**Introduction**

The report looks at our performance, achievements, and future plans for managing, investing in and developing our housing service for the future.

In previous years we have produced an annual report to tenants in a paper format, but we are no longer required to do this by the Social Housing Regulator, we want to take this opportunity to update the way we provide information to you through regular updates through social media and other platforms. Therefore, the type of information included in this report will take on a new chapter.

The report sets out where we are now and what we have planned over the coming year and beyond and we will continue to do this through other channels in the future.



**Here’s what the Portfolio Holder for Housing-Councillor Donald Nannestad had to say to Tenants on the Lincoln Tenants Panel about:**

“The last 12 months have continued to be a challenging time for housing. The various levels of Covid restrictions have had their effect on housing performance but we have also experienced issues in the supply of materials with the additional problem of a shortage in the labour market. That said there have also been some excellent areas such as rent collection while the completion of De Wint Court extra care home is a flagship development for us. The City Council has just under 7,800 properties of which 45% are houses and 42% flats with the remainder made up of maisonettes, bungalows and sheltered housing. The demand for Council housing remains high with over 1,440 on the housing register.

**“*Quality affordable homes in which people can feel safe and thrive”***

**Our plans set what we want to do and how we intend to finance it in the coming years**

**We want to:**

* Ensure the housing services are funded efficiently and effectively
* Maintain the quality and safety of the existing supply of council housing
* Deliver major repair and component replacement programmes
* Invest in new homes for vulnerable people
* Increase the supply of housing to tackle homelessness
* Invest in the delivery of new affordable homes for rent
* Improve the quality of neighbourhoods
* Supporting the Council’s goal to achieve net zero carbon by 203

**Transparency, engagement and accountability – Respectful and helpful engagement and effective handling of repairs**

Lincoln Tenants’ Panel (LTP) is a group of tenants and leaseholders from across the city that aim to ensure your views are represented and considered when decisions are made. LTP meet to discuss current issues that are affecting you and to monitor and review the council’s service delivery and performance.

What your representatives have been getting involved in: have been doing

* a new Tenant Involvement Strategy for 2022 to 2025
* the development of a Building Safety Resident Engagement Strategy
* the development of the Housing Business Plan and Asset Management Strategy
* Engaging with the Repairs Service Managers to develop a pilot scheme for scheduled repairs, which has now concluded and has been integrated in how repairs are carried out across the City
* Re-introducing tenant’s inspections for void properties and estate inspections
* Improving information provided to tenants about home garden maintenance
* Carrying out scrutiny reviews of complaints
* Attending council meetings

and training

It’s been an exciting and busy time for the LTP Panel as they been working on a new constitution with the Resident Involvement Team - The amendments have been made to the constitution to ensure the LTP are the voice for the tenants.

**Mick Barber, Chair of the LTP explains why working on the constitution has been important.**

“LTP have worked hard to ensure we are the voice for the tenants of City of Lincoln Council and the new constitution will ensure we continue to do this. We no longer represent specific areas or estates; we will be expected to cover all council housing estates within the city. This has changed to reflect the fact LTP will be operating with a more strategic mindset and concentrating on helping the council improve services, rather than focusing on single issues on the estates they live on.

We have vacant seats on the LTP – Would you like to make a difference and be part a great group of tenants? We hold a mixture of meetings, face-to-face and virtual meetings. If you would like more information or would like to apply for a position on how you can get involved or join the LTP, please email [LTP@lincoln.gov.uk](mailto:LTP@lincoln.gov.uk) or **01522 873398**. We look forward to hearing from you!

If you would like to apply for a position on the panel or find out more information about other ways you can get involved, please contact [**LTP@lincoln.gov.uk**](mailto:LTP@lincoln.gov.uk) or **01522 873398**.



Follow us on Facebook at

**City of Lincoln Council - Resident Involvement**

to hear about latest service updates, events and community activities.

**Quality and Safety – Keeping properties in good repair and maintaining building safety**

**New homes**

In 2017 the City of Lincoln Council embarked on a new build council house programme as part of its Vision 2020 strategic plan.

This programme included:

* Building a minimum of 400 new affordable council homes by 2021
* Providing new homes directly through other providers
* The delivery of homes via section 106 agreements as well as purchasing additional homes.

The City of Lincoln Council is committed to delivering a range of tenures of housing including extra care housing, shared ownership and rented accommodation.

**Updates on the Housing Redevelopment Projects**

A range of sites are currently being developed and further sites are in the pipeline for development:

* [**Markham House**](https://www.lincoln.gov.uk/council-housing/new-build-housing/2) 5 new homes
* [**Rookery Lane**](https://www.lincoln.gov.uk/council-housing/new-build-housing/3) 42 new homes
* [**De Wint Court**](https://www.lincoln.gov.uk/dewintcourt) 70 extra care units of accommodation opened in March this year
* [**Queen Elizabeth Road**](https://www.lincoln.gov.uk/council-housing/new-build-housing/4) a large site to be redeveloped which could provide 400 plus new homes in the future

Regular updates on the scheme can be found on our website:

[www.lincoln.gov.uk/council-housing/new-build-housing/3](http://www.lincoln.gov.uk/council-housing/new-build-housing/3)

**Investment**

Every year we carry out many improvements to homes and areas of the city to make sure that they are up to a high standard.

Property improvement in 2021/22 were limited whilst new contractors were established Nevertheless, the following planned improvement works were successfully delivered:

**60** Bathrooms **144** Kitchens **312** Doors **23** Windows **617** Boilers **20** property rewires **66** Communal area rewires



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**Scheduled repairs pilot**

In August 2020, the City of Lincoln Council introduced a new way of managing housing repairs. These are called ‘Scheduled Repairs’ and are carried out at set times of the year across set areas of the city.   
  
We will continue to carry out our priority repairs within 24 hours and urgent repairs within 3 days. All other repairs will be delivered on a scheduled basis.  
  
This page outlines the types of work classed as scheduled repairs. We have also included a [**calendar of works**](https://www.lincoln.gov.uk/council-housing/scheduled-repairs/2) that shows when the repairs are due to be carried out in your area.

A scheduled repair is a repair that needs to be completed but is not urgent and unlikely to cause a risk to you, your family, your neighbours, your home or your belongings.

If you need to report a repair you can use our online repair request form which can be found at **l**[**incoln.gov.uk/report-repair**](http://www.lincoln.gov.uk/report-repair) or by calling **01522 873333**.

**Tenancy and neighbourhood – responsible neighbourhood management**

**Tenancy Sustainment**

Tenancy Sustainment has long been important for social landlord.. We want to allow tenants to thrive in their homes and reduce the risk of tenancies failing due to a lack of support provided. Reforms in benefits such as the bedroom tax, universal credit and the benefit cap, left many tenants facing a reduction or change to an already tight income.

This support includes:

* Pre-tenancy support for vulnerable tenants
* Referrals to any tenant at risk of enforcement action
* General referrals accepted for any tenant experiencing some type of hardship
* Forming strong relationships with the third sector
* Assisting with any claims for benefits
* Help with Discretionary Housing Payment forms
* Referrals to Housing Related Support for ongoing support
* Referrals for any Debt Advice
* Agreement for rent and discussion on how to make payments
* Explanation of the tenancy agreement and consequences of breaching it
* Awareness of utilities and how to sign up
* Discussion on furniture and help acquiring if needed
* Discussion around any alcohol or drug dependencies and how we can support with this,
* Furniture project, food banks and charities

There has also been a dramatic reduction in the third sector, with support shrinking despite an increasing demand.

To address these issues, in April 2022, Tenancy Services have introduced three Housing Officers on two-year contracts initially, dedicated to working on our sustainment objectives.

**If you need to discuss a tenancy matter, you can reach your housing officer by calling 01522 873333 or emailing** [**TenancyLandlordServices@lincoln.gov.uk**](mailto:TenancyLandlordServices@lincoln.gov.uk). You can find out who your Housing Officer is by going to [**www.lincoln.gov.uk/online/find-housing-officer/1**](http://www.lincoln.gov.uk/online/find-housing-officer/1).

**Rough Sleeper Team**

The rough sleeper team continue to work with people who presents themselves at risk of rough sleeping and have helped to find them homes and support.

Case Study

“A” has a history with addiction which she said started following a car accident aged 18 when living in America. Following the accident “A” was prescribed medication, when this could no longer be prescribed “A” started using heroin due to withdrawals. “A” struggled to inject herself so gets others to do this for her, making herself extremely vulnerable.

“A” was granted local connection to Lincoln due to fleeing domestic violence.

Disclosed to have been a sex worker for many years; “A” has suffered physical, sexual, emotional, and financial abuse as a result of this. “A” was in a long-term sexually abusive relationship.

She suffered from anxiety, depression and Post Traumatic Stress Disorder following an incident in which “A” was held captive for 12 hours with a knife and had her throat cut.

“A” has now moved from temporary accommodation to permanent home in which she lives independently. Throughout being on this project “A” has successfully maintained her property, kept on top of bills, and has had no issues relating to ASB.

“A’s” engagement with support services has been consistent. “A” speaks optimistically about the future and is motivated to continue to make progress whilst living independently.

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What should you do if you see someone sleeping rough? P3 run a street outreach team so if you see someone sleeping rough, please ring **0808 2810280** or email streetoutreach@p3charity.org.

**Garages**

If you are interested in renting a garage from the City of Lincoln Council, you can apply online by visiting [**www.lincoln.gov.uk/online/apply-council-garage**](http://www.lincoln.gov.uk/online/apply-council-garage).

**Cost of Living Support**

Cost-of-Living Support was announced by the government in May 2022.

There are a number of schemes available for eligible residents struggling during the cost-of-living crisis.

It is important for you to find out how you can access and apply for support if you need it as you may be eligible for one of the following:

* [**Benefits**](https://www.lincoln.gov.uk/benefits/cost-living-support/2)

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* [**Energy Saving and Energy Efficiency**](https://www.lincoln.gov.uk/benefits/cost-living-support/3)
* [**Financial advice and support**](https://www.lincoln.gov.uk/benefits/cost-living-support/4)
* [**Help with Food**](https://www.lincoln.gov.uk/benefits/cost-living-support/5)
* [**Help with Housing**](https://www.lincoln.gov.uk/benefits/cost-living-support/6)
* [**Well-being and Emotional Support**](https://www.lincoln.gov.uk/benefits/cost-living-support/7)

For further information on funding available in Lincoln to support residents, please scan the above QR code or click this link [Cost of Living Support – City of Lincoln Council](https://www.lincoln.gov.uk/benefits/cost-living-support) To download the information leaflet or if you prefer to talk to someone please contact us on 01522 881188

**De Wint Court £12 Million investment in Extra Care**

The City of Lincoln Council has significantly invested in an extra care housing development - De Wint Court on Bowden Drive, with additional funding from Homes England and Lincolnshire County Council. De Wint Court opened its doors in March 2022

* De Wint Court comprises of 70 apartments (50 one bed and 20 two bed apartments)
* The scheme has a care provision available, non-resident management and support staff, a wellbeing suite, changing places facility, restaurant and salon
* The council’s ambition was to create new and updated residential accommodation to support residents to live more independently, yet together and more inclusively with the local surrounding community
* All of the apartments are available for affordable rent through the City of Lincoln Council.

The residents of De Wint Court have been busy getting to know each other and have formed their own Tenant Association, adopted a constitution and put an application for external funding to deliver a variety of holistic, educational, physical and health and wellbeing workshops at De Wint Court.



**Our Performance 2021/22**

| **PI** | **Description** | **Actual 20/21** | **Target 2021/22** | **Actual 21/22** | **Status  (R,A,G) \*Blue = No target** |
| --- | --- | --- | --- | --- | --- |
| **Rents** | | | | | |
| 125B | % of rent collected as a percentage of rent due | 100.05% | 96.5% | 100.18% |  |
| 126 | Arrears as a % of rent debit | 3.74% | 4.65% | 3.63% |  |
| **Voids** | | | | | |
| 69 | % of rent lost due to vacant dwellings | 1.12% | 0.90% | 1.41% |  |
| 58 | Average re-let period – General needs (excluding major works) – (days) | 42.8 days | 32 days | 49.9 days |  |
| 61 | Average re-let period – General needs (including major works) – (days) | 50.2 days | 38 days | 63.1 days |  |
| **Allocations** | | | | | |
| 85A | % of offers accepted first time | 83.33% | 85% | 80.09% |  |
| **Repairs (Housing Repairs Service)** | | | | | |
| 29A | % of all priority repairs carried out within time limits (1 day) | 100% | 99.5% | 99.17% |  |
| 32 | % of urgent repairs carried out within time limits (3 days) | N/A | 97.5% | 90.69% |  |
| 33 | Average time taken to complete urgent  Repairs (3 days) | N/A | 3 days | 2.42 days |  |
| 34 | Complete repairs right on first visit (priority and urgent) | 92.00% | 90% | 92.85% |  |
| 37 | Repair appointments kept against appointments made (%) (priority and urgent) | 99.89% | 95% | 99.46% |  |
| **Repairs (Aaron Services)** | | | | | |
| 29B | % of all priority repairs carried out within time limits (1 day) | 99.64% | 99.5% | 99.90% |  |
| **Decent Homes** | | | | | |
| 50 | % of non-decent homes | 0.84% | 0% (year-end target) | 0.70% |  |
| 48 | % of homes with valid gas safety certificate | 96.28% | 99.96% | 99.19% |  |
| **Complaints** | | | | | |
| 22 | % of complaints replied to within target time | 70.8% | 95% | 66.90% |  |
|  | % of complaints replied to in line with Corporate policy | 100% | - | 99.65% |  |
| **ASB** | | | | | |
| 89 | % of ASB cases closed that were resolved | 97.81% | 94% | 99.03% |  |
| 90 | Average days to resolve ASB cases | 51.2 days | 70 days | 46.9 days |  |