birchwood	Kate Oliver
LARCHWOOD CRESCENT	Birchwood	South	Sara Gorecka	01522 873803	Birchwood	Kate Oliver
LAUGHTON CRESCENT	Ermine East	North	Rebecca Dawson	01522 873809	Minster	Karen Lockwood
LAUGHTON WAY (1-83, 2-176)	Ermine East	North	Rebecca Dawson	01522 873809	Minster	Karen Lockwood
LAUGHTON WAY (85 - end, 178-end)	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
LAUGHTON WAY NORTH	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
LAUREL CLOSE	Bracebridge / Manse	Central	Abi O'Boyle	01522 873766	Witham	Vicki Gothorp
LAWRENCE CLOSE	Boultham Moor	South	Allison Johnson	01522 873230	Moorland	Kate Oliver
LEAROYD HOUSE	Ermine East	North	Rebecca Dawson	01522 873809	Minster	Karen Lockwood
LEGBOURNE CLOSE	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
LEIGHTON CRESCENT	Boultham Moor	South	Allison Johnson	01522 873230	Moorland	Kate Oliver
LENTON GREEN	Ermine East	North	Rebecca Dawson	01522 873809	Minster	Karen Lockwood
LEXINGTON HOUSE	Bracebridge / Manse	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
LILAC CLOSE	Birchwood	South	Kerry Curtis	01522 873552	Birchwood	Kate Oliver

Address	Estate	Team	Housing Officer	Tel. No	Ward	Area Housing Manager
LILLICRAP COURT	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Castle	Vicki Gothorp
LINDUM AVENUE	Stamp End/Tower	Central	Mark Lovely	01522 873650	Abbey	Vicki Gothorp
LITTLE BARGATE STREET	City Centre / West End	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
LONGDALES ROAD	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
LUDFORD DRIVE	Hartsholme	South	Marie Schofield	01522 873206	Hartsholme	Kate Oliver
LUMLEY PLACE	City Centre / West End	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
LUTON CLOSE	Birchwood	South	Julie King & Katie Esberger	01522 873643	Birchwood	Kate Oliver
LYNEHAM CLOSE	Birchwood	South	Kerry Curtis	01522 873552	Birchwood	Kate Oliver
MACAULAY DRIVE (1-75,2-82)	St Giles	North	Jayne Craycraft	01522 873669	Glebe	Karen Lockwood
MACAULAY DRIVE (77-end,98-end)	St Giles	North	Ben Jackson	01522 873750	Glebe	Karen Lockwood
MANSE AVENUE	Bracebridge / Manse	Central	Abi O'Boyle	01522 873766	Witham	Vicki Gothorp
MARHAM CLOSE	Birchwood	South	Julie King & Katie Esberger	01522 873643	Birchwood	Kate Oliver
MARLBOROUGH HOUSE	Ermine East	North	Rebecca Dawson	01522 873809	Minster	Karen Lockwood
MARLOWE DRIVE	St Giles	North	Jayne Craycraft	01522 873669	Glebe	Karen Lockwood
MARNE GARDENS	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
MARY SOOKIAS HOUSE	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Castle	Vicki Gothorp
MIDVILLE CLOSE	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
MILDENHALL DRIVE	Birchwood	South	Julie King & Katie Esberger	01522 873643	Birchwood	Kate Oliver
MILL COURT	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Castle	Vicki Gothorp
MILL ROW	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Castle	Vicki Gothorp
MILTON STREET	Bracebridge / Manse	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
MINTING CLOSE	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
MONKS ROAD	Stamp End/Tower	Central	Mark Lovely	01522 873650	Abbey	Vicki Gothorp
MONS ROAD	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
MOORBY CLOSE	Ermine West	North	Jayne Craycraft	01522 873669	Castle	Karen Lockwood
MOORLAND AVENUE	Boultham Moor	South	Marie Schofield	01522 873206	Moorland	Kate Oliver
MOORLAND CRESCENT	Boultham Moor	South	Allison Johnson	01522 873230	Moorland	Kate Oliver
MORTON DRIVE	Hartsholme	South	Marie Schofield	01522 873206	Hartsholme	Kate Oliver
MURFIN HOUSE	Boultham Moor	South	Marie Schofield	01522 873206	Moorland	Kate Oliver
NAAM GROVE	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Castle	Vicki Gothorp
NAAM PLACE	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Castle	Vicki Gothorp
NAPIER STREET	Stamp End/Tower	Central	Mark Lovely	01522 873650	Abbey	Vicki Gothorp
NATAL VIEW	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood

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NENE ROAD	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
NETTLETON HOUSE	Ermine East	North	Rebecca Dawson	01522 873809	Minster	Karen Lockwood
NEWARK ROAD (117-231)	Bracebridge / Manse	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
NEWARK ROAD (286-352)	Boultham Moor	Central	Oliver Firth	01522 873821	Witham	Vicki Gothorp
NEWARK ROAD (531-539)	Boultham Moor	South	Marie Schofield	01522 873206	Moorland	Kate Oliver
NEWLAND STREET WEST	City Centre / West End	Central	Jordan Allmond	01522 873477	Carholme	Vicki Gothorp
NEWPORT	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Castle	Vicki Gothorp
NOCTON DRIVE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
NORTHORPE CLOSE	Hartsholme	South	Allison Johnson	01522 873230	Hartsholme	Kate Oliver
OAKLAND CLOSE	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
OUTER CIRCLE DRIVE	St Giles	North	Ben Jackson	01522 873750	Glebe	Karen Lockwood
OUTER CIRCLE GREEN	St Giles	North	Ben Jackson	01522 873750	Glebe	Karen Lockwood
OVAL (THE)	St Giles	North	Rebecca Dawson	01522 873809	Glebe	Karen Lockwood
OVAL APPROACH	St Giles	North	Rebecca Dawson	01522 873809	Glebe	Karen Lockwood
PALMER STREET	City Centre / West End	Central	Jordan Allmond	01522 873477	Park	Vicki Gothorp
PARKER AVENUE	Bracebridge / Manse	Central	Abi O'Boyle	01522 873766	Witham	Vicki Gothorp
PARKER CRESCENT	Bracebridge / Manse	Central	Abi O'Boyle	01522 873766	Witham	Vicki Gothorp
PEAR TREE CLOSE	Birchwood	South	Sara Gorecka	01522 873803	Birchwood	Kate Oliver
PIETERMARITZ STREET	Ermine West	North	Ben Jackson	01522 873750	Castle	Karen Lockwood
PIETERMARITZ VIEW	Ermine West	North	Ben Jackson	01522 873750	Castle	Karen Lockwood
PINE CLOSE	Ermine West	North	Ben Jackson	01522 873750	Castle	Karen Lockwood
POPLAR STREET	Bracebridge / Manse	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
PORTLAND STREET	City Centre / West End	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
PRESTWICK CLOSE	Birchwood	South	Julie King & Katie Esberger	01522 873643	Birchwood	Kate Oliver
PRIAL AVENUE	Boultham Moor	Central	Oliver Firth	01522 873821	Moorland	Vicki Gothorp
PRIAL CLOSE	Boultham Moor	Central	Oliver Firth	01522 873821	Moorland	Vicki Gothorp
PRINCESS STREET	City Centre / West End	Central	Jordan Allmond	01522 873477	Boultham	Vicki Gothorp
QUEEN ELIZABETH ROAD	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
QUEEN MARY ROAD	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
QUEEN STREET	City Centre / West End	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
RASEN LANE	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Castle	Vicki Gothorp
RAYMENT HOUSE	Boultham Moor	South	Marie Schofield	01522 873206	Moorland	Kate Oliver
REDBOURNE DRIVE	Ermine East	North	Rebecca Dawson	01522 873809	Minster	Karen Lockwood

Address	Estate	Team	Housing Officer	Tel. No	Ward	Area Housing Manager
REGENT AVENUE	Birchwood	South	Sara Gorecka	01522 873803	Birchwood	Kate Oliver
RETIEF CLOSE	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
RETIEF VIEW	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
REYNOLDS DRIVE	Boultham Moor	South	Allison Johnson	01522 873230	Moorland	Kate Oliver
REYNOLDS HOUSE	Boultham Moor	South	Allison Johnson	01522 873230	Moorland	Kate Oliver
RIDGE VIEW	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
RIPON STREET	City Centre / West End	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
RISBY GREEN	Hartsholme	South	Allison Johnson	01522 873230	Hartsholme	Kate Oliver
RISEHOLME ROAD	Ermine West	North	Rebecca Dawson	01522 873809	Castle	Karen Lockwood
RIVERTON CLOSE	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
RIVERTON VIEW	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
ROBERT TRESSELL WALK	St Giles	North	Ben Jackson	01522 873750	Glebe	Karen Lockwood
ROLLESTON CLOSE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
ROMAN PAVEMENT	Stamp End/Tower	Central	Mark Lovely	01522 873650	Abbey	Vicki Gothorp
ROMNEY CLOSE	Boultham Moor	South	Marie Schofield	01522 873206	Moorland	Kate Oliver
ROOKERY LANE	Boultham Moor	Central	Oliver Firth	01522 873821	Moorland	Vicki Gothorp
ROSEMARY LANE	Stamp End/Tower	Central	Amy McCracken	01522 873469	Abbey	Vicki Gothorp
ROSEWOOD CLOSE	Birchwood	South	Sara Gorecka	01522 873803	Birchwood	Kate Oliver
ROUGHTON COURT	Ermine East	North	Rebecca Dawson	01522 873809	Minster	Karen Lockwood
ROXBY CLOSE	Hartsholme	South	Allison Johnson	01522 873230	Hartsholme	Kate Oliver
RUCKLAND AVENUE	Ermine West	North	Jayne Craycraft	01522 873669	Castle	Karen Lockwood
RUFFORD GREEN	Boultham Moor	South	Allison Johnson	01522 873230	Boultham	Kate Oliver
RUSKIN AVENUE	St Giles	North	Jayne Craycraft	01522 873669	Glebe	Karen Lockwood
RUSKIN GREEN	St Giles	North	Jayne Craycraft	01522 873669	Glebe	Karen Lockwood
SALIX APPROACH	Birchwood	South	Kerry Curtis	01522 873552	Birchwood	Kate Oliver
SANDERS CLOSE	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
SANDERS VIEW	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
SANDRINGHAM HOUSE	Ermine East	North	Rebecca Dawson	01522 873809	Minster	Karen Lockwood
SANSFORD GREEN	Boultham Moor	South	Marie Schofield	01522 873206	Moorland	Kate Oliver
SASTANGATE HOUSE	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Castle	Vicki Gothorp
SATINWOOD CLOSE	Birchwood	South	Sara Gorecka	01522 873803	Birchwood	Kate Oliver
SAXON STREET	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Castle	Vicki Gothorp
SAXON VILLAS	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Castle	Vicki Gothorp



Address	Estate	Team	Housing Officer	Tel. No	Ward	Area Housing Manager
SCAMPTON AVENUE	Hartsholme	South	Marie Schofield	01522 873206	Hartsholme	Kate Oliver
SCAWBY CRESCENT	Hartsholme	South	Allison Johnson	01522 873230	Hartsholme	Kate Oliver
SCOPWICK PLACE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
SCORER STREET	City Centre / West End	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
SCOTT GARDENS	St Giles	North	Jayne Craycraft	01522 873669	Glebe	Karen Lockwood
SEDGEBROOK CLOSE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
SEDGEBROOK HOUSE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
SHAKESPEARE STREET	City Centre / West End	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
SHANNON AVENUE	Boultham Moor	South	Marie Schofield	01522 873206	Moorland	Kate Oliver
SHANNON CLOSE	Boultham Moor	South	Marie Schofield	01522 873206	Moorland	Kate Oliver
SHELLEY DRIVE	St Giles	North	Jayne Craycraft	01522 873669	Glebe	Karen Lockwood
SHERIDAN CLOSE	St Giles	North	Ben Jackson	01522 873750	Glebe	Karen Lockwood
SHUTTLEWORTH HOUSE	Stamp End/Tower	Central	Mark Lovely	01522 873650	Abbey	Vicki Gothorp
SIMONS GREEN	Boultham Moor	Central	Oliver Firth	01522 873821	Moorland	Vicki Gothorp
SINCIL BANK	City Centre / West End	Central	Jordan Allmond	01522 873477	Park	Vicki Gothorp
SKELLINGTHORPE ROAD	Hartsholme	South	Sara Gorecka	01522 873803	Hartsholme	Kate Oliver
SNOWBERRY GARDENS	Birchwood	South	Sara Gorecka	01522 873803	Birchwood	Kate Oliver
SOMERSET HOUSE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
SORREL COURT	Birchwood	South	Kerry Curtis	01522 873552	Birchwood	Kate Oliver
SPENCER STREET	City Centre / West End	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
SPIREA APPROACH	Birchwood	South	Kerry Curtis	01522 873552	Birchwood	Kate Oliver
ST ANDREWS GARDENS	Boultham Moor	South	Allison Johnson	01522 873230	Boultham	Kate Oliver
ST ANDREWS PLACE	City Centre / West End	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
ST ANDREWS STREET	City Centre / West End	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
ST BOTOLPHS COURT	City Centre / West End	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
ST BOTOLPHS CRESCENT	City Centre / West End	Central	Jennie Lord	01522 873469	Park	Vicki Gothorp
ST CLEMENTS COURT	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Castle	Vicki Gothorp
ST FAITHS STREET	City Centre / West End	Central	Jordan Allmond	01522 873477	Carholme	Vicki Gothorp
ST HUGH STREET	Stamp End/Tower	Central	Amy McCracken	01522 873469	Abbey	Vicki Gothorp
ST PETERS AVENUE	Boultham Moor	Central	Oliver Firth	01522 873821	Moorland	Vicki Gothorp
ST RUMBOLD STREET	Stamp End/Tower	Central	Amy McCracken	01522 873469	Abbey	Vicki Gothorp
STANTON GARDENS	Ermine West	North	Jayne Craycraft	01522 873669	Castle	Karen Lockwood
STAMP END	Stamp End/Tower	Central	Mark Lovely	01522 873650	Abbey	Vicki Gothorp

Address	Estate	Team	Housing Officer	Tel. No	Ward	Area Housing Manager
STANLEY PLACE	City Centre / West End	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
STANLEY STREET	Bracebridge / Manse	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
STAPLEFORD AVENUE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
STAPLEFORD COURT	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
STAUNTON COURT	City Centre / West End	Central	Jordan Allmond	01522 873477	Carholme	Vicki Gothorp
STAVERTON CRESCENT	Birchwood	South	Julie King & Katie Esberger	01522 873643	Birchwood	Kate Oliver
STEEPING COURT	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
STUART HOUSE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
STURTON CLOSE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
SUDBROOKE DRIVE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
SWABY CLOSE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
SWALLOWBECK AVENUE	Boultham Moor	South	Marie Schofield	01522 873206	Moorland	Kate Oliver
SWIFT GARDENS (1-77,2-82)	St Giles	North	Jayne Craycraft	01522 873669	Glebe	Karen Lockwood
SWIFT GARDENS (83-end, 84-end)	St Giles	North	Ben Jackson	01522 873750	Glebe	Karen Lockwood
SWIFT GREEN	St Giles	North	Ben Jackson	01522 873750	Glebe	Karen Lockwood
SYD WILSON COURT	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
SYRINGA GREEN	Birchwood	South	Kerry Curtis	01522 873552	Birchwood	Kate Oliver
TANGSHAN COURT	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
TETNEY CLOSE	Ermine West	North	Ben Jackson	01522 873750	Castle	Karen Lockwood
THESIGER STREET	City Centre / West End	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
THOMAS STREET	Stamp End/Tower	Central	Mark Lovely	01522 873650	Abbey	Vicki Gothorp
THORESWAY DRIVE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
THORNTON CLOSE	Hartsholme	South	Allison Johnson	01522 873230	Hartsholme	Kate Oliver
THORPE AVENUE	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
THURLBY CRESCENT	Ermine East	North	Rebecca Dawson	01522 873809	Minster	Karen Lockwood
TOLL BAR HOUSE	City Centre / West End	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
TOM WARD COURT	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Castle	Vicki Gothorp
TORRINGTON ROAD	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
TOTHILL CLOSE	Hartsholme	South	Allison Johnson	01522 873230	Hartsholme	Kate Oliver
TOWER AVENUE	Stamp End/Tower	Central	Mark Lovely	01522 873650	Abbey	Vicki Gothorp
TOWER CRESCENT	Stamp End/Tower	Central	Mark Lovely	01522 873650	Abbey	Vicki Gothorp
TOWER DRIVE	Stamp End/Tower	Central	Mark Lovely	01522 873650	Abbey	Vicki Gothorp
TOWER FLATS	Stamp End/Tower	Central	Mark Lovely	01522 873650	Abbey	Vicki Gothorp

Address	Estate	Team	Housing Officer	Tel. No	Ward	Area Housing Manager
TOWER GARDENS	Stamp End/Tower	Central	Mark Lovely	01522 873650	Abbey	Vicki Gothorp
TRELAWNEY CRESCENT	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
TRELAWNEY HOUSE	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
TRENT VIEW	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
TUDOR HOUSE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
TULIPWOOD AVENUE	Birchwood	South	Sara Gorecka	01522 873803	Birchwood	Kate Oliver
TURNER AVENUE	Boultham Moor	South	Allison Johnson	01522 873230	Moorland	Kate Oliver
UFFINGTON AVENUE	Hartsholme	South	Marie Schofield	01522 873206	Hartsholme	Kate Oliver
UFFINGTON CLOSE	Hartsholme	South	Marie Schofield	01522 873206	Hartsholme	Kate Oliver
USHER AVENUE	Boultham Moor	South	Allison Johnson	01522 873230	Moorland	Kate Oliver
USHER GREEN	Boultham Moor	South	Allison Johnson	01522 873230	Moorland	Kate Oliver
VERE STREET	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Castle	Vicki Gothorp
VICTORIA STREET	City Centre / West End	Central	Jordan Allmond	01522 873477	Carholme	Vicki Gothorp
WADDINGWORTH GROVE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
WALCOT CLOSE	Hartsholme	South	Marie Schofield	01522 873206	Hartsholme	Kate Oliver
WALFORD DRIVE	Boultham Moor	South	Marie Schofield	01522 873206	Moorland	Kate Oliver
WALNUT PLACE	City Centre / West End	Central	Jordan Allmond	01522 873477	Park	Vicki Gothorp
WASHINGBOROUGH ROAD	City Centre / West End	Central	Abi O'Boyle	01522 873766	Park	Vicki Gothorp
WEBSTER CLOSE	Boultham Moor	South	Marie Schofield	01522 873206	Moorland	Kate Oliver
WELBOURN GARDENS	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
WELLAND ROAD	Ermine West	North	Dawn Beresford	01522 873673	Castle	Karen Lockwood
WELLINGORE ROAD	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
WELLINGTON STREET	City Centre / West End	Central	Jordan Allmond	01522 873477	Carholme	Vicki Gothorp
WELTON GARDENS	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
WESTGATE	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Castle	Vicki Gothorp
WESTMINSTER HOUSE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
WESTWICK DRIVE (2-76, 1-49)	Boultham Moor	Central	Oliver Firth	01522 873821	Moorland	Vicki Gothorp
WESTWICK DRIVE (78-102, 51-101)	Boultham Moor	South	Allison Johnson	01522 873230	Moorland	Kate Oliver
WESTWICK GARDENS	Boultham Moor	Central	Oliver Firth	01522 873821	Moorland	Vicki Gothorp
WHEATFIELD ROAD	Birchwood	South	Sara Gorecka	01522 873803	Birchwood	Kate Oliver
WHITETHORN GROVE	Birchwood	South	Sara Gorecka	01522 873803	Birchwood	Kate Oliver
WICKENBY CRESCENT	Ermine West	North	Jayne Craycraft	01522 873669	Castle	Karen Lockwood
WILLIAMSON STREET	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Minster	Vicki Gothorp

Address	Estate	Team	Housing Officer	Tel. No	Ward	Area Housing Manager
WILLINGHAM AVENUE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
WILLIS CLOSE	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Carholme	Vicki Gothorp
WILLIS TERRACE	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Carholme	Vicki Gothorp
WILLOW TREE GARDENS	Birchwood	South	Sara Gorecka	01522 873803	Birchwood	Kate Oliver
WILSON STREET	Newport / Burton Rd	Central	Amy McCracken	01522 873469	Castle	Vicki Gothorp
WINDSOR HOUSE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
WINN STREET	Stamp End/Tower	Central	Mark Lovely	01522 873650	Abbey	Vicki Gothorp
WINTERTON HOUSE	Hartsholme	South	Allison Johnson	01522 873230	Hartsholme	Kate Oliver
WOODBURN CLOSE	Ermine West	North	Ben Jackson	01522 873750	Castle	Karen Lockwood
WOODBURN VIEW	Ermine West	North	Ben Jackson	01522 873750	Castle	Karen Lockwood
WOODFIELD AVENUE	Birchwood	South	Sara Gorecka	01522 873803	Birchwood	Kate Oliver
WOODHALL DRIVE	Ermine East	North	Lewis Heaney	01522 873536	Minster	Karen Lockwood
WRAGBY ROAD	St Giles	North	Jayne Craycraft	01522 873669	Glebe	Karen Lockwood
WYATT HOUSE	St Giles	North	Jayne Craycraft	01522 873669	Glebe	Karen Lockwood
WYVILLE WALK	Hartsholme	South	Allison Johnson	01522 873230	Hartsholme	Kate Oliver

<b>SUBJECT:</b>	<b>TENANT INVOLVEMENT STRATEGY 2018-2021</b>
<b>DIRECTORATE:</b>	<b>HOUSING AND REGENERATION</b>
<b>LEAD OFFICER:</b>	<b>CHRIS MORTON - RESIDENT INVOLVEMENT MANAGER</b>

**1. Purpose of Report**

1.1 To provide an update to Housing Scrutiny Sub Committee on the delivery of the Tenant Involvement Strategy 2018-2021.

**2. Background**

2.1 The Tenant Involvement Strategy 2018-2021 came into place on the 26 February 2018. The strategy takes account of the national standards for tenant involvement and empowerment set out in the Regulatory Framework for Social Landlords in England 2012.

2.2 Page ten of the strategy contains a three-year action plan that sets out how we will deliver the strategy and the outcomes that we expect to achieve. Please see Appendix A for a copy of the action plan.

**3. Current Progress**

3.1 There are a total of 22 actions within the action plan. Current progress can be broken down into:

- 16 actions in progress
- 6 actions not yet started.

**4. Key Points**

4.1 Over the next 12 months there are several areas that the resident involvement team will focus on under the strategy. These are:

- Community Investment. We are currently working with several community groups and charities to help them deliver projects across the city. This includes helping them plan projects and access funding through the community investment fund. Potential projects include, Sincil Bank by the Sea, International Bomber Command Centre, 100 Voices Wings Trail, City Centre Heritage Trail and the RAF Skellingthorpe Trail. In addition to these projects the team is also working to promote the community investment scheme to increase the number of applications received.
- Develop Social Media. The plan is to substantially increase the amount of 'likes' on the Facebook page, increase the amount of

interaction and improve the quality of the posts. To help achieve this the page will be aimed at all residents by focusing more on the communities and people of Lincoln. More interesting posts will include more photos, videos and Facebook live. In addition to this we are also launching a twitter page.

- Increase the profile of the council's Housing Repairs Service. This will include putting out regular communication about the work of Housing Repairs Service, showing how their performance has improved, the quality of work carried out and how Housing Repairs Service contribute to community projects. It will also include holding a residents fun day at Hartsholme on 15 September 2018.
- Support and develop the Lincoln Tenants' Panel. The team will work with Lincoln Tenants' Panel to ensure they meet their objectives on residents' priorities and implement a better package of training. This will allow Lincoln Tenants' Panel to become even more effective in carrying out their role.
- Anti-Social Behaviour Improvements related to resident involvement. From the HouseMark accreditation there were a number of improvements required and several of these related to resident involvement. These included publishing Anti-Social Behaviour performance information on a regular basis, setting up an LTP victim support group and carrying out customer focus groups. The resident involvement team will work with the tenants implement these recommendations.

## **5. Recommendations**

5.1 Housing Scrutiny Sub Committee is asked to:

- a) Note the progress made on delivering the Tenant Involvement Empowerment Strategy.
- b) Put forward any suggestions for community projects that need funding.

**Is this a key decision?** No

**Do the exempt information categories apply?** No

**Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?** No

**How many appendices does the report contain?** Yes-1

**List of Background Papers:** None

**Lead Officer:** Chris Morton, Resident Involvement Manager, telephone (01522) 873398

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# Appendix 1-Tenant Involvement Strategy 2018-2021

## Part 1-Introduction

The new Tenant Involvement Strategy works closely with the Vision 2020 document, the City of Lincoln Council's strategic plan that sets out our long term vision of:

“Together, let's deliver Lincoln's ambitious future”

It also sets out the council's strategic priorities:

- Let's deliver quality housing
- Let's drive economic growth
- Let's reduce inequality
- Let's enhance our remarkable place.

The Tenant Involvement Strategy will help contribute to meeting Vision 2020 by helping to 'deliver quality housing.' Involving tenants can lead to a better service. The strategy will also assist in delivering 'Lets reduce inequality' by providing opportunities for tenants to learn new skills and gain confidence. The next section goes into further detail and expands on these points.

## Background

### Why do we involve tenants?

Involving tenants is crucial in helping us to deliver outstanding housing services and without their input it would be difficult to provide quality services to tenants. We specifically involve tenants because:

- 1) **Having a choice matters**-tenants get a say in the service they receive and this can lead to higher levels of satisfaction
- 2) **It helps to get services right**-engaging tenants helps us shape services to meet the needs of tenants and provide value for money. This can result in better service design and reduces the risk that we get services wrong
- 3) **They hold us to account**-by monitoring our services to check we meet published standards and challenge us to improve these
- 4) **Communities improve**- empowering residents to tackle issues in communities, leads to a better environment to live in. For example they can then work together to improve the appearance of their estate, reduce anti-social behaviour and help tackle poverty
- 5) **It helps people**-getting involved can help tenants learn new skills and gain experience. This can lead to them gaining employment. It also helps residents who are suffering with loneliness to make friends and gain confidence.

## What achievements did the previous strategy deliver?

Since the previous strategy was written in 2014 the council has strengthened and developed several key areas of tenant involvement. The key achievements are:

- **Robust tenant scrutiny arrangements.** The Lincoln Tenants' Panel form the centre of our tenant scrutiny arrangements. At their meetings they receive regular reports on items such as performance and the service delivery plan, allowing them to see how well we are performing as their landlord. They can also hold us to account by asking service managers to attend meetings over performance and through quarterly question time the panel has regular access to senior leadership at the council. The panel is also consulted on all housing related Executive Committee reports before they are submitted, this allows tenants' views to be taken into consideration when decisions are made. LTP members also formally sit and participate in Housing Scrutiny Committee meetings.

Through the two review groups 'Allocations and Tenancy' and 'Neighbourhood, Community, Involvement and Home' tenants carry out independent scrutiny reviews of housing services. They are able to look at policies, interview staff, and benchmark performance with other councils. From this they produce a report with recommendations from a customer-point-of-view on how the particular service could be improved. These reports must and have been considered by housing management.

Tenants also play a role in checking published standards around void properties and customer services, through the tenant void inspector and mystery shopper programmes. The former checks that 10 per cent of properties are ready to let against the empty property lettings standard and the latter carries out mystery shopping on customer service. Both groups have provided feedback that is valued by staff members and has led to service improvements.

- **Resident Involvement embedded with staff and working together to improve services.** There has been significant progress on embedding resident involvement with staff and both sides working together to improve services. One of the best examples is the previously mentioned tenant void inspectors. The voids team run the inspection programme and have used the results provided in team meetings and to address issues with contractors. Resident Involvement is also embedded and supported at Service Manager, Assistant Director and Director level at the council. One example is how the

Tenancy Services Manager and Assistant Director of Housing have worked with LTP to improve the anti-social behaviour service and gain the HouseMark ASB accreditation. The Director of Housing and Regeneration has also involved LTP members in taking part in the interview process for senior members of staff. Other members of staff have supported resident involvement through attending meetings, carrying out consultations, supporting community investment and providing training sessions.

- **More opportunities to get involved.** Since 2014 there has been an increased number of ways to get involved with the council. This includes the two review groups, mystery shopping, pop up consultation events, fun days, roadshows and the leaseholder forum.
- **Leaseholder involvement has increased.** Since 2015 a leaseholder forum has been held several times each year and there is also a leaseholder on the Lincoln Tenants' Panel for the first time in a number of years. From these initiatives we have identified a number of issues that leaseholders feel should be improved.
- **Community investment scheme is in place.** This allows for residents' groups and charities to apply for support from the Housing Repairs Service and the council's contractors. The support comes in the form of labour and free materials for projects. Since the launch of the scheme eight projects have been supported.
- **Better training for LTP members.** The previous strategy focused on developing the capacity of tenants who get involved. This allowed us to take a more structured approach to training and write a training programme for LTP based on needs. The result was that all LTP members are trained to the same basic standard and their capacity can then be developed according to individual needs.
- **Digital Engagement.** In 2015 the Housing Facebook page was launched and this was the very first time we had taken a step into social media. The page has experienced sustained growth, on average gaining a couple of 'likes' each month and to date the total stands at almost 200. Our posts reach from 30 at the lowest to 3,583 people at the highest.

It is important to note these achievements were delivered by the council as a whole and not just the Resident Involvement Team. This includes work carried out by several teams and elected members.

We are also committed to our duty to support resident involvement under the Homes and Communities Agency's regulatory framework. Some of the standards that relate to involving tenants include:

- Supporting the formation and activities of tenant panels or equivalent groups and responding in a constructive and timely manner to them
- Registered providers shall consult with tenants, setting out clearly the costs and benefits of relevant options, if they are proposing to change their landlord or when proposing a significant change in their management arrangements.
- Registered providers shall consult tenants at least once every three years on the best way of involving tenants in the governance and scrutiny of the organisation's housing management service.
- Tenants should be given the opportunity get involved in:
  - the formulation of their landlord's housing related policies and strategic priorities
  - the making of decisions about how housing related services are delivered, including the setting of service standards
  - the scrutiny of their landlord's performance and the making of recommendations to their landlord about how performance might be improved.

For the full list of standards please see the HCA's website

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/422709/Tenant\\_I\\_and\\_E\\_Standard\\_2015.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/422709/Tenant_I_and_E_Standard_2015.pdf)

### **Co-regulation**

The Homes and Communities Agency do not actively check these standards are being met, instead they expect councils and tenants to self-monitor through a process known as co-regulation.

Co-regulation means that councils should support tenants to scrutinise and challenge them on performance and service delivery. In return tenants should work to provide constructive feedback and work with the council to improve performance.

## Developing the strategy with tenants

The new strategy has been developed jointly with the Lincoln Tenants' Panel and residents have also been consulted on a number of occasions, these include:

- Initial consultation at the housing roadshow in July 2016
- Through a survey in the Home! magazine
- At several of the neighbourhood boards
- Further consultation at the housing roadshow in August 2017.

## Part 2-The new strategy

### Aim

The new Tenant Involvement Strategy will run between 2018 and 2021. The aim of the strategy is to:

- Explain our vision for tenant involvement
- Set out our objectives for the next three years
- Outline the actions we will take to deliver the strategy.

### Our Vision

*Our vision is to: 'Build on the council's successful involvement structure to further develop and deliver meaningful engagement; so that tenants and leaseholders have a range of opportunities to be involved and their involvement leads to service improvement.'*

### Our Objectives:

We have agreed four objectives for our Tenant Involvement Strategy. These are:

**1. Ensure accountability**-to achieve this we will continue to work with residents to achieve co-regulation. This will mean continuing to support tenants to carry out scrutiny of our services, challenge us over performance and hold us to account over service standards. It is also important that we allow tenants to have a voice and can influence decisions made about the service they receive.

**2. Strengthen Involvement**-to achieve this we will further develop the menu of options for customers to get involved. This is to include, further use of customer feedback to improve services and training for staff on how to effectively involve tenants. We will also continue to provide training and focus on developing involved tenants so they can fully participate.

**3. Help to develop thriving communities**-to achieve this we will incorporate key community development activities, and focus on supporting and coordinating engagement at a local level.

**4. Communicate key messages and increase digital engagement**-to achieve this we will continue to publish the Home! magazine and Annual Report to Tenants. Key messages will also be communicated to residents at estate based events and through Facebook. To increase digital engagement we will look at developing Facebook to carry out surveys and promoting the work of Lincoln Tenants' Panel.

The action plan set out in Appendix A sets out the steps we will take to deliver these objectives.

### **Our menu of involvement**

There are many different ways in which tenants and leaseholders can become involved and these can be tailored to suit each individual. Our menu of involvement shows some of the options available:

- Lincoln Tenants' Panel
- Next Gen
- Mystery shopping
- Review groups
- Focus groups
- Tenant inspectors
- Satisfaction surveys
- Residents' associations
- Community groups
- Community projects
- Consultations
- Mutual Exchange events
- Estate inspections
- Training sessions
- Editorial panel
- Tenant authors
- Pop up consultation events
- Fun days and roadshows
- Sheltered housing forums
- Leaseholder forums
- Elected spokespersons
- Designated tenants' panel.

## **Resources required to deliver the strategy**

We will provide support and resources for tenants that want to get involved. This will include a specific budget that can be used to fund the following items:

- Meeting room hire
- Travel, carer and childcare expenses
- Equipment
- Training
- Catering.

In addition we have a dedicated resident involvement team who will co-ordinate resident involvement across the organisation and provide support for involved tenants.

## **Recruitment**

Successful delivery of the strategy will also require a sufficient number of tenants being involved. It is therefore critical that efforts are made to retain those already taking part and to recruit new tenants to the groups.

## **Training and development**

Achieving meaningful resident involvement depends on the abilities and capabilities of the different groups to reach their goals. For example Lincoln Tenants' Panel members need to be able to understand performance indicators and then scrutinise the data. The tenant void inspectors need to be able to accurately assess properties against the lettings standard. Community groups need the ability to set achievable goals and implement these.

Many of the residents that get involved already have these skills, however we will provide them with training and guidance where it is needed.

## **Delivering and monitoring the strategy**

The resident involvement team will take the lead in its delivery. Throughout the lifetime of the strategy the resident involvement team will review the strategy to ensure the objectives are being met and activities are providing value.

The Lincoln Tenants' Panel, Housing Scrutiny Committee and housing management will monitor the delivery of the strategy.



## Feedback on the strategy

We welcome your views on our resident involvement strategy. You can:

- \* ✉ email us at: [LTP@lincoln.gov.uk](mailto:LTP@lincoln.gov.uk)
- \* ☎ phone us on 01522 873398
- \* 💻 visit us at Facebook-search City of Lincoln Council-Housing.

**Appendix A-Action Plan**

Objective	Action	Team Responsible	Progress
<b>1) Ensure Accountability</b>	Lincoln Tenants' Panel to monitor and scrutinise council performance and standards.	Lincoln Tenants' Panel.	In progress
	Carry out tenant led scrutiny reviews of services.	Review groups	In progress
	Consider re-applying for the National Tenants' Organisation (NTO) accreditation.	Resident involvement team.	Not yet started
	Continue with the mystery shopping programme.	Mystery shoppers/ resident involvement team.	Not yet started-need new members
	Undertake estate inspections where needed.	Area Housing Teams.	In progress-LTP to monitor further
	Support the tenant void inspector programme.	Tenant void inspectors/Voids	In progress

		Team/ Resident Involvement Team.	
	Increase tenant led scrutiny of contractors.	Resident Involvement Team/Investment Team/Lincoln Tenants' Panel.	In progress-plan drafted but needs agreement.

Objective	Action	Team responsible	
<b>2) Strengthen</b>	Provide a range of ways for tenants to get involved and to shape services.	Resident Involvement Team.	In progress

<b>Involvement</b>	Set up a tenant led ASB victim support group.	Lincoln Tenants' Panel.	Not yet started
	Train staff on how to involve residents.	Resident Involvement Team.	Not yet started
	Provide training to develop the capacity of involved tenants.	Resident Involvement Team	In progress-plan in place for 18/19
	Carry out customer surveys and journeys on key housing services.	Quality and Performance Team.	In progress for rent-looking for tenants to take part

<b>Objective</b>	<b>Action</b>	<b>Team responsible</b>	<b>In progress</b>
<b>3) Help to</b>	Provide grants, support and advice to residents' groups to ensure sustainable involvement within communities.	Resident Involvement Team.	In progress

<b>develop thriving communities</b>	Support the council's corporate objective of providing training to residents through promotion and surveys.	Resident Involvement Team.	In progress-article planned for August edition.
	Continue with the community investment scheme and look at increasing resident participation in decision making.	Resident Involvement Team/Investment Team.	In progress

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Objective	Action	Team responsible	Progress
<b>4) Communicate key messages and increase digital engagement</b>	Ensure all members of staff carry out consultations in accordance with any guidelines.	All teams	Not yet started.
	Publish Home! magazine three times a year.	Resident Involvement Team.	In progress-August edition in production.
	Produce the Annual Report to Tenants each year.	Resident Involvement Team.	In progress

	Continue to involve tenants in publications through the Editorial Panel.	Resident Involvement Team/Editorial Panel.	In progress
	Communicate key housing messages to tenants e.g. on rent, welfare reform and anti-social behaviour. The messages will be communicated through the Home! magazine, Facebook and estate based events	Resident Involvement Team/Communications Team.	In progress
	Support the council's corporate objective around growing digital access to housing services.	Resident Involvement Team.	In progress
	Provide surveys through social media and the council's website.	Resident Involvement Team.	Not yet started.
	Organise estate based events each year for	Resident Involvement Team.	In progress-one planned for Ermine

	example a roadshow and/or a fun day.		and the other Hartsholme
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## Appendix B-Risks that threaten delivery of the strategy

There are a number of risks that could potentially threaten full delivery of the strategy. These have been set out in the table below.

<b>Risk</b>	<b>Consequence</b>	<b>Controls in place</b>
Lack of residents involved.	Insufficient numbers involved result in groups not running or operating effectively.	Recruitment plan in place that continually recruits tenants.  Quickly address issues that might cause involved tenants to leave.
Members of staff not complying with resident involvement duties/guidelines.	Residents not consulted or involved, leading to complaints and potentially leading to a regulatory breach. This could also lead to a legal challenge.	Staff awareness training to be carried out.
Key involved residents leave e.g. LTP chairperson.	Groups lose leadership and/or coordination and stop running.	Succession plans to be put in place for key groups.
Disagreements between involved residents.	Groups stop running for a period of time or completely collapse.	Adequate terms of references in place.  Resident involvement team to provide mediation.
Weak or no terms of reference in place for groups	Groups are not able to run due to a lack of clear processes in place.	Resident involvement team to offer advice to groups on terms of references.
Insufficient budget in place	Lack of a budget would mean groups could not pay for meeting rooms, equipment or training. This could severely restrict their ability to operate.	Resident Involvement team and LTP to monitor the involvement budget.



**HOUSING SCRUTINY SUB-COMMITTEE****13 AUGUST 2018**

**SUBJECT: WORK PROGRAMME UPDATE 2018/19**  
**DIRECTORATE: CHIEF EXECUTIVE AND TOWN CLERK**  
**LEAD OFFICER: CLAIRE TURNER, DEMOCRATIC SERVICES OFFICER**

**1. Purpose of Report**

1.1 To present Members with the work programme for 2018/19 (Appendix A).

**2. Background**

2.1 The draft work programme for 2018/19 is provided for information to ensure members are aware of the forthcoming business at future meetings of the Housing Scrutiny Sub Committee. The work programme is regularly updated in consultation with the chair of the committee and chair of Lincoln Tenants Panel.

2.2 The work programme includes those areas for scrutiny linked to the strategic priorities of the Council and housing matters, this was to ensure that the work of this committee is relevant and proportionate.

**3. Recommendation**

3.1 That Members agree the work programme and recommend any necessary amendments.

**Access to Information:**

Does the report contain exempt information, which would prejudice the public interest requirement if it was publicised?

No

**Key Decision**

No

**Do the Exempt Information Categories Apply**

No

**Call In and Urgency:** Is the decision one to which Rule 15 of the Scrutiny Procedure Rules apply?

No

**Does the report contain Appendices?**

Yes

**If Yes, how many Appendices?**

1

**Lead Officer:**

Claire Turner, Democratic Services Officer  
 Telephone 873619

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**Housing Scrutiny Sub Committee Work Programme – Timetable for 2018/19****18 June 2018**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Quarter 4 2017/18 – Performance Summary	Yvonne Fox	This will be a summary report.
Work Programme Update	Democratic Services	Regular Report

**13 August 2018**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Tenant Involvement Strategy	Chris Morton	
Roles and Responsibilities of Housing Officers	Yvonne Fox	Requested at 19 <sup>th</sup> March meeting
Quarter 1 (2018/19) – Performance Report	Yvonne Fox	Quarterly Report
Work Programme Update	Democratic Services	Regular Report

**5 November 2018 - Annual Performance**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
<b>Annual Performance reports on the following areas:</b>		
Quarter /2 (2018/19) – Performance and Finance Report	Yvonne Fox	Quarterly report
Housing Revenue Account (HRA)	Bob Ledger/Frances Jelly	Annual report

Housing Investment Programme (HIP)	Kev Bowring	Annual report
Work Programme Update	Democratic Services	Regular Report

### 28 January 2018

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Housing Portfolio Holder		Annual Report
LTP Annual Report	Chris Morton	Annual Report
Work Programme Update	Democratic Services	Regular Report

### 18 March 2018

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Quarter 3 (2018/19) – Performance Report	Yvonne Fox	Quarterly report
LTP Annual Report	Chris Morton	Moved from November Meeting
Work Programme Update	Democratic Services	Regular Report

### Items to be scheduled on the work programme

- Secure Tenancies – *Verbal update required on what the Government is intending to do with Secure Tenancies*
- Tenant Review Report
- New Building Company