

Skyline

Summer 2025 for tenants of South Kesteven



**Improvement
project now
complete**

Pages 8 and 9



**SOUTH
KESTEVEN
DISTRICT
COUNCIL**



Alison Hall-Wright with Cllr Virginia Moran

Summer season of improvement

Welcome to the summer! On the following pages of Skyline, you can catch up on all of the work South Kesteven District Council has carried out on your homes, and what's still to come.

The council owns – and is the social landlord of – almost 6,000 properties.

It really is a full-time job keeping on top of our scheduled work programme to keep them in good shape, not forgetting the unexpected calls on our staff and resources when things don't go quite right.

In the council's Corporate Plan, we have a pledge to deliver a high-quality, planned and responsive repairs and improvement service. As we continue to take strides forward on our safety inspection results, we'd like to share news

of some other improvement and renovation work taking place.

On pages 8 and 9, you can read up on the successful programme of renovation works to 119 properties on the Earlesfield Estate, Grantham. This has made the properties safer, as well as providing new kitchens, bathrooms, boilers and even more besides.

More council tenants are now reaping the rewards of free, energy saving home upgrades through SKDC's Social Housing Decarbonisation Fund work with E.ON. You can read about this on p7 and find out how we are enhancing energy efficiency and comfort for residents – saving them money in the process.

And remember – we can't carry out this important work without

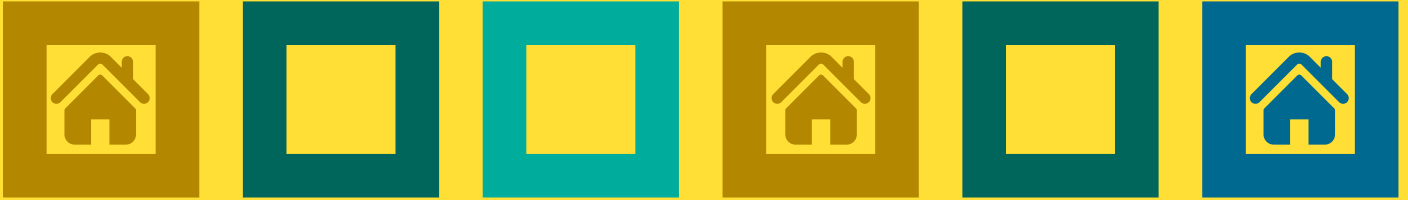
your co-operation, so please be there to let us in if you've got an appointment booked. There are tips and advice on this on p4.

We do realise there is still a lot of work to do. While you can always check with officers on our Housing teams for wherever you live, there will be the chance to meet the team as part of our upcoming housing 'roadshows' if you can make it – more on this opposite on p3.

We look forward to seeing you there – in the meantime, enjoy the summer!

Alison Hall-Wright
Director of Housing and Projects

Cllr Virginia Moran
Cabinet Member for Housing



Get to know your housing team!

SKDC staff is on the road



Coming to a
community
near you

“Heading out to meet tenants with the Housing Summer Roadshow”

Our Housing teams want to meet YOU as part of our commitment to transparency, engagement, and providing a better service directly to communities right across the district.

We’re holding five community events for tenants, leaseholders, and residents to meet the people behind the services, learn more about what we do, and share your views in person.

We are coming to:

Grantham – Earlesfield Community Centre, Wednesday 27th August, 10am-2.30pm

Bourne – Manor Court Community Centre, Thursday 4th September, 10am-2.30pm

Stamford – Edmonds Community Centre, Wednesday 10th September, 10am-2.30pm

Market Deeping – Deepings Community Centre, Thursday 25th September, 10am-2.30pm

Grantham – Canterbury Close Community Centre, Wednesday, 1st October, 1pm-6pm

Meet the teams:



Repairs



Maintenance



Tenancy support



Estate management

Get ready
to say
“hello”

Understand what we do:

- allocate homes
- manage repairs
- support residents



“Housing is more than bricks and mortar, it’s about people, places, and working together. By getting out into the community, we hope to strengthen the relationship between residents and the housing teams that serve them. Whether you have questions, feedback, or just want to find out more, we’d love to see you.”

**Cllr Virginia Moran, Cabinet Member
for Housing**



Knock, knock – access needed for safety checks



South Kesteven District Council has many duties as a social landlord, which include ensuring homes are safe for those who live there.

By law, the council has to make regular gas and electrical safety checks either to assess the whole property or to service an appliance and in order to do this access is required.

As well as ensuring tenant safety, these checks go towards compliance duties, which are published regularly and debated at public meetings so that progress can be assessed.

The checks are so important that anyone who does not let either Council staff or our contractors into their home risks breaching their tenancy agreement.

SKDC has the right to inspect a property's condition or carry out work necessary to meet any legal, regulatory and/or contractual obligations. We must, however, give the tenant the legally required notice of 24 hours.

Those who repeatedly deny access risk, court action or even

eviction, which puts them at risk of losing their home.

Cllr Virginia Moran, Cabinet Member for Housing, said: "We have even had two households where we wanted to fit new boilers but the tenants wouldn't allow access to do that. It's hard to understand, so please let us in as it is to your ultimate benefit.

"It is vital that there are no barriers to accessing a council tenant's home when necessary. Where barriers do exist, we will work hard

with the tenant to ensure the access is mutually agreeable, providing support to the tenant where required.

"If we have to get an injunction or warrant to give us a legal right to enter a home, legal costs can be significant and can be recharged back to the tenants.

"Of course, we don't want to take it that far so please be sure to be at home for your appointment or, if you cannot make it, rearrange the appointment to avoid any charges."



Ensuring that our properties are safe for tenants

As a responsible social landlord, South Kesteven District Council is legally bound to carry out safety checks, which requires access to people's homes.

Our officers need to ensure that we can address any risks and effectively manage our properties.

Government regulations mean that we have to follow some important landlord duties to help us to be compliant with national standards.









Compliance itself has many aspects, and the complexities vary according to which kind of property

we are managing. We have different responsibilities for, and different rights of access to, tenanted and leasehold properties.

Please bear in mind that we collect, store and process large quantities of information every day to understand and deliver on safety within your home.

This covers gas, electrics, water, asbestos and fire safety. The largest hurdle to overcome is ensuring all this information is accurate and up to date so that we can also meet your future needs.

Here are the figures of the number of homes compliant following our latest checks:

	Legionella 100%		Smoke 100%
	Asbestos 100%		Gas 99.2%
	Fire safety 100%		Electricity 94.6%
	Lifts 100%		Damp and mould 60.5%



New flats in heart of town are close to completion

These striking images show the impressive progress made on 20 new affordable homes in the centre of Grantham.

Provided by SKDC's contractor Lindum, they reveal that the one and two-bedroom flats on 700sq metres of disused land and part of the Watergate car park are almost ready.

The aim is to allocate them to tenants at the end of the summer, once all work is complete, checks carried out and the properties signed off. The new properties will be for people on the SKDC Housing Register.

Cabinet Member for Housing, Cllr Virginia Moran, said: "This means

that this important building project will not only be for those in need of somewhere to live, but for those whose need is the greatest."

The development followed public consultation with stakeholders including Lincolnshire County Council Highways, heritage and conservation organisations, St Wulfram's Church and the public.

The new properties, which reflect the Georgian character of Swinegate, have been specially designed to be inclusive, accessible, adaptable, energy efficient, sustainable and good value.



Check you can use landline when service goes digital

The UK's traditional landline system is about to get an upgrade – and most calls will soon be made over a broadband line.

The analogue copper wire phone network, which is also known as the public switch telephone network, is being retired, meaning you might no longer be able to use your regular home phone from January 2027.

Phone numbers will remain the same, and most handsets will work fine. However, other services that use the landline – such as telecare devices should be checked for digital compatibility.

Your communications provider must inform you ahead of the change, but don't underestimate the scope of the project and start preparing now.

Please check what other devices use your landline and if they're digital-ready. If you have other systems connected to your phone line, like alarms, telecare systems or CCTV, then they will stop working too unless you make the switch to digital.

If you have telecare equipment that will not be compatible

following the switch, please take the following steps:

- **Contact your landlord (SKDC)**

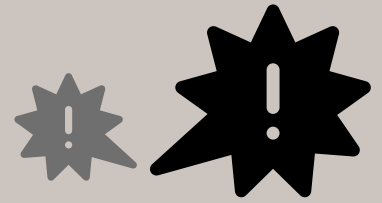
Discuss the digital switchover and how it might affect you. Digital equipment will be available to replace your existing system.

- **Check with your phone provider**

Ensure you understand the timeline for the switchover and how it will affect your services.



Taking a stand against anti-social behaviour



South Kesteven District Council takes its responsibilities as a landlord seriously, especially when it comes to tackling anti-social behaviour (ASB) in and around our properties.

Everyone deserves to feel safe and secure in their home and community, and we want to reassure our tenants that we do not tolerate ASB and will take action where it occurs.

Anti-social behaviour is defined by law as conduct that has caused or is likely to cause harassment, alarm or distress.

It can take many forms and can significantly impact the quality of life for those affected and includes:

- Persistent noise disturbances
- Intimidation, threats, or verbal abuse
- Drug misuse or dealing of drugs
- Vandalism or property damage
- Nuisance caused by visitors or household members
- Public disorder or aggressive behaviour

If you are experiencing any of these behaviours, please know that we are here to support you.

We work closely with Lincolnshire Police and other key agencies to ensure the right action is taken at the right time. Police powers include:

- Conducting investigations and gathering evidence
- Issuing formal warnings or community protection notices
- Making arrests where criminal behaviour occurs

- Applying for Criminal Behaviour Orders (CBOs)
- Closing properties that are being used for persistent ASB or criminal activity

Once the police have intervened, or if a matter doesn't meet the criminal threshold, SKDC can take further action including:

- Early intervention – we will often start with warning letters or offer Acceptable Behaviour Contracts (ABCs) to help resolve issues informally
- Tenancy enforcement – if a tenant or someone in their household breaches the conditions of their tenancy through ASB, we can take formal action such as serving notices or seeking possession of the property through the courts
- Injunctions – in more serious cases, we may apply for a court order to stop an individual from engaging in ASB
- Closure orders – in cases of severe and persistent ASB SKDC has the power to apply for a Closure Order, often in partnership with the police

- Support referrals – where appropriate, we will work with support services to help tenants address underlying causes of their behaviour, such as substance misuse or mental health issues

We also share intelligence with the police and other partners to ensure a coordinated and effective response.

Your voice matters

Reporting ASB is the first step to stopping it. If you're experiencing problems in your neighbourhood, we encourage you to let us know. Every report helps us to build a clearer picture and take appropriate action.

You can report ASB directly to SKDC by calling our Housing Team on **01476 40 60 80** or using our ASB reporting form at **www.southkesteven.gov.uk**

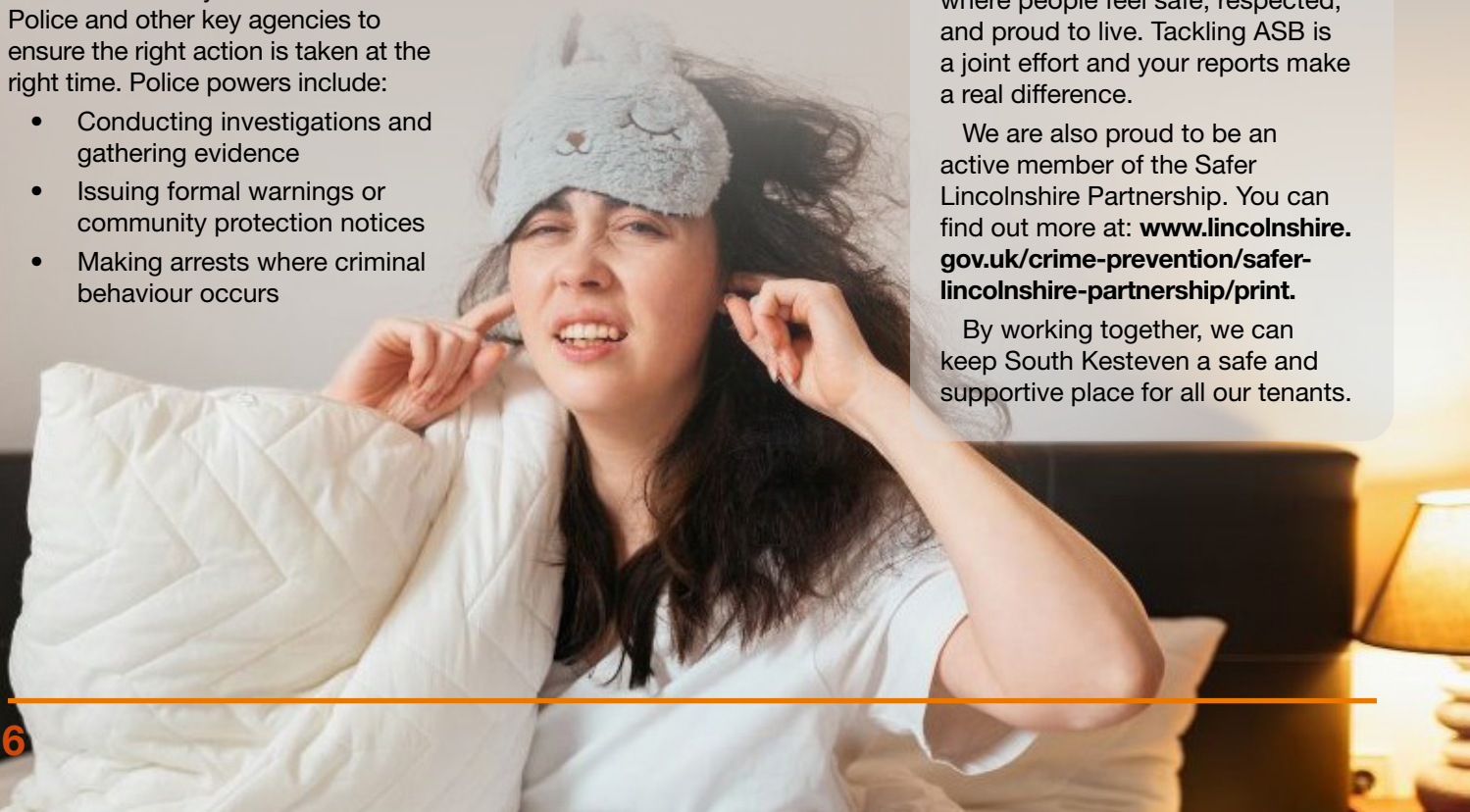
In cases of immediate danger or criminal activity, always contact Lincolnshire Police on 101 (non-emergency) or 999 (emergency).

Working together for safer communities

SKDC is committed to ensuring our neighbourhoods are places where people feel safe, respected, and proud to live. Tackling ASB is a joint effort and your reports make a real difference.

We are also proud to be an active member of the Safer Lincolnshire Partnership. You can find out more at: **www.lincolnshire.gov.uk/crime-prevention/safer-lincolnshire-partnership/print**.

By working together, we can keep South Kesteven a safe and supportive place for all our tenants.



Energy efficiency upgrades help cut council house bills

More council tenants have benefited from free energy saving home upgrades through SKDC's partnership with E.ON.

As part of the ongoing £7.62m Social Housing Decarbonisation Fund upgrades, improvements have been made to 284 domestic council properties, enhancing energy efficiency and comfort for residents.

There is also a social value element to reflect the partnership's wider role in providing meaningful support beyond physical improvements to homes.

Solar panels, for example, are being installed at Earlesfield Community Centre, Grantham, which will reduce its running costs and contribute to the council's sustainable energy goals.

Tenants whose home life has been disrupted by the building work have also benefitted through aid for community support groups and charitable donations, including Easter eggs, tinned goods, plus financial contributions to local organisations helping those in need.

Chris Norbury, Chief Executive of E.ON UK, said: "We can have a real impact in helping those people struggling to make ends meet, not only today, but for the longer term as well."

"The aim is to tackle the root cause of many people's high energy bills – namely high energy use due to our nation's poorly insulated homes – and provide them with a more comfortable, sustainable and affordable home for the future."

"We are proud to work alongside South Kesteven District Council to bring energy saving, efficient homes alongside wider social benefits to the community of South Kesteven, ensuring residents receive lasting support beyond the completion of works."

It is estimated that the efficiency measures could save tenants up to £400 a year on energy bills.

Cabinet member for Housing, Cllr Virginia Moran, said: "This collaboration means we've not only delivered warmer, more efficient homes, but have also strengthened wider local networks with people

involved in these areas and improved residents' overall quality of life.

"The scheme continues to generate benefits that go far beyond energy savings: it's a platform for local regeneration, reducing fuel poverty and enhancing community spaces."

Alongside a grant from the Social Housing Decarbonisation Fund, an additional £3,847,516 will come from the Council's Housing Revenue Account.



It is estimated that the efficiency measures could save tenants up to £400 a year on energy bills.






Estate’s £6m improvement project comes to an end

A project to refurbish and revitalise more than 119 council houses on Grantham’s Earlesfield estate has been completed.

Replacement kitchens and bathrooms have been fitted, while there have also been electrical and heating upgrades.

With our contractor, United Living, we have:

	replaced 77 full heating systems		given 119 properties full window replacements
	completed 102 full rewires		cleared asbestos from 109 homes
	fitted 95 new kitchens		made 105 lofts fire resistant
	installed 87 bath/showers and 96 downstairs toilets		provided 117 homes with new loft insulation
	replaced 107 front doors; 110 rear doors		fitted 106 extractor fans to combat damp and mould



As a social landlord, we are committed to providing housing that meets the needs of all residents.



The replacement of all windows was also added along with any doors that needed doing within a five-year timing of the project to avoid disturbing tenants again in a short timeframe - this approach was also applied to heating systems.

Cabinet Member for Housing, Cllr Virginia Moran, said: "As a social landlord, we are committed to providing housing that meets the needs of all residents. This project delivers numerous benefits for our tenants and is further evidence of the wider improvements we continue to see in our Housing service.

"These properties on the Earlesfield estate are well over 50 years-old, and the work was very much needed.

"Because of the wide-ranging nature of our work here, additional improvements have been undertaken, resulting in some delays

in the project, which was notwithstanding its challenges.

"We completely understand how some revision of the expected timeframe may have been unsettling for tenants, and we worked with them to smooth the process of refurbishing their homes.

"To help reassure everyone affected, we took a bespoke approach to inform, assist and work with all tenants involved as work progressed on their homes."

The council has a clear commitment in its Corporate Plan 2024-2027 to ensure that all residents can access housing which is safe, good quality, sustainable and suitable for their needs and future generations.

This project which focuses on improving houses on the Earlesfield Estate in Grantham, will contribute towards achieving this commitment.





Funmi Reilly and Stella Darker

Financial focus for advice team

A team set up to provide help and support for people struggling to make ends meet will continue its important work with an increased focus on finance.

In 2023 SKDC established a service providing free advice for residents in difficulty due to increases in the cost of living.

Its work is continuing as the Welfare and Financial Advice Team to better reflect the vital support it offers residents facing financial pressures.

Two experienced officers - Funmi Reilly and Stella Darker - offer tailored advice and support to help residents manage their money, boost household income and navigate rising living costs.

This includes budgeting support, benefit checks, income and expenditure assessments and access to government initiatives.

By working with local organisations, community groups

and third sector partners, the team offers a joined-up approach to support. They help:

- Find the right tariffs for utilities
- Apply for social tariffs for broadband and mobile services
- Access food support from local partners including Grantham Food Bank and The Bread and Butter Thing

Residents can also be referred for energy advice, formal debt solutions and assistance from other council service areas such as the Council Tax team.

Funmi and Stella also manage key financial support initiatives, including the Household Support Fund and Housing Support Fund, which provide supermarket vouchers and other essential help to those in need.

Stella said: "We understand how overwhelming it can be for people trying to juggle rising costs.

"Our roles in the Welfare and Financial Advice Team is to break things down, offer practical support and help residents feel more in control of their finances.

"Often people don't realise they're entitled to help and support – and that's where we come in."

All residents in South Kesteven can access the free and confidential services provided by the Welfare and Financial Advice Team.

For more information go to:

<https://www.southkesteven.gov.uk/welfare-and-financial-advice>





Drop in for self-serve internet access

If you have difficulty using online services, SKDC has self-service computers available at its Grantham Customer Service Centre, Monday to Friday, from 9am-3pm.

Visitors can make use of our SK Home Choice online portal to browse available accommodation as well as the SKDC website and other useful resources.

This is also available at our Bourne office in Abbey Road, on Mondays from 9am-5pm; Wednesdays from 9am-6pm; and Fridays and Saturdays from 9am-1pm.

You will be able to sit comfortably in a designated self-serve area, where we have computers set up with quick access to popular pages, online processes and all other services that are available online.

A Customer Service Advisor will be on hand to guide you in accessing more than 60 online services, including accessing your council tax account.

These computers also have direct links to the Lincolnshire County Council website.

Anyone unable to use a computer who needs further assistance can make an appointment at either Customer Service Centre, where an advisor will sit with you at an agreed date and time to support you in your enquiry.

Mobility scooters – safe storage, safe charging, safe driving

Tenants in sheltered housing and general needs housing are being reminded of responsibilities regarding the safe storage and use of mobility scooters.

SKDC's draft Mobility Vehicle Policy is packed with advice and information and can be found online at www.southkesteven.gov.uk/policies under Housing Strategies and Policies – or ask any of the Housing team.

Because space for storage and housing in our sheltered housing scheme is limited, our proposed Mobility Scooter registration Scheme sets out how the council will consider requests from tenants/leaseholders to store them.

This will mean that if a resident is considering obtaining a mobility

scooter, they will first have to seek permission in writing from the council agreeing to storage of the scooter.

If permission in writing is given, they will only be allowed in dedicated storage areas and must be charged using the power sockets provided in these areas. The aim is to reduce the risk of fire, damage to property and injury to individuals.

Owners should ensure any manufacturer guidelines or instructions on the safe use of their mobility scooter are followed.

Sheltered housing residents who are unsure about where to store and charge their mobility scooters should seek advice from their scheme manager.



Owners should ensure any manufacturer guidelines or instructions on the safe use of their mobility scooter are followed.

Protecting neighbourhoods and their communities



The vast majority of tenants in council properties, whether they are individual houses, adapted bungalows or sheltered accommodation, adhere to their tenancy agreement.

This means treating their neighbours, the wider community, and the property itself, with respect.

Everyone deserves to live in a respectful environment but for the small number that spoil life for everyone else, there is a range of interventions that SKDC, as the social landlord, can enact – the ultimate sanction being eviction.

The main reasons tenants may face eviction include:

- not paying rent
- ongoing anti-social behaviour
- damaging the property
- illegal/immoral activities

Eviction is always a last resort, but sometimes it's necessary when all other attempts to address a situation haven't worked.

If there is a serious or repeated issue, we will always try to work with the tenant first.

This might involve offering support, sending warnings and explanations of expectations on both sides, and providing an opportunity to turn things around.

In cases where anti-social behaviour or crime is involved, our officers may gather evidence from neighbour complaints, diary entries, police reports, or sound monitoring equipment to build a case. One recent incident involved records of anti-social behaviour, CCTV footage, street violence and witness statements from council staff.

If the behaviour continues – especially if it upsets others or puts them at risk – we will take legal steps to repossess the property.

Cabinet Member for Housing, Cllr Virginia Moran, said: "This is about protecting the wider community and making sure everyone has a secure place

to live.

"Eviction isn't just about one person – it's about protecting everyone. Taking action against someone who's continually disruptive helps bring back peace and safety for the rest of the community, preventing further harm to others nearby."

"It is very important for the other residents to know they are supported by their landlord and that incidents of this nature are taken very seriously."

Secure tenancies and succession: why you should plan ahead

As your landlord, SKDC is committed to helping you feel safe, secure, and informed about your home and your future.

One area that can cause uncertainty is succession, which is what happens to a tenancy when a tenant passes away.

While this isn't always easy to think about, understanding your rights and responsibilities now can help you and your loved ones avoid difficulties later.

What is a secure tenancy?

Many of our tenants have a secure tenancy, which offers long-term stability. If you're a secure tenant, you usually have the right to live in your home for life, provided you keep to the terms of your tenancy agreement. You may also have the right to:

- Pass on the tenancy to someone else in certain circumstances (succession)
- Exchange homes with another tenant
- Be protected from eviction except under specific legal conditions

Understanding succession rights

Succession means passing on the tenancy to someone else after the tenant dies. This right is not automatic for everyone, and there are legal limits to how and when a tenancy can be passed on.

Only one succession is allowed by law. This means if a tenancy has already been passed on once before, it generally cannot be passed on again.

It is important to note that when a joint tenant passes away and the remaining tenant takes on the sole tenancy – this is also classed as a succession.

You would need to apply to SKDC for succession to a council property; and you can find out how from your Housing officer or Customer Services.

Eligible successors may include:

- A spouse or civil partner who was living in the home at the time of the tenant's death
- In some cases, another close family member (such as a child, parent, or sibling) who had been living in the property for at least 12 months prior to the tenant's death

Eligibility may vary depending on your tenancy agreement and when your tenancy began, so it's important to check the details carefully.

What you can do now

If you're living in one of our homes and think succession may be relevant to you or your household in the future, we encourage you to:

1. **Review your tenancy agreement** – This will outline what type of tenancy you have and any specific rules about succession
2. **Talk to us** – We're here to help you understand your rights and what steps to take
3. **Keep records** – If someone else in your home might be eligible to succeed the tenancy, it's helpful to keep proof of how long they've lived there (e.g., utility bills, official letters, or GP registration)
4. **Start planning early** – Especially if there is no automatic right of succession, it's important to consider alternative housing options in advance

When succession isn't possible

If a tenancy cannot be passed on, or is declined because you don't meet the criteria, we understand this can be a difficult time.

In these cases, we will:

- Consider your individual circumstances
- Offer advice about your housing options
- Support you in applying for alternative accommodation if appropriate

This might include applying for the housing register, seeking private rented accommodation or exploring other suitable housing, such as supported housing if your needs require it.

If you'd like to speak to someone about your tenancy, succession rights, or any future planning, please get in touch with our tenancy services team on **01476 406080**.

For further support, you can also contact Shelter (www.shelter.org.uk) or Citizens Advice (www.citizensadvice.org.uk) for free, impartial housing advice

Are you looking to downsize?

Is your home too much to manage? We are always in need of family accommodation. If you are considering moving to a smaller home we may be able to help you find something more suitable.

For further information, please message us via www.southkesteven.gov.uk/contact-us



Fire safety in your home



South Kesteven District Council takes fire safety very seriously - both the threat of fires and its own fire responsibilities.

As part of this we monitor our properties, report monthly and respond to any fire actions that we need to.

But there's also a lot you can do, as the householder, to play your part in staying safe at home, such as testing your smoke alarm or planning an escape route.

A detailed fire safety booklet is available online - www.southkesteven.gov.uk/firesafety - and in print from your Housing Officer. It covers:

- Fire protection
- Fire prevention
- What we are doing to keep you safe
- Information for disabled people
- Fire procedures
- What to do after a fire

Cabinet Member for Housing, Cllr Virginia Moran, said: "While no one plans for a fire, we must all ensure that we are ready to act if the worst should happen and this is where you can help us.

"Follow our tips to stay safe at home and plan your escape route to make sure there's nothing that would delay you in an emergency.

"Communal spaces may form part of a route that allows people to make it outside safely, so please make sure these are not blocked with trolleys, scooters, packages, furniture or gardening materials.

"We work closely with the regulator, reporting that we have taken all the steps we need to, to protect the tenants of our properties from the risk of fire, and rely on the co-operation of you and your neighbours."

As a council we are now responsible for the key requirement of assessing, maintaining and replacing fire doors ourselves, and can be proactive in our checks to ensure our tenants are safe.

Our other work includes ensuring the signs in our blocks of flats are clear and up-to-date, explaining what to do in the event of a fire and undertaking risk assessments with our vulnerable tenants to ensure that in the event of a fire, the fire service can respond appropriately.

If you discover a fire:

- **Do not tackle the fire yourself unless you are properly trained and it is safe to do so**
- **Alert everyone else and leave the area, stay together and close doors behind you if you can**
- **Do not waste time by stopping to collect valuables or investigating what has happened**
- **Dial 999 and ask for the fire service (or in sheltered schemes raise the alarm at the nearest fire alarm point)**
- **Leave the building by the nearest exit**



Help is available to stop abuse

Our Housing team interacts with members of the public every day, either through telephone conversations, in-person meetings or when out and about.

During these conversations and interactions we may come across individuals who are experiencing particular hardships and even be able to identify potentially harmful situations before anyone else can.

For anyone experiencing domestic abuse, SKDC has a dedicated Domestic Abuse Support Officer to offer the help that's needed.

Asking for help often isn't easy, but if you think you're in an abusive relationship, getting in touch with your local support service can be an important first step.

Domestic abuse is not a one-off incident, but an ongoing pattern of behaviour in the relationship. It includes a range of behaviours which, once begun, repeats and often gets worse over time.

It's never too early or late to reach out.

All frontline SKDC staff have specific guidance to alert them to the patterns of behaviour which amount to domestic abuse, and are alert to incidents of controlling, coercive or threatening behaviour.

We can be contacted on **01476 406080**, or you may wish to call an independent support group such as EdanLincs, a charity which can be reached via the website **edanlincs.org.uk** or by calling **01522 510 041**. If you are worried about your immediate safety please ring the police on **999**.



Recent work by our Tenancy Support team in partnership with Domestic Abuse Support Officer saw SKDC granted mandatory possession of one of our council properties in Grantham.

The Housing Act 1988 allows a social landlord to gain possession of a property where it is occupied by a couple but one partner is forced to leave as a result of the other's domestic abuse towards them.

As police charges were brought against the perpetrator, we were able to use this evidence to achieve possession of the property. We were then able to work with the victim and supported them in leaving the property and receiving a new tenancy.

This shows that we are not only providing support to victims of abuse, but also that we will

take action that is available to us against the offender.

If you suspect anyone you know is a victim of domestic violence, please encourage them to seek help and support. If you feel life is in danger, please contact the police yourself.



Our services



Tenant Engagement:

Visit

www.southkesteven.gov.uk/tenants

Community Engagement Officer
Ken Linford at

HousingFB@southkesteven.gov.uk

South Kesteven District Council services:

You can contact the Council about benefits, rent or other issues using the methods below - or make an appointment for a face-to-face visit in:

Grantham:

Monday to Friday, 9am to 3pm

Bourne:

Monday and Wednesday,
9am to 5pm

Wednesday, 9am to 6pm

Friday/Saturday 9am to 1pm

Bourne is also open for library services (no appointment needed).

Contact:

Customer Services at

C.Service@southkesteven.gov.uk

Call us on **01476 406080** and ask for Housing Services, Community Engagement



If you are online

You can find the latest information, and browse our services on our website at www.southkesteven.gov.uk



Out of hours or in an emergency:
01476 406040

Fill in the online form on the Council's website

www.southkesteven.gov.uk/contact-us

Writing to us at

Housing Services, South Kesteven District Council, Council Offices, The Picture House, St. Catherine's Road, Grantham, NG31 6TT

Emergency repairs:

01476 406080 / 01476 590044

Reporting Anti-Social Behaviour:

01476 406080

www.southkesteven.gov.uk/asb



**HousingManagement@
southkesteven.gov.uk**

For other kinds of anti-social behaviour, such as criminal activity, contact the police.

Cost of Living

Cost of Living advice and support: costoflivingsupport@southkesteven.gov.uk

Details on payments, support and advice, can be found online:
www.southkesteven.gov.uk/COL

We can support with:

- Current cost of living payments being issued
- Energy saving and energy efficiency
- Financial support
- Health & Wellbeing

COST OF LIVING
ADVICE & SUPPORT



- Help for Business
- Help with food
- Help with housing costs
- Maximising your income/benefits
- Support for Children
- Support for older people
- Warm Spaces
- Grants for Organisations
- Support across Lincolnshire

Other organisations may help:

Age UK (Lincoln and South Lincolnshire)

Companionship, advice and support for older people.

→ **01522 696 000**

→ www.ageuk.org.uk/lincolnsouthlincolnshire

Lincolnshire County Council Information and advice

→ **01522 552222**

→ customer_services@lincolnshire.gov.uk

→ www.lincolnshire.gov.uk

Lincolnshire Community and Voluntary Service

Supports the health and wellbeing of communities and individual.

→ **01205 510 888**

→ www.lincolnshirecvs.org.uk

Grantham & District Poverty Concern Group

Supports vulnerable people to relieve poverty and homelessness.

→ **07517 943 792**

→ granthampovertyconcern@gmail.com

→ www.granthampovertyconcern.org.uk