

## **Appendix 1**

### **Annual report to tenants 2017/18**

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WELCOME TO  
THE 2017/18  
ANNUAL REPORT

Last year we launched Vision 2020 that sets out our priorities for the council and the city. One of these priorities is 'Lets deliver quality housing' and this report will show you how we have been achieving this.

We have made good progress in a number of areas of housing and in particular have been working hard to address the issue of the lack of affordable housing in the city.

We need to address this shortage, as it is a key issue for residents. Vision 2020 states "Deliver and facilitate at least 400 new homes by 2020", supporting the Local Plan, these will be built across the city by both the council and other housing providers. We have begun a new homes programme that will see 400 new council houses built by 2021. In 2017/18 we made a start and completed the building of 12 properties at Blankney Crescent. Over the next year we plan to build 172 properties at several locations around the city.

In other areas we spent £3,146,617, carrying out 30,499 repairs to your homes. On average it only took us eight days to carry out a repair, which is a real achievement. We have also spent £5,173,422 on improving your homes. This includes continuing to install showers in every single home.

Elsewhere we are finalising plans for an extra care facility at De Wint Court consisting of 70 apartments, with a mix of one and two bedrooms, and incorporate additional personal support for older people.

The report includes how well we have performed as your landlord from 1 April 2017 to 31 March 2018. Members of Lincoln Tenants' Panel have also interviewed managers to find out how their area has performed and how they plan to improve services in the future.

However, it's not just about what we have achieved as a council. Without the residents of Lincoln, it wouldn't be possible to deliver quality housing. Therefore we are focusing on and celebrating some of the wonderful communities we have in the city. You often hear people say that "there's no sense of community anymore" however, the articles in this magazine will hopefully show you that this is certainly not the case.

In conclusion I would like to thank Cllr Peter West who was the portfolio holder of housing during the period covered by the report and has now stepped down after many years of involvement with housing.

I hope you enjoy reading this report.

Councillor Donald Nannestad, Portfolio Holder for Quality Housing.

Cllr, Donald Nannested, Portfolio Holder for Housing and Angela Andrews, Chief Executive.

Did you know?

Homes England is a non-departmental government body that sets out the service 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.

### Page 3-LTP

It's been another busy year for Lincoln Tenants' Panel (LTP) and we have once again worked hard to ensure your views are represented at the council. We have worked hard to help ensure tenants receive quality housing and an excellent service. Over the last year the panel has:

- Helped us the council to achieve accreditation for 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 were considered
- Recruited further members to the panel.

This year LTP plan to:

- Monitoring the council's performance around tackling anti-social behaviour
- Looking into how the council deals with untidy gardens on the estates
- Reviewing the council's pet policy and seeing how effective this is in dealing with pets that cause a
- nuisance.

I hope you enjoy reading this report and if you would like to join the panel please contact [Christopher.morton@lincoln.gov.uk](mailto:Christopher.morton@lincoln.gov.uk) or telephone 873398.

Debbie Rousseau, Chair of Lincoln Tenants' Panel

## Page 4 and 5 Repairs

John Ranshaw caught up with Matt Hillman our Maintenance Manager to find out how well we have performed in terms of repairs and how he plans to improve services in the future.

Q) What service does your team provide?

A) We carry out all day to day repairs, apart from gas work, that are the council's responsibility. This includes, plumbing, joinery, bricklaying, plastering, painting and electrical work. The team also deals with properties that have been vacated and refurbishes them.

Q) What's been the biggest achievements for repairs?

- Housing Repairs Service continues to improve performance across of Key Performance Indicator's. Most notably is our first time fix rate which is the best it has ever been, with over 93% of our repairs being completed at the first visit.
- Housing Repairs Service has made a profit in 2017-18, this is the second consecutive year in which the service has been running at a profit.
- Our in-house stores run by Travis Perkins is fully up and running and working efficiently which has allowed us to improve our performance and with this new provision in place it has enabled us to reduce costs.
- We have committed to an extensive training plan within the service which has seen our repairs operatives and office staff undertake several key training programmes. We have increased our multi-skilled repairs operatives by seven employees and we also ensure that all vacancies are filled.

Q) How well has the repairs service performed?

The Housing Repairs Service met all performance targets last year, however we are still looking to improve on these measures moving forward.

Q) What do you want to improve in the future?

- We are working towards gaining our FENSA Accreditation with regards to installation of windows

Thank you for your time Matt and nice to speak to you.

<b>What we said we would measure</b>	<b>How did we do in 2017/18</b>	<b>How did we do 2016/17</b>	<b>How we rate our performance against set targets?</b>
All responsive repairs carried out within timescale	97.5%	97.36%	Thumbs up
Emergency repairs	100%	99.87%	Thumbs up

completed on time			
Average number of days to complete a repair	7 days	5 days	Thumbs up
Tenant satisfaction with repairs surveyed after work complete	96.22%	96.72%	Thumbs up
Getting repairs right first time	90.21%	86.12%	Thumbs up
Average time to re-let a property	27 days	23 days	Thumbs up
Number of properties scored green by tenant inspectors	24/28	33/53	Thumbs up

#### Page 6 TAG

In the mid-2000s, the residents of the Tower Estate felt the area had become run down and had lost its sense of community. It was this that drove the residents to set up the Tower Action Group. Their aim? To make Tower a community again!

The first task was to find a venue to hold activities because Tower didn't have a community centre. The residents worked with the council and in 2010 took over a former flat on Roman Pavement. We agreed to let them have this rent free.

Since then they have set up several different activities for the residents of the Tower Estate including; bingo, daily coffee mornings and a newly set up afternoon where anyone can come along and learn to knit and sew.

Eve, the chair of TAG tells us more about some of the group's activities and achievements from the last year:

- Arranged a coach trip to the seaside
- Putting on table tops
- Starting the knitting and craft club happening on a Friday
- Signposting and supporting individuals with any queries they may have
- Being there to just listen and talk to others
- Working with police, counsellors and the council

- Creating more new promotional leaflets for the office
- Looking at grants in order to stay solvent
- Involving 50 people a week in activities.

Thanks to the work of Tower Action Group, the estate has now vastly improved and a sense of community has returned.

## BLOOMIN' MARVELLOUS -

### **In Bloom competition an annual event**

This year saw the return of the annual in Bloom garden competition

Residents could enter into several different categories including, best front or rear garden and best hanging basket. The competition was organised and run by Darren Pastor Darren Edwards from Ignite Church who said:

*“It was great to go and judge local residents’ gardens. It was obvious from the moment we saw them, how much time, care and effort had gone into each garden.”*

### **THE WINNERS WERE: (will not have this info until mid-September)**

Moorland In Bloom winners and runners-up:

Winner of Best Garden in Moorland:

Runner-up of Best Garden in Moorland:

Winner of Best Hanging Basket/Container:

Runner-up of Best Hanging Basket/Container:

Birchwood In Bloom winners and runners-up:

Winner of Best Garden in Birchwood:

Runner-up of Best Garden Birchwood:

Winner of Best Hanging Basket/Container:

Runner-up of Best Hanging Basket/Container:

Over 30 applications were received, an increase on last year’s numbers. After scoring each garden, the judges then

## Page 8 and 9-Investment

Mick Barber sat down with Kevin Bowring our Investment Manager to ask him about his team's performance and their plans for the future.

Q) What service does your team provide?

A) The Investment Team has a wide remit that includes planning all improvement works to properties for example, installing new kitchens, bathrooms, central heating, doors, windows roofs and new electrics. We also deliver a programme of ongoing works including external painting, gas servicing and boiler repairs. The work is carried out by different contractors including Kier Services and Aaron Services. It's our job to make sure the complete the jobs on time and to a good standard.

Q) What's been the biggest achievements for Investment?

A) SAP ratings are used to measure the energy running costs for homes in the UK. A number of initiatives were prioritised this year to increase the affordable warmth for our customers:

- \* targeting old, inefficient boilers with a modern efficient replacement with modern controls;
- \* Providing additional wall and loft insulation;
- \* replacing older style windows with more efficient triple glazed units

As a result, this year we improved our average SAP rating for our properties from 65.4 to 67.6, an average 3.3% saving for our tenants.

Q) How well has the Investment Team performed?

A) With the support of our partners, Kier and Aaron Services, we delivered improvements to over 2,500 homes last year. That's improving almost 10 properties every day!

Q) What do you want to improve in the future?

A) We aim to visit all our properties at least every five years to complete a "stock condition survey", an assessment of when key components such as bathrooms, kitchens, doors and windows need to be replaced based on their present condition. By doing so, we can ensure we prioritise the "worst first" and target resources to those customers who need them most. Whilst we undertook approximately 1,500 surveys this year, we need to continue to improve our stock data to ensure our service is delivered in a fair and efficient manner.



Thank you for your time Kev and nice to speak to you.

In 2017-18 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.

What we said we would measure	How did we do in 2017/18	How did we do in 2016/17	How we rate our performance against set targets?
Homes with a gas safety certificate as at 31 March 2013	99.96%	99.96%	Thumbs down
Homes that don't met the decent homes standard	0%	0.04%	Thumbs up
Kier Services Work carried out within timescale	*	*	*
Satisfaction with Kier Services Work	97.73%	96.07%	Thumbs up
Aaron Services Work carried out within timescale	99.40%	99.33%	Thumbs up
Satisfaction with Aaron Services Work	98.82%	97.33%	Thumbs up

Steve Bearder spoke to Dave Ward our Tenancy Services Manager to find out more about his team.

Q) What does the tenancy services team do?

A) The team carries out a number of different tasks. These include managing tenancies, tackling rent arrears, processing mutual exchange requests, investigating complaints of anti-social behaviour and cleaning communal areas in blocks of flats.

Q) What's been the biggest achievement for the team?

- Accreditation of our ASB service by Housemark, demonstrating how much the service has developed and improved over the last two years. We are not complacent, however, and we will continue to implement improvements to the service.
- For the second successive year, we hit the rent arrears target, achieving 2.11% against an overall target of 2.15%.

Q) How well has the team performed?

- ASB - 98% of our ASB cases were resolved against a target of 94%.
- Rent arrears - In monetary term, the total arrears fell to £574,426 from the previous year end total of £611,687.
- Rent arrears – in percentage terms, the number of tenants in arrears fell to 27.71% from 28.08%.

Q) What do you want to improve in the future?

- ASB - provide and source (through voluntary agencies) more support for victims and witnesses of ASB and look to use, for example, trained LTP members to carry out this role.
- ASB - communicate and publicise access and availability of our service more effectively through our web-site and social media; similarly make our customers aware of our performance on ASB and of successful court cases etc.
- Rent arrears – build on working relationships with DWP and other support agencies to ensure that vulnerable tenants claiming Universal Credit have the best chance of sustaining their tenancies.

Thank you for your time Dave and nice to speak to you.

What we said we would measure	How did we do in 2017/18	How did we do in 2016/17	How we rate our performance against set targets?
% of ASB cases closed that were resolved	98.99%	82.86%	Thumbs up
Average number of days to resolve cases of anti-social behaviour	66 days	62 days	Thumbs up
Rent collected against rent due	99.68%	100.58%	Thumbs up
Level of arrears against total rent due	2.11%	2.20%	Thumbs up

#### **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. Average monthly rents for council properties are now **£301.54**. For your rent payment you receive:

- Repairs to your home
- Annual gas safety check
- Dedicated customer services and housing team
- Improvements to your home to keep it at a decent standard, last year we spent over £10 million
- 24/7 emergency repair line
- Certain emergency repairs made safe within 24hrs
- Boiler break downs attended within 24hrs during the winter
- ASB complaints investigated

## Page 12-New Builds

We're currently half way through our ambitious plan to deliver much needed council housing in Lincoln. This will see 400 housing built by 2021 and so far we have built \*\*\*\*\*. These are a mix of 2, 3 and 4 bedroom homes. The infographic below shows you how many will be built in each area.

- Ermine West

\*\*\*\* out of \*\*\* built

- Ermine East

\*\*\*\* out of \*\*\* built

- Monks Road

\*\*\*\* out of \*\*\* built

- Moorland

\*\*\*\* out of \*\*\* built

- Birchwood

\*\*\*\* out of \*\*\* built

Page 13-**Tony Higgs and Ermine Residents**

Tony Higgs is a resident of the Ermine Estate in Lincoln and has spent the last nine years getting involved with his community to help other residents. His voluntary CV is impressive and includes being a member of Lincoln Tenants Panel (LTP), tenant inspectors and the Ermine Board. Prior to this he spent 20 years serving the country as a Royal Engineer.

His focus recently has been the Tuesday Club and Tony tells the story below.

'I noticed that on the Ermine there wasn't much for older residents to do and there were some residents who felt lonely. I decided to help run the Tuesday Club, which aims to provide low cost entertainment for residents.

There's a lot that we do including quizzes, tombola, cards, guest speakers and curling. However the most popular activity is Bingo as everyone can be involved including individuals with impairments. We are constantly looking for new ideas.

Having recently support set up the Ermine Singalong ..... .

I enjoy volunteering because you get to meet different people, get involved, support and help others. I also enjoy organising and planning events and activities for everyone involved.'

If you would like to join either the Tuesday Club or the Ermine Singalong please contact Tony on **07807023003**. The Tuesday Club is held every week at 2pm and costs £5 per month and the Ermine Singalong is £1 per session. Both are located at the Sudbrooke Drive Community Centre.

## Page 14 and 15 Community investment

To help these fantastic communities mentioned in the magazine and to help deliver quality housing we have a community investment fund to support projects. Residents can apply for help for a community based project through funding provided by the council's contractors. *For more information about community investment, contact the resident involvement team on 01522873333 or email [customer.services@lincoln.gov.uk](mailto:customer.services@lincoln.gov.uk).*

### **To date we have helped with eight projects, these were:**

- Benches in the courtyard at St Clements Court. New benches were provided, bushes removed and new paving slabs put in. Residents continue to use these benches.
- Boutham Park Project-materials provided for the weir. This project has now been completed and the weir built.
- St Barnabas we have refurbished the bathroom and renewed the paving to the garden.
- Abbey Access Centre. This is a community facility, which provides a café, meeting room and training courses for residents. We refurbished the kitchen for them.
- Derek Miller Court. Cleared a shrub bed, provided top soil and bulbs. The residents have since planted the bulbs.
- Green Synergy-Hillside Garden. This application has been approved (after a second application was submitted) we are currently in the process of agreeing the exact support to be provided. Gate and road chippings.
- Benches at Tom Ward Court. We have agreed to provide Benches at Tom Ward court in the outdoor area to the communal hall. A meeting is being held with residents on 3 October 2017 to agree the details with residents.
- Moorland Local People Project. We have installed a bench, path and notice board on Turner Avenue. This was requested by the Moorland Local People Project, which aims to improve the area to get people to walk more.

## Page 16 and 17-Allocations

Christine Lamming got chance to speak to Alison Timmins, Housing Solutions, Manager, to ask her about the service she looks after.

Q) What service does your team provide?

A) I look after two teams. The allocations team is responsible for dealing with applications for housing. This includes giving advice and processing their applications. We also work to prevent homelessness and deal with people who are homeless. Secondly, I am responsible for the control centre and sheltered housing. The control centre takes emergency calls from vulnerable residents who have activated their life line system. We can then give them advice, call a relative or an ambulance if needed. Sheltered housing provides accommodation for older residents across the city and has a wardens service.

Q) What's been the biggest achievement for the teams??

A) Introducing a new policy for Letting and also implementing Abritas which is the choice based lettings system.

Q) How well have the teams performed?

A) This year has been challenging for the team with a number of vacancies impacting the performance. The above changes have also affected the performance.

Q) What do you want to improve in the future?

A) We would like to fill all the current vacancies and provide further training for staff in order to improve the service.

Thank you for your time Alison and nice to speak to you.

What we said we will measure	How did we do in 2017/18	How did we do in 2016/17	How we rate our performance against set targets?
Offers accepted first time	75.05%	83%	Thumbs down

Page 18 and 19

Caroline Coyle-Fox sat down and spoke with Jo Crookes, Customer Services Manager to ask her about the team's performance

Q) What service does customer services provide?

A) Customer services are responsible for many of the first line enquiries made to the council. The team run the main reception and enquiry centre in City Hall as well as taking telephone and email enquiries about a wide range of issues. These include Housing Benefit and Council Tax, applying for housing, rent and tenancy issues, environmental health and rubbish, recycling and garden waste collections.

Q) What's been the biggest achievement for the team?

A) Customer feedback is very positive and we receive many compliments about the professional yet caring approach that the team take to our customers. The team work incredibly hard in what are sometimes very difficult circumstances, for example during extreme weather events or speaking to and helping people during traumatic life events. I am grateful to the team for their ability to deal with anything that the day presents in a calm and composed way, putting the needs of the customer first.

Q) How well has customer services performed?

A) We are incredibly busy and answered more than 137,000 calls last year. On average the calls were answered in under a minute, which compares well with the wait times experienced when calling other businesses and public sector bodies. Of course we concentrate on quality and resolving the issue during the call wherever this is possible, and staff are encouraged to ensure that they give each call the time required to deal with it effectively.

Q) What do you want to improve in the future?

A) We are pleased that so many of the routine calls we used to take are now being handled electronically and this means that we can spend our time dealing with more challenging issues and supporting those residents who need our assistance the most. In common with all areas of the council we are looking at providing the best possible value for money and cutting expenditure, and our next project will be to help tenants pay their rent by Direct Debit where possible. The plastic payment cards used at the Post Office are very costly indeed.



Thank you for your time Jo and nice to speak to you.

<b>What we said we will measure</b>	<b>How did we do in 2017/18</b>	<b>How did we do in 2016/17</b>	<b>How we rate our performance against set targets?</b>
% of calls answered within 60 seconds	63.91%	80%	Thumbs down
Customer satisfaction with the overall service	88%	88%	Thumbs up

Your Housing Officer is there to give you advice about your tenancy. They are also responsible for ensuring the tenancy agreement is complied with and for things like investigating anti-social behaviour complaints. If you need to contact them, you can do so at [tenancy.support.team@lincoln.gov.uk](mailto:tenancy.support.team@lincoln.gov.uk) or 01522 873333.

Your housing officer is:

\*\*\*\*\* (info to be added in September)

If you're ever unsure about tenancy related matters, contact our Customer Services or Tenancy Support teams who will be able to help. Or you can go online at [www.lincoln.gov.uk/housingofficer](http://www.lincoln.gov.uk/housingofficer)