

## HOUSING SCRUTINY SUB-COMMITTEE

**Monday, 4 November 2019**

**6.00 pm**

**Committee Room 1, City Hall**

Membership:	Councillors Gary Hewson (Chair), Pat Vaughan (Vice-Chair), Liz Bushell, Christopher Reid, Edmund Strengiel and Loraine Woolley
Substitute member(s):	Councillor Biff Bean and Susie Parry (LTP Member)
Lincoln Tenants Panel member(s):	Mick Barber (Chair of LTP), Steven Bearder (Member of LTP), Debbie Rousseau (Member of LTP) and Sheila Watkinson (Member of LTP)
Officers attending:	Joanne Crookes, Democratic Services, Yvonne Fox, Chris Morton, Alison Timmins and Daren Turner

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### **A G E N D A**

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1. Confirmation of Minutes - 12 August 2019	<b>3 - 6</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. Customer Services Update	<b>Verbal Report</b>
5. Homelessness/ Action Lincs/ Rough Sleeper Interventions	<b>Verbal Report</b>
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**Present:** Councillor Gary Hewson (*in the Chair*),  
Liz Bushell, Donald Nannestad, Christopher Reid,  
Edmund Strengiel, Pat Vaughan and Loraine Woolley

**Apologies for Absence:** Yvonne Fox and Chris Morton

**Also in Attendance:** Mick Barber (Chair of LTP), Debbie Rousseau (Member of LTP), Sheila Watkinson (Member of LTP), Steven Bearder (Member of LTP) and Daren Turner

**44. Confirmation of Minutes - 17 June 2019**

RESOLVED that the minutes of the meeting held on 17 June 2019 be confirmed.

**45. Matters Arising**

The committee discussed the planned works for the oncoming year and explained that the paperwork was usually circulated. Andrew McNeil added that it could be provided on an area basis. Daren Turner agreed to speak to Matt Hillman about how it could be done.

**46. Declarations of Interest**

No declarations of interest were received.

**47. LTP Matters**

Mick Barber Chair of Lincoln Tenants Panel gave the following update:

- The Housing Minister visited and met with the LTP members regarding building safety and the outcomes were very positive.
- 2 new members had been taken on, 1 for the Birchwood ward and 1 on Newport.
- The 2 proposals on estate inspections and improvements that were raised previously were being looked into.

Members expressed some confusion around who was covering what patch and the lack of response from Officers.

Daren Turner explained that over the last few years staffing had been an ongoing issue and it was difficult to manage how staff operated with the resources that were available to them. It was the responsibility of the Team Leaders to contact LTP members.

Question: Who was the new member for Birchwood ward?

Response: Mick Barber agreed to circulate the information to members.

Question: Members had received complaints about the pollution on ermine area from the A46 bypass, how could it be tackled?

Response: Daren Turner agreed to pick the issue up with Environmental Services.

Members expressed concerns following feedback from residents that the contractors were burning the grass whilst working on the development on Westwick.

Officers informed that the contract with the contractors was up for renewal in 2020.

#### **48. Performance Monitoring Report Quarter 1 2019-20**

Andrew McNeill, Assistant Director of Housing Investment and Strategy:

- a. presented the Housing Scrutiny Sub Committee with an end of quarter report on performance for the first quarter of the year 2019/20 (April 2019 –June2019).
- b. advised that of the 21 measures, 15 were on or exceeding targets for the year, 5 had not met the targets set and 1 did not have a required target.
- c. referred to paragraph 4 of the report and highlighted areas of good performance:
  - Percentage of rent collected as a percentage of rent due.
  - Percentage of all repairs carried out within time limits.
  - Repairs completed right first time.
- d. further highlighted areas that had not achieved their target and explained the reasons for this:
  - Average re-let period – All dwellings (including major works) days.
  - Percentage of calls answered within 60 seconds.
- e. invited committees questions and comments.

Question: In relation to the average re-let period – all dwellings, should there be a significant difference in the next quarter?

Response: Yes there should be an increase. The reason for the increase in days was due to people leaving and council housing being left empty.

Question: Were Housing Officers aware of someone being allocated a property without it being advertised on the website?

Response: Officers agreed to look into the matter further and asked members to circulate some examples of when this had occurred as some properties were manually allocated.

Question: Could electrical safety testing be added onto the Gas Safety Certificate as a performance indicator?

Response: Officer agreed to add it on.

Question: With regards to customer contact, the % of calls answered within 60 seconds was below target. What was the reason for this?

Response: It was due to vacancies which were in the process of being filled and additional training and staff needed.

Question: The statistics were similar throughout the last year, had there been vacancies all year?

Response: Officers agreed to source this information from Jo Crookes.

Officers also suggested whether it would be useful to invite Jo Crookes to the next Housing Scrutiny meeting. Members were in agreement.

RESOLVED that:

- a) Jo Crookes, Customer Services Manager be invited to the next Housing Scrutiny Sub Committee.
- b) Electrical Safety Testing be added onto the Gas Safety Certificate as a Performance Indicator.
- c) The content of the report be noted.

#### **49. Resident Involvement Update**

Andrew McNeil, Assistant Director for Housing and Investment gave an update on the progress made with achieving resident involvement activities for 2019.

- a. highlighted the following objectives and summarised the progress that had been made to deliver them:
  - To update Tenant Involvement Strategy to take into account Housing Green Paper and get agreement from stakeholders.
  - To improve Lincoln Tenants Panel's (LTP) ability to provide meaningful feedback.
  - To carry out tenant-led scrutiny of services.
  - To get more tenants involved and publicise RI achievements.
  - Social media engagement. There was a need to improve our social media and ensure it could be used to effectively involve residents.
  - To get community investment applications in and publicise success.
  - To help residents have tidy estates and improve them.
  - To involve residents with fire safety.
- b. explained that it was important for the Council to have effective engagement with residents for a number of reasons and these included:
  - Feedback could lead to better service design and the most important issues being tackled.
  - Tenants who felt empowered and had a choice about the service they received were less likely to complain.
  - To meet the regulatory framework published by Homes England.
- c. invited committees questions and comments.

RESOLVED that the progress on delivering the objectives be noted.

**50. Work Programme Update**

The Chair:

- a. presented the work programme for the Housing Scrutiny Sub Committee for 2019/20 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 on the work programme.

RESOLVED that the work programme be noted.

<b>SUBJECT:</b>	<b>PERFORMANCE MONITORING REPORT QUARTER 2 – 2019/20</b>
<b>DIRECTORATE:</b>	<b>HOUSING AND INVESTMENT</b>
<b>REPORT AUTHOR:</b>	<b>YVONNE FOX – ASSISTANT DIRECTOR OF HOUSING</b>

**1. Purpose of Report**

1.1 To provide Housing Scrutiny Sub Committee with an end of quarter report on Performance Indicators for the second quarter of year 2019/20 (July 2019 – September 2019). See Appendix A.

**2. Executive Summary**

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

2.2 In total there are 21 measures and of these, 12 are on or exceeding targets for the year (year-end), 8 have not met the targets set and 1 does not have a required target.

**3. Background**

3.1 Over the last nine 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. Details**

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. Particular areas to highlight are:

## **Average Days to Resolve ASB Cases**

Performance within this area has improved significantly over quarter. The average time to resolve a cases is currently 56.7 days, it was previously 63.7 days at quarter one. Regular monitoring of all cases continues to take place from Housing Officers and their managers. A weekly report is also sent to the Tenancy Services Manager of live cases to ensure anything over a certain length of time is reviewed and the appropriate action taken.

## **Tenant Satisfaction with Repairs**

Tenant satisfaction with repairs remain above target. We have consistently received a high percentage of satisfaction from our tenants regarding the responsive repairs service, and with all other repairs indicators performing, it is no coincidence that satisfaction is above 98%.

- 4.4 The following summary provides a brief explanation of reasons where we have not achieved our targets. Particular areas to highlight are:

### **Average Re-Let Period – All Dwellings (Including Major Works) – (Days)**

The void times remain above target. During this year we have had issues with our previous void repairs contractor. We now have a new contractor in place (Woodlands). In September Woodlands were instructed to have all properties back by month end meaning the backlog of long terms voids have hit in this quarters stats. As a result we hope to see much improved performance in our void turnaround time from October onwards.

### **Arrears as a % of Rent Debit**

Rent arrears as of the end of quarter two are £242,000 above the same point last year and 3.72% as a percentage of the debit which is 0.07% behind target. There has been an increase of 641 tenants claiming Universal Credit (UC) in the past 12 months which is having a significant impact on arrears. There have also been 2.5 vacancies within the service which have now been recruited to and an agency Income Officer recruited until the end of March 2020 to assist specifically with income collection.

A UC Interview and claim procedure has been implemented which ensures all UC claimants are contacted within three days of making their claim. This new interview ensures a payment arrangement is made as soon as a claim is made and ensures tenants are given sufficient knowledge on UC and the impact this will have on their rent account.

Tenancy Services also received specialised UC training which has ensured Housing Officers have the knowledge to manage UC claims on their own patches. Previously this was only done by three officers. The Housing Assistants are now also assisting with arrears collection and are having success managing low level arrears in their respective teams.

Our current rent arrears procedures are being reviewed to ensure they are fit for purpose and a Universal Housing consultant will also be making improvements to



the current housing management system. This will mean Housing Officers have more capacity to manage the increasingly complex cases they are facing.

## **5. Strategic Priorities**

### **5.1 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.

## **6. Organisational Impacts**

### **6.1 Finance**

There are no direct financial implications arising from this report.

### **6.2 Legal Implications including Procurement Rules**

No impact.

### **6.3 Equality, Diversity and Human Rights**

No impact.

## **7. Risk Implications**

### **7.1 (i) No risks identified in this quarter.**

## **8. Recommendation**

### **8.1 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.

**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?** 1

**List of Background Papers:** None

**Lead Officer:** Gareth Griffiths, Housing Quality and Performance  
Team Leader  
Telephone (01522) 873448

**LANDLORD SERVICES – PERFORMANCE 2019/20**

**APPENDIX A**

Figures in brackets are the standalone quarterly figure.

PI	Description	Actual 18/19	Target 2019/20	19/20 Q1	19/20 Q2	19/20 Q3	19/20 Q4	Commentary
<b>Rents</b>								
125B	% of rent collected as a percentage of rent due	99.24%	98%	98.17%	98.04% (97.97%)			Above target.
126	Arrears as a % of rent debit	2.66%	3.65%	3.19%	3.72%			Below target.
<b>Voids</b>								
69	% of rent lost due to vacant dwellings	0.92%	0.90%	1.15%	1.06% (0.99%)			Below target.
58	Average re-let period – General needs (excluding major works) – (days)	25.23	23 days	35.2 days	34.3 days (33.05)			Below target.
61	Average re-let period – All dwellings (including major works) – (days)	30.02	28 days	42.7 days	44.1 days (45.69)			Below target.
<b>Allocations</b>								
85A	% of offers accepted first time	82.50%	80%	85.31%	82.89% (80%)			Above target.
<b>Repairs</b>								
29	% of all emergency repairs carried out within time limits	100.00%	99.5%	100%	100%			On target.
32	% of all repairs carried out within time limits	98.65%	97.5%	98.86%	98.26% (97.43%)			Above target.
33	Average time taken to complete repairs	7.2 days	8 days	8 days	8.6 days (8.8 days)			Below target.
34	Complete repairs right on first visit.	93.68%	90%	94.85%	95.04% (95.21%)			Above target.
37	Repair appointments kept against appointments made (%)	96.91%	95%	97.61%	97.73% (97.83%)			Above target.
41	Tenant satisfaction with repairs	96.16%	95%	98.62%	98.72% (98.86%)			Above target.
<b>Decent Homes</b>								
50	% of non-decent homes	0.21%	0%	0.72%	0.84%			On target for year end.
48	% of homes with valid gas safety certificate	99.94%	99.96%	100%	99.89% (99.91%)			Below target.

PI	Description	Actual 18/19	Target 2019/20	19/20 Q1	19/20 Q2	19/20 Q3	19/20 Q4	Commentary
<b>Complaints</b>								
22	% of complaints replied to in 10 working days	88.81%	95%	85.11%	84.69% (84.31%)			Below target.
<b>ASB</b>								
89	% of ASB cases closed that were resolved	98.25%	94%	94.81%	96.41% (97.78%)			Better than target.
90	Average days to resolve ASB cases	64 days	70 days	63.7 days	56.7 days (50.8)			Better than target.
<b>Other</b>								
	Expenditure against target set for year – responsive maintenance	97.2%	100%	8%	33%			On target for year end.
	Expenditure against target set for year – capital programme	79.4%	100%	8.15%	25.5%			On target for year end.
<b>Customer Contact</b>								
	% of calls answered within 90 seconds	52.1%	80%	55.35%	46.03% (37.05%)			Below target.
	Customer satisfaction with the overall service	86%	No target	86%	86%			Biannual survey.

**SUBJECT: TENANCY AGREEMENT**

**DIRECTORATE: HOUSING AND INVESTMENT**

**REPORT AUTHOR: YVONNE FOX – ASSISTANT DIRECTOR OF HOUSING**

**1. Purpose of Report**

1.1 To provide Housing Scrutiny Sub Committee with an update on the request by Members to introduce a shortened tenancy agreement that is easier for tenants to understand and refer to.

**2. Executive Summary**

2.1 The proposed text for the shortened tenancy agreement is attached at Appendix 1

2.2 The main Tenancy Agreement is 44 pages long. The key points have been included in the shortened version. It is proposed that this version is available on the website and will be easier to translate in to other languages or make available in large print.

The sign up procedures for new tenants will be considered and new arrangements, to ensure that new tenants are fully aware of their obligations as tenants and that they have the support and guidance to help them sustain their tenancies, are established.

**3. Background**

3.1 The Housing Appeals Panel and Housing Scrutiny Sub-Committee have raised concerns regarding tenancy breakdown and the increasing numbers of people who attended hearings of the appeals panel and were unaware of their obligations as tenants.

Members raised concerns that the main Tenancy Agreement is too long (44 pages) and that some tenants may find it difficult to understand. Members therefore requested that a shortened version is introduced that is easier for tenants to understand and refer to.

**4. Details**

4.1 As Members are aware, the Tenancy Agreement is a legal document that is prescribed in Law. This means that any agreement has to contain certain information.

What our current Tenancy Agreement does is combine the legal requirements of the document and expands this to provide further guidance and interpretation.

Although the Agreement document is comprehensive, the additional, and sometimes complicated information has resulted in the Agreement being too long and not always easy to understand.

- 4.2 In recent years, Tenancy Services has focussed on rent collection and anti-social behaviour. The team now has comprehensive practices and procedures established and are maximising income collection and addressing ASB swiftly and successfully.

Unfortunately, some tenants find it difficult to maintain a tenancy and, unless they engage with us, their tenancy is likely to fail. There are many reasons why a person may find it difficult to sustain a tenancy but going forward, we want to minimise the number of preventable tenancy failures. Several measures are currently being trialled and these will form the basis of our tenancy sustainment strategy.

## **5. Organisational Impacts**

### **5.1 Finance**

There are no direct financial implications arising from this report.

### **5.2 Legal Implications including Procurement Rules**

No impact.

### **5.3 Equality, Diversity and Human Rights**

No impact.

## **6. Risk Implications**

- 6.1 (i) No risks.

## **7. Recommendation**

- 7.1 Members are asked to note and comment on the proposed shortened tenancy agreement and a further report on customer feedback on its use will be considered by Members after a 6 month trial of its use.

- 7.2 Members will receive a further update on the Tenancy Sustainment strategy in the New Year.

**Is this a key decision?** Yes/No

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

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

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

**List of Background Papers:** None

**Lead Officer:** Gareth Griffiths, Housing Quality and Performance  
Team Leader  
Telephone (01522) 873448

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## Introduction

This booklet sets out the tenancy conditions of a City of Lincoln Council secure and introductory tenant. It explains your legal rights, the duties the council has as your landlord and the duties you have as a tenant. If you accept a tenancy with the Council we expect you to:

- keep to these conditions
- pay your rent on time
- take good care of our property
- have consideration for those living around you.

We want our services to be available to everyone who needs them. We aim to tackle discrimination, promote equality and comply with the Equality Act.

## Introductory tenancies

New tenants have introductory tenancies for a trial period of one year before gaining the rights of a secure tenant. Unless we take action to end or extend a tenancy during a trial period, it becomes secure one year after it began.

This does not apply to you if you are already a secure tenant moving from one tenancy to another or if you are an assured tenant of a registered housing association. This booklet is the tenancy conditions for both introductory and secure tenants. Most of the tenancy conditions are the same for both although introductory tenants have fewer rights. Please read this booklet carefully or ask us to explain it to you.

## Joint tenancies statement

When a new tenancy begins we will normally offer joint tenancies to all married couples, couples with a registered civil partnership and couples who live together.

## Photographs

We may take photographs of all new tenants including: when a tenancy changes to a joint tenancy, when there is a succession or assignment, and when tenants move home. Photographs help identify people living in our properties without our permission.

# [A] Your rights

## [1] Security of tenure

### [a] Secure tenants

If you are a secure tenant you have 'security of tenure' as long as you remain a secure tenant under the terms of the Housing Act 1985. This means that we can only take possession of your home:

#### **Either**

- by going to court to get a Possession Order on one or more of the grounds set out in Schedule 2 of the Housing Act 1985, as amended, which include breaking any of the tenancy conditions.

These are summarised in Section I.

(We must tell you if we are going to apply for a Possession Order, and give our reasons, before we apply for a court hearing. The court will only grant an order if we prove one or more 'grounds for possession').

#### **or**

- if we accept your surrender of the tenancy

#### **or**

- you serve us with a valid Notice to Quit

#### **or**

- if a court has made an order to demote your secure tenancy because you have behaved anti-socially.

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### [b] Introductory tenants

If you are an introductory tenant we must go to court to get a Possession Order to repossess your home but we do not have to prove a ground for possession to get one; we only need to prove that we have followed the correct procedure.

We will consider repossessing your tenancy if you have broken your tenancy conditions or if any of the grounds for possession that apply to secure tenancies as set out in Schedule 2 to the Housing Act 1985 apply to you.

A summary of the grounds for possession of a secure tenancy is contained at section I.

## [2] Your right to improve

Secure tenants have the right to carry out improvements to their homes. However, we must first give our permission in writing and you must get the relevant planning permission. If you are an introductory tenant you do not have this right.

### **An improvement includes:**

- Adding anything to, or altering, your home, the council's fixtures and fittings, or the provision of services
- Putting up a radio or television aerial
- Decorating the outside of your home.

### **We will not unreasonably refuse our permission.**

You must not put up a satellite dish on any of our properties without first getting our written permission. We will only give this in exceptional circumstances.

## [3] Your right to be consulted

All tenants have the right to be consulted and have their views considered on how we manage their homes.

### **This includes:**

- managing, maintaining, improving or demolishing homes
- providing services or amenities
- changes in the practice or policy of the council likely substantially to affect a number of tenants. Also, tenants have a right to be informed about our allocation policies.

## [4] Your right to see information we hold about you

Under Data Protection law you have the right to see information we hold about you. If you ask us to make a copy of your records we can ask you to pay £10 towards the cost.

# [B] Our duties

## [1] Security of tenure

We will grant security of tenure to all tenants who are secure tenants under the Housing Act 1985. We will only seek possession against secure tenants through the courts on one or more of the grounds set out in Schedule 2 of the Housing Act 1985. (These are summarised in Section I.)

## [2] Repairs

We will keep in repair and in good working order:

- the structure and exterior of the premises;
- the services supplying water, gas, electricity, sanitation, and space and water heating; and
- appliances for delivering these services which we have installed.

We will not be responsible for carrying out work or repairs for which you could be liable due to your duty to use the premises in a tenant-like manner.

We will repair and keep in good working order shared boilers and heating mains.

## [3] Services

We will provide any services we think are needed, and maintain them to a reasonable standard. These may include door entry systems, lifts, and caretaking and cleaning services. We will not be responsible for any failure in our services beyond our reasonable control.

## [4] Quiet enjoyment

We will not interfere with your right to the quiet enjoyment of your home during your tenancy.

## [5] Antisocial behaviour

We will investigate complaints of antisocial behaviour and we will give you help and advice if you are affected.

## [6] Major repairs and improvements

We will ask for and consider the views of all tenants affected by any proposed major repair or improvement schemes. We will try where possible to make sure tenants are able to return to their original homes, unless they would be under occupied.

## [7] Data protection

We process personal data to carry out our work and to meet our duties under these tenancy conditions. Data is processed in a way that keeps to the duties we have under the data protection laws.

# [C] Your duties

## [1] Rent

- a) You will pay the weekly rent and other charges for your home regularly and on time.
- b) Rent is due weekly in advance every Monday. We encourage all tenants to pay by Direct Debit
- c) If we change the rent and other charges, such as heating, we must give you at least 4 weeks' written notice, and let you know you have the right to end the tenancy..
- e) You will also pay as rent any amount you owe us for any current or past tenancy. We will write to you within 90 days of the start of the new tenancy, or send you a formal notice, to tell you how much extra you will have to pay.
- f) If you need help in paying your rent, or think you may be entitled to benefits to help with your rent or council tax, contact us on **XXXXXXXXXXXX**

## [2] Antisocial behaviour

- a) You or anyone else living with you or visiting your home, must not do, cause, encourage or allow to be done, anything which causes or is likely to cause nuisance, or may cause harassment or annoyance to anyone else. This applies in your home, on your estate, on any of our property, or in the locality of your home.
- b) If anyone else lives with you, or visits your home, you are responsible for how they behave in and around your home, on any part of the estate, on any property belonging to the council or in the locality of your home.

### **Examples of anti-social behaviour include:**

- harassment, including racial harassment and domestic violence
  - noise nuisance
  - dumping rubbish or furniture
  - failing to control children who are causing a nuisance or damage to property, including graffiti
  - criminal activity
  - throwing things off balconies or out of windows
  - breaking shared security, for example allowing strangers to get into the building
  - not keeping pets under control, including excessive barking of dogs and dogs fouling in communal or shared areas
  - drug dealing in properties or on estates
  - spitting or urinating anywhere in the communal areas of the block or on the estate.
- c) You must not do or allow anything to be done that is harassment. This applies in your home, anywhere on our property or in the locality. It includes abusive behaviour, verbal or otherwise, based on race, religion or faith, disability, sexuality or gender.
  - d) You must keep noise, including televisions, radios, record players, musical instruments and so on, to a reasonable volume at all times.
  - e) The following condition applies if you live in a flat or maisonette and we inform you in writing that we are aware of noise nuisance coming from your property:  
You must keep all your floors, including hallways and stairs, covered with carpet and a good quality underlay or with a suitable other floor covering that has similar noise reducing qualities. This does not apply to kitchens and bathrooms where floor coverings have been supplied by the council.
  - f) The following condition applies to all tenants:  
You must not put down laminate floor coverings or other types of wooden or artificial floor coverings without written permission. We will not give you permission unless we are satisfied that you have done enough to reduce noise nuisance to other residents.
  - g) You must not keep any firearms unless you are legally entitled to hold them. Examples of firearms include air-weapons, shotguns, replicas and de-activated weapons. If you have a legal firearm you must use and store it only in ways the law allows
  - H) you must not store any item in a communal area due to Fire Safety Requirements. This includes carpeting or door mats, pictures, plants, prams, bike, mobility scooters and other personal belonging: this list is not exhaustive

### **If you, a member of your household, or a visitor cause a nuisance or annoyance or otherwise break any of these conditions, the Council can take legal action against you, for example:**

- We can ask a court for an injunction. This is a court order to stop behaviour that causes a nuisance or annoyance. If you break the order you can be fined or imprisoned or both. You may also be banned from a property or area.
- We can ask a court to give us possession of your home and evict you and anyone living there.

- We can ask a court to demote your secure tenancy so that you lose your security of tenure for a period of time.
- We can ask the court for possession if you or anyone living with you or visiting your home has been convicted of a serious offence in the local area, such as drug dealing or actual bodily harm, or because you have broken certain types of court order. If we do this, the law says that the court must order possession. We will consider carefully whether possession is appropriate in each case. The Council will consider all the legal remedies available to us to deal with nuisance and antisocial behaviour. At the same time we will, if we can, give you advice about what to do to keep your tenancy. If we take legal action we can ask the court to give us an order against you for our legal costs.

### [3] Living in your home

a) You must use the property as your only or main home.

b) We have the right to stop you using your home, or any part of it, for anything other than living in.

c) During your tenancy you must not (either solely or jointly) own or rent any residential property which it would be reasonable for you to live in as your home. You must tell us if you own a residential property or have another residential lease or tenancy.

If you inherit a property this condition can only be broken once you have owned the property for more than 12 months.

In deciding whether you have broken this tenancy condition we will consider:

- whether the property is fit to live in
- whether you have acquired the property for use as a holiday home only and whether it is only suitable for that purpose
- whether the property is suitable for your household, taking into account the size of the property, your income and employment, any disabilities or medical problems you have and any other relevant circumstances
- whether it would be reasonable in all the circumstances for you to sell the property.

d) You must not assign the tenancy unless:

- It is by court order under the Matrimonial Causes Act 1973; Matrimonial and Family Proceedings Act; Children Act 1989 or Civil Partnership Act 2004.
- You do it under the right to exchange (introductory tenants do not have this right); or
- It is to a person who would be legally entitled to succeed to the tenancy. In this case, you must first get our written agreement. When we are deciding whether to give our agreement, we will look at:
  - whether your home would have more bedrooms than you need;
  - whether your home has any special services or adaptations designed to make it suitable for a disabled person; or
  - anything else which we think is relevant to the assignment.

e) You must not give up possession of or sub-let all of your home. Subletting and profiting from subletting are criminal offences and could lead to a fine or imprisonment and an order that the profit made from the sub-letting is repaid.

f) You must not give up possession of or sublet any part of your home without our written agreement (introductory tenants do not have this right). We will not refuse permission unreasonably.

g) You must tell us if you will be away from home for more than 28 days (this is so we know that you have not abandoned your tenancy). If you don't use your property as your only or main home, or you don't tell us when you will be away for more than 28 days months, we will consider taking action to end your tenancy. You will not have broken this tenancy condition if you have been in hospital.

h) You are allowed to be away from your home for up to 6 months and have someone else live there and act as your agent. But you must first tell us and get our written agreement. If you do not get our written agreement you could put your security of tenure at risk.

In certain circumstances (for example if you are working or studying away from home temporarily) we will consider agreeing for you to be away for more than 6 months as long as we are satisfied that your tenancy address remains your main home.

i) You may take in lodgers, as long as you do not give up possession of all your home. Introductory tenants do not have this right but we will consider requests from disabled introductory tenants for a carer to live with them.

j) You must not overcrowd your home.

k) Joint tenants are not allowed to pass their share in the joint tenancy to any of the other joint tenants. The only exception to this is where their share is assigned in one of the ways allowed by these conditions.

l) The Council will set aside an annual quota of homes for foster carers. If you are allocated a home to be a foster carer and later on don't need as many rooms, or stop fostering, we may take possession action.

#### [4] Relationship with council officers

You must not obstruct, abuse, harass, threaten or assault anyone working for the Council. This applies whether or not they are carrying out their duties for the council. You must not cause, allow or encourage anyone else to do so. This rule also applies to anyone living with you or visiting your home.

You must do anything reasonable we ask you to do in connection with the way you use your home and our property. We have the right to gain access to your home at all reasonable hours through our housing staff, or any other authorised person. You must give us access if we make a reasonable request. Reasons why we may wish to gain access to your home include to:

- a) inspect the state of repair and condition of your home or those next to it;
- b) carry out gas safety inspections;
- c) repair, alter or improve your home, or those next to it. This includes electrical wiring, gas and water pipes or drainage and heating systems;
- d) make sure no-one is breaking these tenancy conditions or Health and Safety regulations.

If we need to get into your home very urgently and you do not agree, or we cannot contact you, we have the right to force entry to your home without a court order. Examples of when we could do this include when there is a serious leak of water from your home or we urgently need to repair something that poses a health and safety risk to you or your neighbours. You must not offer, or give, any gift to anyone working for the Council. Do not let anyone into your home unless you are sure who they are. Anyone representing the council will show their identification card if you ask them.

#### [5] Repairs

- a) You must tell us at once about any damage to your home and any defects likely to cause injury or damage to people or property.
- b) If there is any damage to, or neglect of, your home or the Council's property and it is caused by you, anyone living with you or visiting your home or by your animals you must put it right at your own expense.
- c) You must keep your home clean and free from rubbish. If you do not, we will charge you for any work we need to do because of this, such as removing rubbish.
- d) We will normally send you a bill for the cost of lost keys, repairs or damage for which you are responsible.
- e) You (or anyone living with you or visiting your home) must not interfere with security and safety equipment in communal blocks. Doors should not be jammed open and strangers should not be let in without identification.
- f) You must not tamper with any meters in your home, whether they belong to the council or to other statutory bodies.
- g) If the heating or hot water services break down, tell us straightaway.

#### [6] Gardens and other areas let with the tenancy

- a) Any gardens or other areas (for example balconies, patios or yards) let as part of the tenancy are covered by this contract.
- b) You must not, without our written permission, remove, plant or put up, any hedges or fences, or remove or prune any trees.
- c) You must keep your garden, patio, balcony, fitted window box or other area let with the tenancy, neat and tidy.
- d) If you would like to garden any of the communal areas on your estate or outside your block please get our agreement first. The council wants to encourage people to improve their environment and will agree reasonable requests (this condition is not intended to cover pot plants or hanging baskets).

#### [7] Animals

- a) You, people living with you and people visiting you, must not cause, encourage or allow any animal to do anything which causes, or is likely to cause:
  - a nuisance; or
  - harassment or annoyance to anyone else on any property belonging to us. This includes persistent barking, and mess caused by dogs fouling our property.
- b) If you own or keep a dog you must make sure:
  - i it does not foul any property belonging to us;
  - ii it is kept on a lead and with a responsible person whenever it is outside and on any of our property;
  - iii any mess caused by the dog fouling any of our property is cleared up (unless you are a blind person and it is your guide dog);
  - iv it does not enter any children's play area or other dog-free zone (unless you are blind or disabled person and it is your guide or assistance dog).
- c) Neither you nor anyone living with you is allowed to cause, encourage or allow more than 2 dogs to be kept in the premises at any one time.

d] You must not keep, or allow your visitors to bring onto council property, any breed of dog classed by law as dangerous.

e] We may, if we decide, ban you and anyone living with you from causing, encouraging or allowing any animal to be kept on any of our properties. This ban will automatically be a new condition of your tenancy.

f] g] You must not have more than 2 cats in your home unless you have obtained our written agreement to have more. We will only agree in exceptional circumstances and in considering whether to agree we will take into account:

- the size and location of your property;
- whether we have received any complaints about any animals you already have.

h] Do not feed pigeons or any other animal likely to become a pest, outside the building or on the balconies.

## [8] Parking

You must not, without our written agreement:

a] park a vehicle, or allow anyone living with or visiting you or your home to park a vehicle, on any part of the estate other than on your own parking area or on a visitors' parking area;

b] park a vehicle, or allow anyone living with or visiting you or your home, to park a vehicle other than a private car, motorbike or other equivalent vehicle

c] park caravans, boats, trailers, lorries or other business vehicles without first obtaining written permission

d] park on a forecourt, including block and garage site entrances or on any grassed area

use communal electricity supplies to charge and electric vehicle or mobility scooter

**e] You are not allowed to sublet a car parking space which is our property.**

f] You are not allowed to use a garage for any purpose other than to store a roadworthy motor vehicle.

g] you must not carry out any repairs to a vehicle not owned by you or a member of your household. You must not carry out any major repairs to any vehicle at your home or in a communal area or land owned by the Council

## [9] Insurance

The council's buildings insurance does not cover tenants' possessions. We strongly recommend that you take out household insurance with a reputable insurer to include cover for contents and broken windows (this condition does not affect your legal right to claim compensation from the council if the damage was caused by the negligence of the council or its agents).

If you have arranged household insurance through us and do not pay your insurance charges, we will cancel the insurance policy.

You must tell us in writing if you want to stop paying your weekly household insurance charge. We will only cancel it from the Monday after we get your notification.

## [10] Shared areas

a] You, and the other tenants of the building, are responsible for keeping all shared areas in the building and the grounds clean and tidy.

b] All tenants must make sure communal stairs and walkways outside their home are kept tidy and free of clutter.

c] You must not leave rubbish outside your property, all rubbish must be disposed of via household waste collection or disposal by your arrangements

## [11] Fire Safety

You, or anyone living with you or visiting you, must not do anything that might cause a fire hazard.

# [D] Ending your tenancy

i Your tenancy may only be ended by a court order, a Notice to Quit from you, or if you surrender it. If you surrender your tenancy you must give us full 'vacant possession'. You, and everyone else living there, must move out. You must give us back all the sets of keys before your tenancy can be ended.

ii If you want to end your tenancy, you must give us a minimum of 4 weeks' notice in writing ending on a Monday. If you do not give this notice, or you give less than 4 weeks' notice, you will be breaking this condition and you may be charged an amount for damages of up to the equivalent of 4 weeks' rent. (This does not

apply if you are moving to another council property.)

iii You must leave the property and garden in a clean and tidy condition. All your belongings must be removed unless we have given you written agreement to leave some belongings in the property. If you do not, we may assume you have abandoned these items and may dispose of them without contacting you although we will keep to our legal duties under Section 41 of the Local Government (Miscellaneous Provisions) Act 1982. We will also charge you a reasonable cost for removal, storage or

disposal and a sum for lost rental income for the period we are unable to re-let the property due to having to clear the items.

v If you are a sole or joint tenant and accept an offer of another council home this means you have surrendered your tenancy.

vi Tenancies start and end on a Monday. You must return the keys to us by 12 noon on the Monday your tenancy ends. This includes all keys to your home, keys to communal areas and door entry key fobs. If you do not do this, you will have to pay an “occupation charge”. (This will be equal to the full rent up to the Monday following the day you return the keys.)

vii When you leave, you must give us a forwarding address. If you do not, we may not contact you to refund any money due to you, for example overpaid rent or heating refund.

## [E] Passing on the tenancy when a tenant dies (succession)

1. There can be one succession.
- 2.

**Re-write this section**

## [F] Accepting these tenancy conditions

If you ‘enter into possession’ of one of our homes, this means that both you and we agree to keep to these tenancy conditions. You enter into possession of one of our homes if you, for example:

- move in
- move your belongings in; or
- collect the keys.

## [G] Changes to these tenancy conditions

It is a condition of the tenancy that we may alter these conditions any time by your agreement or by serving you with a ‘notice of variation’.

We will tell you before we serve you with a notice of variation. We will write to you and tell you about any proposed changes.

## [H] Serving notices

**By us**

i If we have to give you written notice we will do this by

- delivering it to you personally; or
- delivering it to your home; or
- sending it by post to your home; or
- sending it to you by email; or
- any other method approved by law.

This condition applies to any Notice of Seeking Possession, Notice to Quit and other notices, whether or not under these conditions.

**By you**

ii If you want to serve a notice on us (including notices in legal proceedings), it must be served at:

City of Lincoln Council  
Housing Service  
City Hall  
Beaumont Fee  
LN1

# [I] Grounds upon which we may seek possession of a secure tenancy and reasons why we may seek possession of an introductory tenancy.

A summary of the **main** grounds for possession is given below:

Ground

1

If you are behind with your rent or have broken your tenancy conditions in some other way.

2a

Conduct causing a nuisance to people living, visiting or going about their lawful business near your home.

2aa

Conduct causing a nuisance to the landlord (or anyone working for the landlord) which impedes the landlord carrying out its housing management functions.

2b

Conviction for using the premises for immoral or illegal purposes or committing an offence in or near your home that is serious enough to be tried in the Crown Court.

2A

Domestic violence, or the threat of domestic violence, which causes a partner to leave your home.

3,4

Damage to the premises, or shared areas, or to any furniture we provide, by the tenant or lodger or sub-tenant.

5

If you got the tenancy by making a false statement (including another joint tenant making a false statement).

6

You got the tenancy through the right to exchange and paid a premium.

8

The tenancy was a temporary one while work was being done to your previous home and that previous home is now fit for you to move back into.

9

The premises are statutorily overcrowded.

10

We need your home to be empty, because we intend to demolish, rebuild or carry out work on the premises or the building in which premises are situated.

10A

The premises are in a redevelopment scheme and the Secretary of State agrees.

13

Your home has been designed for letting to people with disabilities, there is no one with a disability living there, and we need to relet your home to such a person.

15

We intend your home to be let to people with special needs (for example, sheltered housing), there is no one with special needs living in your home, and we need to relet your home to such a person.

15A

Your home is bigger than we consider is reasonably needed. If you took over the tenancy as a family member other than the spouse or partner of a tenant who died, we can take possession action between 6 and 12 months after we learn of the former tenant's death.

**If we seek possession on any of points 9 to 15A above, we will offer secure tenants suitable alternative accommodation.**

The above list is a summary of the main legal grounds that the council can use to gain possession. For the full list see Schedule 2 of the Housing Act 1985, as amended.



The council can also seek automatic possession against a secure tenant if any of 5 grounds (listed in section 84A of the Housing Act 1985) have been proved such as if you or a person visiting the dwelling-house has:

- committed a serious criminal offence;
- breached an injunction granted to prevent anti-social behaviour;
- breached a criminal behaviour order;
- had your home been made subject to a closure order lasting more than 48 hours;
- breached an abatement notice under the Environmental Protection Act 1990 in relation to, for example, noise.

If you lose your security of tenure the council can also seek possession by serving you a Notice to Quit. The council can seek possession on any of the above legal grounds or on any other grounds that the law may introduce in the future. However, we will follow any relevant policy in deciding whether to take action. If you have any questions, please contact us.

## **[J]** Independent Living Tenancies/ Supported Housing Tenancies

This applies only if you live in independent living / supported housing accommodation.

ii The tenant must agree to all reasonable requests by us, for example:

- a. requests for regular contact as per the individual Independent Living plan to check on your well-being.
- b. keeping to the proper hours and conditions of use for shared facilities (such as laundry rooms, and so on).
- c. using alarm equipment properly, and allowing access for repairs to facilities, including alarm equipment.

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**SUBJECT: ANNUAL REPORT TO TENANTS 2018/19**

**DIRECTORATE: HOUSING AND REGENERATION**

**REPORT AUTHOR: CHRIS MORTON, RESIDENT INVOLVEMENT MANAGER**

**1. Purpose of Report**

1.1 This report sets out the details of the annual report to tenants and leaseholders 2018/19 as required by Homes England, the regulator for social housing in England.

**2. Executive Summary**

2.1 There is a requirement by Homes England to produce and submit an annual report to tenants and leaseholders each year. The report for 2018/19 sets out performance from 1 April 2018 to 31 March 2019. It must be developed in consultation with tenants and in accordance with the guidance set out by Homes England. The draft report is shown in appendix one. Please note that as this is a draft document and might alter prior to publication.

**3. Background**

3.1 The annual report must contain performance information relating to the council's landlord function.

3.2 This year's annual report has again been developed in consultation with tenant representatives through the Lincoln Tenants' Panel and the Editorial Panel.

**4. Theme and Content of the Annual Report to Tenants and Leaseholders 2018/2019**

4.1 The main theme of the report is to show the successes achieved by housing and to report performance information for 2018/19. The performance includes rent arrears, satisfaction with repairs, repair appointments kept, percentage of ASB resolved and void turnaround times.

4.2 The secondary theme of the report is around celebrating some of the good news stories that happen in Lincoln.

**5. Next Steps**

5.1 Further amendments will be made to the report to take into account any feedback. The report will be published on the council's website and delivered to all tenants.

**6. Strategic Priorities**

6.1 Let's deliver quality housing

The annual report when published will help to deliver the council's strategic priority of 'Let's deliver quality housing.' This is because the report provides performance information to tenants and allows them to see how well we have performed as their landlord. It then allows tenants to use the information to challenge us to improve and hold us to account. The report also celebrates areas where we have been successful and this will demonstrate how we deliver quality housing.

## **7. Organisational Impacts**

### **7.1 Finance (including whole life costs where applicable)**

There are no direct financial implications as a result of the report

### **7.2 Legal Implications including Procurement Rules**

There are no legal implications as a result of the report.

### **7.3 Equality, Diversity & Human Rights**

There are no direct equality, diversity or human rights implications as a direct result, however the report is designed with a minimum text of 11pt and copies can be supplied in alternative formats e.g. large print, different languages.

## **8. Risk Implications**

### **8.1 (i) Key risks associated with the preferred approach**

- Failure to deliver a good quality and honest annual report could lead to reduction in tenant satisfaction with services.

## **9. Recommendation**

### **9.1 Members are asked to approve the contents of the report and provide feedback.**

**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?** One

**List of Background Papers:** None

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

# HOME!

**CITY OF LINCOLN COUNCIL  
FOR TENANTS AND LEASEHOLDERS**



Like us on Facebook:  
**City of Lincoln  
Council – Resident  
Involvement**



**Annual Report 2018/19**



**CITY OF  
Lincoln  
COUNCIL**

Together, let's deliver  
Lincoln's ambitious future



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## RESIDENT INVOLVEMENT CHECK:



If you would like to see articles on a certain area, or have any suggestions, don't hesitate to contact us on 01522 873398.

Editions of Home! are created in partnership with our editorial panel, made up of tenants and our production team.

## Welcome to the Annual Report to Tenants

It's been another very busy year for the housing department here at the City of Lincoln Council. We have delivered 172 more affordable homes as part of our ambitious plan to complete 400 by 2020. Several teams across the council have worked hard to deliver these on time and on budget. The homes themselves are built to an excellent standard allowing residents to move into a safe, comfortable and decent home.

Elsewhere we continue to provide an outstanding repairs service that aims to complete repairs quickly and to a good standard. We also spent over six million pounds on making improvements to your homes.

Outside of the home we have started to look at how we can make improvements to the estate and undertook an exciting programme of Ward Walks see page \*\*\* for more information.

Then there was the support we provided to community projects around the estates, see page \*\*\* for details about which projects we supported.

Next year we have a number of exciting projects to deliver including celebrations that will mark 100 years since the completion of the first council house in Lincoln, see page \*\*\* for further details.

You can also find our performance information for the period of 1st April 2018 - 31st March 2019, so you can see how well we have performed as your landlord. If you see a smiley face, we have met the target, if you see a sad face we didn't meet the target.

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.

Don't forget to follow our Facebook page City of Lincoln Council-resident involvement for exclusive updates.

I hope you enjoy reading the report

Councillor Donald Nannestad Portfolio Holder for Housing.

## Did you know?

Homes England set out the service standards for housing services that we must provide to you in their 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 calling **01522 873398** to request a copy.

# Key achievements for 2018/19

**Over the year we have worked hard to provide an excellent service for our residents and we have listed below are some of the ones we feel need highlighting.**

- ✓ Provided new affordable homes.

Over the year we built 172 new homes around the city at locations that included Monks Road, Stamp End, Boultham and the Ermine.

- ✓ Helped older people and younger people

Completed planning for the De Wint Court extra care housing complex. This will be a three and two storey facility with a difference, comprising of 50 one bed apartments and 20 two bed apartments.

To help the younger residents of Lincoln we operate a successful apprentice programme that has help them get training and qualifications on maintenance trades.

- ✓ Improved the safety of your homes

We fitted new fire safety doors to all of the flats at Shuttleworth House and plan to carry out similar work at the other tower blocks and sheltered schemes.

Then there was the visit from staff who work at the Ministry of Housing to talk to us about how we keep our buildings safe and involve residents in the process. This was of a national fact finding tour to inform their proposals on building safety.

- ✓ Listened to you

We launched a new allocations website that is more user friendly and this was in part to feedback we have received from residents who said the old website wasn't easy to use.

The Lincoln Tenants' Panel (LTP) were nominated for a scrutiny award, proof and recognition they are playing a key role in representing your views at the council.

We have also trained members of LTP to sign post victims of anti-social behaviour to services provided by icitim Support.

- ✓ Invested in the community

Over the last few months we have been out and about on the estates carrying out Ward Walks. The aim of these was to identify the issues that matter to residents and look at solutions, some of the common problems were parking on grass verges, overgrown gardens and a lack of bin storage.

Over the next year we will use this information to develop small scale improvements plans for each estates, which will look at the feasibility of tackling these problems. Keep checking the Home! magazine and our Facebook page, City of Lincoln Council-resident involvement for updates.

- ✓ Tackled rough sleeping. Lots of intensive work has been carried out by our rough sleeper team and in one year we have housed 73 people, assisted 146 people with mental health, prevented 28 people from rough sleeping and 81 people have been through the Somewhere Safe to Stay Hub.

# Overview of performance indicators for the year

WHAT WE SAID WE WOULD MEASURE	HOW DID WE DO		WHAT WAS OUR TARGET?	DID WE MEET OUR TARGET?
	2017/18	2018/19		
% of rent collected as a percentage of rent due	99.86%	<b>99.24%</b>	<b>98%</b>	😊
Emergency repairs carried out on time	100%	<b>100%</b>	<b>99.5%</b>	😊
Average number of days to complete a repair	6.6 days	<b>8.6 days</b>	<b>8 days</b>	😞
Tenant satisfaction with repairs work	96.22%	<b>96.16%</b>	<b>95%</b>	😊
Getting repairs right first time	90.21%	<b>93.68%</b>	<b>90%</b>	😊
Homes with a gas safety certificate as at 31 March 2019	99.96%	<b>99.71%</b>	<b>100%</b>	😞
Homes that don't meet the decent homes standard	0%	<b>0.21%</b>	<b>0%</b>	😞
Average time to re-let a property	26.77 days	<b>30 days</b>	<b>25 days</b>	😞
Offer accepted first time		<b>82.50%</b>	<b>85%</b>	😞
% ASB cases closed that were resolved	98.99%	<b>99.24%</b>	<b>94%</b>	😊
Average number of days to resolve ASB cases	65.73 days	<b>63 days</b>	<b>70 days</b>	😊
Rent collected against rent due	99.68	<b>99.24%</b>	<b>98%</b>	😊
Level of rent arrears against total rent due.	2.11%	<b>2.66%</b>	<b>3.65%</b>	😊



# Key statistics:



# Expenditure and Value for Money

EXPENDITURE	
Repairs and improvements	£15,1448.88
Amount spent of new kitchens	£363,610
Amount spent on new bathrooms	£602,351
Amount spent new boilers or heating system upgrades	£1,657,342
Amount spent on building new housing.	£15,452,535

How we provide you with value for money:

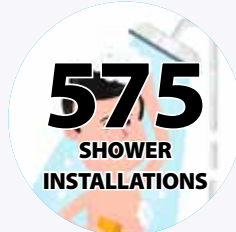
By 2020 we will have reduced the cost of your rent by one percent each year, in accordance with government regulations. Despite this reduction we have improved the service we offer and continue to invest in making improvements to your homes.

Average monthly rents for council properties are £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.

# Improvements and repairing your home

SPENT  
**£15,1448.88**  
ON REPAIRING  
& IMPROVING  
YOUR HOME.



# COMMUNITY Lottery

**The Lincoln Community Lottery has been running since August 2018, so far it has been a success, here are some key stats:**

- During the first year the lottery has raised a total of £42,311 for local good causes
- Of the £42,311, £10,893 has been raised in the community fund
- The Lottery currently supports 73 local good causes in and around the city
- Average number of tickets entered into each weekly draw is 1,380

- Additional bolt on prizes will continue to be offered at regular intervals to help increase ticket sales
- On average 30 prize winners each week to the lottery (mix between cash prizes and free tickets)

**The year the top three good causes benefitting from the lottery were:**

- Lincoln & District Indoor Bowl
- Lincoln City Radio
- Lincoln Community Larder.

**BeGambleAware.org**<sup>®</sup>

**If you would like to take part in the lottery or would like to know more about applying for funding please see <https://www.lincolnlottery.co.uk/>**

# Providing affordable housing.

**172** number of new builds completed  
and by area:

**45**

Allenby Close  
(Monks Road/  
Tower)

**7**

Lytton Street  
(Stamp End)

**46**

Weswick Drive  
(Boultham)

**74**

Ingleby  
Crescent  
(Ermine East)



# LINCOLN TENANTS' PANEL (LTP) 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 tirelessly and put in numerous unpaid hours to help improve the service you receive.**

Their main focus over the last year was responding to the government's proposed changes to social housing. To make this possible they read through the government's proposals, attended briefing events and successfully submitted a response to the consultation. This response will be taken into account by the government before the final changes are made which is a huge result for LTP and the council. They were also runners up in a regional award for tenant scrutiny.

**If you are passionate about getting involved and shaping your council, we still have vacancies for the following groups:**



**Mystery shopping**



**Residents' groups**



**Lincoln Tenants' Panel**



**Leaseholder forum**



**Tenant authors**



**Home!  
Editorial Panel**

# 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.

We'll be back again this year so make sure to keep an eye on the resident involvement Facebook page details of this year's grotto and other events.

## Flower planting

Throughout this year, we have held several flower planting sessions. These sessions had a fantastic response and attendance from local children to have a go at planting flowers and vegetables.

If you are interested in getting involved, please contact us by calling **01522 873398** or email us on **[ltl@lincoln.gov.uk](mailto:ltl@lincoln.gov.uk)**.



# Customer compliments and complaints

What our customers said:

Couldn't have been more helpful. Really went out of his way to get things right for us

Thanking everyone to make staying in her flat wonderful

**Very helpful - credit to the team**

**Very happy with new kitchen**

**Timely** and **efficient** resolution of a collapsed boundary. Remained courteous and communicative throughout

**Lovely flat - thanks for all the departments help**

**Excellent job**

Thanks Lincare you saved my mums life



# Using complaints to improve our service

We received a total of 154 complaints and took on average six days to answer these. We always look at how we can improve our service where we have complaints about a particular area and last year we addressed to particular issues.

The complaint-

*“There is a lack of support for victims of ASB”*

Our response-

*We take all reports of anti-social behaviour seriously and investigate them thoroughly, often just by speaking to the residents involved 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.*

The complaint

*‘The allocations website isn’t user friendly and keeps crashing a lot.’*

Our response -

*‘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 the application faster to process and means customers don’t have to come all the way into town to provide the information making it much more convenient.’*

# How we've gone a to help our

We pride ourselves on delivering the best possible repairs service to our residents. 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 priding ourselves in providing an excellent level of service to all residents, there are occasions when we go above and beyond for those most in need. One way we do this is through our aids and adaptations scheme.

Louise Herridge, is one of our residents, who has hugely benefited from the aids and adaptations service. We have installed numerous adaptations in her home in order to ensure it suits her needs. For example widening hallways, ramps, a level access shower and a vanity unit that is fully wheelchair accessible for her use.



# above and beyond customers



Louise spoke to us and provided her experience of the service:

“The aids and adapts service meets your needs even whilst the disability changes. The service ensures that you feel safe and able to lead an independent life, without aids and adaptations I wouldn’t be able to live without it. The team work really hard to make it easy for you and are incredibly helpful

and thoughtful in adapting the space. Which is really important for me, as I can’t move around nor travel easily so it’s about making the best from the services to ensure my environment works”.

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



**“The aids and adapts service meets your needs even whilst the disability changes. The service ensures that you feel safe and able to lead an independent life”**

# COMMUNITY

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.

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.



# Investment

- 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.



**For more information about community investment, contact the resident involvement team by emailing [LTP@lincoln.gov.uk](mailto:LTP@lincoln.gov.uk) or call us on **01522 873398**.**

# COMING SOON

We are pleased to announce that in 2020 the launch of several exciting projects:

- Look out for our events next year that will celebrate the fact that we have been building decent and affordable housing in Lincoln for a 100 years.
- Delivery of more affordable homes These will be built at Rookery Lane, on St Giles and on the Ermine West.
- Starting work on building the extra care facility at De Wint Court
- Launching of the improvement plans for each estate. These will contain proposals on how we aim to improve the look and feel of the estates.

Like our Facebook page, City of Lincoln Council-resident involvement for exclusive updates and to be the first to know.

# Obtaining copies in alternative formats

If you have difficulty in understanding anything in this document, please go to City Hall, Beaumont Fee, Lincoln or any other council office, and an interpretation service will be provided.

## Polish

Rada Miasta Lincoln (z ang. City of Lincoln Council) jest w pełni zaangażowana w promowanie równości i różnorodności. W razie jakichkolwiek trudności ze zrozumieniem niniejszego dokumentu, prosimy udać się do ratusza - City Hall, Beaumont Fee w Lincoln lub do innego urzędu rady miasta, gdzie będziemy mogli zorganizować dla Państwa tłumacza z Big Word Services.

## Lithuanian

Linkolno miesto savivaldybė skiria daug dėmesio lygybės ir įvairovės skatinimui. Jei šio dokumento nesuprantate, eikite į Miesto rotušę - City Hall, Beaumont Fee, Lincoln, arba į bet kokią kitą savivaldybės skyrių, kur Big Word vertimų agentūra mums padės susisiekti su vertėju.

## Slovak

Mestský úrad mesta Lincoln so zariadením podporuje rovnocennosť a rozmanitosť. Pokiaľ niečomu v tomto dokumentu nerozumiete, dostavte sa, prosím, do mestského úradu City Hall, Beaumont Fee, Lincoln alebo do inej kancelárie tohto úradu, kde pre Vás prostredníctvom Big Word Services môžeme zaistiť tlmočníka.

## Romanian

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This publication can also be made available in large print, or electronically. **Please telephone: 01522 873398**

# Key Contacts

## **Rent and tenancy enquires**

Telephone: 01522 873333

## **Payments line**

Telephone: 01522 873666

## **To report anti-social behaviour**

Telephone: 01522 873333

## **To report fly tipping**

Telephone: 01522 873433

## **Wheelie bin and recycling enquires**

Telephone: 01522 873333

## **Council Tax and Housing Benefit enquires**

Telephone 01522 873355

## **Universal Credit enquires**

0800 328 9344

**Many of our services can also be accessed  
on our website [www.lincoln.gov.uk](http://www.lincoln.gov.uk)**





**HOUSING SCRUTINY SUB-COMMITTEE****4 NOVEMBER 2019**

**SUBJECT: WORK PROGRAMME UPDATE 2019/20**  
**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 2019/20 (Appendix A).

**2. Background**

2.1 The work programme for 2019/20 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 2019/20**17 June 2019**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Quarter 4 2018/19 – Performance Summary	Yvonne Fox	This will be a summary report.
Financial Performance – Outturn 2018/19		
Work Programme Update	Democratic Services	Regular Report

**12 August 2019**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Quarter 1 (2019/20) – Performance Report	Yvonne Fox	Quarterly Report
Work Programme Update	Democratic Services	Regular Report

**4 November 2019**

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Quarter /2 (2019/20) – Performance and Finance Report	Yvonne Fox	Quarterly report
Homelessness/ Action Lincs/ Rough Sleeper Interventions	Alison Timmins	
Tenancy Agreement	Yvonne Fox	
Work Programme Update	Democratic Services	Regular Report
Annual Report to Tenants	Chris Morton	

## 27 January 2020

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Housing Portfolio Holder	Councillor Nannestad	Annual Report
Supported Housing Review	Clive Thomasson	Agreed at Executive 22 July 2019 – 6 month review
Work Programme Update	Democratic Services	Regular Report

## 16 March 2020

Item(s)	Responsible Person(s)	Strategic Priority/ Comments
Quarter 3 (2019/20) – Performance Report	Yvonne Fox	Quarterly report
Work Programme Update	Democratic Services	Regular Report

## Unscheduled Items

- **Tenant Involvement Strategy**