

## HOUSING SCRUTINY SUB-COMMITTEE

**Thursday, 10 August 2023**

**6.00 pm**

**Committee Rooms 1-2, City  
Hall**

|                                  |   |
|----------------------------------|---|
| Membership:                      | Councillors Gary Hewson (Chair), Pat Vaughan (Vice-Chair), Alan Briggs, Liz Bushell, Mark Storer and Loraine Woolley  |
| Substitute member(s):            | Councillors Adrianna McNulty and Emily Wood   |
| Lincoln Tenants Panel member(s): | Mick Barber (Chair of LTP), Caroline Coyle-Fox (Vice Chair of LTP), Mike Asher (Member of LTP), Sean Newton (Member of LTP) and Debbie Rousseau (Member of LTP) |
| Substitute LTP Member            | Steven Bearder  |
| Officers attending:              | Democratic Services, Paula Burton, Matthew Hillman, Keeley Johnson, Amy Larder, Andrea Ripley and Daren Turner  |

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## A G E N D A

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| 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. |                          |
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RESOLVED that the press and public be excluded from the meeting during consideration of the following item(s) of business because it was likely that if members of the public were present there would be a disclosure to them of 'exempt information' as defined by Section 100I and Schedule 12A to the Local Government Act 1972.

## **SECTION B**

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|---|------------------------|
| 13. De Wint Court- Post Implementation Review | 117 - 134              |
|   | <b>[Exempt Para 3]</b> |

**Present:** Councillors Councillor Gary Hewson (*in the Chair*), Alan Briggs, Liz Bushell, Mark Storer, Pat Vaughan and Loraine Woolley

**Apologies for Absence:** Debbie Rousseau

**Also in Attendance:** Mick Barber (Chair of LTP), Caroline Coyle-Fox (Vice Chair of LTP), Mike Asher (Member of LTP) and Sean Newton (Member of LTP)

**1. Confirmation of Minutes - 9 March 2023**

RESOLVED that the minutes of the meeting held on 9 March 2023 be confirmed.

**2. Matters Arising**

Minute No 47: Performance Monitoring Report Quarter 3 2022/23

Member's requested a response to an LTP comment made as to why the member was told by an Aaron Services operative that they wouldn't report a repair unless told to do so by the tenant concerned.

The Senior Democratic Services Officer referred to a Member response table previously circulated in response to member questions which would be recirculated.

Minute No 40: Matters Arising: Housing Revenues Business Plan 2023/28

In response to concerns previously raised regarding some of the compliance controllers on new heating systems being too sensitive, Mike Asher, LTP Member, reported that new restrictors had since been installed to radiators and everything was now working fine.

**3. Declarations of Interest**

Councillor Pat Vaughan declared a Personal Interest with regard to the agenda item titled 'Housing Finance'.

Reason: His granddaughter worked in the Finance Section at the City of Lincoln Council.

**4. Housing Finance**

Colleen Warren, Financial Services Manager, presented her report on the Council's Housing out-turn position for 2022/23. She highlighted key points within the content of the report as follows:

- The report provided members with the provisional summary of actual income and expenditure compared to the revised budget for Housing Revenue Account (HRA) and Housing Repairs Service (HRS) and showed how any surpluses had been allocated to reserves.

- For 2022/23 the Council's HRA net revenue budget was set at £38,670, which resulted in an estimated level of general balances at year-end of £1,063,872.
- The HRA financial performance quarterly monitoring report for the 3<sup>rd</sup> quarter predicted an underspend of £961. The provisional outturn for 2022/23 now indicated an improvement of £119,614, resulting in an overall budget underspend of £120,575 (including additional transfers to/from earmarked reserves). This would result in HRA balances at 31 March 2023 of £1,184,447.
- Paragraph 3.3-3.8 of her report highlighted movement and variances to the outturn position and outfall summary.
- For 2022/23 the Council's HRS net revenue budget was set at zero, reflecting its full cost recovery nature.
- The HRS deficit figure reported at Quarter 3 was £403,727; resulting in a movement from Quarter 3 to Outturn of £181,882.
- The net trading deficit of £221,845 was the result of several year-end variations in income and expenditure against the approved budget. as detailed in Appendix F, while the key variances were summarised at paragraph 4.3 of her report:
- The main contributory factor to the deficit was the ongoing recruitment and retention challenges, being felt not just by the council but across the construction industry as a whole. This inability to attract and retain staff resulted in a greater reliance on the use of sub-contractors to ensure that service demands were met. The cost of using sub-contractors was however more expensive than the HRS's own workforce, due to the ongoing impact of Covid19, the current inflationary crisis and a reduced pool of contractors from which to secure services. These additional costs were therefore not fully offset by the vacancy and material savings achieved by not carrying out the work internally. These increased costs were further compounded by increased demands resulting from the higher level of voids currently being experienced, although this was partially offset by a reduction in responsive repairs works being requested.
- As the increased subcontractor costs were not reflected in the service hourly rate and overhead recovery was not recouped on sub-contractors this resulted in an under recovery of full costs from the HRA. Despite this, the overall level of rechargeable income was overachieved due to the volume of voids works being undertaken (of both a capital and revenue nature), albeit at a higher cost, compensating for a reduction in responsive repairs works.
- The forecast deficit also included the impact of the nationally agreed pay award implemented in December, which was significantly over and above the assumptions included within the MTFS, and the impact of increased inflation on utilities as a result of the escalating cost of gas and electricity supplies, as outlined in both the General Fund and HRA variances.

Members discussed the content of the report in further detail.

Councillor Hewson, Chair, raised concerns that the 2022/23 insurance claims expenditure budget of £168,930 had been overspent by £115,330 at £284,260 actual expenditure.

Colleen Warren, Financial Services Manager, detailed the background behind the increase in disrepair claims. Private finance companies were targeting tenants of council homes and rented accommodation promising compensation payments, with the finance companies ultimately benefitting and little refunds ever reaching the tenants. This was a growing trend nationally which all local authorities and rented accommodation providers were having to manage.

Matthew Hillman, Assistant Director, Investment confirmed there had been an increase in disrepair claims in terms of damp/mould and condensation. Operatives would always enquire when visiting properties whether there were any condensation problems. It was difficult to identify such problems in circumstances when operatives were refused access to carry out repairs. A short life working group had been set up to look at the issues. New processes had also been introduced with test products being tried such as sprays, fans and humidity devices to help with condensation.. Additional administrative resources were also being employed together with an Insurance Officer within the Finance Section.

Councillor Nannestad, Portfolio Holder for Quality Housing highlighted that the Government was taking steps to restrict the operation of these type of finance companies.

Mick Barber, Chair of LTP, highlighted that tenants were aware of these unscrupulous companies. Additional warnings on social media platforms would be used to make people aware.

Colleen Warren emphasised that any disrepair claims received which were not reported by the tenant were shut down immediately as there was nothing to report.

RESOLVED that the provisional out-turn position for the HRA and HRS for 2022/23 be noted.

## **5. Housing Fire Assessment Update**

Matt Hillman, Assistant Director, Investment:

- a. updated Committee on City of Lincoln Council's (CoLC) current position regarding Fire Risk Assessments of Housing stock including High Rise Tower Blocks, Sheltered Housing Schemes and Low Risk Flats only
- b. reported that The Fire Safety Act 2021 came into force 16 May 2022 which clarified which of our buildings The Regulatory Reform (Fire Safety) Order 2005 applied and highlighted areas to be covered within fire risk assessments
- c. updated members on progress to compliance advising that the position of Technical Officer (Fire Safety) within the Safety Assurance team was vacant pending job evaluation and that a fire risk assessor had been engaged to undertake Fire Risk Assessments of low-rise (general needs)

properties and was making good progress in reducing the backlog of premises yet to be assessed

- d. gave an update on the current position regarding the Fire Risk Assessments within the table at paragraph 3.3 of the officer's report
- e. requested members feedback on the content of the report.

Members discussed the report in further detail.

Comments/questions were raised and responded to by officers as follows:

- Question: When would the fire risk assessments be 100% complete?
- Response: This would be by the middle of August 2023 if all went well.
- Question: What was the estimated timescale for replacement of fire doors on entry to properties in high rise flats?
- Response: The fire doors would only be replaced if they were not up to the required standard; there was no immediate plans to replace all the doors. Legal advice was being taken in respect of leaseholders of fire doors in communal areas to ensure the best route forward for the safety of the blocks.
- Question: For what length of time were fire certificates valid?
- Response: They were valid for 2 years.
- Question: What was the average life span for a fire door?
- Response: They were changed as and when they needed replacement. The average lifespan was 40 years, however, regular fire inspections were made.

RESOLVED that the fire risk assessment update to Housing stock be noted.

## **6. Scheduled Repairs Review**

Matt Hillman, Assistant Director of Investment:

- a. presented a review of performance in the area of Scheduled Repairs, the scheme commenced on 07/02/2022 following a trial extension period ending on 04/02/2022
- b. highlighted that the data gathered within the officer's report showed a comparison from the most recently completed cycle of scheduled repairs 2 January 2023 (1<sup>st</sup> day of north cycle) until 16 April 2023 (last day of south cycle) and the first full cycle of 2022 to show a similar time of year comparison from 7 February 2022 (first day of north cycle) until 29 April 2022 (last day of south cycle)
- c. reported that scheduled repairs continued to be delivered following the completion of the extended trial on 4 February 2022
- d. detailed the background to the Housing Repair Service (HRS) prior to August 2020, which operated on a Responsive Repairs basis whereby all non-urgent repairs were completed within 20 days and emergency repairs within 24 hours
- e. presented a comparison to the benefits of the Scheduled Repairs system with non-urgent repairs at no risk to tenants carried out in one

geographical area for a concentrated period, to achieve more repair jobs completed with the same amount of labour resource

- f. provided positive performance data comparison, as detailed within the table provided at paragraph 4.1 of the officer's report
- g. detailed several improvements identified in the review of Scheduled Repairs, which could be introduced to further refine service delivery, as detailed at paragraph 4.2 of the officer's report
- h. invited committees questions and comments.

Comment: It was welcoming to see the benefit from the work of the Resources Team Leader which had been very impressive so far.

Question: How was a Service Level Agreement achieved?

Response: This was coordinated between the Housing Investment/Repairs Service and Customer Services in advice given to tenants.

Question: Had staff from Customer Services been deployed from City Hall to take calls from Hamilton House?

Response: Four members of staff were to be based with the Resource Planners at Hamilton House to maintain service continuity, however, Customer Services staff were reluctant to move over and the process was currently being navigated around. In addition, an extra Resource Planner had been employed on a temporary contract.

Comment: The Tenancy Agreement should identify the onus on tenants to provide up to date information/details of resident contact details.

Response: The introduction of a new Hardware Interface Programme would make it easier to update contact details remotely on the customer portal.

Mick Barber, Chair of LTP highlighted the importance of working together with Customer Services to achieve improved customer satisfaction when tenants rang in and to ensure the incoming telephone number matched the one recorded on screen Steps were in place to bring about improvements.

RESOLVED that:

1. The delivery of Scheduled Repairs be continued.
2. North, Central and South welfare units at Lenton Green, Newland Street West and Birchwood be introduced respectively with continued utilisation of the Greetwellgate site subject to satisfactory planning regulations.

## **7. Change to Order of Business**

RESOLVED that the order of business be amended to allow agenda Item No 10 'Performance Monitoring Report Quarter 4 2023/24' to be considered as the next agenda item.

## **8. Performance Monitoring Report Q4 2023/24**

Matt Hillman, Assistant Director of Investment

- a. presented Housing Scrutiny Sub Committee with an end of year report on performance indicators for the 2022/23 financial year (April 2022-March 2023), which combined all performance relevant to Housing Landlord issues
- b. reported that over the last twelve years the Council had been working with Lincoln Tenants Panel to improve external scrutiny and to meet standards implemented by the Tenant Services Authority
- c. added 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, which was amended with effect from April 2012 although the principles remained the same
- d. reported that of the 21 measures in total; 11 were on or exceeding targets for the year (year-end), 5 had not met the normal targets set, of which 4 were within 5% tolerance of their respective targets (Amber Rating), and one measure did not have a target (complaints replied to in line with corporate policy)
- e. referred to Appendix A of the report which attempted 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)
- f. added that further information on the areas highlighted was provided at paragraph 4 of the report
- g. invited committees' questions and comments.

Members discussed the content of the report, commented, asked questions, and received relevant responses from officers as follows:

- Comment: It would be beneficial to have a more rapid turnaround of paperwork to ensure vacant properties were brought back into use as soon as possible to avoid anti-social behaviour /damage.
- Response: The new initiative of interactive information videos would help prospective tenants with useful points to consider. In the sad circumstances when a tenant passed away, the property remained the responsibility of relatives whilst in the probate period.
- Question: It was noted that Performance Indicator 58 Average re-let period – All dwellings (excluding major works) – (days)' was currently in red. Was it possible to provide a further breakdown as to how many terminations in tenancy were due to deaths/residents moving into nursing homes?
- Response: This information would be provided by officers.
- Question: Was it possible when signing up to a tenancy agreement to verify in advance that in the event the property became void, there would be free access by the Council if there were no other relatives involved?
- Response: This would not be practical as it would be too far in advance in many circumstances in relation to the power of attorney.
- Question: What was the difference between a void without major works and one with major works. The target for re-let of properties was a lot less than the actual performance?
- Response: This was controlled by the House Mark Standard. Officers would forward the relevant information to members.



- Question: The % of complaints against target time had increased every quarter. What plans were there to make improvements?
- Response: Most of the complaints related to housing repairs. Officers had been through the data to look for trends such as 'discuss the issue further appointments/low quality work' but there were no apparent reasons. The customer base was different to years gone by and people complained on a regular basis, due to changes in the tenant profile. Extra resources were being allocated. Operatives were being instructed to make sure any repairs needed were actioned accordingly. He would arrange a meeting with LTP members and staff to discuss the issues further.
- Comment by Councillor Nannestad, Portfolio Holder for Quality Housing: It was important that members used the single point of contact (SPOC) for any complaints in order that problems were always logged. This was a policy formerly agreed by all members.
- Response by Mick Barber, Chair of LTP: The SPOC was a good system. The logging of data regarding complaints was essential to make future improvements and to enhance service delivery. LTP had helped set up templates on how to address complaints and there was a huge improvement on what had gone before. We needed to modernise our working systems to deal with customer issues.

RESOLVED that:

1. The following supplementary information be provided to members:
  - A further breakdown as to how many terminations in tenancy were due to deaths/residents moving into nursing homes .
  - Further detail of the House Mark Standard.
2. The current performance outcomes during the financial year 2022/23 be noted.
3. A commitment to continued reporting on a quarterly basis and a determined programme to have more interim in-depth reviews of service specific performance be noted.

## 9. Lincoln Tenants Panel Project Updates

Mick Barber, Chair of Lincoln Tenants Panel, provided a written report on the panel's continued work on a variety of projects with tenancy services, fire safety assurance, maintenance, business management and resident involvement teams. The briefing note was designed as a regular update to members of Housing Scrutiny Sub Committee.

LTP continued to work with tenancy services, fire safety assurance, maintenance, business management and resident involvement on a variety of projects.

He gave a brief overview of the projects being covered in these areas:

- LTP recently attended a voids refresher training course delivered by tenancy services and resident involvement. All members of LTP had signed up to become a voids inspector.
- He continued to hold quarterly meetings with the voids team leader reviewing void inspections and targets.

- We had successfully inspected twelve voids December – April and all had surpassed our standards. We understood inspecting a targeted one property a week may be difficult due to property type and availability, we had agreed to inspect as many as possible and take direction from the voids team – our aim was to increase from 5% to 10%. A suggestion to conduct multiple void inspections was currently under review by the void team's leader.
- The complaints review group continued to hold quarterly meetings - We had requested recommendations shared with relevant officers together with a request for further feedback relating to some complaints.
- The ASB working group had completed the second review cycle and had identified improvements - Three LTP members were also in the process of trying to obtain an ASB accreditation.
- The schedule of repairs (SOR) working group had put forward recommendations to increase awareness of the SOR programme on Facebook together with link to main calendar.
- LTP volunteered and assisted various officers from City of Lincoln Council (CoLC) at a fire safety exercise at Jarvis House, we found the events to be successful, in particular, tenants at Jarvis House actively engaged with officers and Lincolnshire Fire and Rescue.
- LTP had reviewed CoLC Lincoln standards, fencing and communal area policies and submitted recommendations.
- We continued to hold our monthly LTP meetings and had recruited a new LTP member, we now had eleven inducted LTP members.
- LTP continued to represent COLC at Association of Retained Council Housing (ARCH) and Debbie Rousseau was now a fully opted committee member allowing the Chair of LTP to represent COLC as a panel member on the Social Housing Quality Register online community Panel attending online webinars.
- LTP had joined TPAS – the leading tenant engagement experts. TPAS were a not-for-profit organisation and had been representing Registered Provider's, Local Authorities, ALMO's (arms-length management organisation) etc since 1988. It promoted, supported and championed tenant involvement and empowerment in social housing across England. We had recently completed an introductory online seminar and were in the process of joining online training sessions and webinars covering housing related subjects.

RESOLVED that the content of the written update from the Chair of LTP be noted with thanks, to be continued as a regular agenda item.

## **10. Allocations Update**

Alison Timmins, Housing Solutions Manager:

- a) provided statistical data relating to allocation of Council accommodation during 2022/23 for member's information
- b) emphasised there was a shortage of one bed flats for single people and homes with more than two bedrooms to accommodate larger families
- c) advised that during 2022/23 the Council allocated 570 properties, with further analysis of allocations by property type also provided

- d) reported that the Council had set a quota of 25% of all lettings for transfer of applicants into more suitable accommodation that met their changing needs, which had finished the year only slightly below target, ensuring we balanced local needs and Government priorities.

Members discussed the content of the report in further detail.

The following comments/questions from members were responded to as follows:

Question: Who made the allocations?

Response: There was an Allocations Team with a Team Leader to exercise this function. Homeless legislation prioritised any household homeless or threatened with homelessness. After this, people on the housing register were allocated properties according to those most in need and having been the longest on the waiting list.

Comment: The Council also had a duty to tenants having to tolerate Anti-Social Behaviour in their neighbourhoods.

Response: The Tenancy Team was responsible for taking appropriate action in relation to ASB in Council properties. Tenants that were evicted were not able to re-join the housing register. It was acknowledged that the eviction process could be lengthy.

Question: Were housing officers made aware of tenants moving into their housing patch to enable them to manage any issues that may arise effectively?

Response: Yes this information was passed on. Tenants were made aware/signed up to their tenancy obligations.

Question: Were existing neighbours taken into consideration when new tenants were allocated a property?

Response: The existing make-up of the neighbourhood was considered, however, the Council had a duty to rehouse clients and all accommodation was next door to one neighbour.

Question: Were tenancies monitored?

Response: Housing officers were active out and about in the community. They were able to take action in respect of any disrespect of tenancy laws if necessary, however, tenants could not be forced to engage if they did not wish to do so. We had a duty of care to our tenants and tried our best to ensure tenancies were allocated appropriately.

Question: Was the current 58% allocation of properties to homeless people likely to reduce?

Response: No this was unlikely.

Comment: It was important for all tenants to enjoy quality of life. Help was available for those that needed support. Existing tenants were valued too.

Response: Not all tenants had significant need. There were also low need families housed in our accommodation. There was a range of support available through introductory tenancies, the Tenancy Sustainment Team and local housing officers. The Council had no other option than to discharge its legal responsibilities to the 58% homeless families.

RESOLVED that the content of the report be noted.

**11. Downsizing Policy (Verbal Report)**

RESOLVED that this item be deferred to the next meeting of Housing Scrutiny Sub Committee to be held on 10 August 2023.

**12. Housing Planned Works 2023/24**

Kevin Bowring, Investment Manager:

- a. presented a schedule of planned works for 2023/24, to be delivered within the Council's housing stock as detailed at Appendix 1 of his report, amounting to 1,850 items of programmed work as at 1 June 2023
- b. reported that the programme was a live document compiled; further addresses would be added to the programmes during the remainder of the year, for example following surveys or referrals from the Housing Repair Service, and occasionally addresses would be removed from the programme due to refusals and failed access for example
- c. requested that members consider the content of the officer's report.

Members discussed the content of the report in further detail.

Question: Could the programme of works be updated to reflect changes in Ward names.

Response: Yes, the document would be amended accordingly.

Question: Previously members were issued with a breakdown of planned works for the year across four areas. This aided communication with tenants

Response: Further breakdowns could be circulated if requested if the information was useful. Many years ago the programme was issued on the website. Although this action was time consuming, it was possible for this style of presentation to be reintroduced if required.

Comment: There were two blocks of flats on Woodfield Avenue with communal entrance doors containing glass panels dating back to 1910.

Response: These would be identified as part of the fire door inspections. At the time of construction building regulations would have deemed the doors to be compliant and they had probably not been replaced since as not in a state of disrepair. As part of the fire door replacement scheme inspections, more and more would be replaced.

RESOLVED that the content of the report be noted.

**13. Work Programme 2023/24**

The Senior Democratic Services Officer:

- a. advised members that a draft work programme for 2023/24 had been circulated to the Chair and Vice/Chair of Housing Scrutiny Sub-Committee and the Chair/Vice Chair of Lincoln Tenant's Panel for individual input/comments ready for use as a working document from the first meeting of the new Municipal Year

- b. reported that the work programme 2023/24 would be regularly updated in consultation with the Chair of Housing Scrutiny Sub-Committee and Chair/Vice Chair of Lincoln Tenants Panel
- c. highlighted that the work programme included those areas for scrutiny linked to the strategic priorities of the Council and housing matters, to ensure that the work of this committee remained relevant and proportionate.

RESOLVED that:

1. A further item be added to the end of the 2023/24 work programme requiring an update on insurance claims paid in respect of disrepair claims lodged.
2. The work programme for 2023/24 be noted.

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### **Lincoln Tenants Panel (LTP) Project Updates**

LTP continue to work with tenancy services, fire safety assurance, maintenance, business management and resident involvement on a variety of projects.

I will give you a brief overview of the projects we are covering in these areas:

LTP continue to hold quarterly meetings with the Voids Team Leader reviewing void inspections and targets. We have increased the number of voids we are inspecting and pleased to confirm they have all, again surpassed our standards. We are holding further discussions with the Voids Team Leader to establish how we can conduct multiple void inspections with limited disruption to the team. LTP members recently attended a void recharge workshop and provided our recommendations.

The Complaints Review Group continue to hold quarterly meetings – We have no further updates relating to complaints or ASB working groups, our recommendations are being reviewed and the ASB accreditation is still under review, we are expecting an outcome soon.

The Schedule of Repairs (SOR) Working Group have received positive information relating to our performance with repair timescales and would like to thank, Amy Larder, Interim Maintenance Manager. A detailed action plan to enhance and increase the SOR programme on Facebook together with link to in calendar is currently being rolled out. LTP have reviewed latest tenant satisfaction measure progress, reviewed the kitchen and bathroom work programme and confirmed colour choices of kitchen carcasses, worktops and panelling together with style of handles, attended 30 year business plan and estate regeneration workshop to provide our feedback and discuss engagement methods with residents, we have provided a set of questions to form part of the tenant wide consultation due to go out in August, all estate inspections have been attended by LTP members.

LTP continue to represent City of Lincoln Council at Association of Retained Council Housing (ARCH), TPAS (the leading tenant engagement experts) and Social Housing Quality Resident Panel.

Thank You!

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**SUBJECT:                   MANAGEMENT OF COMMUNAL AREAS POLICY**

**DIRECTORATE:           HOUSING AND INVESTMENT**

**REPORT AUTHOR:       MARK HEBBLEWHITE, MAINTENANCE MANAGER**

**1.     Purpose of Report**

- 1.1    To propose the introduction of a Management of Communal Area's Policy.

**2.     Executive Summary**

- 2.1    At present the Council does not have a Management of Communal Area's Policy.
- 2.2    The proposed Management of Communal Areas Policy sets out the approach that the City of Lincoln Council (CoLC) will take to manage enclosed communal areas and the areas that immediately surround blocks of flats.
- 2.3    It is considered that a policy will have a number of benefits for all stakeholders including residents, council staff and members of the public. These numerous benefits are outlined in the report.

**3.     Background**

- 3.1    A communal area, as defined by the policy, includes.
- Communal entrances
  - Communal landings
  - Any shared stairwell, balcony, or access path
  - Communal gardens
  - Communal parking areas
  - Bin stores
  - Drying areas
  - Any cupboard area or loft that is located in a communal area
  - Communal lounges (Sheltered Accommodation only)
  - Communal kitchen (Sheltered Accommodation only)
  - Communal bathroom (Sheltered Accommodation only)
- 3.2    Management of Communal Area Policies are implemented by the vast majority of social housing providers in order to set out required standards relating to safety, repairs, maintenance and aesthetics.

**4.     The Case for a Communal Area Policy**

- 4.1    The Management of Communal Areas Policy sets out the approach that CoLC will take to manage enclosed communal areas and the areas that immediately surround

blocks of flats. The policy applies to both tenants of the Council and also leaseholders and anyone that visits or lives with a tenant or leaseholder. The policy also applies to tenants in General Housing properties as well as those in Sheltered Accommodation.

As detailed in the policy, a Communal Area Policy is required in order to,

- ensure the health and safety of all persons lawfully using communal areas
- ensure that all repairs and maintenance, including cleaning, is carried out on communal areas
- allow communal areas to be used in the best possible way for the benefit of all tenants, leaseholders, staff, and visitors
- explain what measures the Council take to monitor or control communal areas
- ensure all communal areas can be used safely where required in the event of an emergency or evacuation
- give clear advice to residents to maintain safety in across access routes in the event of an emergency

4.2 In addition, the policy also sets out both minimal and aspirational standards, specifications and technical details regarding approach routes ,communal, doors, intercoms, and entry systems, communal entrances, communal stairs, windows and internal glazing, walls, and ceilings, decoration, flooring, ventilation ,doors, lighting, directional signage, sheds and storage areas, car parks, garaging and garage areas ,bin areas ,refuse chutes ,and hoppers drying areas ,clothes posts and lines, gardens ,grassed areas and planting beds ,tree and hedges ,weed control and clearance and ramps/half steps.

4.3 At present a Communal Area Policy is not in place and is considered that a policy will have a number of benefits for all stakeholders including residents, council staff and members of the public. These include,

- The encouragement of “ownership” of communal areas by all concerned ensuring tenants, officers, contractors, and The Council accept their responsibilities and play their role in the upkeep and maintenance of communal areas to an agreed standard.
- Enforcement of the policy will reduce risks and hazards associated with fire by ensuring that non permissible items are not stored in Communal Areas, this will assist in ensuring that residents homes are safe and enjoyable places to live.
- Ensuring that all communal areas are accessible and free from hazards so that residents can exit the building safely and as quickly as possible in the event of an emergency. This will also allow the emergency services easy access to the property or person in need of assistance.
- Continuous improvement of the standard of communal area’s by ensuring that cleaning and day to day repairs in communal areas are carried out quickly, on time and to an agreed standard.

- Fly tipping removals are carried out quickly, on time and to an agreed standard.
- To ensure that our residents are satisfied, whilst maintaining value for money within the service at all times.
- Clear identification of repairs the CoLC are responsible for, and which repairs tenants are responsible for within the terms and conditions of their tenancy agreement.
- Involvement and empowerment for tenants in that a policy further enhances their ability to influence and be involved in the management of repair and maintenance services such as commissioning and undertaking a range of repair tasks.
- The provision of a clear reference point identifying items that are and are not permitted in communal areas will further enhance both safety and aesthetics. The policy sets out how unauthorised items in communal areas will be dealt with.

4.4 An agreed standard will ensure consistency during the maintenance and refurbishment of communal areas, and it will ensure that safety critical aspects relating to communal areas meet legal and regulatory requirements. These include:

- Regulatory Reform (Fire Safety) Order 2005
- The Housing Act 2004 (Housing, Health, and Safety Rating System)
- The Housing Act 1985
- The Housing Act 1996
- Building Regulations 2000, 2010
- Health and Safety at Work Act 1974
- Torts (Interference with Goods) 1977
- Local Government (Miscellaneous Provisions) Act 1982
- Anti-Social Behaviour Crime and Policing Act 2014
- Miscellaneous Provisions Act 1994
- Commonhold and Leasehold Reform Act 2002
- Furniture and Furnishings (Fire Safety) Regulations 1988

## **5. Strategic Priorities**

### **5.1 Let's reduce all kinds of inequality**

A Management of Communal Areas Policy will assist with helping people feel safe and welcome in the communities in which they reside by ensuring that the safety and aesthetics of communal areas is maintained and improved in line with an agreed standard.

### **5.2 Let's deliver quality housing**

A Management of Communal Areas Policy will assist in improving housing standards for our tenants and their visitors, it will assist with fostering a sense of belonging and it will help The Council to provide safe, secure, and sustainable accommodation.

## **6. Organisational Impacts**

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

There are no financial implications contained within this report as costs will be contained within existing budgets.

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

- 6.2.1 A Mobility Scooter Policy will be required which will link in to the Communal Area Policy.

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

The Public Sector Equality Duty means that the Council must consider all individuals when carrying out their day-to-day work, in shaping policy, delivering services and in relation to their own employees.

It requires that public bodies have due regard to the need to:

- Eliminate discrimination
- Advance equality of opportunity
- Foster good relations between different people when carrying out their activities

We do not perceive there to be any negative impacts that would warrant a Equality Impact Assessment at this stage.

### **6.4 Human Resources**

There are no HR implications that will arise as a result of the introduction of this policy.

### **6.5 Land, Property and Accommodation**

N/A.

### **6.6 Significant Community Impact &/or Environmental Impact**

We do not perceive there to be any significant community or environmental impacts that would arise as a result of the introduction of this policy.

### **6.7 Corporate Health and Safety Implications**

Corporate Health and Safety have confirmed that they have no comments to include on this report.

## **7. Risk Implications**

- 7.1 (i) Options Explored,

We do not envisage any risks associated with introducing this policy.

## **8. Recommendation**

- 8.1 That the policy to approve the introduction of The Management of Communal Area's Policy be recommended to Executive for adoption.

**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?** 2

**List of Background Papers:** None

**Lead Officer:**

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# Management of Communal Areas Policy



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## Introduction

The CoLC aims to deliver a continuously improving communal area and estate program by making sure that cleaning, day to day repairs, investment and fly tipping removal are carried out quickly, on time and to a high standard. To ensure that our customers are satisfied, whilst maintaining value for money within the service at all times.

The Management of Communal Areas Policy sets out the approach that CoLC will take to manage enclosed communal areas and the areas that immediately surround blocks of flats. The policy applies to both tenants of the Council and also leaseholders and anyone that visits or lives with a tenant or leaseholder. The policy also applies to tenants in General Housing properties as well as those in Sheltered Accommodation.

For the purpose of the policy, a communal area includes;

- Communal entrances
- Communal landings
- Communal lounges (Sheltered Accommodation only)
- Communal kitchen (Sheltered Accommodation only)
- Communal bathroom (Sheltered Accommodation only)
- Any shared stairwell, balcony or access path
- Communal gardens
- Communal parking areas
- Bin stores
- Drying areas
- Any cupboard area or loft that is located in a communal area

## Aims and objectives of the policy

The aims and objectives of the policy are:

- To ensure the health and safety of all persons lawfully using communal areas.
- To ensure that all repairs and maintenance, including cleaning, is carried out on communal areas.
- To allow communal areas to be used in the best possible way for the benefit of all tenants, leaseholders, staff and visitors.
- To explain what measures the Council take to monitor or control communal areas.
- To ensure all communal areas can be used safely where required in the event of an emergency or evacuation

- To give clear advice to residents to maintain safety across all access routes in the event of an emergency.

Within the provision of the Housing Act 1985 (amended) each tenant has a right to repair. This policy identifies which repairs the CoLC are responsible for in line with the maintenance of any communal area, within its housing stock. But also, which repairs tenants are responsible for within the terms and conditions of their tenancy agreement.

## **Regulatory requirements**

### **Specific Guidance**

- Regulatory Reform (Fire Safety) Order 2005
- The Housing Act 2004 (Housing, Health and Safety Rating System)
- The Housing Act 1985
- The Housing Act 1996
- Building Regulations 2000, 2010
- Health and Safety at Work Act 1974
- Torts (Interference with Goods) 1977
- Local Government (Miscellaneous Provisions) Act 1982
- Anti-Social Behaviour Crime and Policing Act 2014
- Miscellaneous Provisions Act 1994
- Commonhold and Leasehold Reform Act 2002
- Furniture and Furnishings (Fire Safety) Regulations 1988

The Home Standards contained in the revised Homes and Communities Agency Regulations, which came into effect on 1 April 2012, lay out the requirements for organisations in terms of repair and maintenance. The regulations state the following:

## **Responsibilities**

### **City of Lincoln Council**

The CoLC is responsible for the structure, exterior, services and common parts of the property including:

- Drains, gutters and outside pipes.
- Roof, external walls, doors and windows
- Installations for supplying water, gas and electricity.

- Communal aerials.
- Lifts and other communal amenities such as laundries, common rooms, door entry systems (where provided) fire alarms life safety systems, corridors and waste chutes in high rises.
- Pathways and steps which provide main access to the front and back door of the building.
- Designated internal and external storage facilities.
- Communal doors
- Communal floor coverings
- Access control systems
- Internal and external lighting to the communal parts
- Boundaries and fencing
- Paths and paving
- External drying areas
- Washing line posts.

## Reporting Repairs in Communal areas

A request for a repair can be made by the following methods:

- Online at [www.lincoln.gov.uk](http://www.lincoln.gov.uk)
- By telephoning Customer Service on **01522 873333**
- Emergency repairs, outside of office hours, telephone **01522 534747**
- In the event of a gas leak (or smell of gas), call the gas emergency line immediately on **0800 111999**. Turn the handle at the meter to the flat (horizontal) position.
- If there is a problem with electricity, turn the mains switch on the consumer unit to the off position. If the tenant has a power cut call Western Power Distribution on **0800 6783 105**.
- If there is a problem with water, turn the main stop tap to the right (clockwise) or turn off the sure stop. If the tenant has no water, then call Anglian Water on **0800 771 881**.

When a repair request is received the CoLC will:

Complete priority repairs within 24hours.

Complete urgent repairs within 3 days.

Complete all other repair requests within 100 days, in line with the scheduled repairs programme schedule.

If the repair request is a priority or urgent repair – CoLC will arrange an appointment with the customer as soon as possible available, which is suitable for the customer.

## **Leaseholders**

Further information about service charges is available in our Leaseholders' Guide which can be found at:

[www.lincoln.gov.uk/housing/council-tenants/your-tenancy/leaseholder-rights-and-responsibilities](http://www.lincoln.gov.uk/housing/council-tenants/your-tenancy/leaseholder-rights-and-responsibilities)

Details will be contained within individual lease agreements.

## **Involvement and empowerment**

Registered providers shall ensure that tenants are given a wide range of opportunities to influence and be involved in the management of repair and maintenance services such as commissioning and undertaking a range of repair tasks as agreed with landlords, and the sharing of savings made.

The CoLC will work with tenants to continually improve our service in a range of ways including, focus groups, service review groups and tenant inspections, in line with published regulatory standards.

Further information on how tenants can become involved in shaping the way we deliver services is available at [www.lincoln.gov.uk/housing/council-tenants/resident-involvement/](http://www.lincoln.gov.uk/housing/council-tenants/resident-involvement/)

## **Your Responsibilities (Tenants)**

The Council will ask residents to keep internal/enclosed communal areas and the areas immediately surrounding entrances and exits clear of obstruction and/or items that may cause fire to be accelerated. The Council will operate a zero-tolerance approach when it comes to enforcing this. There is therefore an expectation that anyone living in Council or leasehold properties will keep communal areas clear. This also includes any roof spaces as applicable.

### **The list of non-permissible items includes;**

- Potential ignition sources such as storage of cardboard
- Combustible materials such as garden furniture, artificial plants, plastic ornaments
- Electrical items, including battery operated lights
- Prams, buggies and bicycles

- Washing lines, wall mounted or strung wall to wall
- Items which may result in escape routes being narrowed such as, items of furniture, ornaments
- Any items on windowsills including plants
- Mobility Scooters, where a designated storage facility does not exist
- Items left within the communal area for disposal
- Storage of personal items within the communal area

Mobility scooters must not be stored in communal areas unless designated storage and charging facilities have been provided.

### **Permissible Items:**

There are certain items or instances where items are permissible within the communal area, these are limited to the following:

- Notice boards installed, managed and maintained by COLC
- Pictures/wall art provided by COLC

### **Communal gardens, paths, parking areas and other surrounds, balconies?**

Outside areas should also be kept clear of personal items as this is land that is not let or sold with the property. Other items, such as wheelie bins, should be stored in the appropriate bin storage areas or away from the building, in areas that are not likely to cause an obstruction or nuisance to residents. Council resident car parks are for the use of residents and their visitors only and operate on a first come first served basis. Residents should park responsibly in the parking areas for the benefit of the enjoyment of all residents. Barbeques, patio heaters or other fires on communal garden areas are prohibited.

### **Smoking**

Smoking in enclosed communal areas is prohibited by law. When residents are smoking or vaping in external communal areas, they should be respectful to other residents and maintain reasonable distance between doors and windows to avoid nuisance to other residents.

## **Inspections of communal areas and communal area checks**

It is part of the role of all employees of the Council to be vigilant regarding the risks relating to any issue of repairs and maintenance within Council managed properties. Communal areas will be inspected regularly by members of the Housing Team to ensure that they are safe and enjoyable environments for people to live. They will be subject to inspections which may involve residents, such as Estate Inspections. The Council's designated officer will also inspect communal areas for the purpose of carrying out Fire Safety Risk Assessments and asbestos management checks. Residents are encouraged to report any repairs that they identify.

## **Addressing the issue of unauthorised items located in communal areas**

If items are found in communal areas and it is considered a contravention of this policy and the tenancy agreement, the Council will take action in accordance with the tenancy and leasehold agreement.

The Council will consider the following before taking any action.

- If the item is of immediate health and safety risk to residents, visitors and the building
- If the item presents a risk, but is not considered an immediate risk to the Health & Safety of residents, visitors and the building, but requires remedy to reduce the overall risk
- If ownership can be reasonably determined or if further investigations are required
- The risk posed to the Council in removing the item without owner's permission if the item is deemed a Risk to Life and/or property such as; Motorbikes and scooters (including mobility scooters)
- Lawnmowers and other gardening equipment containing petrol and other fuels.
- Hazardous chemicals, gas containers, flammable liquids and Barbeques.

The Council will store the item where the item is considered to be of significant value and whilst enquiries take place to identify the item owner.

## **Appendix 1**

### **Communal Area Standard**

This document details communal area standards applicable to

- internal communal areas at low, medium, and high-rise flats
- external approaches to low, medium, and high-rise flats
- communal facilities at low, medium, and high-rise property such as car parking and bin stores

The scope excludes sheltered accommodation and the standards described will apply, wherever possible, when communal areas are upgraded in their entirety.

#### **Approach route**

Approach routes will be step-free where practicable. If external steps are required, then they will have the following features.

- unobstructed flight width of at least 900mm
- maximum rise of 1800mm between landings to all flights
- top, bottom and, where necessary, intermediate landings at least 900mm long
- uniform steps with a rise of 75mm - 150mm and a minimum going of 280mm
- continuous handrail located on one side of all flights with three or more risers, fixed 850-1000mm above the pitch line, extending at least 300mm beyond the top and bottom nosing's and finishing in a horizontal section

The gradient to an approach route will always be as shallow as the site permits; subject to a nominal long fall of 1:50 and a manageable crossfall to external parts of the route to shed rainwater. All external gates, openings or doorways within an approach route will provide a minimum clear opening width of 850mm.

External lighting to a communal approach route will be passive infra-red activated unless solar powered, automatically timed or otherwise managed. External lights must be bulkhead style and vandal resistant.

#### **Communal doors**

External communal doors will contain a glazed vision panel, ironmongery, and a communal lock (mechanical or electrical) will be provided. Each tenant will be provided with a communal key or electronic fob upon commencement of their tenancy.

#### **Intercoms and entry systems**

Flat blocks with a minimum of four flats contained within a communal area, will be provided with a door entry system wherever possible. The system will provide two-way speech and allow the tenant/householder to open the door remotely using a phone.

## **Communal entrances**

This section applies to the main communal entrance door to a building containing flats (or other dwelling types served by a communal entrance). It also applies to all other communal doors and gates located between the main entrance and the private entrance to the flat itself, and to doors which give access to communal gardens, terraces, balconies, play areas and other communal facilities intended for residents.

All entrance areas will provide a well-lit, external level landing area and a door with a clear opening width of at least 800mm where possible. This can usually be achieved with a standard 1010mm overall door set, but where the door has a weatherboard or full width projecting ironmongery (such as a panic bar) a wider opening may be required. Where double doors are provided, the main leaf will provide the required minimum clear opening width. All communal entrance doors and gates will provide an accessible threshold. Where a secondary entrance door is provided, for example to a lobby or porch, the doors will be at least 1500mm apart and provide at least 1500mm clear space between door swings. The second door will also provide a minimum clear opening width of 800mm where possible and where the existing structure permits. The communal entrance will provide a level external landing area at least 1200mm wide x 900mm deep and fully covered.

## **Communal stairs**

A communal stair will provide the following features and, where it is an escape stair, must also comply with *Part B of the Building Regulations*.

- uniform rise not more than 170mm
- uniform going of at least 250mm
- continuous handrails on both sides of the flight extending 300mm beyond the top and bottom nosing's and finishing in a horizontal section
- closed or 'solid' risers

Stairs will be safe, well lit, having strong railings and be well constructed. All staircases must be provided with securely fixed handrails for their entire length. New Balustrades on the staircase or landings will be fitted in accordance with building regulations.

## **Windows and internal glazing**

Windows, glazing, frames, cills, and ledges will be clean and free from dust, dirt, and cobwebs.

## **Walls and ceilings**

All walls and ceilings must be structurally sound and free of material cracking and unkeyed plaster. The surfaces must be even, and all decorative surfaces must be in good order. Walls and ceilings will be free from dust, dirt, and cobwebs.



## **Decoration**

Decorations must be clean, complete and of a high standard. Paint to walls and ceilings should be fire retardant and will conform to all current and future British standards. Any skirting's to be decorated in white satin. Decoration will be carried out on a rolling cyclical programme.

## **Flooring**

All floors will be level, even and free from trip hazard or dampness. All flooring must be durable, impervious, and easily cleaned.

## **Ventilation**

Accessible windows must be capable of being opened and provide at least one air change per hour. Communal areas with non-opening windows open must be provided with a powered extractor fan capable of providing at least one air change per hour. This unit must have an over-run of fifteen minutes. Where physically practical, permanent ventilation will be provided in the form of air bricks or trickle vents.

## **Doors**

Any identified fire doors within communal areas will have 30-minute self-closing fire-resistant internal door for with an approved self-closer and housed within an acceptable door frame with adequate stops. Glazed panels above fire doors will be fitted with 6mm wired glass or other fire-retardant material.

## **Lighting**

Internal communal areas will be adequately lit, lighting and covers will be fully functional, clean, and free from cobwebs and dead insects.

## **Directional signage**

If required directional signs will be fitted in accordance with BS5499 part 10, Guidance for the selection and use of safety signs and notices.

## **Sheds and storage areas**

Communal access to sheds and storage areas will be clean, free of litter and cobwebs and secured against unauthorised access.

## **Car Parks**

Gradients to estate parking areas will be as shallow as the site permits and the ground surface reasonably smooth, even and slip resistant under normal weather conditions. Where there is external space within the site, a drop-off or setting down point with flush kerb will be provided close to the main communal entrance of each block.

### **Garaging and garage areas**

Garage sites will be clean, well maintained, and free of graffiti, litter, refuse, fly tipped items and weeds.

### **Bin areas**

Refuse/Recycling bins must be supplied per property or per block as applicable complying with local collection arrangements. The area will be clean, well maintained, and free of graffiti litter, hazardous materials such as broken glass, refuse, fly tipped items and weeds.

### **Refuse Chutes and hoppers**

The Council will maintain chutes and hoppers in a serviceable condition.

### **Boundary fencing, walls, and gates**

Fencing and walls will be well maintained and structurally sound. Access gates must be in good condition and securable.

### **Drying areas**

Drying areas will be clean, well maintained, and free of graffiti, litter, refuse, fly tipped items and weeds.

### **Clothes posts and lines**

Clothes lines and posts will be fully serviceable, well maintained, and clean.

### **Gardens**

Gardens must be free of debris. All paved areas, pathways or other concrete areas must be reasonably level and in reasonable repair. They will be the same level as the surrounding area. Manhole covers must be easily removable for access.

### **Grassed areas and planting beds**

These areas will be free of hazardous objects litter, fallen leaves, refuse, and weeds. Grass will be cut on a regular basis.

### **Tree and hedges**

Trees and hedges will be maintained and pruned if required and litter or leaf debris will be removed on each visit.

### **Weed control and clearance**

All appropriate areas will be sprayed as required and all dead weeds removed.

### **Fly tipping**

The aim is that fly tipped items will not be present anywhere on site. Fly tipped items that are reported will be removed within 3 working days.

**Ramps/Half Steps**

Where these are provided to communal entrances they will be maintained to a good condition.

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**HOUSING SCRUTINY SUB COMMITTEE****10 AUGUST 2023**

**SUBJECT:                    ELLIE’S MEMORIAL GARDEN**

**DIRECTORATE:        HOUSING & INVESTMENT**

**REPORT AUTHOR:    PAULA BURTON, HOUSING STRATEGY & INVESTMENT  
MANAGER**

**1.      Purpose of Report**

- 1.1      To provide an update to Housing Scrutiny Sub Committee on the intention to progress this report to Executive on 21<sup>st</sup> August 2023 for authorisation to proceed to lease the land to the side of Tower Flats to Green Synergy. This will enable the continuation of managing and maintaining of this area by Green Synergy as a community garden in memory of Ellie Bradford who was a former member of staff in Directorate of Housing & Investment.

**2.      Background**

- 2.1      The land to the side of Tower Flats on Tower Crescent in Lincoln is land owned by the Housing Revenue Account. The piece of land is indicated in yellow on the attached Appendix A and is 242m<sup>2</sup>.
- 2.2      Due to historical anti-social behaviour this land (and other land in the vicinity) was fenced off to prevent fly tipping, vandalism and people gathering and causing a nuisance to the neighbours and residents in the community.
- 2.3      In 2013 Green Synergy approached the City of Lincoln Council along with Tower Action Group and requested use of the land to create a community garden for public use in the City. Green Synergy have continued to maintain the land since 2013 under an informal agreement made with Tenancy Services.

**3.      Green Synergy**

- 3.1      Green Synergy is a gardening and horticulture charity situated in Lincoln that supports people of all ages to socialise, learn and thrive. The charity enables people to learn skills for life, for work and encourages people to care for themselves, each other and the environment. These services are delivered using community gardening, therapeutic horticulture, city farming, and broader environmental initiatives to enable and enhance sustainable socio-economic and environmental well-being and development whilst also improving people’s mental and physical wellbeing and supporting people that are living in under-served communities in Lincolnshire.
- 3.2      Green Synergy currently hold community engagement events and activities in two community gardens in the heart of Lincoln and these areas include socially isolated and under-served communities. One of these gardens is Ellie’s Memorial Garden.

#### **4. Ellie's Memorial Garden Project**

- 4.1 The Council and Green Synergy entered into an informal agreement in 2013 when Green Synergy expressed an interest in creating a community garden with the Tower Action Group on the Tower Estate.
- 4.2 The informal agreement was made for the use of the land to the right of Tower Flats on Tower Crescent. Green Synergy have been maintaining the land for ten years with no funding being provided by the Council for this service. A number of Green Synergy volunteers and Lincolnshire Probation Service's Community Payback Team have continued to maintain the land on the Council's behalf and have been harvesting fruit from the garden and giving it back to the local residents on the estate and in neighbouring areas for free.
- 4.3 The garden is no longer open to the public and is awaiting a formal lease agreement to be in place before the public will be able to access it.
- 4.4 Green Synergy's vision for the garden is to secure a formal lease for the land to enable them to bid for available funding to encourage community participation in looking after the garden, develop the planting and increase the biodiversity in the garden. Green Synergy would also like to use the garden for pop up events for the local community including young children's activities, teddy bear picnics, family picnics, birdbox making workshops, arts and craft activity sessions, coffee and chat sessions, planting sessions, harvesting sessions and give the fruit from the garden.
- 4.5 The charity also seek to support sustainability by developing compost bays on the garden and maintaining a beautiful community green space which it is hoped will contribute to the Lincoln Climate Commission challenges by increasing the native species on the garden to increase the biodiversity in the garden.
- 4.6 The garden has been named in memoriam of Ellie Bradford who was a member of council staff in the Housing department and died whilst still in service. Ellie was a Housing Officer and Area Housing Manager.

#### **5. Strategic Priorities**

##### **5.1 Let's drive inclusive economic growth**

The establishment of a new community garden that is open to the public and maintained by members of the community and voluntary agencies will support jobs and training opportunities in the local voluntary sector.

##### **5.2 Let's reduce inequality**

The provision of the community garden promotes equality of opportunity and seeks to tackle deprivation by providing access to outdoor spaces to the local residents. Ellie's Memorial Garden will also provide much needed opportunities for the public to be able to enjoy the space, participating in gardening and provide opportunities to support and promote mental health.

### 5.3 Let's deliver quality housing

The land being proposed for lease is not of a sufficient size for development of additional homes but will provide public outdoor space that the local residents will be able to access and use.

### 5.4 Let's enhance our remarkable place

The development and the greenspace enhances the community, creating a sense of belonging and pride in the local area.

### 5.5 Let's address the challenge of climate change

The proposal of Green Synergy looking to introduce new habitats and wildlife provision in the local area along with introducing and maintaining plants will contribute to biodiversity and the public's awareness of how the community can work together to achieve a reduced amount of carbon emissions.

## **6. Organisational Impacts**

### **6.1 Finance**

- 6.1.1 There are no foreseen financial expenditure costs connected to the granting of a lease for the garden as Green Synergy will continue to be responsible for the maintenance costs for the garden. No commercial potential for income has been identified for the piece of land.

Failure to grant permission for the lease will result in the Council having to fund ongoing costs to maintain the land as and when required.

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

Legal implications have been explored and it is recommended that a formal lease be granted to Green Synergy for clarity of responsibilities for the maintenance and upkeep of the land.

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

The Public Sector Equality Duty means that the Council must consider all individuals when carrying out their day-to-day work, in shaping policy, delivering services and in relation to their own employees.

It requires that public bodies have due regard to the need to:

- Eliminate discrimination
- Advance equality of opportunity
- Foster good relations between different people when carrying out their activities

The proposal to grant a lease to Green Synergy for the land requested for Ellie's Memorial Garden advances equality of opportunity by enabling members of the public to gain experience of volunteering roles and gives them work experience and also confidence to work with others. Good relations between people and communities will also be encouraged and fostered as part of the ethos for the Green Synergy work.

#### **6.4 Human Resources**

This project will be managed by existing staff within the Corporate Property Team and Tenancy Services Team.

#### **6.5 Land, Property and Accommodation**

This programme will improve the use of formerly unused land owned by the Housing Revenue Account and will encourage community engagement and accountability for local community land.

A transfer of land, including a lease for more than seven years, is a disposal for the purposes of S123 LGA 1972. For such disposal, local authorities are generally required to obtain best consideration meaning, in the case of a lease, best rental consideration.

However, the Local Government Act: General Disposal Consent (England) 2003 gives consent for disposals at an undervalue where the local authority considers that the purpose for which the property is to be disposed is likely to contribute to the achievement of any one or more of the promotion or improvement of economic, social or environmental well-being in its area.

In determining such disposal, it is expected that authorities will have regard to their community strategies whilst also being concerned to fulfil their general fiduciary duty in a way that is accountable to local people.

Rental value of the land has not been market-tested in this case but the subject land is not considered to have any commercial rental value compatible with its setting in a residential area. More compatible uses, say for local off-street parking or as garden land, would be expected to attract little interest and, in any case, would be at a low rental value and anticipated to be in region of less than £250 per annum. The proposed lease at a rental undervalue can be considered in this context.

This report proposes the grant of a lease at a nominal rent for purposes that are considered would contribute to the social or environmental well-being of the area for reasons set out in the report.

#### **6.6 Significant Community Impact**

Long term, the community impact will be positive with the improvement in the biodiversity in the area.



## **6.7 Corporate Health and Safety implications**

It is not envisaged that there are any Health and Safety implications should the lease be granted.

## **7. Risk Implications**

### **7.1 i) Options Explored:**

Granting of the lease – The benefits of this are detailed within this report.

Decision to not grant the lease – This will trigger a piece of work to bring maintenance of the land back within the Housing Revenue Account responsibilities. This will incur a cost to the HRA and inclusion within the current DCE contract will be required.

### **7.2 ii) Key Risks Associated with the Preferred Approach:**

Management of the lease:

Risk: Green Synergy do not maintain and use the land for the reason the lease is granted.

Mitigation: Action can be taken to end the lease using the conditions contained within the lease.

## **8. Recommendation**

### **8.1 For the Housing Scrutiny Sub Committee to consider the contents of this report and approve its progression to Executive for:**

- The granting of a lease for the land near Tower Flats to Green Synergy at nil cost or at a peppercorn rent level for a period of 25 years with a break clause included at 5 yearly intervals.

**Is this a key decision?** Yes

**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:** Paula Burton, Housing Strategy and Investment Manager  
[Paula.burton@lincoln.gov.uk](mailto:Paula.burton@lincoln.gov.uk)

## Appendix. A



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**SUBJECT: ANTI-SOCIAL BEHAVIOUR MANAGEMENT**

**DIRECTORATE: HOUSING AND INVESTMENT**

**REPORT AUTHOR: KEELEY JOHNSON, TENANCY SERVICES MANAGER**

## 1. Purpose of Report

- 1.1 To update Housing Scrutiny Sub Committee on the management of anti-social behaviour across introductory and secure tenancies.

## 2. Background

- 2.1 The Antisocial Behaviour (ASB) Crime and Policing Act (2014) gave local authorities increased powers and tools to deal with ASB. Tenancy Services works closely with the Public Protection & Anti-Social Behaviour (PPASB) and Legal Teams to combat ASB and ensure the robust and proportionate management of cases.

## 3. Current Position

- 3.1 There are currently 72 open ASB cases within Tenancy Services as of the end of June 2023.

| 3.2 | Anti-Social Behaviour Cases (YTD)                          | Cases     |
|-----|--|-----------|
|     | <b>Abbey</b>   | <b>10</b> |
|     | Noise  | 10        |
|     | <b>Birchwood</b>   | <b>15</b> |
|     | Noise  | 8         |
|     | Other breaches   | 2         |
|     | Pets and animal nuisance                                   | 1         |
|     | Verbal abuse/harassment/intimidation/threatening behaviour | 4         |
|     | <b>Boultham</b>  | <b>2</b>  |
|     | Noise  | 2         |
|     | <b>Carholme</b>  | <b>5</b>  |
|     | Noise  | 4         |
|     | Verbal abuse/harassment/intimidation/threatening behaviour | 1         |
|     | <b>Castle</b>  | <b>3</b>  |
|     | Noise  | 3         |
|     | <b>Glebe</b>   | <b>2</b>  |
|     | Pets and animal nuisance                                   | 1         |
|     | Verbal abuse/harassment/intimidation/threatening behaviour | 1         |
|     | <b>Hartsholme</b>  | <b>8</b>  |
|     | Noise  | 7         |
|     | Physical violence  | 1         |
|     | <b>Minster</b>   | <b>5</b>  |
|     | Noise  | 3         |

|  |           |
|--|-----------|
| Verbal abuse/harassment/intimidation/threatening behaviour | 2         |
| <b>Moorland</b>  | <b>13</b> |
| Litter/rubbish/fly-tipping                                 | 1         |
| Noise  | 10        |
| Other breaches   | 2         |
| <b>Park</b>  | <b>8</b>  |
| Drugs/substance misuse/drug dealing                        | 1         |
| Noise  | 6         |
| Verbal abuse/harassment/intimidation/threatening behaviour | 1         |
| <b>Witham</b>  | <b>1</b>  |
| Verbal abuse/harassment/intimidation/threatening behaviour | 1         |
| <b>Grand Total</b>   | <b>72</b> |

- 3.3 There are 53 ASB cases currently open for noise nuisance which equates to 74% of all open ASB cases. This supports that most of the complaints received are noise related. Ten cases (14%) are currently open for verbal abuse/ harassment/ intimidation/ threatening behaviour. Four cases (6%) are open for other general tenancy breaches, two cases (2.8%) are open for pet nuisance, one case (1.4%) is open for physical violence, one case (1.4%) open for drug related activity and one case (1.4%) open for litter/fly-tipping.

Tenancy Services are currently undergoing a review of its ASB management with the purpose of obtaining the HQN ASB Accreditation. The review is almost finalised with a decision due in the next month.

### 3.4 Notable Cases

- 3.4.1 Case 1 – Notice of Seeking Possession (NOSP) served, court hearing 22 February 2023, possession granted for ASB on mandatory ground 28 days.

Case 2 - NOSP for threatening staff served on tenants. NOSP served on 13 June 2023 but not with the intention to seek possession, but to control/improve standards of behaviour towards staff. Tenant is struggling with health difficulties.

Case 3 - Civil Injunction being sought for severe hoarding due to high fire risk to tenants and other residents.

Case 4 – Notice of Extension served on 25 May 2023 following gun incident at address with intention to support move out of area or seek possession if tenant does not engage.

Case 5 - NOSP served on 2 February 2023. Court Hearing on 9 May 2023, possession 28 days granted, warrant due to be executed 15 August 2023. NOSP was for prolonged verbal abuse, harassment, intimidation and acts of violence towards the neighbouring resident and criminal damage to their property.

Case 6 – Civil Injunction obtained December 2022 to exclude tenant from home due to arson and tampering of his electrics. Tenant later terminated his tenancy in March 2023.

## **4. Strategic Priorities**

### **4.1 Let's deliver quality housing**

Anti-social behaviour will continue to have an impact on our ability to deliver quality housing. Customers expect their homes to feel safe and free from nuisance and crime. The robust management of ASB is an essential part of maintaining public confidence and acts as a deterrent for perpetrators. The Tenancy Services Team work efficiently with the PPASB and Legal Teams to manage ASB using powers from the ASB Crime and Policing Act and tenancy agreement.

## **5. Organisational Impacts**

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

N/A.

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

N/A.

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

The Public Sector Equality Duty means that the Council must consider all individuals when carrying out their day-to-day work, in shaping policy, delivering services and in relation to their own employees.

It requires that public bodies have due regard to the need to:

- Eliminate discrimination
- Advance equality of opportunity
- Foster good relations between different people when carrying out their activities

Tenancy services continues to comply with the Equality Act 2010 when making enforcement decisions. All enforcement requires a Public Sector Equality Duty Assessment to be carried out which ensure full considerations have been made for any vulnerabilities within the household.

## **6. Recommendation**

### **6.1 That Members comment on the report and the content be noted.**

**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?** None

**List of Background Papers:** None

**Lead Officer:**

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**SUBJECT: REPAIRS POLICY UPDATE**

**DIRECTORATE: HOUSING AND INVEVSTMENT**

**REPORT AUTHOR: AMY LARDER – MAINTENANCE MANAGER**

## **1. Purpose of Report**

- 1.1 This report details the changes and updates made to the Repairs Policy since its previous review in 2017.

## **2. Executive Summary**

- 2.1 The Repairs Policy was previously updated in 2017, Since the last edition of the policy there have been several changes around service delivery predominantly, around the implementation of scheduled repairs.
- 2.2 The policy has been reviewed and updated by the Housing Repair Service (HRS), the Investment Team, and in consultation with the Lincoln Tenant's Panel.
- 2.3 The policy now refers to scheduled repairs where appropriate, and the repair responsibilities for both the City of Lincoln Council and Tenants have been updated.
- 2.4 The key areas for clarification are on fencing, specifically our guidance on replacements and the tenant responsibility for maintaining installed fencing. Other key alterations include responsibility to include maintain ventilation to the property and cleaning/clearing of air vents by our tenants.

## **3. Background**

- 3.1 The Repairs policy aims to identify within the provision of the Housing Act 1985 (amended) the tenants right to repair and identify the repairs that the City of Lincoln Council are responsible for, and those which tenants are responsible for within the terms and conditions of their tenancy agreement.
- 3.2 The policy also looks to provide key information on service delivery, information on services provided by City of Lincoln Council, and how to report a repair.
- 3.3 Service delivery has seen several changes since 2017 with a key area being the introduction of scheduled repairs since February 2022 and the Repairs Policy required updating to reflect this.
- 3.4 The Policy has been reviewed and updated by HRS, The Investment Team, and in consultation with Lincoln Tenants Panel.

## **4. Details**

- 4.1 The repair policy was identified as requiring a review due to it being last updated in 2017. During the review, several areas within the document have been amended to refer to scheduled repairs rather than responsive repairs.

As well as providing clarity on the service delivery for repairs and responsibility's, the document also now provides information and guidance for customers and City of Lincoln Council Staff on the following areas.

- Regulatory requirements
- Scheduled repairs
- Health and safety
- Resident consultation
- Performance management
- Leaseholders
- Access arrangements
- Rechargeable repairs
- Vulnerable tenants
- Adaptations
- Alterations
- Right to buy
- Complaints

## **4.2 Key Updates Within the Policy**

- 4.3 The service delivery area of the policy shows the hours our repairs service is available and identifies the repair priorities currently in use and the service delivery expected for each priority type.

- Priority repairs to be completed within 24 hours.
- Urgent repairs within 3 days
- Complete all other repair requests within 12 weeks, in line with the scheduled repairs programmed schedule.

It also details how to report a repair, and this section has been updated to include a link to our website, QR code and the online repair reporting site. There is now an overview included of scheduled repairs and how these repairs are identified and the timescales for carrying these out.

- 4.4 The policy reinforces that the City of Lincoln Council are responsible for the structure, exterior, services, fixtures and fittings to the property and any communal areas of the building excluding communal gardens.
- 4.5 Within our responsibilities, we have included clearer guidance on the replacement of fencing, fencing sizes and maintenance. The policy highlights that fencing may be replaced by hedging.
- 4.6 We have identified several repairs being carried out that should be tenants' responsibility in line with their tenancy agreement. These are now clearly outlined

in the policy. It also outlines repairs within the property that tenants are responsible for, including renewing or replacing items following normal wear and tear.

4.7 Items added to this policy within the tenants' responsibilities include.

- Maintaining all hedges to prevent obstruction to neighbouring properties, public highways, and footpaths. Hedges must not be removed without written permission from City of Lincoln Council (CoLC)
- Painting any existing timber fencing
- To keep the home properly heated and ventilated to prevent condensation or the build-up of carbon monoxide and mould
- To keep air vents clear and the cleaning of extractor fan vents

#### **4.8 Next Steps**

4.9 To deliver briefings and issue the repair policy to all staff within Customer services, Tenancy services, the Housing Repair Service, and the Investment team to provide clear guidance and knowledge of service requirements and responsibilities.

### **5. Strategic Priorities**

#### **5.1 Let's reduce all kinds of inequality.**

The policy outlines a service level expected for all customers. The policy sets out our duty for vulnerable tenants and how we could adjust the policy in relation to recharges to account for individual circumstances.

#### **5.2 Let's deliver quality housing.**

The repair policy will provide a clear service delivery expectation increasing effective repairs and planned maintenance across the housing stock.

#### **5.3 Let's address the challenge of climate change.**

Within the policy we have included the reinstating of hedging to denote boundary lines where possible and suitable. This is more environmentally friendly than replacing with fencing panels.

### **6. Organisational Impacts**

#### **6.1 Finance**

N/A.

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

The Repairs policy aims to identify within the provision of the Housing Act 1985.

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

The Public Sector Equality Duty means that the Council must consider all individuals when carrying out their day-to-day work, in shaping policy, delivering services and in relation to their own employees.

It requires that public bodies have due regard to the need to:

- Eliminate discrimination
- Advance equality of opportunity
- Foster good relations between different people when carrying out their activities

*This policy review has considered its equality duty and ensures that the service delivery is accessible to all tenants and leaseholders and the wider community where applicable.*

### **6.4 Human Resources**

N/A.

### **6.5 Land, Property and Accommodation**

N/A

### **6.6 Significant Community Impact &/or Environmental Impact**

N/A.

### **6.7 Corporate Health and Safety Implications**

The policy highlights the responsibility of all managers responsible for the employees they manage to make sure that all working practices are in line with the appropriate health and safety legislation and good practice in order to ensure that employees, tenants and buildings and stakeholders are safe.

All employees must also adhere to procedures and method statements in place to protect themselves and others that they may have contact with.

## **7. Risk Implications**

### **7.1 (i) Options Explored**

It is not considered that there are any risks associated with the updates within the repairs policy.

### **7.2 (ii) Key Risks Associated with the Preferred Approach**

It is not considered that there are any risks associated with the updates within the repairs policy.

## **8. Recommendation**

8.1 That the revised policy be recommended to Executive for adoption, and, to ensure understanding and consistent application, briefing sessions for customer services and housing staff be undertaken.

8.2 To update the website with access to the policy for our customers.

**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?** 2

**List of Background Papers:** None

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# Repairs and Maintenance Policy



CITY OF  
*Lincoln*  
COUNCIL

55

Together, let's deliver  
Lincoln's ambitious future



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## **Introduction**

The City of Lincoln Council's (CoLC's) housing department is a stock retained local authority, meaning we retain the ownership and management of our properties. CoLC is committed to providing the best services possible for our tenants, who occupy approximately 7,800 properties throughout the city. Our properties are a mix of houses, bungalows, maisonettes, and flats, some of which are in our three high rise blocks. The CoLC's stock also includes approximately 1,200 garages. We are committed to providing the best service possible to our tenants.

The CoLC aims to deliver a continuously improving scheduled repair and maintenance service by making sure that day to day repairs are carried out, on time and to a high standard that customers are satisfied with, whilst maintaining value for money within the service at all times.

The CoLC will ensure that all properties are repaired and maintained, providing a safe home environment for all its residents and tenants. The housing team will also contribute to the financial viability of the organisation by improving performance, with a main focus on 'right first time' repairs wherever possible.

## **Aims and objectives of policy**

At commencement of tenancy, the CoLC lets all properties to the 'Empty Homes Letting Standard' and throughout the life of our assets, we deliver improvements to our properties to maintain them to the Lincoln homes standard which also incorporates all aspects of the national decent homes standard.

Within the provision of the Housing Act 1985 (amended) each tenant has a right to repair. This policy identifies which repairs the CoLC are responsible for in line with the maintenance of housing stock and which repairs tenants are responsible for within the terms and conditions of their tenancy agreement.

The CoLC will continually look to improve the repair and maintenance service and continually consult with tenants to seek their views on the quality of the service and the repairs carried out at their homes.

## **Diversity and inclusion**

The CoLC will make sure that the principles of equality, diversity and inclusion are integral in the business planning and delivery of the scheduled repair, maintenance, and void services, which work in tandem with this Repairs and Maintenance Policy. The CoLC is committed to delivering its repair and maintenance service in a way which meets the diverse needs of local communities. This will be achieved by treating people fairly and taking the nine protected characteristics of the Equality Act 2010 into consideration within all aspects of the repair service.

## **Regulatory requirements**

The Home Standards contained in the revised Homes and Communities Agency Regulations, which came into effect on 1 April 2012, lay out the requirements for organisations in terms of repair and maintenance. The regulations state the following:

### **Quality of accommodation**

Registered providers shall:

- Ensure that tenant's homes meet the standard set out in Section 5 of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard.
- Meet the standards of design and quality that applied when the home was built and were required as a condition of publicly funded financial assistance, if these standards are higher than the Decent Homes Standard.
- In agreeing a local offer, ensure that it is set at a level not less than these standards and have regard for Section 6 of the Government's Decent Homes Guidance.

### **Repairs and maintenance**

Registered providers shall:

- Provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of tenants and has the objective of completing repairs and improvements 'right first time'.
- Meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.

The specific expectations relating to repair and maintenance are that:

- Registered providers shall ensure a prudent, planned approach to repairs and maintenance of homes and communal areas. This should demonstrate an appropriate balance of planned and responsive repairs, and value for money. The

approach should include scheduled and cyclical repairs, planned and capital work, work on empty properties and adaptations.

- Registered providers shall co-operate with relevant organisations to provide an adaptations service that meets tenants needs.

### **Involvement and empowerment**

- Registered providers shall ensure that tenants are given a wide range of opportunities to influence and be involved in the management of repair and maintenance services such as commissioning and undertaking a range of repair tasks as agreed with landlords, and the sharing of savings made.

## **Service delivery**

The repair service is available 24-hours a day, 365 days of the year. A team of operatives work an 8:00 to 16:00 shift pattern Monday to Thursday and 8:00 to 15:30 on a Friday. Emergencies that are reported during the day will be attended within a 24-hour period. Emergencies that are reported after 16:00 Monday to Thursday or after 15:30 on a Friday are passed to the emergency call out team. The call out team then work between 16:00 and 08:00 each day and from 15:30 on Friday until 8:00 on Monday. When booking an appointment, you will be given the option of the following time slots (depending on availability)

- 08:00-16:00
- 08:00-12:00
- 12:00-16:00
- 09.30-14.30



### **How to report a repair**

A request for a repair can be made by the following methods:

- Online at [www.lincoln.gov.uk](http://www.lincoln.gov.uk) (At all times)
- By telephoning Customer Services on 01522 873333 during opening hours.
- In the event of an emergency, outside of office hours, telephone 01522 534747.

When a repair request is received the CoLC will:

- Complete priority repairs within 24hours.
- Complete urgent repairs within 3 days.
- Complete all other repair requests within 100 days, in line with the scheduled repairs programme schedule.

- If the repair request is a priority or urgent repair – CoLC will arrange an appointment with the customer at the earliest possible date available, which is suitable for the customer.
- If the repair request is a scheduled repair – the customer can select a preferred appointment date and time when reporting the repair via the online scheduling service. When the customer reports a scheduled repair via email or telephone, customer services will make an appointment with the tenant whilst on the phone or by responding to the email sent in by the tenant.



If the CoLC is called out to deal with a repair between the hours of 4pm and 8am during any day of the week, including Bank Holidays, and the repair is not a genuine emergency, the CoLC will recharge the full costs of the call-out to the tenant.

## Scheduled Repairs

Scheduled repairs is CoLC's way of carrying out repairs that need to be completed but are not urgent or a priority repair and will are unlikely to cause a risk to tenants. Once your repair has been reported, it will be scheduled in and carried out when our repairs team are next working in your area. Repairs should take no longer than 12 weeks to be completed.



Further information on scheduled repairs is available at-  
<https://www.lincoln.gov.uk/council-housing/scheduled-repairs>



## Health and Safety

The CoLC is committed to providing a safe and healthy working environment at all times under the Health and Safety at Work Act.

In line with the CoLC's Health and Safety Policy, all managers have responsibility for the employees they manage, to make sure that all of the CoLC's working practices are in line with appropriate health and safety legislation and good practice, making sure that employees, tenants, buildings, and stakeholders are safe.

All employees (individually or collectively) must adhere to procedures and method statements which are designed for the protection of themselves and other people who they may have contact with.

## Consultation

The CoLC will work with tenants to continually improve the repairs service in a range of ways including, focus groups, service review groups and tenant inspections, in line with published regulatory standards.



Further information on how tenants can become involved in shaping the way we deliver services is available at

[www.lincoln.gov.uk/housing/council-tenants/resident-involvement/](http://www.lincoln.gov.uk/housing/council-tenants/resident-involvement/)



## Performance management

There are a number of indicators recorded in respect of repairs and maintenance. Performance figures are presented to Housing Services Team, Lincoln Tenants Panel, Performance Scrutiny Committee and Housing Scrutiny Sub Committee. Targets for the team in 2023/24 are as follows:

- An average end to end time of 100 days for scheduled repairs.
- 99.5% of priority repairs completed within 24 hours.
- 97.5% of urgent repairs completed within 3 working days.
- 92% of repairs completed 'right first time'.
- 95% of tenants satisfied with the repairs service.
- 97% of appointments 'made and kept'.

## Responsibilities

### City of Lincoln Council

The CoLC are responsible for the structure, exterior, services, the fixtures and fittings to the property, and any communal areas in the building (Excluding communal gardens).

### Structure and exterior-

- Drains, gutters, and outside pipes.
- Roof, external walls, doors, and windows.
- Replacement of fencing, that was previously installed by CoLC. Our standard will be concrete slotted posts and kickboards with 3 ft high x 6ft wide timber panels to front boundary and adjacent to highway and footpath. To the side elevation will be one 6ft x 6ft panel between adjoining properties. All other boundaries will be concrete slotted posts and kickboards and 3ft high x 6ft wide timber panels. Where appropriate hedging may be planted in place of fencing to denote a boundary.

- Pathways and steps which provide access to the main entrance point of the property.
- Garages and outside brick-built store places.
- Washing line posts.

### **Services-**

- Installations for supplying water, gas, and electricity.
- Installations and appliances for heating the property and for hot water.
- Lifeline/warden alarm units and their pull cords

### **Fixtures and fittings-**

- Basin, sinks, baths, and toilets (excluding toilet seats).
- Kitchen fixtures and fittings.



### **Communal areas-**

- Communal aerials.
- Lifts and other communal amenities such as laundries, common rooms, door entry systems, fire alarms, corridors, and waste chutes in high rises.

### **Priority repairs**

Priority repairs that are the responsibility of the CoLC will be attended to within 24 hours of the problem being reported, unless there are factors that are outside of the organisations control, for example in the event of severe weather conditions that are causing hazardous driving conditions, or where the number of emergencies impact on capacity and resources to deliver services. In such circumstances, tenants will be kept informed of any delays.

Priority repairs are those repairs that:

- Remove immediate danger to the occupants of a property or an outside space.
- Restore essential services such as heat and power.
- Avoid major damage to a property such as a serious flood.
- Make the property secure following a break in by changing locks or boarding a broken window.
- Remove any possible health and safety risk.

Some useful contact details in case of priority repair:

- In the event of a gas leak (or smell of gas), call the gas emergency line immediately on 0800 111999. Turn the handle at the meter to the flat (horizontal) position.

- If there is a problem with electricity, turn the mains switch on the consumer unit to the off position. If the tenant has a power cut call Western Power Distribution on 0800 6783 105.
- If there is a problem with water, turn the main stop tap to the right (clockwise) or turn off the sure stop. If the tenant has no water, then call Anglian Water on 0800 771 881.

### **Tenant responsibility**

The terms of the Tenancy Agreement state that there are a number of obligations for a tenant once they sign to accept the keys for the property. These include but are not limited to:

- Not cause damage to your home, to our property or to the property of your neighbours.
- Not neglect your home or let it fall into disrepair.
- Keep the inside of your home clean and in good decorative order.
- Take reasonable precautions to prevent water pipes bursting through frost or the property being damaged by items which were present on letting. (Including any extensions to the property) fire.
- Maintain any non-standard items that were present on letting.
- Keep your home secure at all times using all security locks where provided.
- Keep your windows clean unless you pay for this through a service charge.
- Not cause damage to any of our fixtures and fittings, including glass, inside your home or in communal areas, deliberately or through misuse or negligence.
- Provide safe storage and recharging facilities for motorised wheelchairs/scooters that belong to you. In sheltered housing we may provide storage and recharging facilities for electric wheelchairs/scooters. It will remain your responsibility to ensure that they are safe and secure within that designated area.
- You must report any repairs that are our responsibility without delay and as soon as you are aware of them.
- You are responsible for repairing any damage to your home that is caused deliberately or negligently by you, your children, friends, relatives, visitors, pets, and any other person living in your home.
- You will also have to pay for the cost of repairing any damage to other property or to the communal areas which is caused deliberately or negligently by, your children, friends, relatives, visitors, and any other person living in your home.



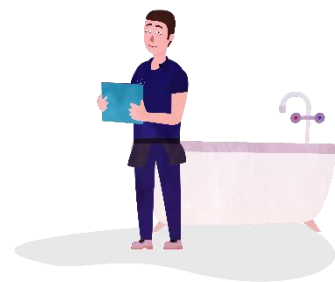
Tenants are also responsible for renewing or replacing the following items unless they require replacement through normal wear and tear:

- Door locks, keys and fobs including suited keys (fobs, communal and suited keys are only obtainable from the CoLC).
- Door furniture.
- Cupboard latches.
- Internal decoration.
- Shower hoses and spray heads that are not part of the fixed plumbing system.
- Plugs and chains to sinks, wash basins and baths.
- Internal doors.
- Architraves (the moulded trim around door frames).
- Skirting boards, pelmets, and curtain battens.
- Shelving.
- Coat rails and hooks.
- Floor tiles and glazed wall tiles with the exception of kitchens and bathrooms.
- Door bells.
- Broken windows and front / back door glass caused by accidental damage or without a crime reference number.
- Cost of un-authorized removal of CoLC property including stair lifts.
- Removal or re fixing of disabled adaptations due to carpet renewal.

In line with the Tenancy Agreement tenants also have a responsibility for:

### **Baths, basins, drains and waste**

- Initially trying to clear blocked baths, sinks and basins. Tenants will be recharged if, following the completion of the repair, the fault is found to have been caused by the tenant.
- Repairing any items that have been fitted by the tenant previously.
- Clearing blockages in washing machines or dishwashers. If the tenant is fitting this as a new appliance they are responsible for this work
- Keeping gully grids clear of leaves and rubbish
- Environmental work including flea treatments/needle removal/body fluids or rubbish.
- Replacement of toilet seats and toilet roll holders.
- Other fixtures and fittings, and any alterations or improvements that the tenant has made.





### **Doors and locks**

- Replacement of keys/locks when keys have been lost or tenant has locked themselves out.
- Fitting and repairing any additional locks and latches.
- Replacing glass in any internal or external door.
- Adjusting door when a new carpet fitted.

### **Electrics**

- Resetting trip switches and if necessary turning off the mains supply.
- Replacing light bulbs, fluorescent tubes, and starters.
- Replacing electrical plugs and plug fuses for tenants own appliances.
- Testing and cleaning of smoke detectors, fans, and carbon monoxide detectors.

### **Floors and stairs**

- Repairing and replacing any floor coverings, vinyl tiles sheeting, carpets, or laminates that the tenant has fitted.

### **Garden and garages**

- Repairing any fencing, patios, steps, sheds or other garden features, garages or driveways not originally provided by the CoLC.
- Maintaining garden paths other than those giving main access to the front and back door of the property or to a CoLC washing line post.
- Replacing keys or locks to garage or shed doors when the keys have been lost.
- Renewing broken clothes lines.
- Grassed areas and borders such as, front or side gardens.
- Maintaining all hedges to prevent obstruction to neighbouring properties, public highway, and footpaths. Hedges must not be removed, without written permission from CoLC
- Painting any existing timber fencing.

### **Heating**

- Checking that heating controls (room thermostat, timer, or programmer) are set correctly.
- Keeping the home properly heated and ventilated to prevent condensation or the build-up of carbon monoxide and mould.
- Keeping the home properly heated to prevent pipes from bursting particularly during cold weather, or whilst tenants are away from the property for a period of time.

- Bleeding radiators.
- Any other repairs which investigations establish are not attributable to fair wear and tear.
- Gas and/or electric supply

### **Kitchen fittings**

- Installation of washing machines, dishwashers or tumble driers including waste, supply pipes and vents if not already provided by the CoLC.
- Repairing any extra units that have been installed in the property by the tenant.
- Minor repairs to kitchen unit's e.g., tightening screws and adjusting drawers and cupboard doors.

### **Pipes and taps**

- Taking steps to prevent pipes from bursting during cold weather, particularly if the tenant is to be away from the property for any length of time.
- Turning off the water supply at the stop tap or sure stop if a water pipe has burst, and then turning all the taps on to allow all remaining water to flow out.

### **Roofs and chimneys**

- Putting up and securing TV aerials (except communal aerials). Tenants need permission to put up a satellite dish.

### **Toilets**

- Cleaning toilet pans.
- Attempting to clear blocked toilets. If on repair it is found that the blockage is caused by the tenant, a member of their household or a visitor, then the tenant will be recharged.

### **Walls and ceilings**

- Decorating walls and ceilings inside the home.
- Filling minor cracks and holes in walls and ceilings.
- Keeping air vents clear and cleaning extractor fan vents.



### **Windows**

- Replacing broken or cracked glass where caused by accidental damage or without a crime reference number.
- Keeping window trickle vents clear.

## Leaseholders

The CoLC is responsible for the structure of the building and any outbuildings/sheds, communal areas, systems, and installations in leasehold blocks. The leaseholder is responsible for everything within the home, which is for their use and benefit. Rights and responsibilities for individual properties are contained within individual lease agreements.

The Leaseholder service charge for day-to-day repair and maintenance is charged in advance as an estimated amount. An adjustment is made to the service charge account for the following year for any difference between the estimated and actual costs. Employees will have regard for this when deciding upon the repair required at a property, and should further clarity be required, the employee should contact the Finance and Leasehold via:

- Telephone - by calling our switch board on 01522 881188
- Email – by emailing [FinanceAndLeaseholderTeam@lincoln.gov.uk](mailto:FinanceAndLeaseholderTeam@lincoln.gov.uk)

We cannot charge an individual leaseholder more than £250 for any work unless we have first served a Section 20 Notice (this is done by the Finance and Leasehold Team who will advise employees on the process and timescales). However, the following information provides a general summary of responsibilities relating to repair and maintenance which include:

- The main structure, foundations, roof, guttering, communal drains, external pipe work and windows excluding glass (leaseholders are responsible for windows that they, or a previous leaseholder, have installed in their property).
- Any communal services and any related machinery or installations connected with those services; this would include lifts and lighting in communal areas, door entry systems (including handsets within leasehold properties).
- Communal areas, including external doors, passageways, staircases, halls, landings, and any grounds within the estate such as bin or drying areas, which are jointly used by the tenants.



Further information about service charges is available in our Leaseholders' Guide which can be found at:

<https://www.lincoln.gov.uk/council-housing/council-leaseholders/2>



## **Access arrangements**

The following need to be taken into consideration when access is required to properties to complete a repair.

- Tenants must allow authorised employees of the CoLC or other agents of the CoLC into their home during reasonable hours to inspect its condition, carry out repairs or improvements, or to service appliances. This also includes any other work that the CoLC consider necessary to ensure that the property and surrounding properties do not put the tenant or anyone else at risk.
- Employees or contractors employed by the CoLC must have access to carry out gas servicing or electrical inspections as and when required.
- Where possible the CoLC will give at least 24 hours advance notice, and all employees of the CoLC or its agents will carry formal identification at all times.
- The CoLC may need to gain access to homes to inspect, clean or repair a home or neighbouring dwellings, or any sewers, drains, pipes, wiring, or cable serving a home or neighbouring dwellings.
- Authorised employees of the CoLC may need to enter a property without notice in an emergency, using reasonable force if necessary, if the CoLC feel there is a risk of personal injury or damage to property or surrounding properties.

## **Rechargeable repairs**

Tenants, their family members and any visitors to their home are responsible for any damage caused to the property, either caused accidentally, deliberately or through neglect.

The CoLC aim to make sure that all tenants are aware of their obligations not to damage or neglect CoLC property and that they are responsible for damage caused by their children, pets, and visitors. This is formally agreed with the tenant when the tenancy agreement is signed.

When a current or former tenant wishes to dispute the bill for rechargeable repairs they have received, this will in the first instance be to the officer who has issued the rechargeable repair letter advising that the charges are correct and due for payment. If this disagreement is not resolved, the current or former tenant can make a formal complaint using the complaint process.

For more information on rechargeable repairs, please read our rechargeable repairs policy.

## **Vulnerable tenants**

When deciding whether or not to recharge a tenant for repairs that can't be attributable to fair wear and wear account must be taken of any vulnerability factors.

A vulnerable tenant is someone who is or may be in need of community care services by reason of mental health or other disability, age, or illness, who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation. This includes individuals who might be in receipt of social care or health services. Each person should be considered individually. Where there are concerns that someone is potentially vulnerable the final decision to recharge or waive the charge will rest with the Tenancy Services Manager.

## **Adaptations**

Everyone's housing needs are different and the CoLC offers permanent adaptations to resident's homes to ensure that it remains suitable for their needs. The CoLC works with Lincolnshire County Council to provide adaptations to its properties.

If an adaptation is assessed as being necessary and appropriate by Lincolnshire County Councils Social Services, it will be referred to the CoLC who will determine whether the request is 'reasonable and practicable'. The final decision will be made by the CoLC on whether the adaptation will be undertaken.

Permanent and semi-permanent adaptations are provided by the CoLC including stair lifts and through floor lift. Lincolnshire County Council will provide hoists and other aids through its social services team. The CoLC will not remove adaptations from its properties for new tenants if the property is advertised with the adaptations. Any adaptations, including stair lifts or lifts, that are removed by the tenant without the CoLC permission will be recharged. If you wish to make an adaptations request, please contact Lincolnshire county council on 01522 552222

For more information on aids and adaptations, please read our aids and adaptations policy.

## **Alterations**

Written permission must be obtained prior to any alterations or improvements commencing. The CoLC recognise that tenants will want to make alterations and improvements to their homes. Where requests are reasonable they will not be refused.

The terms of the Tenancy Agreement do however mean that an introductory tenant is not allowed to make alterations and improvements to their property within the first 12 months of their tenancy. Examples of alterations or improvements that require written permission include:

- Decorate any part of the outside of their home.
- Make any structural changes or additions to the property.
- Erect a shed, garage, or any other external construction.
- Remove, add, or alter any part of a fence or garden wall.
- Add to, change, or replace any fixtures and fittings provided by CoLC.
- Fixing any items to the external walls of the property, including (but not limited too) installing a satellite dish, television, radio, recording devices, or amateur radio aerial such as a Citizens Band aerial.
- Apply textured coating to a ceiling. Textured coating is not allowed on walls.
- Fit tiles to walls or floors.
- Alter the electrical, gas, heating or water installations including having a water meter installed.

The CoLC may impose conditions when approving works. If required, planning permission, building regulations approval or any other permission must be obtained before starting the work. The CoLC will provide any service contracts or repairs to any installation it has provided.

## **Right to buy applications**

Once an application under the Right to Buy is received by the CoLC then there becomes a legal responsibility for the organisation to carry out emergency repairs only. This will make sure that the property remains wind and water tight and is fit for human habitation. Examples of repairs that might be carried out are as follows:

- Serious water penetration.
- No power.
- No heating.
- No bathing facilities.
- Not being able to use a toilet when there is only one in the property.

## Complaints

To make a complaint about the City of Lincoln Council please contact us using one of the following methods

- Online at [www.lincoln.gov.uk/complaints](http://www.lincoln.gov.uk/complaints)
- By email to [complaints@lincoln.gov.uk](mailto:complaints@lincoln.gov.uk)
- By telephoning 01522 881188
- By letter to Housing Services

City of Lincoln Council,  
City Hall,  
Beaumont Fee,  
Lincoln, LN1 1DD



We aim to acknowledge and respond to complaints within 10 working days. Further information is available at-  
<https://www.lincoln.gov.uk/council/compliments-compliments-feedback/3>

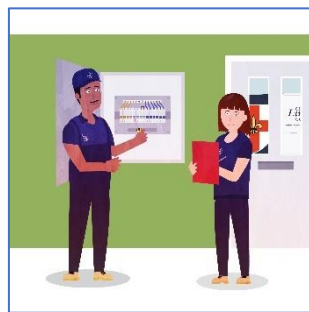
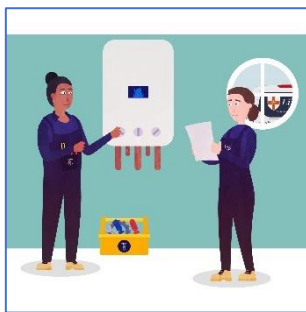
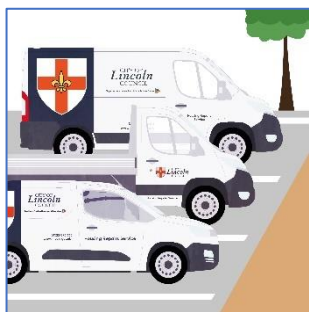
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# Reporting your repairs

*A landlord service information leaflet*



CITY OF  
**Lincoln**  
COUNCIL

Together, let's deliver  
Lincoln's ambitious future



## Where to find equipment in your home

It is a good idea to fill in the boxes below to show where these items are in your home. This information could be especially important if there is a problem in your home, particularly if it is an emergency. If you are unable to find the equipment, don't worry. Give us a call and we will try to help you.



**Gas meter-**



**Boiler-**



**Consumer unit (fuse box or trip switch)-**



**Mains water stop tap-**



**Water meter-**

## Help us to help you.

This booklet is designed to help you when reporting a repair. It looks at the different types of repairs and gives important hints on what you need to know when reporting a repair. For each type of repair some technical information is given.

This booklet is not a comprehensive checklist, but it does contain information that is important to the person you are reporting the repair to. The clearer and more concise the information you give the more it will help us to get your repair right first time.

It is impossible to cover all areas but do let us know if you think of ways, we could improve this booklet.

## How to report a repair

When you report a repair or ask somebody else to report it for you, please give as much information as possible. We need to know:

- Your full address.
- A telephone number on which we can contact you.
- When it will be convenient for CoLC to attend.
- As much information about the repair as possible.

A request for a repair can be made by the following methods:

- Online at [www.lincoln.gov.uk](http://www.lincoln.gov.uk) (At all times)
- By telephoning Customer Services on **01522 873333** during the following open times:
  - Monday: 9:00am – 5:00pm
  - Tuesday: 9:00am – 5:00pm
  - Wednesday: 10:00am – 5:00pm
  - Thursday: 9:00am – 5:00pm
  - Friday: 9:00am – 4:30pm
- In the event of an emergency, outside of office hours, telephone **01522 534747**.



When you report a repair, we'll give you a **repair reference number**. Keep this safe so that you can quote it later if necessary. We'll send you a text message prior to the appointment and in some instances a follow-up satisfaction survey will be made via SMS.

## When a repair request is received the CoLC will:

- Complete priority repairs within 24hours.
- Complete urgent repairs within 3 days.
- Complete all other repair requests within 100 days, in line with the scheduled repairs programme schedule.
- If the repair request is deemed a priority or urgent repair – CoLC will arrange an appointment with the customer at the earliest possible date available, which is suitable for the customer.
- If the repair request is deemed a scheduled repair – the customer can select a preferred appointment date and time when reporting the repair via the online scheduling service. When the customer reports a scheduled repair via email or telephone, customer services will contact the customer to schedule the appointment prior to entering the customers area. Customer Services will then confirm all repair appointments by a phone call, email, or a text message.



If the CoLC is called out to deal with a repair between the hours of 4pm and 8am during any day of the week, including Bank Holidays, and the repair is not a genuine emergency, the CoLC will recharge the full costs of the call-out to the tenant.

## Scheduled Repairs

Scheduled repairs is CoLC's new way of carrying out repairs that need to be completed but is not urgent and unlikely to cause a risk to tenants. Once you have reported your repair, it will be scheduled in and carried out when our repairs team are next working in your area. Repairs should take no longer than 12 weeks to be completed.



Further information on scheduled repairs is available at-

<https://www.lincoln.gov.uk/council-housing/scheduled-repairs>



## Priority repairs and our out-of-hours service

Priority repairs are only carried out outside normal working hours when it is absolutely necessary to avoid danger to the health and safety of residents or serious damage to the structure of buildings. Please do not call out of normal working hours if the repair is not urgent. **Please remember to always use the out of hours phone number when reporting a priority repair. (01522 534747)**

Priority work includes:

- Blocked lavatories if you only have one in your home.
- Overflowing or leaking drains.
- Serious storm, accident, or flood damage to rooms.
- Dangerous structures.
- Serious electrical faults.
- Regaining entry where a tenant is accidentally locked out. (We will, however, charge you for this service at a standard rate)

Out of hours priority repairs will be carried out to make safe the problem and where necessary a full repair will be completed within 24 hours (during normal working hours).

## Water leak

If you have a water leak you must act immediately. Report this to us as a matter of urgency and turn off the water at your mains stop tap. Then turn your central heating boiler off and drain everything down by turning your taps on. Immediately call customer services on the number contained within this information booklet.

## Gas leak:

1. If you smell gas, or you think that gas is escaping, turn off the main gas tap at the meter [if you know how].
2. Call National Grid on **0800 111 999** followed by City of Lincoln customer service on **01522 873333**.
3. Extinguish all flames. Put out cigarettes. Do not light matches. Do not operate electrical appliances, do not turn electrical switches on or off as they may create a spark.
4. Open all windows and doors to reduce the chance of a gas build up.
5. If a strong smell of gas persists, then leave the property.

## Identification cards

All of our maintenance teams and contractors carry an identification card saying who they are. They will show this card when they arrive and explain why they are visiting. If you are unsure, call us on **01522 873510** to confirm that they are one of our technicians or contractors before letting them into your home. Anyone who is genuine will be more than happy for you to check.



## **Inspections**

Orders for straightforward repairs will be issued immediately. If the repair is structural, damp (condensation), severe drainage problems, plastering works or asbestos we will send someone to inspect the problem and investigate exactly what action is required, in line with our scheduled repairs policy.

## **Asbestos**

We have an asbestos management policy to manage safely any homes where asbestos may be present. Asbestos does not present a health risk if it remains undisturbed and is in good condition. We have a separate leaflet available that gives further information about how we deal with asbestos in homes.

## **Protect your possessions**

Some work undertaken can cause disruption in the home. Please move any belongings away from the work area, particularly if they are breakable.

When working in your home, we will use floor protection within the work area and to offer some protection to your belongings. If the work involves moving or lifting any type of floor covering away from the work area, then this is your responsibility. Please make sure this has been completed prior to the repair being carried out. If you have young children and/or pets, please make sure that they are always kept away from the work area. When we arrive for the appointment, we will endeavour to explain what the repair will involve and the precautions to be taken to ensure the health and safety during the work.

## **Post-inspections**

We do carry out a percentage of inspections following completion of repairs, this is to ensure the work has been completed to a professional standard and to your satisfaction. If an inspector calls to see you please co-operate and explain in detail if the repair has failed to work, this is another way of making sure we get things right for you.

Contractors' code of conduct the council's city maintenance services team (the repairs contractor) has a code of conduct by which it expects all CoLC staff to abide. The contractor should always:

- Wear standard issue uniforms.
- Produce identification.
- Use floor protection.
- Carry out work in a neat and tidy manner.
- Remove all waste from the property when the repair is complete.

- Deal with you in a polite and courteous manner. The contractor should never leave the work unattended without notifying you and without ensuring the work area is left safe.

## Complaints

To make a complaint about the City of Lincoln Council please contact us using one of the following methods:

- Online at [www.lincoln.gov.uk/complaints](http://www.lincoln.gov.uk/complaints)
- By email to [complaints@lincoln.gov.uk](mailto:complaints@lincoln.gov.uk)
- By telephoning 01522 881188
- By letter to Housing Services  
City of Lincoln Council,  
City Hall,  
Beaumont Fee,  
Lincoln, LN1 1DD



We aim to acknowledge and respond to complaints within 10 working days. Further information is available at: [Compliments and feedback – City of Lincoln Council](#)

## Maintenance contracts

For some specialised equipment such as central heating, alarm systems, or communal television aerials we have maintenance agreements with specialist companies. Any faults or complaints must be reported to us and not directly to the contractor.

If you report a repair directly to any of our contractors, you may receive a bill which you will be expected to pay.

## Rechargeable repairs

Your tenancy agreement gives details of repairs for which you are responsible. In general, you are responsible for repairs or replacement of any broken or missing fixture or fitting because of any act of neglect (whether wilful or otherwise).

We review and set rechargeable repair costs periodically. For further details contact customer services on **873333**.

## Gas servicing

We will ensure that all homes with a gas appliance owned by us receives an annual service and gas safety check. This work is free of charge. We have a separate information leaflet

about gas servicing. We have a legal duty to do this check once a year and you must give us access to do it: it is for your safety.

## **Boilers**

Do not attempt any repair to the boiler if it becomes faulty. In the event a fault occurs, please contact the repairs telephone line, and request a response from our heating partner.

## **Cookers**

We will not connect your cooker. You are advised to contact a Gas Safe-registered plumber or qualified electrician.

## **Communal TV aerials**

If you suspect that your communal TV aerial is faulty, please check with your immediate neighbours to see if their reception is also affected before you report the matter. Remember, it could be a fault on your TV set.

## **Fire doors**

When a fire door is fitted to your property, or your communal area it is essential you observe the following to protect yourself and your family-

- Don't swap or fit extra locks.
- Don't cut trim or drill holes in the Door leaf or frame.
- Don't paint the door or frame.
- Don't remove or deface tags on the door.
- Don't add personal items to the door leaf or frame.
- Report any fault and repairs to the housing department quoting the tag number on the front of the door if one is present.

CoLC's fire doors, frame and fittings are tested to British standards to perform in a predictable time in the event of Fire. Any alterations to this door could compromise these standards and put your safety at risk.

## **Condensation and how to prevent it**

Condensation is when excess moisture in the air changes to a liquid. Condensation and mould growth can lead to detrimental living conditions. Mould is an indication that moisture levels are at a higher level than they should be. The effect of this can cause damage to areas and possessions within the property.



Condensation can occur in kitchens, bathrooms, bedrooms and, in fact, any room where there is excess moisture combined with cold surfaces and little ventilation. Typically, it is found in places where there is little air movement, such as:

- In corners on walls and ceilings.
- Behind large pieces of furniture.
- On soft furnishings.
- Around windows.
- On external walls.

Pockets of limited air movement, for example behind sizeable items of furniture such as wardrobes, can also encourage mould to grow, black spot mould being the most common. Many people report condensation as “damp” and believe that it is coming from the fabric of the building. While this may occur occasionally, condensation is much more common. A visit from one of our property inspectors will investigate whether it’s damp caused by external influences or condensation created by other factors.

### **Reducing moisture vapour**

Condensation is something that you can help prevent or reduce. Below are a few tips on how to deal with condensation:

#### ***Produce less moisture:***

- Cover pans when cooking.
- Avoid drying washing indoors (such as over radiators). If you feel you have no alternative, open the window in that room, if you can.

#### ***Ventilate to remove moisture.***

- Leave a window partially open when somebody is in the room. If you fit draught proof strips, leave a space for a small amount of air to get through.
- Open kitchen and bathroom windows when in use and keep the doors to other rooms closed.
- Ventilate cupboards, wardrobes and keep chimney vents clear.
- Move furniture away from walls.

#### ***Heat your home:***

- Try to leave background heat on during the day in cold weather. If you don’t it may cost, you more to heat up your home quickly in the evening.
- Do not use paraffin or calor gas heaters: for every pint of fuel used they produce a pint of water vapour. That is why we don’t allow them in our properties.

### ***Deal with condensation if it does occur.***

- Dry off surfaces that are wet or damp.
- Remove mould using neat Milton steriliser and dry off afterwards.

### ***Reducing heating costs Here are some tips that you can use to lower your heating costs:***

- Gradually turn down your boiler and heating thermostats. Find a suitable temperature. You may find that lower temperatures are adequate. It may also help you to wear warmer clothing indoors; but do remember that young children and the elderly need to keep warm and feel the cold more than others. Try setting the time control to switch on for a shorter period of time.
- Draw the curtains at night. Do not let curtains hang over radiators and do not cover radiators or place objects directly in front of them.
- Keep doors and windows closed when the heating is on, but do not cover air vents.
- Do not leave heating on at high levels for long periods in unoccupied rooms.
- Do not wash up under a hot running tap.

## **Blocked drains and sinks**

### ***Clearing blockages***

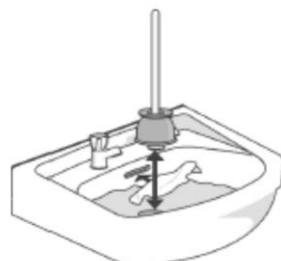
If the pan is already full, remove some of the water into a suitable container using a jug or bowl. Push the toilet brush or plunger to the bottom of the pan and pump up and down vigorously about 10 times. This creates a vacuum and pressure which may shift the blockage. Check by flushing the toilet to see whether the blockage has gone. You may need to repeat the process several times before the toilet flushes normally. Do not use plungers with a metal disk, as these may chip or crack the toilet bowl.



clearing a blocked WC

### ***Avoiding blockages***

Air fresheners that attach to the rim of the toilet pan should be fastened securely to ensure they do not fall in and cause a blockage. Blockages are usually caused by unusual objects: nappies, toys, sanitary towels, air fresheners, etc. If such a blockage occurs because of one or several of these objects becoming lodged, you may be charged for clearing the blockage.



clearing a blocked waste pipe

### ***Clearing a sink or bath blockage***

Bale out most of the water using a suitable container. Hold a rag firmly over the overflow opening and place a plunger over the drain hole. Pump the plunger up and down rapidly. Plungers can be obtained from most DIY shops. After clearing the blockage, it is advisable to clean out the trap.

### ***Cleaning out a waste trap***

First bale out any excess water from the bath, basin, or sink using a jug or bowl. Place a bowl underneath the trap and unscrew the joints to remove the trap. Clean thoroughly and replace the trap, checking that the seal are in place and that all joints are screwed up tightly.

### ***If more than one fitting is blocked***

The problem may be in the soil stack or main drain. This will need to be cleared by one of our contractors. Blockages are usually caused by the build-up of fat, tea leaves, hair, etc. It is advisable to clean wastes with hot water and soda crystals.

## **Heating your home**

### ***How to set a digital timer***

Check the clock is showing the correct time. If not, put the timer switch to 'clock' and adjust the time using the 'forward' and 'reverse' buttons. Reset the timer switch to 'auto.' Set the 'heating' and 'hot water' switches to come on at once, twice, or stay on all the time, as you require. During freezing spells, keep the heating on all the time and turn the thermostat down during the night and if you are out all day.

### ***How to set a clock timer***

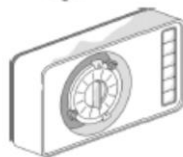
Turn the clock until it is showing the correct time. Decide when you want the heating to come on and go off and set the pins or arrows for those times (see below for how to change pins and arrows). Set the timer switch to 'timer' or 'auto' as appropriate to the unit. During freezing spells, keep the heating on all the time and turn the thermostat down during the night if you are out all day.



**digital  
programmer**



**room  
thermostat**



**clock  
programmer**

## ***How to control the temperature***

To set the thermostat turn the dial so that the arrow or marker is against the temperature setting you want. A comfortable temperature is between 18C and 22C.

### ***Changing pins on a timeclock***

Push them in against any time you want the heating to come on. Pull them out against any time when you want the heating to go off.

### ***Changing arrows on timeclock***

Slide the 'on' arrows (usually red) around the clock to the times when you want the heating to come on. Slide the 'off' arrows (usually blue) around to the times when you want the heating to go off.

## **Electrics in your home**

### ***Fuse or trip switch***

Check your consumer unit or fuse box: it will either have fuses or trip switches (see diagrams). Modern electric circuits are fitted with a circuit breaker fuse system: if a fault develops, a switch is tripped, and the circuit is broken. Older ones have fuse holders and when the fuse is blown it must either be replaced or rewired using special fuse wire of the correct amperage. Only replace a fuse if you are confident, you can do it safely and have a replacement of the same amperage. If in doubt, contact us or a qualified electrician.

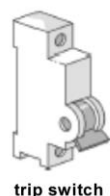
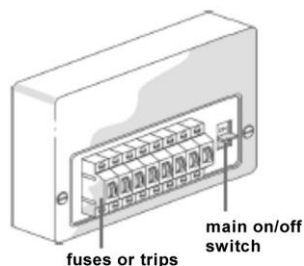
### ***Setting a trip switch***

Open the cover on the consumer unit to expose the trip switches. The Consumer Unit is usually next to the electricity meter. Check which switches have tripped to the OFF position and put them back to the ON position. For more detail, refer to any handbook supplied.

### ***If tripping occurs again***

It is probably being caused by a faulty appliance. You need to identify which circuit is affected and which appliance on that circuit is causing a problem.

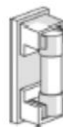
### **Electrical Consumer Unit**



trip switch



micro  
circuit  
breaker



cartridge fuse



rewirable fuse

### ***Which appliance is faulty?***

Go around the house noting which set of lights or sockets are not working. Unplug all appliances on that problem circuit and switch off the immersion heater. Switch the tripped switch to the ON position and plug in the appliances one by one until the trip goes again. Leave that appliance unplugged. If one of our appliances is at fault, report the repair. If it is your appliance you will need to get it fixed yourself by a qualified electrician or a service engineer.

### ***What causes it to trip or blow a fuse?***

- Too many appliances being used at the same time
- A faulty or misused appliance
- Overfilled kettles
- Unclean toasters
- Cooker rings worn out or cracked
- Faulty immersion heaters
- Faulty connections on leads to appliances, e.g., hi-fi, TV, etc
- Light bulbs blowing

### ***Plugs***

The socket outlets in your home will take square pin plugs. The plug which you require will have a fuse inside it. We do not supply plugs and you will have to obtain them yourself. To find out the correct type of fuse to fit in a plug, check the rating plate on the appliance. **Do not overload plug sockets by using multiple plug adaptors.**

## Bleeding a radiator

### *When to do it*

If the top part of a radiator is cold, this is because air is trapped in the system. Bleeding the radiator releases this air and allows hot water to fill the whole system.

### *Do not bleed if*

Do not bleed the radiators if you have a Combination Boiler: this type of boiler will have either a pressure gauge or a low-pressure light on the front or underside of the boiler, and you will probably not have a hot water cylinder.

### *Before bleeding*

If the whole radiator is cold, check that the radiator valve is open. If more than one radiator is cold, the whole heating system will need to be checked by a plumber. Turn off the heating system before bleeding, otherwise the pump might draw more air into the system. You will need a special radiator key, available from most DIY and hardware shops. You will also need a rag or cloth and a bucket or bowl.

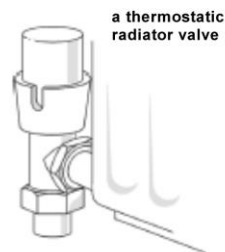
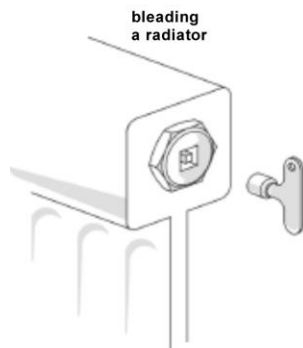
### *How to bleed*

The bleed valve is the small square nut at the top end of the radiator. Place the key over the valve and hold the cloth around it to catch any water. Gently turn the key anti-clockwise until you hear a hiss - this is the air being released. When water starts to come through, turn the key back clockwise to shut the valve off. **DO NOT** unscrew the valve completely as the plug will come right out.

## Insurance

We only insure the bricks and mortar of your property. Damage caused to the contents of your home, such as carpets or furnishings, by fire, flood, or the act of a third party, could cost you money. We advise you strongly to have adequate insurance cover.

We cannot stress enough the importance of your taking out your own content's insurance. Occasionally, damage may be caused to your own possessions following damage or deterioration to a property's fixtures and fittings. We are not responsible for this damage, unless:



- The damage has been caused by our neglect or our contractors’.
- We have not responded to a repair request with the timescale and that the damage was caused by our not responding when we should have.

In general, if you haven’t made us aware of the problem, we cannot be held responsible for any damage caused. This may apply for example with a burst water tank or a leaking joint or pipe.

The resultant damage, while unfortunate, is your responsibility. That is why we advise you to take adequate insurance cover for the contents of your home. Many policies will also cover the risks against broken glass (see the section on rechargeable repairs).

**We can help with getting you house contents insurance: we operate a low-cost insurance scheme with a national insurance provider. If you require further details, please ring 01522 873333.**

## Your right to repair

The right to repair scheme ensures that small urgent repairs that might affect your health, safety, or security are carried out quickly and easily. Not all repairs qualify under the scheme.

### What defines a ‘qualifying repair’?

The list of repairs that qualify is determined by the ‘Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994’. Also, a repair only qualifies if the cost of carrying out the work is less than £250.



For details and a comprehensive list of repairs that qualify please visit- <https://www.legislation.gov.uk/uksi/1994/133/made>



### What happens if the repair is not done in that timescale?

You should telephone customer services on 873333. Unless there is a good reason why the work had not been done, we will arrange a second appointment to do the work. We’ll give you a new notice and the same timescale will then apply as with the first time you reported the repair.

### Compensation

If the repair qualifies under the scheme and if we don’t complete your repair within timescale for a second time you will be entitled to £10 compensation and for each extra day you wait

you will receive an extra £2 up to a maximum payment of £50. If you already owe us money we will use your compensation to reduce your debt. There may be a good reason why the work was not completed on time. For example, if you did not keep your appointment to let the contractor into your property no compensation will be paid.

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This publication can also be made available in large print, or electronically.

Please call 01522 873333 for more information.

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### French

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### Polish

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### Turkish

Bu belgeyi anlamakta zorlanırsanız, Beaumont Fee, Lincoln Belediyesi'ne ya da herhangi baska bir belediye meclisi ofisine gidin. National Interpreting Service aracılığıyla size bir çevirmen saglanacaktır.

### Bengali

এ ডকুমেন্টের কোন কিছু বুঝতে যদি আপনার অসুবিধা হয়, তাহলে নম্বাকরে নম্বাকরে সিটি হল (City Hall), বিউমন্ট ফি (Beaumont Fee), লিনকন (Lincoln) অথবা অন্য যে কোন কাউন্সিল অফিসে যান, যেখানে ন্যাশনাল ইন্টারপ্রিটিং সার্ভিস -এর মাধ্যমে আমরা আপনার জন্য একজন ইন্টারপ্রিটার বা মো-ভাষীকে ডাকতে পারবো।

### Farsi

اگر شما در باره اسناد مشکل داشته باشید، لطفاً باهال مرکزی، بی‌مونت فِی، لینکلن ویا به دفتر دیگر انجمن بروید و ما میتوانیم از طریق سرویس فومی با مترجم رنگ بزنیم.

### Sorani

ئەگەر زۆرچەتی هەیە لە تێگەیشتنی هەر شتێک لەم بەڵگەنامەیەدا، تکایە برۆ بۆ، **City Hall, Beaumont Fee, Lincoln** یان نوێیسیس هەر شارەوانێک (کاونسیلیک) ی ت.ر. که ده‌توانین موێتەرچیهیکت بۆ بانگ بکەین لە رێگای خزمەتگوزاری میلیی بۆ وەرگیران (نەرجومه) بۆه

### Kurdish

Eger hun di vê dokumane de difahmkirina hin tiştan de astengi dikîjin, ji kerema xwe ro herin City Hall û Beaumont Fee, Lincoln bibinin, an jî ji karmandê şaredariyê yekî din bibinin. Em ê ji we ra ji serwisa wergerandina netewî wergerckî peyda bikin.

### Russian

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## Further information

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**E-mail:** [customer.services@lincoln.gov.uk](mailto:customer.services@lincoln.gov.uk)

**Telephone:** 01522 881188

**Website:** [www.lincoln.gov.uk](http://www.lincoln.gov.uk)

**Write to:** Housing Services  
City of Lincoln Council,  
City Hall,  
Beaumont Fee,  
Lincoln, LN1 1DD





**Revised April 2023**

**KF1**

**HOUSING SCRUTINY SUB-COMMITTEE**

**10 AUGUST 2023**

**SUBJECT: WORK PROGRAMME - 2023/24**

**DIRECTORATE: CHIEF EXECUTIVE AND TOWN CLERK**

**LEAD OFFICER: ALI HEWSON, SENIOR DEMOCRATIC SERVICES OFFICER**

**1. Purpose of Report**

- 1.1 To present Members with the work programme for 2023/24 (Appendix A).
- 1.2 To advise members that a draft work programme for 2023/24 had been circulated to the Chair and Vice/Chair of Housing Scrutiny Sub Committee and the Chair/Vice Chair of Lincoln Tenant's Panel for individual input/comments prior to the first meeting of the new Municipal Year ready for use as a working document.

**2. Background**

- 2.1 The work programme for 2023/24 is attached at Appendix A to advise members of the proposed forthcoming business at future meetings of the Housing Scrutiny Sub Committee. The work programme will be regularly updated in consultation with the Chair of the Sub-Committee and Chair/Vice Chair of Lincoln Tenants Panel.
- 2.2 This work programme can be added to or amended at members discretion at any time during the new Municipal Year
- 2.3 The work programme includes those areas for scrutiny linked to the strategic priorities of the Council and housing matters, to ensure that the work of this committee is relevant and proportionate.

**3. Recommendation**

- 3.1 That Members note the content of the work programme for 2023/24.

|  |  |
|--|--|
| <b>Access to Information:</b><br>Does the report contain exempt information, which would prejudice the public interest requirement if it was publicised? | No   |
| <b>Key Decision</b>  | No   |
| <b>Do the Exempt Information Categories Apply</b>  | No   |
| <b>Call In and Urgency:</b> Is the decision one to which Rule 15 of the Scrutiny Procedure Rules apply?  | No   |
| <b>Does the report contain Appendices?</b>   | Yes  |
| <b>If yes, how many Appendices?</b>  | 1  |
| <b>Lead Officer:</b>   | Ali Hewson, Senior Democratic Services Officer<br><a href="mailto:Alison.hewson@lincoln.gov.uk">Alison.hewson@lincoln.gov.uk</a> |

**Housing Scrutiny Sub Committee Work Programme – Timetable for 2023/24****21 June 2023**

| Item(s)  | Responsible Person(s)   | Origin of Request  |
|--|-------------------------|--|
| Lincoln Tenants Panel Update   | Mick Barber, Chair LTP  | Regular report by MB   |
| Allocations Update<br>(Including Numbers of Properties Offered to People on Council Waiting List/Others) | Alison Timmins          | Progress Report  |
| Downsizing Policy  | Keeley Johnson          | Verbal Update  |
| Investment Programme: General List of Planned Works 2023/24  | Kev Bowring             | Requested at meeting 3 Nov 2022  |
| Housing Finance - Council's Housing Out-Turn Position for 2022/23.                                       | Coleen Warren           | Annual Report  |
| Quarter 4 (2022/23) – Performance Report   | Yvonne Fox/Daren Turner | Regular Report   |
| Scheduled Repairs Update   | Matt Hillman            | Written Report inc move to 9 weekly cycles and an Explanation on the Process Manual for service consistency. |
| Update: Fire Assessments Completed   | Matt Hillman            | Requested at meeting 9 March 2023  |
| Work Programme 2023/24   | Ali Hewson              | Regular Report   |

| Item(s)                                   | Responsible Person(s)     | Origin of Request  |
|---|---------------------------|--|
| Lincoln Tenants Panel Update              | Mick Barber, Chair of LTP | Reserved time for LTP topics   |
| PIR De Wint Court                         | Paula Burton              | PIR of first year requested 3 Nov 2022   |
| Overview of ASB                           | Keeley Johnson            | Update inc feedback available from LTP and Housing Officers Working Party and also accreditation |
| Downsizing Policy Update                  | Keeley Johnson            | Deferred from last meeting.  |
| Ellie's Memorial Garden                   | Paula Burton              | Requested by PB -28 June 2023  |
| Repairs Policy                            | Amy Larder                |  |
| Management of Communal Areas Policy       | Matt Hillman              | Matt Hillman   |
| Performance Indicators Update – Quarter 1 | Yvonne Fox                | Regular Report   |
| Work Programme 2023/24                    | Ali Hewson                | Regular Report   |

Updated June 2023

## 2 November 2023

| Item(s)                                 | Responsible Person(s)     | Origin of Request            |
|---|---------------------------|------------------------------|
| Lincoln Tenants Panel Update            | Mick Barber, Chair of LTP | Reserved time for LTP topics |
| Quarter 2 Performance Update            | Gareth Griffiths          | Regular Report               |
| Tenant Involvement Strategy Action Plan | Donna Lyons               | Progress Update              |
| Aids and Adaptations                    | Matt Hilman               |                              |
| Work Programme 2023/24                  | Ali Hewson                | Regular Report               |

Updated June 2023

## 7 February 2024

8

| Item(s)   | Responsible Person(s)     | Origin of Request   |
|---|---------------------------|---|
| Lincoln Tenants Panel Matters   | Mick Barber, Chair of LTP | Reserved time for LTP topics  |
| 30 Year Housing Plan Update   | Paul Hopkinson            | Agreed with Chair at pre meet<br>24 Oct 2022  |
| Homelessness and RS Update (Inc properties offered to people who are homeless Q3) | Yvonne Fox                | Regular Report  |
| LTP Review Update Report  | Mick Barber Chair of LTP  | Annual Report   |
| Estate Tours of Inspection- Performance Monitoring                                |                           | Requested by Chair: Scrutiny of teams regarding performance particularly for the items noticed on the tours and logged for action and the performance levels regards these agreed actions |
| Work of Tenancy Sustainability Officers   | Keeley Johnson            | Six monthly progress report   |
| Work Programme 2023/24  | Ali Hewson                | Regular Report  |



Updated June 2023

**11 March 2024**

| Item(s)  | Responsible Person(s) | Origin of Request                 |
|--|-----------------------|-----------------------------------|
| Lincoln Tenants Panel Matters  | Mick Barber, LTP      | Regular Update                    |
| Quarter 3 (2023/24) – Performance Report                               | Yvonne Fox            | Regular Report Quarterly          |
| Setting of Performance Targets 2024/25                                 | Daren Turner          | Annual Review                     |
| Update on Insurance Claims paid in respect of disrepair claims lodged. | Finance               | Requested by Chair – 21 June 2023 |
| Report from PH Cllr Nannestad to Performance Scrutiny Committee        | Cllr Nannestad        | Annual Report                     |
| Work Programme 2024/25   | Ali Hewson            | Regular Report                    |

**Other Agenda topics to be scheduled into 2023/24 as appropriate**

- Complaints
- Lincoln Standard

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**SUBJECT: DE WINT COURT - POST IMPLEMENTATION REVIEW**

**DIRECTORATE: HOUSING & INVESTMENT**

**REPORT AUTHOR: ANDREA RIPLEY, HOUSING STRATEGY OFFICER**

## **1. Purpose of Report**

- 1.1 To provide an update to Housing Scrutiny Sub Committee on the Post Implementation Review (PIR) findings of the delivery of De Wint Court Extra Care facility following handover from the developers in March 2022.

## **2. Background**

- 2.1 In July 2016, Executive approved, as part of the Housing New Build Strategy, to consider a detailed appraisal of options for the refurbishment or redevelopment of De Wint Court a 37 unit supported scheme.
- 2.2 In May 2017, Executive approved option 4 to demolish and rebuild De Wint Court in its entirety. Original objectives presented to the Executive in May 2017 were to:
- deliver a flagship Extra Care scheme to fill the growing needs of older people,
  - to be modern and fit for purpose, user friendly and compliant with current housing design standards,
  - to increase the provision of units from 37 to 70,
  - enable the investment of £3.22m of Homes England funding into the city,
  - enable the investment of £2.8m of LCC investment into the city,
  - increase the affordable Extra Care provision within the city.
- 2.3 In February 2019, Executive approved, the redevelopment of De Wint Court to progress via an open tender process. The open tender and procurement route gave local contractors and national companies the opportunity to bid for the delivery of the scheme whilst also enabling value for money for the development.

## **3. Delivery of the Scheme**

- 3.1 The project and delivery of the scheme followed a project plan in line with the Lincoln Project Management Model (LPMM). A key task within the LPMM guidance is to complete a PIR to document the scope of the project and its delivery against the scope. Lessons learned are also captured within the PIR process to ensure they are clearly documented and have been cascaded out to the key leads to help shape and improve delivery of future schemes.
- 3.2 The indicative timeline for the project used for the procurement process indicated a start on site in late 2019 and completion in May 2021.
- 3.3 The indicative costings prior to the procurement exercise anticipated high costs to develop the whole scheme. However, the open tender process would determine

the final contract costs and each application was considered against the specification and cost allowances to value engineer the Councils requirements to achieve value for money.

- 3.4 Following the open procurement exercise in the summer of 2019, ESH Construction Limited were awarded the contract to build De Wint Court with an anticipated build time of 80 weeks.
- 3.5 It should be noted that there were delays to delivery of the scheme due to the covid 19 pandemic restrictions. The availability of materials and labour impacted delivery substantially with a 41 week extension to the contract.
- 3.6 De Wint Court was handed over from ESH construction at practical completion to City of Lincoln Council on 11<sup>th</sup> March 2022.
- 3.7 Tenants were signed up for tenancies at De Wint Court from June to October 2022 for first lettings to ensure a coordinated, staggered and smooth transition for incoming tenants via the City of Lincoln Council and Lincolnshire County Council allocations panels.

#### **4. Findings of the PIR**

- 4.1 Please refer to Appendix 1, the De Wint Court PIR. The scheme has achieved the scope to deliver a 70 unit extra care facility within the budget allocated. Lessons learned have been captured as Appendix 2.

#### **5. Strategic Priorities**

##### **5.1 Let's drive inclusive economic growth**

Where possible we encouraged the use of local labour, contractors and suppliers to create inward investment within the contract process. This resulted in some local companies working for ESH as part of the development.

The commercial kitchen is leased by a business who worked previously within the local area but had limited facilities. Relocating to De Wint Court has enabled the business to vary and now extends their offer to local residents commercially including restaurant facilities.

##### **5.2 Let's reduce inequality**

The delivery of 70 new affordable homes within this extra care facility has enabled access to suitable housing for residents of Lincoln who find it most difficult to find their needs met by the private sector offering.

##### **5.3 Let's deliver quality housing**

All homes were built to modern, energy efficient standards and contributed directly to Councils Affordable Housing contribution. Being a council owned extra care facility, De Wint Court enhances the existing care market to provide affordable and flexible housing with care options and goes a long way to addressing the shortfall of social rented housing with care units within the city.

#### 5.4 Let's enhance our remarkable place

The design of the De Wint extra care scheme went through a careful approval and design process to be sympathetic to the locality in which it is situated. It is a flagship scheme which is intended to show the vision of Lincoln as a place to choose to live.

#### 5.5 Let's address the challenge of climate change

The architectural design of De Wint Court and specification met Local Plan standards when approved at Planning Committee in December 2018. All homes built are modern, have energy efficient standards and include a communal heating and hot water system which is aimed at being more economical to run and a reduction in energy used compared to earlier schemes, or other self-contained accommodation.

### 6. **Organisational Impacts**

#### 6.1 **Legal Implications including Procurement Rules**

The development received funding from Homes England and Lincolnshire County Council. Heads of Terms were agreed with the County Council to secure their capital investment, in exchange for nomination rights of 50% of the completed scheme.

All procurement activity in relation to the contract and its award was undertaken in line with the requirements of both the Council's Contract Procedure Rules and ultimately Public Contract Regulations 2015.

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

The Public Sector Equality Duty means that the Council must consider all individuals when carrying out their day-to-day work, in shaping policy, delivering services and in relation to their own employees.

It requires that public bodies have due regard to the need to:

- Eliminate discrimination
- Advance equality of opportunity
- Foster good relations between different people when carrying out their activities

The De Wint Court Housing Scheme has now been delivered. Equality, Diversity and Human Rights have been integral to the delivery of this flagship scheme and continue to be actioned as part of the day to day running of the scheme. Examples of consideration that diverse needs and levels of support have been considered and provided in addition to quality accessible housing within this scheme include mobility store, baby change, changing places facilities, additional accessible bathrooms with mobility aids (each floor level), dementia friendly spaces and sensory planting.

Close working with Council colleagues, LCC, Homes England, contractors, developer and a nomination/allocation team ensured the scheme has been delivered, let and managed following these principles. The allocations board which was established for the project delivery has ensured a fair mechanism to allocate apartments based on care requirement and need.

### **6.3 Human Resources**

De Wint Court is now operational and managed by staff within the Directorate of Housing and Investment.

### **6.4 Land, Property and Accommodation**

The delivery of the De Wint Court scheme has provided additionality of affordable Housing within the Housing Revenue Account.

### **6.5 Significant Community Impact**

De Wint Court Extra Care Facility replaced the previous supported housing provision in the Moorland area whilst also delivering positive contributions to the community in the locality. Not only does it offer extra care for people who may need this in the future, it also acts as a community hub with offerings such as the café, salon, changing places area and rooms / consultancy areas for other provisions to book and access.

### **6.6 Corporate Health and Safety Implications**

All corporate health and safety implications were considered as part of the delivery of the scheme in line with the LPMM process and risk register.

## **7. Risk Implications**

### **7.1 i) Options Explored:**

Once the developer was appointed via the procurement process the risks for the delivery of the De Wint Court scheme were considered and tracked as part of the LPMM process, project plan and risk registers.

### **7.2 ii) Key Risks Associated with the Preferred Approach:**

Delivery of scheme within completion timescales:

Risk: Slippage on work programme.

Mitigation: Timescale to complete captured within the contract and some tolerance within the project timeline for poor weather etc. Compensation events forms part of the contract for approval of any abnormal slippage during development such as this and the budget set allowed some tolerance. A fixed contract fee also helps keep momentum on delivery in normal circumstances. In 2019 when the scheme

was agreed the Council was not aware that the covid 19 pandemic was to emerge part way through this process which then impacted.

Delivery of the scheme on budget

Risk: Increased costs from the anticipated cost

Mitigation: Open tender process utilising a fixed cost fee with any changes occurring via the formal compensation event process. The scheme has however still been delivered within the budget constraints, but impacted by delaying revenue return sooner.

## **8. Recommendation**

- 8.1 For the Housing Scrutiny Sub Committee to note the contents of this report and appendices in regard to the lessons learned and the successful, on budget capital funding delivery of the De Wint Care Extra Care facility.

**Is this a key decision?**

No

**Do the exempt information categories apply?**

No. Separate Report

**Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?**

No

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

Two

**List of Background Papers:**

Executive reports:  
De Wint Court Options Appraisal – 22 May 2017  
Progress Report – De Wint Court Redevelopment –  
26 March 2018  
Progress Report – De Wint Court Redevelopment –  
29 May 2018  
De Wint Court Redevelopment – 29 February 2019

**Lead Officer:**

Andrea Ripley, Housing Strategy Officer  
[Andrea.ripley@lincoln.gov.uk](mailto:Andrea.ripley@lincoln.gov.uk)

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## Post Implementation Review (PIR)

## APPENDIX 1

|   |   |
|---|---|
| <b>POST IMPLEMENTATION REVIEW</b>   | Date approved by relevant Programme Board: 28 July 2023 |
| <b>Project Title</b><br><b>De Wint Court Redevelopment</b>  |   |
| <b>Project Manager</b><br><b>Previous Housing Strategy Officer (up to September 22) &amp; Andrea Ripley, Housing Strategy Officer (October 2022 – ongoing)</b>  |   |
| <b>Original Timescale for completion</b><br>Autumn 2021   | <b>Actual completion timescale</b><br>March 2022        |
| <b>Brief description of the project (including any significant points in terms of project management)</b><br><br><b>Construction Project:</b><br>To demolish the existing redundant former sheltered housing - De Wint Court with its bedsit accommodation of 37 rooms and replace with a purpose built 70 unit Extra Care facility designed to provide Low, Medium and High care provision for its residents whilst offering communal facilities for them and the wider community.<br><br>The accommodation will provide the following: <ul style="list-style-type: none"> <li>• 50 – 1 bed apartments – 53m2</li> <li>• 20 – 2 bed apartments – 62m2</li> <li>• Commercial grade kitchen and restaurant providing 40 covers</li> <li>• Hairdressing Salon</li> <li>• Communal Lounge</li> <li>• Mobility Scooter store</li> <li>• Baby Change and Changing Places facility</li> <li>• Staff facilities</li> <li>• Therapy Room</li> <li>• Consultation Room</li> <li>• 2no Stretcher Lifts</li> <li>• Communal garden including sensory planting, outdoor exercise equipment and play equipment.</li> </ul> <b>Service Delivery:</b><br>To develop an allocations board and wellbeing delivery service in conjunction with Lincolnshire County Council.<br>To set out and agree a new Local Lettings policy for this scheme.<br>Set up task groups for Wellbeing and Care and Nominations to set out process maps for when the scheme is operational. |   |

### **Commercial Leases:**

To advertise and let the commercial kitchen and hairdressing salon on commercial leases, to include the fit out of the spaces and ongoing running to meet the needs of the residents of De Wint Court and the surrounding community.

### **What outcomes/output did you plan at the start of the project?**

Strategic Priority – Let's Deliver Quality Housing

Projects:

- Deliver and Facilitate at least 400 new homes by 2025
- Deliver housing development of brownfield sites
- Deliver Modern supported housing for older people with all levels of support needs
- De Wint Court Options Appraisal
- Create a shared supported housing with our partners

Strategic Priority – Let's Reduce Inequality

Aspirations:

- Let's provide help to the most vulnerable people in our city
- Let's ensure the best quality of life for people living in Lincoln

Need identified within the LIN Report. The Housing LIN report (v1.0 11th June 2018) demonstrated that Lincoln has a clear shortfall of Housing with Care. The shortfall as of 2018 was 48 units and the projected shortfall continues to rise to 231 units by 2035. It also shows a shortfall of Housing for Older People of 604 units by 2035.

The Turley Strategic Housing Market Assessment for Central Lincolnshire (July 2015) states that Central Lincolnshire has 4.2% of residents ages 65 and over living in communal establishments, the percentage for Lincoln is 5.7% - higher than the central Lincolnshire average and a substantially higher percentage than the national figure of 3.7%.

The Turley report also highlights census information from 2011 - out of 716 residents ages 65 and over and living in communal establishments (716 represents 5.7% of all residents in Lincoln aged 65 and over), 355 people were living in a care home without nursing care. Extra Care accommodation helps free up care home bed spaces for those with a very high care need and offers a more affordable supported option to those in a care home without a nursing care package.

Lincoln Housing Strategy 2017 – 2022 outlined the need for 667 additional spaces specifically aimed at older people between 2014 and 2036 and sets out our commitment to the delivery of an Extra Care scheme within Lincoln.

### **Project benefits/outcomes:**

1. Creation of 50 x 1 bedroom and 20 x 2 bedroom apartments – Deliver and facilitate 400 new homes of varying type and need.
2. Deliver modern supported housing for older people with all levels of support needs.
3. Create a shared supported housing with our partners.
4. Enhanced reputation of the Council as a diverse affordable housing provider responding to the local housing need.

**What outcomes/outputs did you achieve on completion of the project?**

1. Creation of 70 new build specialist housing units, towards the vision 2025 affordable housing targets.
2. Modern supported housing for older people with all levels of support needs has been delivered.
3. Shared supported housing with Lincolnshire County Council has been successfully achieved.
4. Reputation of the council has been improved to include being an affordable provider of high-quality housing which meets local housing need.

**What went well on the project?**

1. Working in partnership with Lincolnshire County Council. This included the allocations and well being delivery service.
2. Increased and ongoing consultation with local residents, local ward members, NHS community workers and Occupational Therapist team.
3. Nominations process was fluid and worked well with partners and allocating the homes based on application, referrals and need.
4. Quality of build achieved.
5. Finalist in LGC 2022 Awards – category of Housing.
6. Delivered within budget.

**What went wrong?**

Please see lessons learned log.

**Could any of the issues that went wrong be avoided in future and if so how?**

Mitigation as outlined on the lessons learned log.

**Are there any key learning points that can be applied across the Authority?**

As per the Lessons Learned Log, Andrea Ripley will disseminate appropriately before December 2023.

**Was the Lincoln Project Management Model used on the project?  
Were there any learnings that could be applied to improve the LPMM?**

Yes, it has been used. No improvements required.

|   |   |
|---|---|
| <b>Any other comments?</b><br><br>None.   |   |
| <b>Other documents relating to management of the project (e.g. evaluation report)</b><br><br>Lessons Learned.                         |   |
| <b>Project Manager Signature:</b><br><br><i>Andrea Ripley</i><br><i>Housing Strategy Officer</i>                                      | <b>Date:</b><br><br><b>31 July 2023</b> |
| <b>Project Sponsor – to sign off as accurate and complete</b><br><br><i>Daren Turner</i><br><i>Director of Housing and Investment</i> | <b>Date:</b><br><br><b>31 July 2023</b> |

## Lessons Learned Log for De Wint Court Redevelopment

## APPENDIX 2

| Name                     | Date       | Description of lesson learned   | Recommendation as to how to react in future   | Action Taken with Lesson to disseminate learning  |
|--------------------------|------------|---|---|---|
| Housing Strategy Officer | May 2020   | Omission of signature within the contract (Architects within the Novation Agreement)  | Thorough checking of the document by the project/contract manager and management when signing contracts.  | Discussed with Senior Management and DWC project team. As per the contract manager procedures, the responsibility of signing will remain with the project/contract manager. |
| Housing Strategy Officer | May 2020   | Utility disconnection as a compensation event.<br>Whilst the cost and time taken to complete this was not disproportionate to what it would have cost to complete the task outside of the contract, it would be preferable, in future, not to deal with disconnections as a compensation event/variation. | Ensure disconnections are complete prior to award of contract OR that it is clear within the tender information that the contractor should include time and cost for undertaking this work to prevent an inconsistent approach. | Ongoing discussions with other teams across the authority that are managing development works to share. Note in the PIR at the completion of the scheme.                    |
| Housing Strategy Officer | March 2021 | Legal rights of access, which led to a change of layout of the car park and a loss of parking provision.  | When obtaining title, double check any right of access across the land prior to design.   | Share with other development colleagues for them to consider during the design stage of a development.  |

| Name                     | Date           | Description of lesson learned   | Recommendation as to how to react in future   | Action Taken with Lesson to disseminate learning  |
|--------------------------|----------------|---|---|---|
| Housing Strategy Officer | September 2021 | Carefully review metering strategy prior to tender to ensure the specification is fit for purpose.  | Ensure all new build apartments have their own metered supplies and are not sub metered from a bulk supply requiring a service charge or invoice.   | Lengthy discussions with the delivery team. Noted in the PIR at the completion of the scheme.                                   |
| Housing Strategy Officer | February 2022  | External Bin Storage location which created some ill feeling between local residents and the Council.   | Have clear and open dialog with residents about issues that could impact them earlier in the process. Always consider the local residents when looking at making a decision that could impact their day to day lives.                           | Share with other development colleagues for them to consider during the design stage of a development.                          |
| Housing Strategy Officer | March 2022     | Funding timescales. All Homes England funding had to be paid before end of financial year 21/22. As a result of slippage on this development programme due to covid / weather and supply delays this led to pressure to draw down the funding quickly and in advance of the end of March and agreement with developer for them to continue on site with some items. This impacted on the snagging and defects list and occupation did not start until June 22 due to ongoing works. | Clear project plan capturing slippage and increased contingency. Consider reasonable penalty clauses within future contracts to developers for delayed delivery. Regular dialogue with Home England on timescales and any movement on delivery. | Shared with senior management and development colleagues to ensure this forms part of delivery timescales and review processes. |

| Name                     | Date           | Description of lesson learned   | Recommendation as to how to react in future  | Action Taken with Lesson to disseminate learning  |
|--------------------------|----------------|---|--|---|
| Housing Strategy Officer | March 2022     | Do not carry out Fire Risk Assessment prior to completion of snagging.  | Ensure all snagging and compartmentation has been signed off prior to the FRA being carried out.   | Discussion with Fire Safety Assurance Manager and Assistant Director.   |
| Housing Strategy Officer | April 2022     | Regulations around travel distances and self-evacuation in the event of a fire.   | Ensure adequate fire compartments to not limit where residents with limited mobility are able to live.   | Share with other development colleagues for them to consider during the design stage of a development.  |
| Housing Strategy Officer | June 2022      | The management of defects. No formal process had been agreed with developer for logging defects and tracking. This was all developer led when Andrea Ripley became involved with the scheme so formal process instigated in Oct 2022.   | Formal process to be agreed prior to handover of the scheme. This includes forms and methods of communication, tracking and sign off of works as completed.                | Shared with senior management and development colleagues to ensure this forms part of key handover actions within the contract/procurement documents. |
| Housing Strategy Officer | September 2022 | Garden works and installations ongoing after handover of the building. This included the gym equipment which was problematic with supply but then was identified with tenants in situ / residents group that the location on plans and types would not be beneficial. This was then agreed with developer to amend the works required and the gym equipment not be installed. | To ensure supply chain issues are identified promptly with developer and consider locations fully of gym equipment to ensure that also does not impact on tenants in situ. | Shared with senior management and development colleagues to ensure this forms part of key handover actions within the contract/procurement documents. |

| Name                     | Date         | Description of lesson learned  | Recommendation as to how to react in future  | Action Taken with Lesson to disseminate learning  |
|--------------------------|--------------|--|--|---|
| Housing Strategy Officer | June 2022    | Issue with main door system installation and not being able to let visitors in from a flat. This is also linked to the LinCare/Jontek operating system to be able to allow access if required out of hours.  | Ensure that any future installations enables tenants / LinCare/ lifeline call handlers to let visitors into the scheme when required out of hours without reliance of staff member.                              | Shared with senior management and development colleagues to ensure this forms part of key handover actions within the contract/procurement documents. |
| Andrea Ripley            | October 2022 | Automatic internal opening doors within the ground floor communal area. These were not captured within the design for the building so had to be retrospectively installed. Due to the nature of the scheme type and tenants in situ being unable to open some doors on their own, this should have been considered and captured as part of the design. | Ensure if another extra care scheme is developed by CoLC this is captured within the design specification for the contract   | Shared with senior management and development colleagues to ensure this forms part of key handover actions within the contract/procurement documents. |
| Andrea Ripley            | October 2022 | Snagging management, agreement and process for practical completion/handover of the building from the developer. Due to the pressure to complete within a set timescale to draw down funding from Homes England, all flats were not inspected for final snagging lists prior to the day of practical completion.                                       | Ensure that the final snagging lists for mechanical and electrical and building handover are logged formally, completed or agreed with developer and a clerk of works prior to accepting completion of a scheme. | Shared with project team and strategic leads to ensure this is captured fully on future developments.   |



| Name          | Date          | Description of lesson learned   | Recommendation as to how to react in future   | Action Taken with Lesson to disseminate learning  |
|---------------|---------------|---|---|---|
| Andrea Ripley | November 2022 | Utilities contracts not been set up properly to enable ease of handover/change of owner and supplier. This included water, gas and electric. As a result, billing was delayed.  | Ensure this is captured specifically within the developer contract as part of the procurement process to register all meters in their company name as installed. At handover of the building and responsibility of CoLC, contract negotiations with the utility companies should commence to reduce delays. | Shared with project team and strategic leads to ensure this is captured fully on future developments.                                 |
| Andrea Ripley | November 2022 | Bathrooms in scheme not designed to wet room standards. Some bathrooms have had ponding to floor areas where shower curtains were not long enough or closing curtains fully. Tenants believed the rooms are wet rooms however they are level access showers which only have a drain area for the water around where the shower curtain sits above. This has caused some damage to units and walls where they have become wet. | All bathrooms in these type of schemes should consider having wet room facilities, flooring gradient and drain areas. Communications with tenants should include clearer information on level access shower area use to provide clarity on the accessibility of this space.                                 | Update with development and project colleagues, to ensure this is captured / considered fully before and future architecture designs. |
| Andrea Ripley | December 2022 | Locks to flats specialist and delay in receiving replacements   | Specify the types of door locks required to ensure standardised with CoLC suppliers / types to ensure internal flat locks are easy to replace or change at void.  | Shared with senior management and development colleagues to ensure this forms part of the contract/procurement documents.             |

| Name          | Date                      | Description of lesson learned   | Recommendation as to how to react in future  | Action Taken with Lesson to disseminate learning  |
|---------------|---------------------------|---|--|---|
| Andrea Ripley | November 2022 and ongoing | Hairdressing salon design and layout has limited use. The design of the salon looks good but is not necessarily practical for a hairdresser. This was built as designed and signed off by CoLC. Involvement from a hairdresser on the best layout of the room would have been beneficial. This has delayed letting the salon and some changes are being made, before the lease is signed by the incoming hairdresser. | Consider layout fully and practicalities at design stage before capturing within the scope.  | Shared with senior management and development colleagues to ensure this forms part of the contract/procurement documents.         |
| Andrea Ripley | November 2022             | Car park electric car parking charging units not compatible with the existing Council car parking charges. Rolec system installed which needs a separate contract.  | Check existing type the council install or partner installs and capture specification within the contract documents.   | Shared with senior management and development colleagues to ensure this forms part of the contract/procurement documents.         |
| Andrea Ripley | November 2022             | Kitchen layout did not capture commercial microwave electrical socket which had to be installed retrospectively. Number of fridges for this type of commercial unit did not suffice and limited space.  | Ensure any future commercial kitchens enables an extra high power socket for this type of facility and increased area for fridge / freezer area where possible | Shared with senior management and development colleagues to ensure this forms part of the fit out/contract/procurement documents. |

|                       |  |
|-----------------------|--|
| <b>SUBJECT:</b>       | <b>EXCLUSION OF THE PRESS &amp; PUBLIC</b> |
| <b>DIRECTORATE:</b>   | <b>CHIEF EXECUTIVE &amp; TOWN CLERK</b>    |
| <b>REPORT AUTHOR:</b> | <b>CAROLYN WHEATER, MONITORING OFFICER</b> |

**1. Purpose of Report**

- 1.1 To advise members that any agenda items following this report are considered to contain exempt or confidential information for the reasons specified on the front page of the agenda for this meeting.

**2. Recommendation**

- 2.1 It is recommended that the press and public be excluded from the meeting at this point as it is likely that if members of the press or public were present there would be disclosure to them of exempt or confidential information.

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