

Our Local Offer on The Home Standard (Repairs and Improvements)

**Our promise to you on how we will involve you in
the way we do things as your landlord**



Introduction

South Kesteven District Council is committed to involving its tenants in the management of their homes and communities.

This local offer sets out how we will ensure our tenants can be involved in this and how we will make sure this involvement makes a real difference to the work we do.

What is a local offer?

A local offer is an explanation of the service that tenants can expect to receive from their landlord

As a social landlord, we are regulated by the Tenant Services Authority (TSA), who ensure we provide a service to our tenants that meets your expectations and is based on what you have told us we should be doing.

This leaflet explains how we will deliver this service to tenants so that you know what to expect. It also sets out how we will monitor the service and what happens if we do not meet our expected performance.

What this local offer covers

This local offer sets out how we will involve you and ensure your involvement makes a difference to how we carry out work to improve your home and keep it in a good state of repair.

This offer covers:

- The Quality of Accommodation – i.e. Decent Homes Standard
- How we carry out improvement work on your home
- How we will adapt your home if required to meet your needs
- How we will carry out routine repairs and maintenance to your home, including gas safety and rechargeable repairs
- How we manage empty (void) properties before they are re let to a new tenant

This local offer is in three parts:

Part One – What we will do - how we will involve you and the support we will provide to those wishing to take part

Part Two – How we will measure our performance on this - how we monitor involvement and ensure it is making a real impact on the work we do

Part Three –How we will tell you how well we are doing on this – how we will tell how well we have done and what you can do if we do not do as we have agreed

Part One – What we will do

Quality of Accommodation - As part of our drive to maintaining tenant's homes and to meet the 'Decent Homes Standard', we will aim to:

- Replace inefficient back boilers and move towards a cycle aimed at replacing all boilers which are more than 15 years old
- Replace existing solid fuel based heating systems with gas fired installations where gas is located in the area
- Rewire homes where the existing wiring is 30 years old, installing mains operated smoke detectors as part of this work
- Ensure that all homes are fitted with double glazed windows where it is possible to do so, replacing windows when they are 30 years old and ensuring that all new windows ensure provision levels of ventilation and improve both energy efficiency and security
- Replace external doors when they are more than 30 years old, installing replacement door sets which improve both energy efficiency and security
- Renew kitchens which are over 20 years old, enabling residents to choose the colours of units and the plan of the kitchen installed within an agreed range
- Renew bathrooms which are over 30 years old, enabling residents to choose the colours of wall tiles and floor coverings
- Ensure all properties with external cavity walls which are suitable to receive insulation have this work undertaken and that loft insulation meets the requirements of the decent homes standard
- Provide external wall insulation to all 'hard to heat' non-traditionally constructed properties where this is appropriate
- Ensure that roofs remain wind and weather tight. At the time the work is carried out, we will also replace existing roof level joinery and rainwater goods
- Ensure adequate lighting exists within communal areas to flats
- Rectify all structural defects that affect the soundness and stability of your home
- Ensure that your home is free from damp and water penetration

We will publish the details of properties included within annual improvement programmes on our website in order that you can see whether your home is included within the schemes planned.

Improvements - When carrying out improvement works to your home, you can expect us to:

- Carry out consultation exercises prior to starting where the work is unfamiliar or can be delivered in a number of different ways in order that tenants can decide how best to deliver the work
- Take into account the requirements of tenants who have special needs to ensure that their requirements are fully accounted for whilst works are being undertaken

- Write to you and provide you with details of all proposed works, giving you a minimum of 4 week's notice before commencing the scheme and at least 5 days notice before actually starting the work in your home.
- All communications will clearly state the name of the Officer responsible for managing the work and who will be able to provide answers to any questions or concerns you may have regarding the proposals
- On schemes involving replacement of kitchens and bathrooms, we will always ensure that a designated Resident Liaison Officer is appointed by the contractor undertaking the work in order that the work is carried out with the minimum of disturbance to you and that details are always given of when and how the work will be carried out
- Provide regular progress reports of the works being undertaken and via our Resident Involvement Groups
- Provide tenants with out of hours contact telephone numbers for use whilst works are being undertaken to ensure that should they be required regarding any aspect of the work, they can be contacted 24 hours a day
- Inspect all completed works to ensure that they have been properly carried out and also ensure that the contractor returns to rectify any defects found, or which arise within 12 months from completion
- Undertake feedback surveys with tenants following completion of all works in order that tenant satisfaction with the way in which the works are delivered can be measured and any concerns raised are addressed and lessons learnt and incorporated in to the delivery of future works

Adaptations

In order that tenants can continue living within their homes, should they become disabled or begin to suffer from long term medical conditions that mean things such as bathing or climbing stairs becomes difficult, we will consider undertaking adaptations to your home.

In line with the wishes of tenants and following consultation on the process, all works other than minor adaptations such as the installation of grab rails and handrails are subject to means testing. In addition to this, there will be a need for referral of your application to Lincolnshire County Council Social Services for approval by an Occupational Therapist.

If you need minor adaptations providing such as the provision of grab rails, requests can be made directly to us.

We recognise the impact that adaptations can have on a household. Our commitment is to carry out the adaptations as quickly as possible.

Repairs and Maintenance:

Sometimes items in your home will be broken or wear out. We aim to fix your home to an acceptable standard within a reasonable time.

How we deal with your repair request:

- When you report a repair to us, we will make a convenient appointment. We will aim to undertake the repair at our first visit. If this cannot be done, another appointment will be made and wherever possible the same repairperson will return to complete the job. When making an appointment we will always consider your individual needs and personal circumstances. Additional assistance will be given if required
- We will ask you if you would like an appointment reminder when you report your repair
- Emergency repairs will be dealt with within 24 hours depending on the situation

Monitoring our performance:

- We will monitor how quickly we fix your repair by the time it takes in days from when you first tell us about the repair until it is completed. For our latest performance, ask the person taking your call
- We will assist you to identify the repair needed but if we cannot identify the repair over the phone, we will arrange for someone to visit you to assess the job. They will either carry out the repair or make an appointment with you to repair it at another time
- All repairs are considered for health and safety implications
- During winter (1 October – 30 April) a heating or hot water supply breakdown should be dealt within one working day. During summer (1 May - 30 September) it will be dealt within three working days
- Our emergency repair service deals with repairs that cannot safely be left until normal working hours, for example total failure of lights and power points to just your home having checked your neighbours are not affected, serious water leaks (not waste or gutter pipes), insecure properties, blocked toilet - where the property has only one toilet
- Certain emergency or urgent repairs qualify for compensation under our Right to Repair Scheme. If a repair has not been carried out within the agreed timescale, please let us know. We will arrange another appointment date. If the repair is still not completed, and neither of these failures has been due to you not allowing us to enter your home, you will be eligible for compensation of £10 plus a further £2 per day up to a maximum of £50
- We will monitor our communication with you about the progress of your repair by developing a service standard with tenants

Gas Safety:

We will ensure that all your gas appliances are annually inspected and left in a safe condition. We will take action if necessary to ensure compliance.

Rechargeable Repairs:

If a repair is required because of an act of vandalism or neglect by you, other members of your family or visitors to your property we will make the repair but you will be charged for it. You may be charged an amount if you report a repair as an emergency (out of hours) and we feel the repair does not meet the emergency definition.

What you can expect from contractors and operatives working within your home:

To ensure that work is carried out in tenants homes causing the minimum of disruption, all contractors and operatives undertaking work on our behalf have to comply with a strict Code of Conduct.

As a result of this, when contractors and operatives are undertaking work you can expect them to:

- Carry identification badges which they will show to you before entering your home
- Not cause offence and be polite and courteous, taking account of any special requirements you may have and taking all reasonable precautions to protect your home from damage or disturbance whilst the work is undertaken
- Ensure that all rubbish and debris is removed from both within and around the property and that your home is left safe and secure at the end of each working day
- Make their own arrangements for accessing toilet and refreshment facilities
- Not use your equipment either for carrying out the works or for cleaning up afterwards
- Make sure that your gas electricity and water supplies are reconnected at the end of each working day and that you are provided with cooking facilities
- Show you how to use any equipment installed

Managing Empty Homes:

- We aim to repair and re let empty homes within 35 days unless major work is needed. Whilst properties are empty, we will make sure they are kept safe, tidy and secure
- We will work with tenants to review the voids standard and train an agreed number of tenants to carry out void inspections

Part Two – How we will measure our performance on this

We asked our involved tenants what they felt was important about how we involve them and what their main concerns were. Over 100 tenants told us that we need to keep them better informed of work we are doing for them and to improve how we arrange for repairs to be done and letting tenants know when they will be done.

We are working with our tenant led working groups to look at these issues and we will be developing new standards based on the input from tenants. To ensure we do this we will use the following indicators to measure how well we perform in 2011/12.

Managing Performance:

To manage our local offer we have set a number of indicators to track our performance.

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|---|-----------|
| • Homes with a current Landlords Gas Safety Certificate | 100% |
| • Average energy efficiency of housing stock | 66 points |
| • No. of working days to complete repair from first contact | 15 days |
| • Right to Repair jobs completed on time | 100% |
| • Jobs completed on 1 st visit | 95% |
| • Appointments kept | 100% |
| • Percentage of reactive jobs where no access | 4% |
| • Operative recalled to unsatisfactory repair | 0.02% |
| • Reduce total void letting end to end times (excluding major works) by | 10 days |
| • Percentage of repairs telephone calls answered | 95% |
| • Percentage of tenants satisfied – repairs | 95% |
| • Percentage of tenants satisfied – voids | 95% |

How the service is monitored, reported on and scrutinised by tenants:

- We monitor the service delivered by asking all tenants to complete a satisfaction survey following completion of improvement works, adaptations and repairs and maintenance
- A proportion of all repairs and maintenance jobs are also inspected by Repairs Inspectors. All improvements works and adaptations are inspected after completion. All work to empty properties is inspected before new tenants move in and new tenants are asked to complete a New Homes Survey
- The results of surveys are analysed and any work where the feedback from tenants is less than satisfactory is followed up

Part Three - How we will tell you how well we are doing on this

- The performance of the Improvements and Repairs Teams is also monitored and scrutinized at the Repairs and Improvements Working Group (involving tenants) and the Housing Consultative Group (involving tenants and elected members) and the Senior Management Team
- We will publish our performance in the tenant's newsletter 'Skyline' and on our website so all tenants can see how we have performed in all our local offers
- We will assess how well we perform against other social landlords to ensure we continue to improve and develop better services
- We will produce an 'Annual Report' for all tenants that sets out what we said we would do and how well we did this. We will tell you how we have improved our services and how our tenants have helped us to do this

Reviewing this local offer

We will review this local offer on an annual basis to ensure it continues to meet your expectations.

Further information:

You can find out further information by contacting us, looking on our website or reading the following booklets that are included in your Tenants' Handbook:

- Repairs to your home (Booklet 5)
- Improvements and modernisations to your home (Booklet 6)

Equalities Statement

We will treat all tenants fairly regardless of their gender, age, race, colour, nationality, ethnic or national origin, disability, marital status, sexual orientation, responsibility for dependants, religious or other beliefs, or for any other reason, which cannot be shown to be justified.

Equality of Access to Services:

SKDC and Housing Management Services are committed to ensuring equal access to our services from all sections of the community. The use of interpreters and/or use of the Language Line Service will be utilized where necessary and written information will be provided in large print, Braille, audio CD and other languages where required.

Jargon buster/key terms:

- Tenant Services Authority (TSA)
 - A Government body set up to monitor at how all social landlords (councils, housing associations etc) work with their tenants in providing a service that meets tenants expectations
- Decent Homes Standard
 - The minimum standard for housing which is in a reasonable state of repair, has reasonably modern facilities and services and provides a reasonable degree of thermal comfort
- Local Offer
 - Our promise to tenants on how we will do something based on your expectations
- Service Standards
 - A measurable target that the service must meet
- Occupational Therapist
 - A qualified person employed by LCC Social Services to assess the needs of individuals in terms of adaptations and support they need to continue living at home

Useful Numbers

South Kesteven District Council	01476 406080
Resident Involvement	01476 406349
To report a repair	01476 406170
Out of Hours Services	01476 590044

Alternative formats and languages

To ensure all residents of South Kesteven have access to our information material, our information is available in the following languages and formats:

Large print, Braille, audio tape, audio CD or computer disc

This information can be made available in large print, Braille, on audio tape, audio CD or computer disc. If you, or someone you know, might benefit from this service, please contact us.

繁體中文 / Cantonese

本資料有繁體中文版，若你本人或你認識的甚麼人會受益於此版本，敬請聯絡我們。

Česky / Czech

Tato informace může být dostupná i v češtině. Pokud byste Vy, a nebo někdo koho znáte, mohl využít tohoto servisu, obraťte se prosím na nás.

Magyar / Hungarian

Ezeket az információkat magyar nyelven is tudjuk biztosítani. Ha Ön, vagy valaki, akit Ön ismer igényt tart erre a szolgáltatásra, kérem, keressen fel minket.

Latviski / Latvian

Šo informāciju var iegūt arī latviešu valodā. Ja Jums vai kādai no Jūsu paziņai šādi pakalpojumi nāktu par labu, lūdzu kontaktēties mūs.

Lietuviškai / Lithuanian

Šią informaciją galite gauti lietuvių kalba. Prašome kreiptis į mus, jei jums arba jūsų pažįstamiems ši paslauga galėtų būti naudinga.

Polski / Polish

Informacja ta może być dostępna w języku polskim. Jeżeli Państwo albo ktoś kogo Państwo znają, może z tej usługi skorzystać, proszę nas kontaktować.

Português / Portuguese

Esta informação pode ser disponibilizada em português. Se você, ou alguém que conhecer, beneficiar com este serviço, por favor contacte-nos.

Русский / Russian

Данная информация может быть предоставлена на русском языке. Если Вы или Ваши знакомые посчитаете такую услугу необходимой, пожалуйста, свяжитесь с нами.

How you can contact us

You can contact us regarding any of the services mentioned in this local offer by contacting:

South Kesteven District Council
St Peters Hill
Grantham
NG31 6PZ

 01476 406506

 improvements@southkesteven.gov.uk