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## **Annual Report to Tenants and Leaseholders 2016/17**

### **Page 1-Front cover**

### **Page2-Introducton**

Welcome to the 2016/17 annual report. This year we are celebrating some of the amazing people who live in council homes and therefore we have included some of their stories in this report.

The report also includes how well we have performed as your landlord in the year to 31 March 2017. For example it took us only five days on average to complete the 34,000 repairs and the average time taken to resolve a complaint of anti-social behaviour was cut in half.

Elsewhere around the city, last year we completed a £1.2 million project to modernise St Botolphs Court and built 20 new homes on Birchwood.

We continue to work hard trying to improve our housing services still further. If you have any comments to make about our services, good or bad, we really would like to hear from you.

Bob Ledger, Director of Housing and Regeneration.

Did you know?

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

#### **Resident Involvement Check:**

The Annual Report was created in partnership with our editorial panel, made up of tenants and our production team.

Like us on Facebook: City of Lincoln Council-Housing

Page 3 - "Two Little ducks, Buckle my Shoe, top of the shop.....Bingo!"

If you understood the above sayings, then you must be familiar with the popular British pastime of bingo. The game is played across the country and is enjoyed by millions of people. With this in mind, Sheila Watkinson decided to set up a Bingo Club on the St Giles estate. She tells her story below.

"There has always been a good sense of community on St Giles however I felt there was a lack of things to do. So, I got together with a couple of other residents and we set up a Bingo Club.

At first it was small, only attracting a few people but it soon became popular and we now have 40-50 people attending each week. It's great because we get people from 18 to 80 coming to play and this helps build a community spirit.

That's important because it now feels like we are one big group of friends meeting up every week. This has helped a number of people who were lonely, they get to come along and have a good laugh for a couple of hours. We even organised flowers and a card for one lady who was in hospital.

At Christmas I got cards and letters from residents thanking me for organising the Bingo, I was taken aback by how grateful they were.

I would like to thank everyone involved for their support in making the Bingo Club a success.

The Bingo takes place weekly on a Tuesday evening 7:30 at the Church Hall on Lamb Gardens, LN2 4EJ . Everyone is welcome and you don't have to be a resident of St Giles to attend."

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### Page 4 and 5-The Gallery

Birchwood resident Kathy Hill has been painting from an early age. Here she reveals what inspires her to paint.

“I fell in love with art from an early age. The first thing I drew was a picture of my dad on the back of an old plumber’s bill. As I grew up I continued to paint and draw, despite having limited money to buy equipment.

My favourite work is to create abstract and detailed pieces, because these are unique. I am self-taught I don’t copy other people’s styles, so I just paint what comes to mind and see what happens! Although I still consider myself to be a perfectionist and make sure the quality of my paintings is perfect.

I have enjoyed creating all of my work and have many favourite pieces, however if I had to choose my favourite it would be the sculpture I made of my dad. He was an electrician, so I decided to make a sculpture of him using old electrical parts.

Over the years my pieces have been displayed in exhibitions at the local pub, the library and featured in a national art magazine called ‘Reflections.’ It brings me happiness to know that people have enjoyed my work.

In the next few months I plan to organise a community art exhibition and would like other residents to get involved. If you’re a local artist and would be interested please contact the Resident Involvement Team by emailing [christopher.morton@lincoln.gov.uk](mailto:christopher.morton@lincoln.gov.uk) or calling 01522 873398.”

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### Page 6 and 7- Medals, Royalty and Breakfast

You might be wondering what medals, royalty and breakfast have in common? Dave Metcalfe Member of the British Empire (M.B.E) a resident in the north of the city, has a story about all three. He shares his story about his time in the Territorial Army below.

‘ In 1970 I joined the Royal Anglian Regiment as a reservist after a friend convinced me to go with him to a parade night. I only agreed to attend once but ended up serving for 37 years!

During this time I enjoyed a varied career and served in many different jobs. My first job was in the infantry as a private but I soon qualified as a mortarman. Later on in my career I decided to join the Catering Corps where I had the honour of cooking for Princess Alice. This was followed by a stint in the Logistics Corps.

I was also fortunate to take part in many overseas tours to places including Cyprus, Ascension Island, and Gibraltar. However, there is one deployment to Germany that stands out for me. In 1980 it was the height of the Cold War and my regiment was sent to the River Weser, in West Germany. The Russian Army were conducting an exercise and we were ordered to ‘dig in’ just in case they decided to attack. My team dug a trench in the front garden of a house. The owner wasn’t very happy at first but ended up making breakfast for us, what a lovely lady! Luckily nothing happened and a few days later we were allowed to leave.

In 1996 I received an invite to Buckingham Palace. I had been awarded an MBE for services to the Royal Anglian Regiment. When I met the Queen she said, “Are you from Lincoln? I like Lincoln, but I don’t get to visit as much as I would like.” I felt humbled and couldn’t believe an ordinary person like myself would ever receive such an honour.

Having thoroughly enjoyed my time in uniform, I decided to retire in 2007, having risen to the rank of Colour Sergeant” If you would like to find out more about the history of the Royal Anglian and Lincolnshire Regimental’s website <http://www.thelincolnshireregiment.org/>

Dave also spent a number of years volunteering within his local community, at the local Air Cadets, his local residents’ group and as a member of the Police Panel.

#### Fact Box-What is an M.B.E?

M.B.E stands for ‘Member of the British Empire’ and is an award given by the Queen to people who have made an outstanding contribution to their communities. Gaining the award means the holder has been admitted to the ‘Order of the British Empire,’ which is viewed as highly prestigious and the holder is entitled to use the letters M.B.E after their name. Famous recipients of the award include singer Adele, footballer David James, actress Barbara Windsor and rugby player Kevin Sinfield.

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Page 8 and 9-Birchwood Colts from Waste Ground to Champions.

It's now time to head to Sincil Bank to join the pre-match build up to the County Cup Final, where Birchwood Colts take on Deeping Rangers. Before the game begins we have an interview with Gary Mumby from the Birchwood Colts, Gary over to you.

*"The County Cup has always been a massive target for the team especially after tasting cup glory the previous year in the league cup. The final being played at the bank is also a great incentive and when Louth old boys were beaten in the early rounds it became apparent that we had a real chance to lift a trophy that would elevate the players and staff into an elite group of people to win this special competition.*

*On the way to the final we have beaten a number of excellent teams and after trips to watch Deeping play we have devised a game plan and are confident we can win."*

Thanks Gary and it's now time to join the commentary team for kick off.

Kick off

"As Birchwood Colts walk out of the tunnel, the noise of the crowd is incredible. The referee blows his whistle and we are under way.

Goal!!!! 1-0

The Birchwood Colts have taken the lead, thanks to Dan Hobson's free kick being headed home by Jake Soper.

Goal!!! 1-1

Deeping Rangers have just equalised making the scores one a piece.

Half time.

The referee has just called half time and it's been a very close game so far.

Second half

"The second half is under way here; let's see if either team can break the deadlock"

Goal!!!-2-1

Rhys Patten has just calmly slotted a goal home to put the Birchwood Colts ahead.

Goal!!! 2-2

There's been another goal and this time it was thanks to a brilliant curling shot by Deeping Rangers.

Extra Time

"It's ended 2-2 after 90 minutes played and both teams are getting ready for extra time"

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“After a fabulous 30 minutes of extra time the scores remain tied at 2-2 and it’s time for penalties”

If you’re just joining us here at Sincil Bank, I can tell you that Liam Quinn, Lewis Stubbs, Ben Coles and Jonny Mumby have all scored for the Birchwood Colts. Harry Fenton is now walking to the penalty spot... he shoots... and he scores. He’s won it for them, Birchwood Colts have won the cup!”

We can now join Gary Mumby from the Birchwood Colts, Gary *“Thank you, it’s been a perfect day. My penalty taker plan worked perfectly; we had worked on this all year. Deeping had proved a fantastic opponent and it needed a man of the match performance from George Hunter in goal to secure the win. “The experience of winning the final at Sincil bank will live long in the memory and proved that with hard work and dedication dreams really can come true.”*

Gary Mumby  
Birchwood Colts

### Info Box-Club History

The club was originally formed in 1968 by a group of parents on the Birchwood estate. The club did not have a pitch so the first match was played on waste ground with local residents cutting the grass with lawn mowers, shears and scissors! Over the years the club grew and they now have nine different teams, for both boys and girls of different ages. They hold FA Charter Standard Development Club status. For more information please see their website <https://www.clubwebsite.co.uk/birchwoodcoltsjfc/History>

The performance information shows how we performed in key areas of the housing service for 2016/17 and compares this with how we performed in 2015/16. This sections also states how we rate our performance compared to set targets, where we have met or exceed a target it will show as a 'thumbs up' and where we didn't met the target it shows as a 'thumbs down.'

<b>What we said we would measure</b>	<b>How did we do 2015/16</b>	<b>How did we do 2016/17</b>	<b>How we rate our performance against set targets?</b>
Average repair cost per property per week	£19.55	£19.90	Thumbs up
All responsive repairs carried out within timescale	90.51%	97.36%	Thumbs up
Emergency repairs completed on time	99.74%	99.87%	Thumbs up
Average number of days to complete a repair	11 days	5 days	Thumbs up
Tenant satisfaction with repairs surveyed after work complete	96.31%	96.72%	Thumbs up
Getting repairs right first time	80.14%	86.12%	Thumbs up
Keeping appointments first time	96.25%	95.66%	Thumbs up
Homes with a gas safety certificate as at 31 March 2013	99.99%	99.96% (We didn't get 100 per cent by end of March due to not being able to gain access to three	Thumbs down

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		properties but these have all now been completed).	
Homes that don't met the decent homes standard	1.12%	0.04%	Thumbs up.

*Last year we relet 532 of our properties and carried out 113 mutual exchanges.*

<b>What we said we would measure</b>	<b>How did we do 2015/16</b>	<b>How did we do 2016/17</b>	<b>How do we rate our performance against set targets?</b>
Average time to re-let a property	24 days	23 days	Thumbs up
Offers accepted first time	86%	83%	Thumbs down (Most refusals are because the applicants decide they don't want to live in an area they originally bid for).
Number of properties scored green by tenant inspectors	39/51	33/53	Thumbs up

<b>What we said we would measure</b>	<b>How did we do 2015/16</b>	<b>How did we do 2016/17</b>	<b>How do we rate our performance against set targets?</b>
Closed cases of anti-social behaviour that were resolved	86%	83%	Thumbs down (Procedures are constantly reviewed so that our service

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			continues to improve).
Average number of days to resolve cases of anti-social behaviour	77 days	62 days	Thumbs up

What we said we would measure	How did we do 2015/16	How did we do 2016/17	How do we rate our performance against set targets?
Rent collected against rent due	101.33%	100.58%	Thumbs up
Level of arrears against total rent due	2.32%	2.20%	Thumbs up

**Fact box-Rent:**

Between 1 April 17 and 31 March 2017 we collected over £28 million in rent.

**Fact box-Providing Value for Money:**

By 2020 we will have reduced the cost of your rent by one percent each year, in accordance with government regulations. Despite this reduction we have improved the service we offer and continue to invest in making improvements to your homes. In a survey carried out by an independent researcher in 2016, nearly 9 and out of 10 respondents felt that we offer value for money. Average monthly rents for council properties are £301.54. For your rent payment you receive:

- Repairs to your home
- Annual gas safety check
- Dedicated customer services team
- Improvements to your home to keep it at a decent standard
- 24/7 emergency repair line
- Certain emergency repairs made safe within 24hrs
- Boiler break downs attended within 24hrs during the winter
- ASB complaints investigated.

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Page 12-13 Council Successes and plans for 2017/18

In 2016-17 we spent £10,715,052 improving the quality of your homes.

Works completed include

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

We have recently completed a £1.2 million project to modernise the St Botolphs Court accommodation.

The project works included enclosing the external balconies to increase the floor space within the properties. The additional floor space was used to provide modern, larger kitchen areas and level access showers. Controllable radiators have now been fitted to all rooms and communal areas. All modernised flats had a rewire and asbestos containing materials removed during the works, a communal electrical rewire was undertaken and the parking area resurfaced at the scheme. Two new one bedroom flats were constructed to increase the number of properties at the scheme to 54.

### **New Homes**

During 2016/17 20 new bungalows on Birchwood estate and development of 155 new properties has been agreed, 84 of which will be for Council owned homes. These are expected to be completed by summer 2018.

### **Repairs Service Recognised for Excellent Performance**

Well done to the Housing Repairs Service who were shortlisted for the 'Best Performers' and 'Most Improved Performers' awards from the Association for Public Service Excellence! This was in recognition for the lowering the average amount of time taken to complete a repair to five days. Rhys Lynn, apprentice plasterer, was also a runner-up for the 'Apprentice of the Year' award and Jessica Duerden, apprentice painter, came second in the 'Johnson's Young Painter of the Year' award.

Congratulations to all involved!

### **Anti-social behaviour accreditation**

In 2016 following a review of all our case management procedures we applied for our anti-social behaviour service to be accredited. To achieve accreditation we must demonstrate that we are committed to managing anti-social behaviour and that we take swift and supportive action to achieve this. Our procedures must be applied fairly and consistently ensuring that we work with

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both victims and perpetrators to resolve issues with the lowest level of enforcement possible but with a commitment to take legal action when necessary.

### **Fact box-control centre calls:**

In 2016 -2017 the alarm centre received 52,514 Emergency Alarm calls of which

51,622 - 98.30% were answered within 60 secs

52,311 – 99.61% were answered within 180 secs

In addition we received 68,478 non-emergency alarm calls and 17,035 telephone calls a total of 138,027 calls.

Page 14 and 15-Lincoln Tenants Panel report.

The Lincoln Tenants' Panel (LTP) is a group of tenants and a leaseholder whose aim is to ensure your views are represented at the council. They work hard and put in many unpaid hours to help improve the service you receive. Over the last year they have:

- Helped the council to improve its response to tackling anti-social behaviour
- Monitored performance on areas including, rent, repairs and customer services
- Discussed all housing related Executive Committee reports and informed the decision making process
- Attended Housing Scrutiny Committee meetings to ensure tenants' views are considered
- Reviewed the empty property process and made recommendations for improvements
- Recruited further members to the panel.

This year LTP plan to continue to scrutinise the council's performance in tackling anti-social behaviour. If you would like further information or to join the panel please contact the resident involvement team by emailing [Christopher.morton@lincoln.gov.uk](mailto:Christopher.morton@lincoln.gov.uk) or calling 873398.

### Leaseholder's forum

Throughout the year several meetings of the leaseholder's forum were held. Leaseholders have attended and discussed topics including anti-social behaviour, fly tipping and service charges. The aim of the forum is to encourage closer links between leaseholders and the council. If you would like to attend the next meeting on 27 September 2017 contact the resident involvement team by emailing. [Christopher.morton@lincoln.gov.uk](mailto:Christopher.morton@lincoln.gov.uk) or calling 01522 873398

### Page 15-resident involvement

#### Mystery shopping

Last year our tenant mystery shoppers got busy with their shopping! They made a total of 53 calls and completed 130 surveys with customers. Their feedback showed that you couldn't see the ticket screen from all areas of the waiting area and as a result an extra screen was installed. In addition to this it was noticed that the property shop counter was particularly busy on a Wednesday morning and as a result an extra member of staff was made available.

#### Tenant empty property inspectors

The tenant empty property inspectors check 10 per cent of all properties before they are let. This is to see if they are meeting the lettings standard. Last year a total of 53 properties were inspected and

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31 fully met the standard. Further work was carried out to those that didn't. One thing the inspectors noticed was that the standard of cleaning had reduced and we were able to use their results to get our contractors to improve.

Page 16 put your rent first and alternative formats

**Notes: use standard graphics.**

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