

# Housing Overview and Scrutiny Committee



SOUTH  
KESTEVEN  
DISTRICT  
COUNCIL

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Thursday, 5 February 2026 at 2.00 pm  
Council Chamber, South Kesteven House, St Peter's Hill,  
Grantham NG31 6PY

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**Committee Members:** Councillor Lee Steptoe (Chairman)  
Councillor Zoe Lane (Vice-Chairman)  
  
Councillor Emma Baker, Councillor Ben Green, Councillor Gloria Johnson,  
Councillor Anna Kelly, Councillor Bridget Ley, Councillor Charmaine Morgan and  
Councillor Susan Sandall

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## Agenda

This meeting can be watched as a live stream, or at a later date, [via the SKDC Public-I Channel](#)

1. **Public Speaking**  
The Council welcomes engagement from members of the public. To speak at this meeting please register no later than 24 hours prior to the date of the meeting via [democracy@southkesteven.gov.uk](mailto:democracy@southkesteven.gov.uk)
2. **Apologies for absence**
3. **Disclosure of Interest**  
Members are asked to disclose any interests in matters for consideration at the meeting.
4. **Minutes of the meeting held on 4 December 2025** (Pages 3 - 14)
5. **Announcements or updates from the Leader of the Council, Cabinet Members or the Head of Paid Service**

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☎ 01476 406080

Karen Bradford, Chief Executive  
[www.southkesteven.gov.uk](http://www.southkesteven.gov.uk)

- 6. New Build and Acquisitions Update** (Pages 15 - 20)  
To provide the Committee with an update on the new build and acquisitions pipeline.
- 7. Homelessness and Rough Sleeper Update** (Pages 21 - 26)  
To update the committee on the status and recent activity in SKDC's Homelessness and Rough Sleeper services.
- 8. Tenancy Strategy** (Pages 27 - 40)  
To present the draft Tenancy Strategy 2026-2031 to the Housing Overview and Scrutiny Committee.
- 9. Sheltered Housing Service Charge Review** (Pages 41 - 45)  
To update the Committee on the outcome of the independent review of service charges at the Sheltered Housing Schemes
- 10. New Asset Management Strategy** (Pages 47 - 70)  
To inform the Committee of the updated Housing Asset Management Strategy effective from April 2026.
- 11. Renters Rights Act** (Pages 71 - 76)  
Committee to receive a presentation.
- 12. New Voids Policy** (Pages 77 - 93)  
To inform the Committee of the updated Voids Policy effective from April 2026.
- 13. Garage Sites Update**  
Committee to receive a verbal update in respect of Garage Sites.
- 14. South Kesteven District Council Tenancy Agreement** (Pages 95 - 161)  
To recommend to Cabinet the approval of the updated Tenancy Agreement for tenants living in Council owned houses.
- 15. Housing Performance Data December 2025** (Pages 163 - 191)  
To present the Housing Overview and Scrutiny Committee with the Housing Performance Data to 31 December 2025.
- 16. Work Programme 2025/26** (Pages 193 - 195)
- 17. Any other business which the Chairman, by reason of special circumstances, decides is urgent**

## Meeting of the Housing Overview and Scrutiny Committee

Thursday, 4 December 2025, 2.00  
pm



SOUTH  
KESTEVEN  
DISTRICT  
COUNCIL

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### Committee Members present

Councillor Lee Steptoe (Chairman)  
Councillor Zoe Lane (Vice-Chairman)  
Councillor Emma Baker  
Councillor Anna Kelly  
Councillor Charmaine Morgan  
Councillor Tim Harrison  
Councillor Nikki Manterfield

### Other Members present

Councillor Ian Selby

### Cabinet Members

Councillor Ashley Baxter, Leader of the Council  
Councillor Virginia Moran, Cabinet Member Housing  
Councillor Philip Knowles, Cabinet Member Corporate Governance and Licensing

### Officers

Karen Bradford, Chief Executive  
Sarah McQueen, Head of Service (Housing)  
Phil Swinton, Head of Service (Health & Safety, Emergency Planning and Housing Compliance)  
Charles James, Policy Officer  
Suniel Pillai, New Builds Project Officer  
Kate Askew, Tenancy Services Manager  
Jim Tuck, Voids Manager  
Andy Garner, Capital Programme Lead  
Jaron Hind-Maddock, Repairs Manager  
Vicki Thompson, Performance and Data Lead  
Megan White, Support Officer Projects  
Lucy Bonshor, Democratic Officer

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### 33. Public Speaking

There were no public speakers.

The Chief Executive who was attending the meeting in the place of the Director of Housing and Projects who was currently on compassionate leave introduced

colleagues who were attending the meeting from the various sections of the Housing Service.

Jim Tuck – Voids Manager  
Jaron Hine-Maddock – New Repairs Manager  
Andy Garner – Capital Programme Lead  
Vicki Thompson – Performance and Data Lead

Officers who regularly attended the Housing OSC:

Phil Swinton – Head of Service (Health & Safety, Emergency Planning and Housing Compliance)  
Megan White – Support Officer Projects  
Suniel Pillai – New Builds Project Officer  
Kate Askew – Tenancy Services Manager

And Sarah McQueen - Head of Service (Housing)

#### **34. Apologies for absence**

Apologies for absence were received from Councillor Ben Green, Councillor Gloria Johnson, Councillor Bridget Ley and Councillor Susan Sandall.

Councillor Gloria Johnson was substituted by Councillor Nikki Manterfield and Councillor Bridget Ley was substituted by Councillor Tim Harrison.

Councillor Zoe Lane, the Vice-Chairman had indicated that she would be late attending the meeting.

#### **35. Disclosure of Interest**

None disclosed.

#### **36. Minutes of the meeting held on 2 October 2025**

The minutes of the meeting held on 2 October 2025 were proposed, seconded and agreed.

#### **37. Announcements or updates from the Leader of the Council, Cabinet Members or the Head of Paid Service**

The Cabinet Member for Housing informed the Committee that she and the Leader of the Council had attended the award ceremony for the Inside Housing Development Awards 2025 as guests of the Lindum Group Ltd who had built the development at Swinegate, Grantham known as Knapp House and she had on display at the Committee the award that had been received.

As Members were aware, the development had won the Inside Housing Development Awards 2025 for the best development up to £5m which had been a huge surprise.

Massive congratulations were given to those responsible for the development by the Committee who felt that the award was richly deserved.

The Leader of the Council stated that this was the first award that had been received in respect of Housing and hoped it wasn't the last.

### **38. New Build and Acquisition Update**

The Cabinet Member for Housing presented the report which provided the Committee with an update regarding the new build housing pipeline and purchase using Right to Buy capital receipts.

At the forefront of new developments was the Swinegate development known as Knapp House at Swinegate, Grantham which had been officially handed over to the Council in September 2025 with a formal opening ceremony taking place on 3 November 2025. The Cabinet Member for Housing informed the Committee that all apartments within the development were now allocated.

The development at Larch Close, Grantham which was being undertaken by Mercer Building Solutions was progressing despite the inclement weather and was due for completion in December 2026.

Wellington Way, Market Deeping was another site which was actively progressing and work on site was due to start in early February 2026.

Planning permission for the three-unit scheme at Toller Court, Horbling was granted at the Planning Committee, October 2025. Procurement for the scheme had commenced with four expressions of interest received. A report recommending the award of the contract for the development would be presented to Cabinet at the meeting on 15 January 2026.

A public consultation had been undertaken in November 2025 in respect of the proposed development at Kesteven Road, Stamford and feedback from the consultation was currently being reviewed.

A question was asked in respect of those Members who sat on the Planning Committee who also attended the Housing OSC, did they need to declare an interest in respect of developments going to Committee. The Chief Executive indicated that there was no pecuniary interest as long as Members made no pre-determination in respect of any development.

The Committee were informed that the 12 empty properties at Lumby's Terrace, Stamford had now been sold for at least Red Book Valuation cost.

A question was asked in respect of the EPC rating on new build properties. It was stated that the highest rating was aimed for i.e. A.

Another Member asked what the projected loss of Council housing stock was in respect of Right to Buy (RTB) sales. Although the Cabinet Member for Housing did not have projected figures, in the three months of August to October only 2 properties had been lost due to RTB sales. Due to the change in the rules around RTB less applications were being received. It was indicated that the information would be circulated to Members of the Committee outside the meeting.

The Head of Service (Housing) Service stated that data was collected as required by Government at the end of the year which captured all the RTB sales, new builds and acquisitions. The next data capture would be the end of the financial year 2025/26 but the figures for 2024/25 were due to be published in the winter edition of the Skyline magazine. It was stated that the figures for 2025/26 could be brought to Committee when they had been completed next year.

➤ **Action**

***Data capture figures for 2025/26 to be circulated to Members of the Housing OSC plus substitute Members attending the Committee.***

*(14:10 Councillor Zoe Lane arrived)*

A further question was asked in respect of whether the Cabinet had approved a long term Acquisition Policy. The Chief Executive informed the Committee that a new Asset Management Plan would be coming to the February meeting of the Housing OSC which would include property acquisitions and land acquisitions with the document going before Cabinet on 10 February 2026.

The Committee noted the report and the Chairman thanked all Officers for their hard work in respect of the new build development projects.

### **39. Homelessness and Rough Sleeper Update**

The Cabinet Member for Housing presented the regular report on the status and recent activity in SKDC's Homelessness and Rough Sleeper services.

Homelessness was a year round concern which doubled when the cold weather arrived. The report updated the Committee in respect of the homelessness and rough sleeper services and highlighted the continued demand across both the statutory homelessness function which was delivered by the Council's Housing Options Team and the rough sleeper service which was delivered through the Change4Lincs Partnership.

An increase in the homelessness prevention grant funding was received for 2025/26 and this was used in conjunction with the Rough Sleeper Prevention and

Recovery Grant to meet local needs. Funding beyond March 2026 was currently unclear.

Rough sleeping remained a focus and 10 individuals were identified in the annual October 2025 snapshot which took place on 30 October 2025 and was required by MHCLG.

Homelessness figures remained steady and the use of nightly paid temporary accommodation had reduced due to the improved provision of alternative accommodation such as an HMO secured in Grantham. The winter night shelter had opened on 10 November 2025 and eight individuals had stayed on various nights since the opening.

The Council was also managing pressures linked to national resettlement programmes with the Home Office with 45 properties currently being managed by a Government contractor across South Kesteven.

The Chairman asked whether the next round of homelessness funding would be expected before Christmas when the next round of local government funding was usually known.

The Chief Executive indicated that the provisional settlement figure should be known the week commencing 15 December 2025. The figures would be worked on over Christmas and should include a number of grants which had been baselined into the multi-year settlement. A report from the Leader would go to the Joint Budget OSC on 13 January 2026.

The Chairman asked for confirmation that the funding that had been received last year had increased by 27% would this be repeated this year. The Chief Executive responded that no notification of any uplift had been received and it was expected that the revenues grant from the Government would be flatlined which would mean a negative budget.

Questions were then asked on the content of the report which included whether the figures shown in Table 2, paragraph 3.23 were they just South Kesteven figures, the Head of Service (Housing) replied that yes, the figures were only South Kesteven figures. The Rough Sleeper provision was carried out by the Change4Lincs Partnership across the four districts but was not a statutory function, it was a discretionary service that was provided for using the Rough Sleeper Funding received. The figures following on in the report referred to the homelessness function which was statutory under the Council's homelessness duty and again were for South Kesteven only.

Thanks were given to the work undertaken in respect of the Grantham Ark Project working in conjunction with St Wulfram's Church. A comment was also made in respect of the homelessness figures and that fact that some people would not engage with the Council and that perhaps the public's perception was that "nothing

is being done". The Head of Service (Housing) stated that often when the public see a visible form or homelessness its thought that the Council was doing "nothing".

Homelessness was a hugely complex issue and placing someone in accommodation was not always the answer. Often those who were homeless had very complex needs that needed to be met and a sporadic support network put in place around the person. There were also people who had a tenancy but choose to sleep rough. The Housing Team tried to engage as much as possible with homeless and rough sleepers and other partners to support them. In some case people simply do not want to engage with the Council.

In respect of a means of contact the Change4Lincs Team supplied simple older model mobile phones which tended to have a longer battery life to enable contact for those willing to engage.

Further questions were asked about whether any profiling was carried out but the Head of Service (Housing) stated that each case was individual and each person had complex needs.

A discussion then followed in respect of properties within the district used for resettlement purposes by the Government with particular organisations being referred to. The Chief Executive reminded Members of the recent briefing that Members had received in respect of Houses of Multiple Occupation within the district and information which could be viewed as sensitive. Reference was made again to properties within the district and the Member was advised to write to the Home Office to which the Member replied he had but the Home Office had indicated that it was too expensive to relate the information requested. Further discussion followed and it was stated that references to particular organisations should not be included within reports going forward.

The Head of Service (Housing) stated that a complex formula was used in respect of resettlement by the Government and although the Council did not have any say in where properties were situated, they could comment in respect of infrastructure pressures, health pressures, lack of transport links and education pressures and highlight the rurality of the area.

A further question was asked about those who were homeless or rough sleeping and who had pets and it was stated that each case was looked at individually and the Council was mindful of those who had pets and tried to make a balanced judgement.

Members noted the report and the Chairman thanked Officers for their hard work in respect of the Homelessness and Rough Sleeper function.

#### 40. **Corporate Plan 2024-27: Key Performance Indicators Report - Mid-Year (Q2) 2025/26**

The Cabinet Member for Corporate Governance and Licensing presented the report which covered the performance of Housing Key Performance Indicators (KPI's) against the Corporate Plan 2024-27. The Corporate Plan was adopted by Council on 25 January 2024 and the KPI's relevant to Housing were agreed by the Committee in March 2024.

The period covered was Q2 (July – September). Of the nine KPI's relevant to the Housing OSC seven were green, one was amber and HOUS12 was currently under review and would not be known until the end of the financial year. The Cabinet Member reminded the Committee that the KPI's belonged to them and were not set in stone if they were found inadequate, then the Committee could review and amend them. The Cabinet Member for Corporate Governance and Licensing thanked the Policy Officer, Charles James for the hard work which had gone into the report.

Discussion on the KPI's followed with the following comments/questions made:

- The continued improvement to the turnaround of void properties and repairs.
- Who was delivering the Empty Homes Policy, the Head of Service (Public Protection) was leading of this policy and it was noted that there was a lot of work being undertaken on the project. It was suggested that the new Policy come to a future meeting of the Committee.

#### ➤ **Action**

***The new Empty Homes Policy to be added to the Work Programme for June 2026.***

- Thanks were given to the Housing Team for the work that had been undertaken to improve the Service over the last few years to a Service to be proud of.
- A question was asked in respect of the target for HOUS7 and what data had been used to set the target. It was noted that the performance for this target had significantly improved and it was suggested that this target be reviewed at the February meeting of the Committee to stretch the targets going forward.
- Were the overdue decisions listed within the report the same issues or different issues from the previous ten listed. No, it was stated that these were in regard to homelessness cases and were ten different cases. It was noted that the target set was an optimistic target and going forward more tolerance would be included. It equated to 9% which was good.
- A question was asked in relation to safeguarding and domestic violence and it was stated that these were considered separately. There was a lot of work being undertaken in these areas and it was suggested that more information could be included in the next KPI report, with situations rather than statistics.

It was noted that safeguarding came under the remit of Rural and Communities OSC.

The Policy Officer stated that he would take the comments made in respect of the KPI's and the metrics used and rethink the measures going forward.

#### **41. Housing Performance Data**

The Cabinet Member for Housing presented the report which showed a significant improvement in the Housing Service which included reduced, outstanding and overdue repairs, better damp and mould response times, fewer void properties and shorter turnaround periods, higher levels of decent homes and stock conditions survey coverage.

Housing Services Performance also showed progress with reduced housing register applications, lower register numbers following increased lettings and a seasonal fall in anti-social behaviour cases.

Compliance remained strong across the key safety areas with near or 100% compliance in all areas. The Cabinet Member for Housing referred the Committee to page 56 of the report which concerned voids. Over the last 12 months she indicated that never a week passed without someone asking about void figures. At March 2025 the number of void properties had stood at 103 by October 2025 the figure stood at 50, in less than six months the figure had halved. The average time to repair temporary accommodation voids stood at eight days, three years ago the figure would have been unheard of and she praised the officers for the work that had been undertaken to get the figures to where they currently stood. She reminded Members where figures had been when looking at the data, especially those which were still showing as red, and reminded the Committee that very optimistic targets had been set.

The Head of Service (Housing) Services then went through each slide highlighting various factors.

##### Repairs Call Handling

All areas were above target and continued to be with a positive performance above 90%.

##### Reactive Repairs – All Repairs

It was noted that although the figures were still red the improvement since March 2025 had been good and the Team had done sterling work. The number of outstanding repairs had fallen from 4,075 in March to 2,660 in October which was a massive improvement. The number of overdue repairs had also reduced from 2,276 in March to 1,249 in October which showed a continued improvement. A question was asked as to what WIP stood for and it was confirmed that this was

Work in Progress. A question was asked in respect of the 10% and it was stated that this was in relation to 10% of the 4,075 total.

#### Reactive Repairs – In House

The total had again reduced from 2,807 in March to 1,700 in October. The number of repairs overdue had reduced from 2681 in March to 914 in October which showed improving numbers.

#### Reactive Repairs – Sureserve

Overall it was a positive performance on heating repairs. It was confirmed that Sureserve were the main contractor for heating. Completion was shown as on time or near to targets with post inspections at 5% with a target of 10%.

#### Reactive Repairs – Other Contractors

The number of repairs had reduced, however the number of repairs overdue had increased. Completion on time figures had remained below target and work was being done to mobilize the new contractors to increase capacity to complete more repairs on time and improve the service for residents. A dedicated new Contracts Officer had started in November which would help with managing contractors.

#### Damp and Mould

Awaabs Law had come into effect in October 2025. 85% of inspections had been completed on time in October which was ahead of target. The number of outstanding repairs had reduced from 875 in March to 270 in October. The number of jobs completed on time was below target and this was an area that was being focused on through weekly meetings with the Damp and Mould Team and the Head of Service. Where a difference in performance was highlighted, this was addressed with a focus in the particular area put in place. It was stated that the Team were on track to meet the requirements in respect of Awaabs Law.

#### Voids

The Cabinet Member for Housing had already highlighted the amount of work that had been undertaken in respect of Voids which were currently showing all green across all areas. Reference was made to the average void time which had been 79 days in March 2025 and now stood at 67 days in October.

#### Customer Satisfaction

Performance in this areas was ahead of targets with tenants happy with the work being undertaken and positive feedback was being received.

### Planned Works

Direction of travel was positive and it was stated that planned works were on track to meet targets by the end of the year. Again clarity was sought that the acronym used YTD stood for Year to Date which was confirmed. Reference was made to Warm Homes Decarbonisation Social Housing Fund and the Head of Service (Housing) was confident that these targets would be met by the end of year.

### Asset Management

Performance was on track to reach the 100% target by the end of the year. Once again clarity was sought in respect of the acronym used SAP which stood for Standard Assessment Procedure.

### Stock Condition

It was stated that the percentage of properties surveyed would be up to date by the end of the year. The Chief Executive stated that “push back” by tenants to enable access to properties by officers was partly responsible for the amber colours shown. A question was raised in respect of access to properties to which the Head of Service (Housing) responded.

### Allocations and Lettings Call Handling

The target had slipped slightly which had been due to staff shortages.

### Housing Options

The number of people in temporary accommodation had fallen from 73 in September 2025 to 49 in October this was due to people moving on and people being offered permanent accommodation including new build Housing Association accommodation. Nightly paid accommodation had also reduced. The Head of Service (Housing) stated that there was an array of different reasons for people becoming homeless and it could be a combination of factors.

### Allocations

In October 2025 there were 400 applications waiting assessment in October this had reduced to 289. Additional staff provision had been provided to address the backlog in processing the applications which had been a focus for the Team. A questions was asked in relation to staff to which the Head of Service (Housing) responded and stated that extra resources had been put in place to bring the figure down.

The numbers on the housing register were shown and had been split into the individual banding as requested previously with the majority of people falling into Band 3. The overall figures showed a positive position.

## Tenancy Management

It was stated that it was hard to quantify the work and effort that Officers put into this particular service. Anti-Social Behaviour had fallen which was expected in the winter months, RTB sales had slowed right down with none in September or October due to the change in discounts. Work was done with tenants to try and keep them in their homes with eviction being a last resort. Again the CPNw referred to a Community Protection Notice Warning, and NSP was a Notice Seeking Possession. Due to the number of acronyms used it was suggested that a glossary be attached to the report going forward.

## Compliance

The Head of Service (Health & Safety, Emergency Planning and Housing Compliance) stated that since the report had been written the lift compliance was now at 100%. The Electrical Safety Certificates were still below target but were slowly increasing the total number of outstanding action stood at 16.

## Fire Risk Assessments – Remedial Actions

Since the report had been published a further 181 actions had been closed and the total number of outstanding actions now stood at:

High – 0

Medium – 96

Low – 200

Advisory recommendations – 91

The Committee discussed the performance data which overall gave a positive direction of travel. Comments were made in respect of staffing levels within various Teams, actions in respect of non-compliance for issues such as gas and the risks this posed. It was suggested that a remedial action sheet be circulated to the Committee by email via the Chairman of the Committee.

## ➤ **Action**

***That the Chairman to circulate an email to Members of the Committee if/when notified of remedial actions taken in respect of compliance.***

Further discussion followed in respect of repairs and access to properties, timeframes, fire risks and whether there were themes, the longest void relet time and the outstanding work undertaken by the Housing Teams.

## **42. Work Programme 2025/26**

The Cabinet Member for Housing stated that she wished to bring a report to the Committee in respect of the Renters Right Act. Provisional dates of when parts of the Act became effective were known and also some funding had been received. A

plan was being drawn up to cover the burden which would be placed on the Council by the Act once more detail was known and she asked for a report to come to the February meeting of the Committee.

A Committee Member who was substituting asked whether a report on Empty Homes could come to the Committee in the first quarter of 2026. He also asked about a report in respect of the Sheltered Housing Review for a total cost per scheme, fairness between the schemes and the options to rationalise any under used spaces within the facilities. Also when the garage site survey results were known could these be circulated once known rather than wait until all surveys had been completed.

Clarity was sought in respect of the timing in respect of the first quarter and it was confirmed that the Member had referred to the new financial year. It was confirmed that an Empty Homes report could come to the June meeting of the Committee.

In respect of the Sheltered Housing Review, a lot of work had gone into the Service Charge Review which was due to come to the Committee in February. It was felt that this Phase should be completed before anything further was added.

It was confirmed that updates in respect of the Garage Sites could come to the Committee as and when they were completed.

A comment was raised in respect of Article 4 which had been recently raised at meetings and it was confirmed that this would be discussed at the Joint OSC meeting.

**43. Any other business which the Chairman, by reason of special circumstances, decides is urgent**

None.

**44. Close of meeting**

The Chairman thanked everyone for attending and thanked everyone for the work that was being undertaken within the Housing Service. He wished everyone a fantastic Christmas and a successful 2026.

Meeting closed at 15:54.



**SOUTH  
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## **Housing Overview and Scrutiny Committee**

Thursday, 5 February 2026

Report of Councillor Virginia Moran  
Cabinet Member for Housing

## **New Build and Acquisitions Update**

### **Report Author**

Suniel Pillai, New Build Project Officer

✉ suniel.pillai@southkesteven.gov.uk

### **Purpose of Report**

To provide the Committee with an update on the new build and acquisitions pipeline.

### **Recommendations**

**The Committee is recommended to note the content of this report.**

### **Decision Information**

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Housing
Which wards are impacted?	(All Wards);

## 1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

### ***Finance and Procurement***

- 1.1 The HRA Capital Programme includes a New Build dedicated budget and the schemes outlined in this report are being delivered against that budget. Regular monitoring is undertaken to review progress against the spend projections and it is anticipated that budget carry forwards will be required as the majority of the schemes will not be delivered before 31 March 2026.

*Completed by: Richard Wyles, Deputy Chief Executive and s151 Officer*

### ***Legal and Governance***

- 1.2 This is an update report for noting, there are no governance implications.

*Completed by: James Welbourn, Democratic Services Manager*

## 2. Background to the Report

- 2.1. The purpose of this report is to provide the Committee with an update regarding the new build housing pipeline and purchases using Right to Buy capital receipts.
- 2.2. The approved Corporate Plan 2024-2027 clearly sets out how South Kesteven District Council intends to meet the mission "to ensure that all residents can access housing which is safe, good quality, sustainable and suitable for their needs and future generations."
- 2.3. The Corporate Plan, Priority 4 identifies 'Housing' as a key priority with high quality housing essential for all, and the Council is committed to working with partners to provide this by:
  - Facilitating a range of appropriate and sustainable housing and community facilities for future generations and the emerging needs of all our communities.
  - Delivering exemplary and high-quality services for housing and homelessness.

- Increasing the supply of sustainable and high-quality Council-provided housing.
- Working with developers and private landlords to ensure sustainable, affordable, and high-quality housing is facilitated.

2.4. There are several pipeline schemes within the district that are at various stages of development, an update on each one is as follows:

## **2.5. Larch Close, Grantham**

- The Larch Close scheme comprises the construction of 21 affordable dwellings and is currently in the construction phase. The scheme is being delivered by Mercer Building Solutions.
- Construction works are progressing well on site. Substructure works are substantially complete across all plots and superstructure brickwork is well underway.
- Internal roads and drainage works are advancing with sections of the road now tarmacked with attenuation tanks and acoustic bund construction ongoing.
- There has been a minor, manageable delay of approximately two weeks arising from a temporary pause in works due to issues associated with a sewer diversion. This matter has now been resolved and formally agreed under the contract, with mitigation measures implemented to minimise the overall impact on the programme.
- The revised completion date is set for 18<sup>th</sup> December 2026.

## **2.6. Wellington Way, Market Deeping**

- Cabinet approved the award of the construction contract to Lindum Group at its meeting on 9 September 2025, at a contract value of £1.926m, for the delivery of 11 new council homes at Wellington Way, Market Deeping.
- Following Cabinet approval, the scheme progressed into the pre-construction phase, including detailed design development and standard technical reviews with all but one of the pre-commencement planning conditions submitted for discharge.
- As part of the detailed design development, a detailed ground investigation was instructed in September 2025 to confirm site conditions and inform final construction design ahead of works commencing on site.
- The investigation identified a number of unforeseen ground conditions, associated with the site's historic use as a former RAF base, which require additional

remediation and construction measures. These matters could not reasonably have been identified or fully priced at tender stage without intrusive, site-specific investigation data.

- The additional works are necessary to ensure the development complies with planning, environmental health, building control and health and safety requirements, and to appropriately manage construction and long-term asset risk.
- A report is being progressed through the Council's governance process to seek approval for the additional budget associated with the increase in contract value of £192k.

## **2.7. Toller Court, Horbling**

- The Toller Court scheme will provide three terraced bungalows comprising two two-bedroom units and one one-bedroom unit, all with associated parking and landscaping.
- Cabinet approved the contract award to Gusto Construction at their meeting on 15 January 2026 for the construction of three units at the value of £544,000, with a delegation to the Council's Section 151 Officer, in consultation with the Leader of the Council to allocate an additional 10% in further funding if required due to unforeseen costs during the project.
- The three dwellings will incorporate low-carbon heating, EV-charging infrastructure and Solar PV to target an EPC A rating. As well as featuring open-plan living areas and fully accessible wet rooms to support adaptable living.
- A pre-start meeting is scheduled for Officers and representatives from Gusto Construction for early February 2026.
- Officers are working closely with Legal Services Lincolnshire to prepare the main contract for the construction works and once agreed and signed, works will commence with a mobilisation period.

## **2.8. Housing – Homes England Funding**

- The Council has been successful in securing external funding from Homes England to support its housing delivery ambitions. The Ministry of Housing, Communities and Local Government (MHCLG) is expected to publish external communications by the end of January confirming the award of grant funding. The Committee will be provided with further information at the meeting.
- The funding will be used to finance the review of the Council's garage sites and to undertake feasibility work to bring forward potential housing schemes.

- This will help accelerate future engagement with national affordable housing programmes and support the delivery of additional affordable homes within the district. Further details will be reported at a future Housing Overview and Scrutiny Committee meeting once work has progressed further.

## **2.9. Kesteven Road, Stamford**

- Following a resident consultation held in November 2025, Officers are working closely with architects to finalise the designs for this scheme, taking into account the feedback received.
- Once the design work is complete, a full planning application will be prepared and submitted. This scheme could see the construction of thirteen units in Stamford, comprising bungalows, terraced houses and apartments.

## **2.10. Bourne Road, Colsterworth**

- Due to structural issues within the existing timber frame properties and their poor thermal performance, there are opportunities on this estate to demolish and redevelop certain dwellings.
- The large plot sizes present potential to increase the number of new homes delivered on the site.
- A successful pre-application has already been completed, and residents impacted by Stage 1 of this scheme have been personally approached by the Housing Team to explain the proposals and provide support throughout the process.
- Wider community engagement will follow, with a public consultation planned in the coming months to gather feedback from local residents, which will inform the formal planning application.

## **2.11. Other Schemes**

- In addition to the schemes already reported, the Council is exploring a range of further housing opportunities across the district. These initiatives are at an early stage of consideration and are subject to feasibility, funding, planning and governance processes. As such, it is not appropriate to provide further detail at this time; however, Members will be kept informed as proposals develop and are brought forward for decision in accordance with the Council's established procedures.

# **3. Key Considerations**

- 3.1. As part of the Council's hybrid approach to the housing pipeline several properties in the district are currently being valued and inspected with a potential to acquire them.

#### **4. Property Disposals**

- 4.1 The Council continues to progress the disposal of 12 vacant properties at Lumby's Terrace, Stamford. All units are now under offer, legal proceedings are ongoing, and the first completions are anticipated in February 2026.

- 4.2 The income from the sales will be reinvested into replacement affordable housing.

#### **5. Reasons for the Recommendations**

- 5.1. The Council needs to have a hybrid approach to purchasing and building its affordable housing to meet the needs of our residents

- 5.2. This regular report is to provide an update on the pipeline for the committee to scrutinise.

#### **6. Consultation**

- 6.1. Discussions are held with the relevant ward members prior to any new build schemes being submitted for planning and as part of the planning determination process there is consultation with wider public including any town/parish councils alongside statutory consultees.

- 6.2. The Cabinet Member for Housing is kept informed on the progress of the pipeline.



**SOUTH  
KESTEVEN  
DISTRICT  
COUNCIL**

## **Housing Overview and Scrutiny Committee**

Thursday, 5 February 2026

Report of Councillor Virginia Moran  
Cabinet Member for Housing

## **Homelessness and Rough Sleeper Update**

### **Report Author**

Sarah McQueen, Head of Service (Housing Options)

✉ sarah.mcqueen@southkesteven.gov.uk

### **Purpose of Report**

To update the committee on the status and recent activity in SKDC's Homelessness and Rough Sleeper services

### **Recommendations**

**The Committee is recommended to note the latest position of the Homelessness and Rough Sleeper services**

### **Decision Information**

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Housing Effective council
Which wards are impacted?	All Wards

## 1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

### ***Finance and Procurement***

- 1.1 There are no direct financial implications arising from this report but it should be noted that to fund Local Council's homelessness services, Central government distribute a Homelessness Prevention Grant. The Council's funding allocation is £753,955 which is a 27% increase from last year's allocation of £592,433. Details of all allocations can be found here: [Homelessness Prevention Grant allocations: 2025 to 2026 - GOV.UK](#)
- 1.2 A further £646,348 for Rough Sleeper Prevention and Recovery Grant has also been received which funds the change for Lincs team. Details of all allocations can be found here: [Rough Sleeping Prevention and Recovery Grant allocations 2025 to 2026 - GOV.UK](#)
- 1.3 All funding received is being used to deliver the service in meeting homelessness and rough sleeper demands.

*Completed by: David Scott – Assistant Director of Finance and Deputy s151 officer*

### ***Legal and Governance***

- 1.4 This is an update report for noting, there are no known governance implications

*Completed by: James Welbourn, Democratic Services Manager*

## 2. Background to the Report

- 2.1. It was agreed by the Housing Overview and Scrutiny Committee that there will be a standing agenda item updating the committee on Homelessness and Rough Sleeper services. This report will give an overview of the recent work and status of both teams as well as some key updates in specific areas of interest.

### 3. Key Considerations

#### **Rough Sleeper Initiative**

- 3.1. As previously reported, SKDC's Rough Sleeper initiative is delivered via the Change 4 Lincs (C4L) team which covers four local authority areas: South Kesteven District Council, North Kesteven District Council, West Lindsey District Council and South Holland District Council.
- 3.2. The team is hosted by South Kesteven District Council and was created by each district council contributing their Rough Sleeper Initiative funding.
- 3.3. The team consists of seven team members who provide an outreach service, support service and access into the private rented sector. The team is managed by the Council's Homelessness and Rough Sleeper Manager and managers from the other three districts also provide support to help shape the service.
- 3.4. This team is funded by the Council's Rough Sleeper Prevention and Recovery Grant funding. The funding in this current format is due to end 31<sup>st</sup> March 2026.
- 3.5. The government has confirmed that each Council will receive its own funding allocation to deliver the service. Discussions between the four district councils are ongoing to plan how the service will evolve.
- 3.6. Most recently the Rough Sleeping Team Leader for the South and East Lincolnshire Councils Partnership has been supporting the oversight of the outreach team in South Kesteven and South Holland to ensure their working practices align with those of the wider districts.
- 3.7. In North Kesteven and West Lindsey, the outreach service has now been outsourced to City of Lincoln Council funded from their proportion of the Rough Sleeper grant.
- 3.8. In addition, South Holland has recruited 2 support workers in-house to assist with the delivery of the service alongside the support provided by C4L.
- 3.9. Table 1 details the C4L case numbers as of 16<sup>th</sup> January 2026

**Table 1 – C4L Case Numbers**

District	Number In Temporary Accommodation	Number of Open Cases
South Kesteven	2	17
North Kesteven	2	3
West Lindsey	3	16
South Holland	6	12

- 3.10. The number of people in accommodation is low compared to the number of people being supported. This could be because the people being supported are already in

accommodation and require support to maintain it, or they have refused the offer of temporary accommodation.

- 3.11. Those who are placed in temporary accommodation must engage with the intensive support that is available to them, or their placement will come to an end.

### **Rough sleeping**

- 3.12. Rough sleeping continues to be a challenge faced by the district councils. SKDC reported 4 rough sleepers in the SKDC area in the December monthly return. This number would have been far greater if not for the provision of the Night Shelter in Grantham.
- 3.13. Change 4 Lincs outreach teams conduct twice weekly outreach sessions in the early hours to attempt to engage with all those who are rough sleeping in the SKDC area.
- 3.14. Rough sleeping is often complex and entrenched, with many individuals facing multiple and overlapping challenges such as mental health issues, substance dependency, and a history of trauma.

### **Homelessness update**

- 3.15. The Housing Options team provide the Council's statutory homeless function. The team consists of one Temporary Accommodation Support Officer, four Housing Options Assistants, six Housing Options officers, a Senior Housing Options Officer and a Homelessness and Rough Sleeper Manager.
- 3.16. Table 2 provides details of the homelessness case figures for the last three months:

**Table 2 – Homelessness Case Figures**

	Oct 25	Nov 25	Dec 25
Number of active Homelessness cases	224	202	202
Number of new approaches	143	113	89
Number in temporary accommodation	49	48	51
Of which – nightly paid	9	5	7
Of which – SKDC stock	40	46	44

- 3.17. The number of Veterans the team are currently supporting is 5.
- 3.18. It is important to note that not every homelessness case results in a need for temporary accommodation. The Housing Options team works closely with

households at risk of homelessness to prevent it wherever possible, helping reduce the demand for temporary placements.

- 3.19. To support the reduction of nightly paid placements, the Council has secured access to an HMO in Grantham through a partner agency. This accommodation is now being fully utilised and has proven effective in helping meet temporary housing needs for individuals for whom other options are unsuitable.

### **Night shelter**

- 3.20. During the winter period, the Council once again opened the night shelter to support individuals who did not meet the statutory priority need criteria and who would otherwise have been at risk of rough sleeping.
- 3.21. SKDC in partnership with the Ark, re opened the Night shelter on 10 November 2025. This has reopened in the same format as last winter, with SKDC utilising a 3-bed flat for this provision.
- 3.22. The first guest was accommodated on 11 November 2025. The service has operated every night since opening at a total cost of approximately £15,200.
- 3.23. In total, 18 individuals accessed the night shelter during this period. Of these, 12 have been successfully supported into more permanent accommodation. This outcome has been achieved through a collaborative partnership between South Kesteven District Council (SKDC) and Living Concepts.
- 3.24. It is estimated that, had the night shelter not been utilised, the Council would have incurred approximately £27,000 in costs for nightly paid accommodation over the same period. The use of the night shelter has therefore delivered a significant cost saving in addition to the housing outcomes achieved.
- 3.25. A comprehensive housing pathway has been established which ensures that all individuals are considered for support.

### **Supported accommodation**

- 3.26. SKDCs' partner, Living Concepts, is now operating as a supported housing provider, delivering supported accommodation in Grantham for individuals with identified support needs.
- 3.27. This integrated provision enables a flexible and inclusive response to a wide range of housing and support requirements.

With this approach, the risk of individuals being excluded from accommodation options will be significantly reduced.

- 3.28. Whilst the service is newly launched, it is anticipated that this approach will reduce gaps in service provision, strengthen engagement with service users and improve communication between partners. This will then improve the sustainability of housing outcomes.



**SOUTH  
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## Housing Overview and Scrutiny Committee

Thursday, 5 February 2026

Report of Councillor Virginia Moran  
Cabinet Member for Housing

## Tenancy Strategy

### Report Author

Sarah McQueen, Head of Service (Housing Options)

✉ sarah.mcqueen@southkesteven.gov.uk

### Purpose of Report

To present the draft Tenancy Strategy 2026-2031 to the Housing Overview and Scrutiny Committee

### Recommendations

**The Committee is asked to:**

- 1. Note the contents of the report and the draft Tenancy Strategy 2026-2031**
- 2. Recommend the approval of the draft Tenancy Strategy to Cabinet**

### Decision Information

Is this a Key Decision?	No
Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Housing Effective council
Which wards are impacted?	All

## **1. Implications**

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

### ***Finance and Procurement***

- 1.1 The Tenancy Strategy itself does not create financial commitments. However, the approach to tenancy types, sustainment, and efficient use of stock supports long term financial sustainability by helping to reduce tenancy failure, homelessness pressures, and void turnaround costs.

*Completed by: David Scott – Assistant Director of Finance and Deputy S151 Officer.*

### ***Legal and Governance***

- 1.2 The Council is required under the Localism Act 2011 to publish a Tenancy Strategy. The draft Strategy meets this statutory requirement and provides a clear framework for Registered Providers operating within South Kesteven. It reflects relevant legislation including the Housing Act 1996, the Housing and Planning Act 2016, the Equality Act 2010, and the Domestic Abuse Act 2021.

*Completed by: James Welbourn, Democratic Services Manager and Deputy Monitoring Officer*

## **2. Background to the Report**

- 2.1. The Localism Act 2011 requires all local housing authorities in England to publish a Tenancy Strategy to set the framework for which Registered Providers of social housing should follow when developing their own tenancy related policies.
- 2.2. South Kesteven District Council's existing Tenancy Strategy is due for review. The draft Tenancy Strategy 2026–2031 has been developed to ensure the Council continues to meet its statutory obligations while responding to local housing need, demographic change, and pressures on the availability of affordable housing.
- 2.3. The Strategy provides guidance on:
- The types of tenancies that may be granted.
  - The circumstances in which particular tenancy types should be used.
  - The length of fixed-term tenancies and the approach to renewal.

- 2.4. The Strategy also aligns with the Council's wider housing and corporate strategies, including the Housing Strategy, Housing Allocations Policy, Lincolnshire Homelessness and Rough Sleeping Strategy and SKDC's Corporate Plan.

### **3. Key Considerations**

- 3.1. Members are asked to consider the following key aspects of the draft Tenancy Strategy:

#### **Security and Stability for Tenants**

- 3.2. The Strategy seeks to balance flexibility with security of tenure, promoting the use of secure or assured tenancies wherever appropriate, particularly for families, older residents, and households with long-term support needs.

#### **Best Use of Housing Stock**

- 3.3. The Strategy supports the efficient use of social housing by encouraging regular tenancy reviews, addressing under-occupation and overcrowding, and supporting existing tenants to move to accommodation better suited to their needs.

#### **Consistency and Clarity**

- 3.4. Clear guidance is provided to Registered Providers to ensure tenancy approaches across the district are transparent, fair, and aligned with local priorities.

#### **Partnership Working**

- 3.5. Registered Providers play a key role in delivering affordable housing locally. The Strategy establishes shared expectations while allowing flexibility for providers to manage their stock effectively.

#### **Safeguarding, Equality and Domestic Abuse**

- 3.6. The Strategy reinforces expectations around safeguarding, equality, and the protection of victims and survivors of domestic abuse, in line with statutory duties and best practice.

### **4. Other Options Considered**

- 4.1 The option of not reviewing or updating the Tenancy Strategy was considered. This option was discounted as it would risk non-compliance with statutory requirements and would not reflect current legislation, policy guidance, or local housing pressures.

## **5. Reasons for the Recommendations**

- 5.1 The draft Tenancy Strategy provides an up-to-date, legally compliant framework that supports the Council's housing objectives and promotes sustainable, balanced communities.
- 5.2 Presenting the Strategy to the Housing Overview and Scrutiny Committee allows Members to review and comment on the proposals before final approval is sought from Cabinet.

## **6. Consultation**

- 6.1. A workshop held with the Housing Committee on 7<sup>th</sup> January 2026. Where this document was presented for comments.
- 6.2. In addition SKDC have an open consultation, details of which can be found on the Council's website.
- 6.3. The Council will engage with registered providers within South Kesteven for their comments and feedback.

## **7. Background Papers**

- 7.1. SKDC's current Tenancy Strategy can be accessed at the following link:  
[Tenancy Strategy final.pdf](#)

## **8. Appendices**

- 8.1. Appendix 1 - Draft Tenancy Strategy 2026–2031

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## 1. Introduction

The Localism Act 2011 states that all Local Authorities in England must produce a Tenancy Strategy which provides a strategic framework for social landlords (including the Council and Registered Providers (RPs)) operating within South Kesteven to consider when developing or reviewing their tenancy policies.

The Strategy provides guidance to RPs relating to:

- the types of tenancies they will grant.
- the circumstances in which different types of tenancies will be granted.
- where fixed-term tenancies are granted, the length of the fixed term and the circumstances in which a further tenancy will be granted when the fixed term expires

## 2. Aims and Objectives

The South Kesteven Tenancy Strategy provides guidance to Registered Providers of Social Housing on the types of tenancies, the length of fixed-term, review processes, and circumstances for granting further tenancies. It aims to balance tenant security, efficient use of housing, and local housing needs.

Key Aims:

- **Security of Tenure:** Provide long-term stability for tenants.
- **Best Use of Housing Stock:** Promote efficient use of homes and reduce under-occupation and overcrowding.
- **Choice, Clarity and Consistency:** Ensure tenants clearly understand tenancy options.
- **Sustainability of Communities:** Support balanced, mixed communities.
- **Collaboration with Registered Providers:** Align tenancy policies with local needs.

## 3. National Context

The Localism Act 2011 introduced several key changes to the affordable housing sector

- It amended the Housing Act 1996 to give councils more local control over homelessness duties, social housing allocations, and tenancy management.
- Local authorities were provided with more freedom to decide how social housing is allocated and managed to meet local need.
- It made it easier for tenants to move home nationwide by strengthening the rules on mutual exchanges.

- It also aimed to expand the use of fixed-term tenancies in social housing and reduce the standard use of lifetime tenancies. These changes gave councils more flexibility to manage housing and ensure homes are allocated to those most in need. Later, the Housing and Planning Act 2016 built on this by introducing fixed-term tenancies for most new council tenancies.
- It updated homelessness legislation, giving councils the flexibility to resolve homelessness by offering suitable accommodation in the private rented sector.

## 4 Local Context

### 4.1 Housing and Demographic Profile

South Kesteven, encompasses the four towns, Grantham, Stamford, Bourne, and Market Deeping, and has diverse housing needs across rural and urban areas. Social rented housing plays a key role in supporting vulnerable households who cannot meet their housing needs in the private market.

As of mid-year 2024, the population of South Kesteven is estimated to stand at 147,151, consisting of approximately 62,850 separate households.

The 2021 Census remains the key source for data on rates and patterns of housing tenure. As of March 2021, 43,574 households own or partly own their home (owns outright 23,765, mortgage or loan 19,155, shared ownership 654). This is 69.33% of all households in the district, this is substantially above the national proportion of 62.3% and slightly above the Lincolnshire rate of 67.15%. 11,422 households (18.17%) live in private rented accommodation. 7,851 households (12.49%) live in social rented accommodation.

Home ownership heavily correlatee with age as 73.92% of residents aged sixty-five plus own their homes outright compared with 7.81% for residents aged between thirty-five and forty-nine. The proportion of residents in social housing is broadly similar across all age groups.

Table 1 shows the breakdown of housing tenure by age as per the 2021 census

<b>Table 1: Housing Tenure by Age Cohorts, South Kesteven, Census 2021</b>							
<b>Age Cohort</b>	<b>Total Households Headed By</b>	<b>Tenure Type (%)</b>					
		<b>Owned: Owns outright</b>	<b>Owned: Owns with a mortgage or loan or shared ownership</b>	<b>Social rented: Rents from council or Local Authority</b>	<b>Social rented: Other social rented</b>	<b>Private rented: Private landlord or letting agency</b>	<b>Private rented: Other private rented or lives rent free</b>
<b>Aged 16 to 24 years</b>	1,116	3.41%	17.92%	13.80%	9.50%	49.73%	24.19%
<b>Aged 25 to 34 years</b>	7,015	3.09%	42.51%	9.76%	5.72%	35.07%	4.99%
<b>Aged 35 to 49 years</b>	14,591	7.81%	53.53%	8.94%	4.54%	22.79%	2.02%

<b>Aged 50 to 64 years</b>	19,021	35.60%	39.24%	8.09%	2.68%	12.84%	2.34%
<b>Aged 65 years and over</b>	21,103	73.92%	6.42%	8.78%	3.01%	5.76%	0.00%

Rates of home ownership varies across the district and correlates to the rural/urban split and the level of deprivation. Home ownership rates (outright and via mortgage) is more common in rural areas. Renting is more common in the towns.

Table 2: Shows the breakdown of housing tenure by area as per the 2021 census

<b>Table 2: Sub District Housing Tenure, South Kesteven, Census 2021</b>							
<b>Area</b>	<b>Total Households</b>	<b>Tenure Type (%)</b>					
		<b>Owned: Owns outright</b>	<b>Owned: Owns with a mortgage or loan or shared ownership</b>	<b>Social rented: Rents from council or Local Authority</b>	<b>Social rented: Other social rented</b>	<b>Private rented: Private landlord or letting agency</b>	<b>Private rented: Other private rented or lives rent free</b>
Ancaster, Caythorpe & Claypole	3,097	45.01%	33.65%	7.27%	1.68%	9.69%	2.71%
Long Bennington, Allington & Barrowby	4,031	50.24%	29.40%	7.22%	2.70%	8.11%	2.33%
Grantham Northeast	4,373	36.45%	26.69%	18.41%	3.13%	12.92%	2.40%
Grantham Northwest	4,377	35.71%	37.13%	4.39%	3.22%	17.66%	1.90%
Grantham Southwest	2,930	22.87%	25.43%	30.85%	4.88%	14.16%	1.81%
Grantham Southeast	5,589	24.33%	27.73%	5.65%	6.21%	33.57%	2.50%
Corby Glen, Ropsley & Grantham Outskirts	4,163	41.53%	32.98%	3.41%	1.80%	16.86%	3.41%
Morton & Billingborough	3,372	41.96%	32.98%	8.90%	1.90%	11.39%	2.88%
Harlaxton, Colsterworth & South Witham	3,184	34.74%	29.81%	9.20%	5.75%	17.81%	2.70%
Bourne West	3,544	38.54%	39.84%	3.61%	2.51%	13.74%	1.75%
Bourne East	4,171	33.45%	32.80%	8.13%	4.94%	18.82%	1.87%
Langtoft, Thurlby & Uffington	4,151	51.29%	32.72%	4.48%	1.28%	8.34%	1.90%
Market Deeping	3,112	41.77%	31.91%	5.91%	8.48%	10.28%	1.64%
Deeping St James & Frognall	3,131	40.40%	36.95%	4.18%	3.07%	13.41%	1.98%

Stamford North	4,178	32.31%	29.51%	17.69%	3.09%	15.08%	2.32%
Stamford Central, West and South	5,444	38.59%	28.29%	6.65%	4.15%	20.28%	2.04%

## 4.2 Council Housing Stock and Management

South Kesteven District Council manages a significant social housing portfolio (approximately 6,000 properties) and continues to integrate tenant support services, tenancy sustainment measures, and partnership working with other landlords.

Currently, around 900 households are registered as requiring social housing on the Choice Based Lettings System in South Kesteven. In 2024/2025 SKDC re-let 344 properties which is 6% of the total housing stock.

## 4.3 Strategic Alignment

This strategy complements the Council's wider housing and corporate strategies, including:

- Housing Strategy (to provide sustainable, good-quality homes).
- Lincolnshire Homelessness & Rough Sleeping Strategy.
- Housing Allocations Policy.
- Tenant Voice Strategy
- SKDC's Corporate plan

## 5. Guidance for Registered Providers

### 5.1 Overview of Tenancy Types

Tenancy Type	Usage
<b>Introductory Tenancies</b>	These tenancies are used by the local authority for new tenants who have not previously held a council tenancy, providing a probationary period of up to 12 months.
<b>Starter Tenancies</b>	These are offered to applicants of Registered Providers who have not previously held a tenancy, providing a supported introductory period of up to 12 months.

<b>Assured or Secure Tenancies</b>	These are recommended for most Council and Registered Provider tenants offering long term stability.
<b>Assured Shorthold Tenancies</b>	These are typically used by Registered Providers or private landlords to offer flexible, time-limited housing arrangements, usually for a fixed term.
<b>Flexible Tenancies</b>	These are granted for a fixed term, typically five years for general needs cases, or a minimum of two years in exceptional circumstances with tenancy lengths clearly explained to tenants. However, South Kesteven District Council generally offers secure tenancies after the introductory period.
<b>Demoted Tenancies</b>	These are used following a Court order when tenants breach their tenancy, often due to anti-social behaviour. They offer a structured period with reduced tenancy rights, encouraging positive change while maintaining the opportunity to return to a full secure tenancy

Registered Providers should:

- Offer secure tenancies for families, older people, or those with care needs.
- Ensure probationary tenancies comply with statutory standards.
- Use fixed-term tenancies for flexibility and efficient stock use.

### 5.3. Renewal and Review of Tenancies

#### Review at End of Fixed Term

- Comprehensive review before expiry.
- Engage tenants about housing needs and future options.
- Offer further tenancies in the same or alternative properties if appropriate.

#### Circumstances Affecting Renewal

- Accommodation suitability for household needs.
- Under-occupation or overcrowding.
- Changes in finances, care needs, or household composition.

#### Communication and Dispute Resolution

- Providers must communicate decisions clearly.
- Provide reasons for non-renewal and appeal options.

## 6.Existing Tenants

To make the best use of housing stock, the Council actively supports tenants to move to homes that are better suited and more manageable for their current needs, offering incentives, tailored guidance, and additional rehousing priority for those under-occupying. We also encourage Registered Providers to take the same approach, helping more residents find the right home for them.

## 7. Rental types

### 7.1 Affordable Rent

Affordable Rent enables Registered Providers to charge up to 80% of market rent, helping to fund the delivery of additional affordable homes. The Council supports this approach but expects rents to remain genuinely affordable, ensuring homes remain accessible to those in need. Where affordable housing is delivered as part of a wider private development, S106 agreements regulate rent levels to ensure these homes are offered at an affordable level.

#### 7.1. Social Rent

Social rent is a type of affordable housing rent that is set at a lower level than market rents, regulated by national guidelines. It is designed to be genuinely affordable for low-income households and is typically offered by local authorities or Registered Providers.

## 8. Monitoring, Review and Governance

### 8.1 Monitoring and Performance Indicators

The following indicators will be used to monitor the effectiveness of this strategy

- Distribution of tenancy types.
- Fixed-term tenancy numbers and outcomes.
- Overcrowding and under-occupation levels.
- Tenant satisfaction and sustainability measures.

### 8.2 Review Cycle

Reviewed every five years, or sooner if legislation, policy, or housing market changes.

### 8.3 Consultation and Engagement

Council consults landlords, partners, tenants, and stakeholders during reviews.

### 8.4 Safeguarding and Domestic abuse

South Kesteven District Council expects all Registered Providers operating within the district to have robust safeguarding arrangements in place that protect and promote the welfare of children, young people, and adults with care and support needs. Registered Providers should adopt their own safeguarding policies and procedures that are consistent with national legislation, statutory guidance, and recognised best practice.

Safeguarding encompasses a range of legal duties and responsibilities designed to protect individuals' health, wellbeing, and human rights. Providers should take a proactive approach to identifying concerns at an early stage, preventing harm, abuse, or neglect, and ensuring appropriate support and intervention where risks are identified.

Registered Providers are expected to ensure that tenants and household members know how to raise safeguarding concerns and how to access advice and support. Where there is reason to believe that a person may be at risk of harm, appropriate referrals should be made to Lincolnshire Children's or Adult Safeguarding Services in line with statutory requirements.

Providers should also ensure that relevant safeguarding information is clearly communicated to tenants, including signposting to further advice and support through tenant information, handbooks, or digital channels.

The Domestic Abuse Act 2021 requires RPs to ensure that existing lifetime social tenants fleeing domestic abuse are offered a new tenancy on a lifetime basis. We expect RPs to adopt this approach for victims/survivors of domestic abuse, including where a resident is rehoused through our Housing Register.

## 8.5 Equality and Diversity

The Council is committed to delivering housing services that embrace diversity and promote equality of opportunity. We treat all households fairly and with respect, regardless of background or protected characteristics. An Equality Impact Assessment has been completed for this Tenancy Strategy, and no additional mitigations are required. We will continue to review our policies to ensure they remain inclusive and responsive to the needs of our communities.

## Appendices

- Appendix A: Glossary of Tenancy Terms
- Appendix B: Relevant Legislation and Policy References

## Appendix A: Glossary of Tenancy Terms

Term	Definition
<b>Assured Shorthold Tenancy (AST)</b>	short-term, flexible tenancy, usually for a fixed period, often used by private landlords or housing providers.
<b>Council Housing/Social Housing</b>	Homes offered at below-market rent to households who cannot afford private housing, provided by the council or housing organisations.
<b>Registered Provider</b>	A housing organisation that provides and manages affordable homes.
<b>Tenancy Review</b>	The process of checking a tenancy at the end of a fixed term to decide whether it should be renewed, moved, or ended.
<b>Tenant Sustainment</b>	Support provided to help tenants maintain their home, including guidance on finances, managing the property, or moving to a more suitable home.

## Appendix B: Relevant Legislation and Policy References

Legislation	Summary
<b>Localism Act 2011</b>	Requires all local authorities in England to produce a Tenancy Strategy. Provides councils with greater flexibility in tenancy types, fixed-term tenancies, and allocation of social housing.
<b>Housing Act 1996 (as amended)</b>	Governs the allocation of social housing, introduction of flexible tenancies, and provisions for introductory tenancies.
<b>Housing and Planning Act 2016</b>	Introduced fixed-term tenancies for most new council tenancies, and updated rules on homelessness and housing supply.
<b>Equality Act 2010</b>	Ensures housing policies and tenancy management practices comply with equality and anti-discrimination requirements, protecting households with protected characteristics.

## Local Policies and Strategies

Policy/Strategy	Summary
<b>South Kesteven Housing strategy 2026-2031</b>	Sets out the Council's overarching housing objectives, including supply, quality, and sustainable communities.
<b>South Kesteven Housing Allocations Policy 2023</b>	Details the allocation framework for council and Registered Provider properties, including priority criteria and lettings procedures.
<b>Lincolnshire Homelessness &amp; Rough Sleeping Strategy 2022-2027</b>	Guides partnership approaches to preventing homelessness and supporting vulnerable residents.
<b>South Kesteven Voice of the Tenant Strategy</b>	Ensures tenant participation in housing management, including tenancy review and policy consultation.



**SOUTH  
KESTEVEN  
DISTRICT  
COUNCIL**

## **Housing Overview and Scrutiny Committee**

Thursday, 5 February 2026

Report of Councillor Virginia Moran  
Cabinet Member for Housing

## **Sheltered Housing Service Charge Review**

### **Report Author**

Alison Hall-Wright, Director of Housing and Projects (Deputy Monitoring Officer)

✉ Alison.Hall-Wright@southkesteven.gov.uk

### **Purpose of Report**

To update the Committee on the recommendations identified in the independent review of service charges at the Sheltered Housing Schemes

### **Recommendations**

#### **The Committee is asked to:**

- 1. Note the progress made to date on the review of service charges at the Sheltered Housing Schemes and review the actions proposed to progress the review.**

### **Decision Information**

Does the report contain any exempt or confidential information not for publication?	N
What are the relevant corporate priorities?	Housing
Which wards are impacted?	(All Wards);

## **1. Implications**

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

### ***Finance and Procurement***

- 1.1 The draft budgets for 2026/27 and associate fees and charges for the Sheltered Housing Services have been based on the current fee levels. If there are any proposed changes once the review has been completed an updated financial projection will be provided as part of the report so the financial implications are clear.

*Completed by: David Scott – Assistant Director of Finance and Deputy S151 Officer.*

### ***Legal and Governance***

- 1.2 This is an update report for noting, so there are no major governance implications.

*Completed by: James Welbourn, Democratic Services Manager*

## **2. Background to the Report**

- 2.1. The Council has 30 main sheltered housing schemes incorporating 872 sheltered properties and there are a further 157 sheltered properties at 23 locations across the district. Residents incur weekly service charges based on the facilities which are available to them. A review has been undertaken of these charges as they are payable by residents regardless of whether they use the facilities or not.
- 2.2. The Council also has 24 guest bedrooms across 20 of the sheltered schemes which can be rented by people visiting residents if they wish to stay overnight.
- 2.3. The service charges currently incurred by residents are as follows:
- Communal Rooms
  - Laundry
  - Community Heating Schemes
  - Water and Sewerage

### **Communal Rooms**

- 2.4. A weekly charge of £8.48 is payable by all sheltered housing tenants over 48 weeks regardless of how frequently they use the communal rooms. This generates £418k of income for the Housing Revenue Account (HRA). If eligible, tenants can claim Housing Benefit for the Communal Room Charge.
- 2.5. The Council does not have comprehensive usage data of the communal rooms by tenants, but the Sheltered Housing Team have local knowledge regarding the level of usage. The standard of facilities and the condition of the rooms vary across the scheme, some are modern as they have recently been refurbished whereas others require investment.
- 2.6. It is important to recognise that these rooms can be a valuable resource for sheltered housing tenants, enabling more social interaction, improving and maintaining their wellbeing which should not be undervalued. It is therefore recommended that a survey is undertaken with tenants to establish how frequently they use the rooms as this will support any decisions made regarding the future use of rooms and ongoing charges.
- 2.7. Due to the number of community rooms across the sheltered schemes it is proposed that a pilot review is undertaken as this will enable any potential outcomes to be reviewed in detail and informed decisions to be made. The learning can then be taken from the pilot and be applied to the other schemes. The following table provides details of the schemes which should be included in the pilot along with reasons:

<b>Scheme</b>	<b>Reason</b>
Riverside, Grantham	Large scheme which has a mixed use of sheltered and general needs tenants. Communal room is large but appears to have very low usage.
Tenter Court, Stamford	High standard community room which has very limited usage. Review whether there are alternative uses for the room.
Angel Court, Ancaster	Communal room is not used and is of poor quality. Review whether the room could be repurposed for accommodation.
Belton Avenue, Grantham	Good quality stand-alone community room which is mainly used through external hires.
Sherwood Rise, Caythorpe	Good quality building, isolated location with only one sheltered tenant.
St Martins, Stamford	Low usage of community room.

### **Communal Laundry**

- 2.8. Laundry facilities are provided at 14 of the main sheltered housing schemes, tenants are charged £9.65 per week over 48 weeks. The charge is levied to 222 properties which generates £103k income to the HRA.
- 2.9. The laundry facilities include washing machines, tumble dryers and some schemes also have heated drying rooms. Access to laundry facilities is normally via the entrance to the communal rooms therefore all properties paying the communal room charge will have access but only those properties within the main block are charged.
- 2.10. There is no laundry facilities usage data so it is recommended that tenants are surveyed to establish whether they use the facility, how frequently they use it and why they use, for example, is it due to lack of space within their property for a washing machine.
- 2.11. Once this data has been collected a review will then be undertaken regarding whether there is a need for the facilities and the charges levied to tenants.

### **Communal Heating Charges**

- 2.12. There are communal heating systems at 13 of the sheltered housing schemes which are increased annually by CPI. There have been dramatic increases in energy costs over the last few years so these charges need to be revisited to ensure the Council is recovering all of the costs it is incurring.

### **Guest Bedrooms**

There are 24 guest bedrooms located at 20 of the main sheltered housing schemes, the occupancy rate in 2024 was 4% and to date in 2025 is 3%, the reason for the lack of use of the guest rooms is unknown. It is therefore recommended that a survey is undertaken with tenants at the schemes where the guest bedrooms are located to establish the reasons for the lack of demand for these rooms as this will support any decision made regarding the future of the rooms.

- 2.13. The outcomes of the review will be reported to a future Housing Overview and Scrutiny Committee.

## **3. Key Considerations**

- 3.1. The report provides members with an update of the progress made to date on the review of the service charges at the sheltered housing schemes and provides details of the proposed next steps for the committee to review and comment on prior to these being progressed further.

#### **4. Reasons for the Recommendations**

- 4.1 To ensure members are kept updated regarding the progress of the Sheltered Housing Service Charge Review and are given the opportunity to review and comment on the proposed next steps.

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**SOUTH  
KESTEVEN  
DISTRICT  
COUNCIL**

## **Housing Overview and Scrutiny Committee**

Thursday, 5 February 2026

Report of Councillor Cabinet Member  
for Housing, Councillor Virginia Moran

## **Housing Asset Management Strategy**

### **Report Author**

Mark Rogers, Head of Service (Technical Services)

✉ mark.rogers@southkesteven.gov.uk

### **Purpose of Report**

To inform the Committee of the proposed new Housing Asset Management Strategy.

### **Recommendations**

**The Committee is asked to:**

- 1. To review and provide comments on the new Housing Asset Management Strategy.**
- 2. Recommend the approval of the new Housing Asset Management Strategy to Cabinet.**

### **Decision Information**

Does the report contain any exempt or confidential information not for publication?

No

What are the relevant corporate priorities?

Connecting communities  
Sustainable South Kesteven  
Enabling economic opportunities  
Housing  
Effective council

Which wards are impacted?

(All Wards);

## **1. Implications**

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

### ***Finance and Procurement***

- 1.1 The Housing Asset Management Strategy outlines how properties are maintained in a compliant and effective way and is a key component of supporting the development of the HRA Business Plan. The strategy has been aligned to the updated housing revenue and capital budget proposals over the next 5 years.

*Completed by: David Scott – Assistant Director of Finance and Deputy S151 Officer*

### ***Legal and Governance***

- 1.2 The Council has statutory responsibilities as a social landlord regarding all aspects of managing its housing assets. Having a housing asset management strategy in place ensures that the Council is clear as to how it will meet these requirements.

*Completed by: James Welbourn, Democratic Services Manager*

### ***Health and Safety***

- 1.3 Failure to comply with the Housing Asset Management Strategy carries both financial and reputational risks for the authority. More importantly the Council has both legal and moral obligations to ensure that properties are well maintained and safe for tenants

*Completed by: Philip Swinton, Head of Health, Safety, Compliance and Emergency Planning*

## **2. Background to the Report**

- 2.1. Landlords require an up-to-date asset management strategy to set out how they will ensure that their properties remain safe, suitable, affordable and efficient in the long term.

- 2.2. An asset management strategy identifies the key priorities for the effective management of the Council's housing assets balancing tenant needs with financial viability.
- 2.3. The asset management strategy provides a strategic framework for making decisions from repairs and improvements, ensuring that Council's housing assets support the wider corporate plan objectives.

### **3. Key Considerations**

- 3.1. The purpose of this strategy is to:
- Manage available resources effectively to balance investment need across repairs and improvements ensuring the long-term viability of Council housing.
  - Ensuring homes are safe, meet modern standards and are suitable for diverse needs, improving tenant satisfaction and reducing void times.
  - Ensuring that properties meet current regulations, energy efficiency and environmental standard and avoiding non-compliance.
  - Future proof properties against climate change and evolving tenant demands through planned investment.
  - Optimize value for money and making informed decision about maintenance.
  - Links to the Council's corporate plan and key priorities.

### **4. Other Options Considered**

- 4.1 The alternative option to the proposed new asset management strategy is to retain the existing strategy, however this was ruled out as it was considered out of date and no longer fit for purpose.

### **5. Reasons for the Recommendations**

- 5.1. The Committee are asked to review and comment on the content on the proposed new Housing Asset Management Strategy and recommend approval by the Cabinet.
- 5.2. The Council is required to have an up-to-date asset management strategy to set out how it will ensure that properties remain safe, suitable, affordable and efficient in the long term.

### **6. Consultation**

6.1. The following groups have been consulted on the proposed new housing asset management strategy:

- Housing Overview and Scrutiny Committee
- Housing Department Management team
- Resident workshop and online consultation (the results of these will be presented at the committee).

## **7. Appendices**

7.1. Proposed new Housing Asset Management Strategy.

*Front and back pages to be added and uploaded to SKDC website after Housing Overview and Scrutiny Committee and Cabinet approval.*

**South Kesteven District Council**  
**Housing Asset Management Strategy**  
**2026 - 2031**

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3. Executive Summary
4. Introduction
5. Strategic Context
6. Housing Portfolio
7. Asset Management Priorities
8. The Council's Values
9. Equality, Diversity and Inclusion

## 2. FOREWORD BY THE CABINET MEMBER FOR HOUSING

### ***Welcome to the South Kesteven District Council's Housing Asset Management Strategy 2025-2031***

*South Kesteven District Council's Housing Asset Management Strategy aligns to the Council's responsibilities described in the Council's Corporate Plan. This strategy represents the Council's vision and plans for maintaining and investing in the Council's housing assets and demonstrates how it will be proactive by putting the resident first in its approach and decision making.*

*This strategy sets out how the Council will tackle a wide range of challenges by being data and intelligence led. The Council will be joined up in its approach to how it plans, organises, and carries out repairs, compliance activities and investment work.*

*The Council will ensure and demonstrate that homes are in a good state of repair, safe and meet the requirements of the Regulator for Social Housing. The Council will deliver against its ambitions to improving the quality of homes and neighbourhoods, including meeting targets for decarbonisation.*

*I am therefore proud to recognise this approach and support this strategy.*

***Virginia Moran***

***Cabinet Member for Housing***

***South Kesteven District Council***

### 3. EXECUTIVE SUMMARY

South Kesteven District Council (the Council) has responsibility for around 6,000 social housing properties for families, older people, single people and vulnerable people. The Council's social housing properties are a mix of houses, bungalows, maisonettes and flats. The Council also manage several schemes which promote independence for older and vulnerable people.

The Housing Asset Management Strategy supports the Council's Corporate Plan and Financial Plan to ensure that properties are maintained in a compliant and effective way. The scope of the Housing Asset Management Strategy is in relation to Housing Revenue Account housing assets and does not include General Fund assets.

Strategic asset management is vital in ensuring that assets are managed in a structured way, this Housing Asset Management Strategy sets out the Council's key priorities, whilst providing flexibility within the context of public sector and the changing environment.

The Council Asset Management Plan covers the period 2026/27 to 2030/31 to ensure the effective delivery of the Council's short, medium and long-term priorities. This strategy has been aligned to the updated housing revenue and capital budget proposals over the next 5 years.

#### 4. INTRODUCTION

This Housing Asset Management Strategy sets out how the Council will manage its housing assets during the next five years.

Asset management is the term used to describe a range of activities needed to repair, maintain, and invest in assets and will reflect changing policy and good practice, modern standards and the needs of residents.

The Council's Housing Asset Management Strategy includes maintaining safe and healthy homes, meeting climate change targets and modernising and improving homes, focussing on the needs of the resident.

In recent years there has been significant focus on landlords, with the government seeking to ensure that housing standards are improved through the introduction of new legislation under the Building Safety Regulator and Regulator for Social Housing.

New building safety laws and social housing regulations make landlords more accountable for providing safe, good quality homes and treating residents fairly and with respect.

The Council's Housing Asset Management Strategy aims to meet the following Regulatory Consumer Standards:

- Safety and Quality Standards
- Transparency, Influence and Accountability Standard
- Tenancy Standard
- Neighbourhood and Community Standard

The Housing Asset Management Strategy also aims to meet legislative requirements set out in the:

- Fire Safety Act 2021
- Building Safety Act 2022
- Social Housing (Regulation) Act 2023

## 5. STRATEGIC CONTEXT

The Housing Asset Management Strategy is guided by the Council's overarching Corporate Plan and operates within the Council's business plan and financial constraints.

The Council's Corporate Plan sets out ambitions from 2024-27 and provides a framework for the delivery for services to residents and businesses with the vision to make:

***'South Kesteven a thriving district to live in, work and visit'.***

The five priorities highlighted in the Corporate Plan are as follows:

***Connecting Communities*** – to enhance the strength, wellbeing, security and capacity of all our communities for thriving and cohesive society that all residents are proud to belong to.

***Sustainable South Kesteven*** – to meet the challenge of climate change and ensure that a clean, green, and healthy natural and built environment for present and future generations.

***Enabling Economic Opportunities*** – to support a dynamic, resilient and growing economy which benefits all our communities.

***Housing*** – to ensure that all residents can access housing which is safe, good quality, sustainable and suitable for the needs and future generations.

***Effective Council*** – to deliver trusted, high quality and value for money services that fulfil the needs and expectations of all residents.

## 6. HOUSING PORTFOLIO

The Council owns and manages around 6,000 social rented homes including 162 leasehold homes.

All properties are within the district council boundary of South Kesteven with core concentrations of properties within the main towns of Grantham, Stamford, Bourne and The Deepings.

The Council has an active development programme that is designed to provide much needed additional properties to rent.

Key facts	
Number of Houses	2983
Number of Bungalows	1496
Number of Flats and Maisonettes	1355
% of Properties meeting the decent homes standard (October 2025)	99.37%
Average SAP Rating (October 2025)	C
Total repairs and investment budget 2025-26	Over £20M
Total reactive repairs completed 2024-25	17,161
Total heating repairs completed 2024-25	2,971
Total void properties repaired	573 voids completed (including temporary accommodation properties).
Total component replacements completed 2024-25	1,139
Total number of decarbonisation properties upgraded 2024-25	369

The Council spends over £20M per year on repairs and investment works each year, this includes responsive repairs, void repairs, heating servicing, health and safety compliance checks, component replacements and decarbonisation works.

Each year we let around 540 properties to tenants each year, equating to a turnover rate of around 9%.

## 7. ASSET MANAGEMENT PRIORITIES

*This Housing Asset Management Strategy sets out the following priorities for managing the Council's housing assets:*

- *Priority 1 - Putting the Residents First and Delivering Resident Focussed Services*
- *Priority 2 - Delivering an Effective and Efficient Repairs Service*
- *Priority 3 - Ensuring Homes are Safe and Meet Legal and Regulatory Standards*
- *Priority 4 - Effective Empty Property Management*
- *Priority 5 - Improving the Quality of Homes*
- *Priority 6 - Decarbonisation Projects*
- *Priority 7 - Having the Right Resources and Governance Structures in Place*
- *Priority 8 - Delivering Excellent Asset Management*

By focusing on these priorities over the next five years the Council will meet its ambitions of providing safe, quality homes which meet the needs of its residents and the requirements set out by the Housing Regulator.

The successful delivery of the key priorities set out in this strategy the Council will improve the performance of the Council's housing services and complement the objectives set out in the Council's Corporate Plan.

### Priority 1 - Putting the Residents First and Delivering Resident Focussed Services

#### ***The Council's Commitments***

- Meet the needs and expectations of residents with excellent standards of service delivery when repairs and investment works are carried out.
- Improve the ways in which residents are involved and engaged so their views help shape asset management services.

#### ***Improving Customer Experience***

The Council has been working hard to improve customer experience in repairs and planned investment projects, and our latest transactional repairs satisfaction results are 84% (November 2025) which compares well with Housemark benchmarking (88% median quartile). The Council will aim to raise satisfaction levels further through the life of this strategy.

The Council will improve satisfaction by carrying out repairs more quickly, completing overdue repairs, complete works to high quality standards and by keeping residents updated and informed.

The Council will communicate effectively on plans and timescales for carrying out planned works programmes and when works move from repairs to the planned works team.

The Council will update residents on performance and seek the views of residents to help shape services. Resident satisfaction transactional surveys will be carried out using Rant and Rave software as well as carrying out Tenant Satisfaction Measures perception surveys, as required by the Regulator of Social Housing. The feedback from our surveys will inform service improvement plans.

#### ***The Council's Actions***

Effective from April 2026

Next review due: April 2031

- Increase our monthly reporting of tenant satisfaction results across repairs and planned works.
- Deliver the services in accordance with the Council's Voice of the Tenant Survey.
- Report resident satisfaction results in our monthly performance reporting and to the Housing Scrutiny Committee.

## **Priority 2 - Delivering an Effective and Efficient Repairs Service**

### ***The Council's Commitments***

- Improve the organisation, contract management and performance of the repairs service to carry out repairs more quickly and within agreed timeframes.
- To ensure that the Council's repairs and maintenance service meets or exceeds median benchmarking performance.

### ***Repairs Service***

The Council aims to provide a high quality, efficient and reliable service, underpinned by excellent customer service to residents. The Council's repairs service must respond to resident needs and deliver great resident satisfaction.

The Council has been working hard to reduce backlogs of jobs and the time taken to complete repairs. This is a key priority for the Council as highlighted by the recent tenant satisfaction measures survey report (2025/26) which identifies that improvements are required. The Council is making strong progress in this area as demonstrated by the recent year on year Tenant Satisfaction Measures results which show increases from 66% to 78% for repairs completed over the last 12 months.

To improve the repairs service, the Council are mobilising two new resilience contractors during 2025/26 to support our in-house repairs teams. Both contractors have been selected considering their cost and quality tender submissions and assurance that they will meet our new repairs policy timeframes.

As part of the Technical Services team review, the Council has put in place additional resources to monitor repairs contractors to strengthen contract management and ensure that all jobs are completed within agreed timeframes and meet required quality requirements.

### ***The Council's Actions***

- Complete the backlogs of repairs jobs.
- Continually review and scrutinise performance through up-to-date KPI reporting and identify service improvement actions.
- Manage repairs contractors effectively.
- Review financial budgets required for repairs and ensure that they are affordable to the Council considering peer group value for money benchmarking.
- Ensure that the repairs service is underpinned by up-to-date policies and procedures.

## **Priority 3 - Ensuring Homes are Safe and Meet Legal and Regulatory Standards**

### ***The Council's Commitments***

- Ensure that all homes are safe, well maintained and free from hazards and meet legal and regulatory compliance requirements.

### ***Health and Safety Compliance Activities***

The Regulatory Safety and Quality Standard set's out requirements which the Council is required to meet within its homes. The Regulators new Tenant Satisfaction Measures (TSM) sets out a range of technical compliance standards which the Council must report on to residents.

The Council is responsible for a range of statutory health and safety compliance activities in its homes to ensure properties remain safe. These activities include:

- Annual gas servicing and safety checks
- Electrical installations testing and remedial works every 5 years
- Fire risk assessments, including fire detection system checks and servicing, fire appliance checks and servicing, fire door surveys and remedial works
- Asbestos management, asbestos risk assessments and remedial works
- Water hygiene checks and maintenance
- Lifts servicing and maintenance and LOLER checks

### ***Damp and Mould, Disrepair and Decent Homes***

The Council's homes will be free from hazards or items of disrepair and meet all legal and regulatory standards. These include the decent homes standard, building and fire safety laws and the requirements of the Regulator's Safety and Quality Standard.

To ensure that Council homes are free from damp and mould, disrepair and other health and safety risks the Council will:

- Be proactive in managing and preventing damp and mould and disrepair cases, by tackling issues reported promptly and within timeframes set out in accordance with Awaabs Law.
- Meet the requirements of the Building Safety Act and Fire Regulations including carrying out fire risk assessments and ensuring that all remedial actions are completed within agreed timeframes.
- Carry out stock condition surveys and Housing Health and Safety Rating System surveys (HHSRS) every 5 years.
- Ensure all Council staff who enter Council owned homes identify and report any hazards identified.

### ***The Council's Actions***

- To keep up to date records for safety checks and servicing to closely monitor and report performance.
- Ensure that quality assurance processes are in place to provide assurance on compliance and performance reporting.
- Ensure key performance indicators are in place for all compliance workstreams including reporting to senior management and relevant Council Committees.
- Ensure that relevant officers are trained and inducted to health and safety roles.

- Have clear policies and procedures to manage all compliance workstreams.

## Priority 4 - Effective Empty Property Management

### *The Council's Commitments*

- To let homes as quickly as possible to help minimise people waiting for housing on the housing register and reduce rent loss for the Council.
- To let safe, high-quality homes which support sustainable tenancies.
- To carry out works in void properties which are both affordable and improves the quality of the Council's housing stock.

### *Void Process*

The Council has worked hard over the last 18 months to reduce the backlog of voids from over 200 in progress to less than 50 in November 2025. This has been achieved through the following actions:

- Reviewing the team structure and resources in place to manage voids.
- The procurement of 2 new contractors to carry out larger void works.
- Strengthening performance reporting, contract management and senior management oversight.

In Q1 2025 the Council's internal auditors reviewed the void processes which resulted in a series of actions to improve the service. These actions are captured within an action plan and will be implemented by the end of the Q4 2025/26.

The Council is experiencing significant challenges in respect of the amount of work required in empty properties and this has resulted in significant increases in costs. The Council are currently reviewing costs to ensure value for money can be achieved without backlogs of work building up again.

Effective processes and good communication are critical to void management and turning properties around quickly for letting. A cross team working group consisting of colleagues from Housing Management and Technical Services meet each week to monitor the status of all empty properties.

Improved performance reporting is in place at a senior management level, and quarterly performance reports are presented to the Housing Overview and Scrutiny Committee to increase oversight.

### *Void Lettable Standard*

The Council recognise the importance of letting properties to a high standard especially for those with limited incomes and increased support needs.

Where possible, the Council will utilise its own in-house team to repair temporary accommodation and minor voids and use contractors to carry out works in properties which require significant work or component replacements. All properties handed back for letting will meet the Council's lettable standard.

Where possible, components will be repaired in empty properties although it may be more cost effective to replace them at void stage if they cannot be repaired. When a property is empty it can

be the ideal time to carry out component replacements. The Void Manager and Planned Works Manager will work closely together to manage capital works budgets, planned works and ensure value for money is achieved.

Some repairs may be completed after the new resident has moved in to help provide homes more quickly and reduce void times.

### ***The Council's Actions***

- Tightly manage void performance to ensure void times are minimised.
- Technical Services and Housing Management will work closely together to ensure effective communication, identify high priority voids and to ensure both teams work hard to minimise void times.
- Complete all actions from the recent internal audit.

## **Priority 5 - Improving the Quality of Homes**

### ***The Council's Commitments***

- Gather asset data through surveys, inspections and routine activities to inform stock investment programmes.
- Ensure that all properties meet the decent homes standard.

### ***Stock Condition Data***

Stock condition surveys are a key source of data to inform the Council's stock investment programmes.

During a stock condition survey, a Housing, Health and Safety Rating System survey (HHSRS) and Energy Performance Certificates (EPC's) will also be carried out.

The Council will use the results of the stock condition surveys to produce investment plans over the next 5 and 30 years. The Council will carry out surveys to all properties on a 5-year cycle.

The Council will have high quality stock condition data to ensure:

- Accurate performance reporting against legal and regulatory obligations
- A full understanding of what works have been completed and when
- Accurate forecasting of building components replacement
- Investment planning and budget setting
- A full understanding of investment needs for options appraisals

The stock condition survey database will be updated monthly with all component replacements carried out through repairs, voids and planned works services to ensure all data is held in one place and is up to date for monthly reporting.

A reconciliation process is carried out on monthly basis to ensure that the number of assets on the stock condition database matches those on our finance and housing management systems.

### ***Planned Works***

The Council's stock investment programmes will be guided by our stock condition survey results, requirements of the decent homes standard, legal and regulation requirements and insight from our reactive repairs service.

To ensure that external and internal asset components perform well and last or exceed their forecast life, the Council will continuously review component specifications to ensure products are durable and last whilst considering costs. The Council will ensure that component replacement costs are in line with peer group benchmarking and affordable to the Council.

### ***Disabled Adaptations***

The Council is committed to funding a programme of works to adapt homes to ensure that residents can remain living independently for as long as possible. The Council will prioritise budgets to those with greatest need.

The Council will work proactively with Occupational Therapist Services to support residents in their homes and ensure that the budgets are spent wisely.

### ***The Council's Actions***

- Ensure a rolling 5-year stock condition survey programme is in place.
- Ensure asset numbers are reviewed and updated every quarter against the Councils housing management and finance systems.
- To annually update the 5-year and 30-year stock investment programme and ensure budgets are sustainable to the Council.
- Deliver the Council's planned works programme.

## **Priority 6 - Decarbonisation Projects**

### ***The Council's Commitments***

- Ensure that all properties meet the EPC band C by 2030, plus meet net zero targets by 2050.
- Improve the Council's energy dataset for future investment planning.
- Develop the Council's sustainability and net carbon zero strategy

### ***Government Targets***

A significant challenge social housing providers face is improving the thermal comfort of homes to meet the stretching targets set by government.

Decarbonisation projects help to reduce the energy consumption of homes and improve the health and wellbeing of residents resulting in warmer homes and less expensive fuel bills.

The Council has already delivered several decarbonisation projects through the Social Housing Decarbonisation Fund and Warm Homes Social Housing Fund and will continue to bid for future funding when opportunities arise.

### ***Energy Performance Data***

The Council carry out EPC surveys at the same time as stock condition surveys if existing information is out of date or missing. This data helps us to identify properties for future decarbonisation projects.

The Council will develop a Sustainability and Net Carbon Zero Strategy to help inform future investment plans. The Council's strategy will:

- Identify the current performance of our homes and work that is required to bring all homes up to EPC C.
- Develop improvement programmes to address the worst performing properties first to make homes warmer and more comfortable to help minimise residents fuel bills. Where possible the Council will adopt a fabric first approach (dependent upon funding constraints).
- Work closely with the Council Sustainability and Climate Change team to develop best practice and provide support to delivery teams.
- Identify funding available to improve homes and bring them up to EPC C by 2030.
- Set out how we will work with residents and deliver our targets.

### ***The Council's Actions***

- Develop the Council's energy dataset and scope out requirements and costs of work needed to decarbonise our homes.
- Identify works required in our sheltered accommodation to reduce carbon footprint and reduce costs for residents.
- Work with Department for Energy Security and Net Zero (DESZS), to deliver decarbonisation projects on time and within budget and drawing down grant funding in line with expectations.
- Work with our Climate and Sustainability team to be alert to funding opportunities.

## **Priority 7 - Effective Governance and Resources**

### ***The Council's Commitments***

- Ensure that strong governance is in place to measure and monitor performance through the Council's committee structures.
- Continue to review and monitor internal and external resources to ensure that performance targets are met and to ensure that the Council is compliant with legal requirements.

### ***Performance Monitoring***

The Council will ensure that a suite of performance indicators is in place for all areas of service including each of the priorities outlined in this strategy. Key performance indicators will be reported to monitor performance and benchmarked against the Council's peers.

The Council's Housing Strategy team will coordinate the Council's Tenant Satisfaction Measures surveys. This information will be used to monitor performance, identify areas for improvement and celebrate success.

The Council will ensure that IT systems are reviewed and developed with support from the Council's dedicated IT teams or appointed consultants to maximise efficiency and support service improvement.

### ***Governance***

The Council has a clear leadership and governance structure in place to oversee asset management activities. The Council's Cabinet and Housing Overview and Scrutiny Committee

are in place to ensure compliance with the Regulator's Social Housing Customer Standards and Tenants Satisfaction Measures.

To strengthen management oversight, key performance are reported to the Chief Executive and the Director of Housing and Projects on repairs, voids and planned maintenance and compliance activities each month.

### **Procurement**

All external contracts will be reviewed regularly to ensure that they are compliant and provide value for money. All new contracts will be procured in accordance with the Council's contract procurement procedures and tenders will be awarded based on a combination of quality and cost considerations.

Local Authorities are required to consider economic, social and environmental wellbeing under the Public Services (Social Value) Act 2012. The Council will maximise additional benefits that can be created through the delivery and procurement of goods and services to add value and benefit the communities in which the Council operates.

Suppliers will be required to report on performance through key performance indicators set out in their contracts.

### **Staffing Resources**

During 2024/25 the Council reviewed the Technical Services team structure to ensure that the best arrangements are in place to deliver excellent services for residents, provide increased management support and strengthen accountability for service areas.

The Technical Services management team will address any non-compliance with the Council's code of conduct or corporate values. Priority will be given to effective recruitment and line management to ensure compliance with HR policies and procedures.

The Technical Services management team will ensure that all team members are clear on their objectives and what they need to do. Managers will support their teams and work with HR Services to ensure that officers are trained and equipped with the tools required to do their jobs and provide the best outcome to residents.

The Council will continue to invest in the internal trades teams to ensure that most reactive repairs and void works are carried out by these teams. The Council will ensure that all external contractors are managed effectively and share the Council's priorities.

### **Finances**

The Repairs and Maintenance service is funded through the Council's Housing Revenue Account and the Technical Services team will constantly review costs to ensure value for money services are delivered. To add further capacity, the Council will continue to seek and secure external funding to support delivery programmes.

Budgets will be monitored by responsible managers across the Technical Services team with support from the Council's finance team. Budgets will be agreed annually and in line with the Council's budget setting process.

Benchmarking with data from Housemark and the National Housing Federation value for money reports will be used to monitor and compare costs.

### ***The Council's Actions***

- Report performance, sharing results with relevant Council committees and management teams.
- Benchmark key performance indicators using Housemark (and other benchmarking services) and develop plans to ensure continuous improvement and value for money.
- Work with Welland Procurement to ensure that compliant contracts are in place for all externally delivered works.
- Ensure that regular 121s are carried out with all staff across Technical Services including van checks within in-house trades teams.
- Attract, retain and develop Technical Services staff to ensure they have the right skills and resources in place to deliver excellent services.
- Comply with the Council's Procurement Procedures.
- Effect budget setting processes, budget management and compliance with the Council's financial standing orders.

## **Priority 8 - Delivering Excellent Asset Management**

### ***The Council's Commitments***

- Promote the Council's Housing Asset Management Strategy vision, aims and objectives.
- Monitor the delivery of the Council's Housing Asset Management Strategy.
- To review the performance of housing assets.

### ***Asset Performance***

The Regulator for Social Housing Value for Money Standard requires that social landlords have a clear understanding of asset performance and plans in place to address any properties identified as liabilities. The Council will develop a tool through the life of this strategy to improve the Council's understanding of stock performance and how much each asset will contribute to the Council throughout its life.

The tool should consider property age, location, future maintenance costs, energy efficiency, tenancy management and housing demand.

The results of the asset performance evaluation will identify:

- Sustainable assets
- Not fully sustainable assets - improvement and investment works are required
- Unsustainable assets - any further works will be subject to further analysis and/or options appraisal

The Council will look for opportunities to dispose or regenerate high cost and poorly performing assets to best meet the needs of the Council and its residents.

The Council will buy back ex-Council homes within the first 10 years of being sold through the right to buy process, subject to valuation, quality of the property and considering housing demand.

The Council aims to replace the affordable housing lost through the right to buy process by developing new properties on land owned by the Council and acquiring affordable housing on larger schemes from the developers.

### **Monitoring and Review**

The success of the Housing Asset Management Strategy will be judged based on the success of delivering the actions set out under each priority area.

Each action will be included within the Technical Services team service plans and monitored by the Head of Technical Services and managers across the team. Actions plans are designed to be living documents which track progress through to completion linking strategy, key performance indicators and operational delivery.

Actions will be prioritised in accordance with risk, whereby resident safety, legal requirements, resident satisfaction and impact on the Council will be assessed. The Council will aim to strike the right balance of prioritising all actions in the strategy and considering resources available.

### ***The Council's Actions***

- Ensure that officers within the Technical Services team are clear on their responsibilities for delivering the Housing Asset Management Strategy through clear communications, team meetings and individual objectives.
- Monitor and report on the progress of the Housing Asset Management Strategy actions.
- Review and understand the financial and non-financial performance of the Council housing assets.

## 8. THE COUNCIL'S VALUES

The Council's values determine how we will behave and how it will deliver services. This strategy will be delivered in accordance with the following Council's values:

***Trust*** - Trust is the foundation of all positive relationships – between colleagues, management, officers and Elected Members, and our residents trusting us. It is about fostering a culture of honesty and openness.

***Empowerment*** - Colleagues are encouraged and supported to take initiative and contribute to the betterment of our services and our communities.

***Accountability*** - We are transparent in and take ownership of our actions and decisions.

***Making a Difference*** - Recognising that the Council is driven by a purpose to create a positive impact and improve the lives of all our residents and communities.

***Supportive to All*** - Putting the residents at the heart of everything we do.

***Kindness*** - Being emphatic and understanding of others and always going the extra mile.

**9. EQUALITY, DIVERSITY AND INCLUSION**

The Council's commitment to equalities is about long-term, continuous improvement.

It is the responsibility of all Officers and elected Members to implement the principles of equality, diversity and inclusion.

Our equality objectives will be supported by a delivery plan as part of the People Strategy, which will include actions from all service areas.

This will ensure consideration of the needs of our staff and our residents is at the heart of what we do – from the earliest stage of development, through to decision-making and implementation.

LAST PAGE

Contact Details

Alternative formats are available on request

South Kesteven District Council

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[www.southkesteven.gov.uk](http://www.southkesteven.gov.uk)

# Renters Rights Act 2025

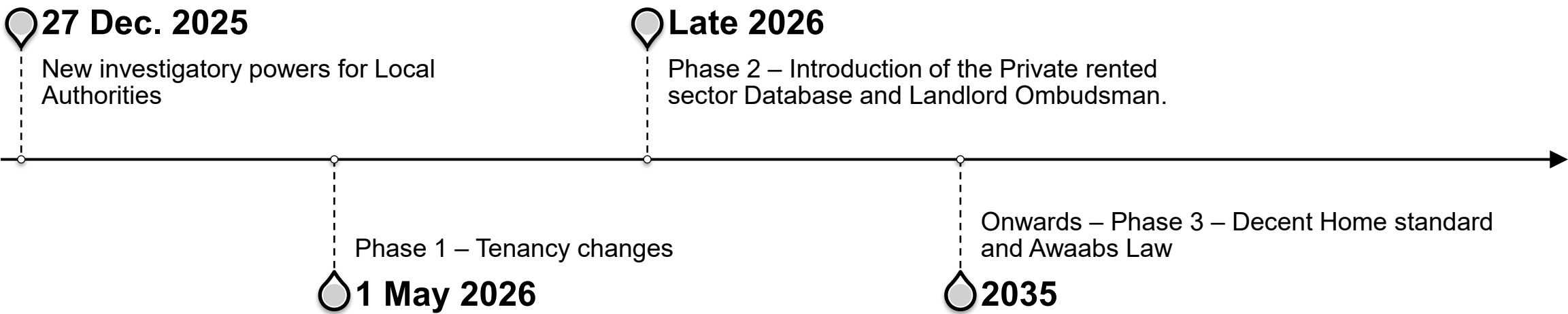
## Housing Overview and Scrutiny

5<sup>th</sup> February 2026



SOUTH  
KESTEVEN  
DISTRICT  
COUNCIL

# Renters Rights Act 2025 – road map to implementation



## Annex A: Milestones

Date	Audience	Milestone
27 October 2025	Tenants, landlords and local councils	Royal Assent for the Renters' Rights Act 2025
November 2025	Landlords	Landlord guidance for first phase of measures goes live
November 2025	Local councils	Enforcement guidance for local councils goes live
November 2025	Landlords	Communications campaign for landlords commences
27 December 2025	Local councils	New local council enforcement measures and investigatory powers (provided by the Act) for local councils go live
April 2026	Tenants	Communications campaign for tenants commences
April 2026	Tenants	Tenant guidance for first phase of measures goes live
1 May 2026	Tenants, landlords and local councils	Implementation of first phase of measures of the Renters' Rights Act 2025
From late 2026	Landlords and local councils	PRS Database and associated guidance goes live for local councils and landlords
2027	Tenants and landlords	Reforms apply to the Social Rented Sector
2028	Landlords	Mandatory sign-up for landlords to join the PRS Landlord Ombudsman
TBC – subject to consultation	Tenants and landlords	Implementation of Awaab's Law for the PRS
TBC – subject to consultation	Tenants, landlords and local councils	Implementation of Decent Homes Standard for the PRS



# What is included in Phase 1 – 1<sup>st</sup> May 2026

73

Abolish Section  
21s “no fault”  
evictions

Introduces  
Assured Periodic  
Tenancies

Reform  
possession  
grounds

Limit rent  
increases

Ban rental bidding  
and rent in  
advance

Make it illegal to  
discriminate  
against renters

Require landlords  
to consider pets

Strengthen  
enforcement  
actions and rent  
repayment orders



# What is included in Phase 2 – Late 2026

## **Rollout of Landlord and Rental Property Database (2 stages to this role out)**

- Stage 1 – regional rollout of the database
- Stage 2 – rollout further with Public Access and Data Sharing

## **Database is proposed to include the following subject to the will of Parliament and additional legislative regulation.**

- Landlord details,
- Property details,
- Gas, Electric and EPC certificates.

## **Private Rented Sector Landlord Ombudsman established (2 stages)**

- Stage 1 - 12 to 18 months before implementation SoS will select scheme administrator
- Stage 2 – requirement for landlords to become members (expected 2028)

# What are we doing to get ready?

---

Working group established with relevant officers from service areas impacted by Renters Rights Act

Private Sector Housing Team is leading on Renters Rights Act due to statutory enforcement function

Private Sector Housing Team recruiting to new posts – Private Sector Housing Compliance Officer and Private Sector Housing Environmental Health Officer (Pending Budget approval)

Process, and reporting mechanisms being integrated based on new legislative requirements

Training led by “Jigsaw” being rolled out nationally – SKDC are hosting a session for 100 officers from across 30 authorities delivered by DASH relating to new investigatory powers in February.

**Thank you for listening**

**Any questions?**



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## **Housing Overview and Scrutiny Committee**

Thursday, 5 February 2026

Report of Cabinet Member for Housing,  
Councillor Virginia Moran

## **Voids Policy**

### **Report Author**

Mark Rogers, Head of Service (Technical Services)

✉ mark.rogers@southkesteven.gov.uk

### **Purpose of Report**

To inform the Committee of the proposed new Void Policy.

### **Recommendations**

**The Committee is asked to:**

- 1. To review and provide comments on the new Void Policy.**
- 2. Recommend the approval of the new Void Policy to Cabinet.**

### **Decision Information**

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Connecting communities Sustainable South Kesteven Enabling economic opportunities Housing Effective council
Which wards are impacted?	(All Wards);

## **1. Implications**

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

### ***Finance and Procurement***

- 1.1 Whilst there are no financial implications arising directly from this report the management of voids does have a financial impact on the HRA budgets. Ensuring void properties are turned around will improve rent loss performance but needs to be balanced against the cost for undertaking any void re-let works which can be costly. These costs need to be minimised as much as possible and can be supported by undertaking regular checks on properties as part of the tenancy agreement, ensuring the pre-termination visits are completed and actively dealing with rechargeable costs.

*Completed by: David Scott – Assistant Director of Finance and Deputy S151 Officer.*

### ***Legal and Governance***

- 1.2 The Council has statutory responsibilities as a social landlord regarding letting properties and ensuring that properties meet minimum standards prior to letting. Having a void policy in place ensures that the Council is clear as to how it will meet these requirements.

*Completed by: James Welbourn, Democratic Services Manager*

### ***Health and Safety***

- 1.3 The Voids Policy outlines key areas of works that will be undertaken to ensure that properties are safe and habitable before being let, as required by the Housing Act 2004.
- 1.4 Failure to comply with the Void Policy carries the potential for financial and reputational risks for the authority. The Council has an obligation to ensure that properties are let as quickly as possible.

*Completed by: Phil Swinton, Head of Service for Health, Safety, Compliance and Emergency Planning*

## **2. Background to the Report**

- 2.1. Landlords need a voids policy for managing properties that are empty between tenancies to minimise financial losses, maintain the quality of homes and ensure quick turnaround for new tenants.
- 2.2. A void period when property is empty results in rent loss for the landlords. It is important to minimise the period that property is empty to ensure that residents on the housing waiting list are offered a home as soon as possible.

### **3. Key Considerations**

- 3.1. The purpose of this policy is to:
  - Minimise the length of time a property is empty, and the amount of rental income lost.
  - Let the property in a clean and safe condition that meets the Council's lettable standard.
  - Meets resident needs and maximises resident satisfaction.
  - Provides value for money to the Council.
  - Meets statutory, regulatory and compliance requirements.
- 3.2. Social landlords must adhere to several regulations listed in the policy related to empty property management and lack of compliance can place a landlord at risk of prosecution or financial penalties and reputational damage.

### **4. Other Options Considered**

- 4.1 The alternative option to the proposed new voids policy is to retain the existing policy, however this was ruled out as it was considered out of date and no longer fit for purpose.

### **5. Reasons for the Recommendations**

- 5.1. The Committee are asked to review and provide comments on the content of the new Voids Policy and recommend approval by the Cabinet.
- 5.2. The Council is required to have strict void policies in place to ensure the safety of properties being let and comply with Regulatory Compliance and Safety Standards.
- 5.3. The Void Policy is required to minimise rent loss and set out the Council's lettable standard to residents.

## **6. Consultation**

6.1. The following groups have been consulted on the new Void Policy:

- Housing Overview and Scrutiny Committee
- Housing Department Management team
- Voids team
- Resident workshop and online consultation (the results of these will be presented at the committee).

## **7. Appendices**

7.1. Proposed new Void Policy.

*Final formatting and front and back pages to be added after Housing OSC and Cabinet approval.*

## **1. Scope of Policy**

This policy sets South Kesteven District Council's (the Council) approach to managing empty properties within the housing properties it owns or manages.

The scope of the Council's void policy includes:

- Policy Statement
- Legislation Requirements
- Tenancy Termination
- Terminations following the Death of a Tenant
- Evictions and Abandonments
- Pre Termination Visits
- Post Termination Inspection
- Recharges
- Letting the Property
- Viewings and Offers
- Creating New Tenancies
- Work to Void Properties
- Utilities
- Defective Properties
- Adapted Properties
- Equality and Diversity
- Safeguarding
- Complaints
- Monitoring and Review
- Associated Documents
- Appendix A - Lettable Standard

## **2. Policy Statement**

This policy aims to ensure that a property is effectively managed from when it becomes vacant to when a new tenant moves in. The Council will aim to minimise rent loss within the whole void process.

The purpose of this policy is to:

- Minimise the length of time a property is empty, and the amount of rental income lost.

- Let the property in a clean and safe condition that meets the Council's lettable standard.
- Meets resident needs and maximises resident satisfaction.
- Provides value for money to the Council.
- Meets statutory, regulatory and compliance requirements.

### **3. Legislation Requirements**

Social landlords must adhere to several regulations related to empty property management and lack of compliance can place a landlord at risk of prosecution or financial penalties. The legislation and standards include but is not limited to:

- Localism Act 2011
- The Housing Act 2004
- Homes (Fitness for Human Habitation) Act 2018
- Landlord and Tenant Act 1985
- Decent Homes Standard
- Minimum Level of Energy Efficiency Standard
- Housing and Regeneration Act 2008 (Regulatory Standards).
- Social Housing (Regulation) Act 2023, including the proposed requirements set out the Awaabs Law.
- Gas and Electrical Safety Regulations.
- Control of Asbestos Regulations.
- Fire Safety Act 2021 and Building Safety Act 2022.

### **4. Tenancy Termination**

The void process begins once written notice to end the tenancy has been received. The Council's tenancy agreement sets out details of how to end a tenancy including the requirement for the tenant to provide 4 weeks written notice. Any proposal to reduce this notice period should be agreed with the Council in advance.

Where the outgoing tenant has given notice and fails to leave the property after the end of the notice period, legal action may be taken by the Council.

### **5. Terminations following the Death of a Tenant**

In instances where the tenancy has been ended due to the death of the sole tenant, the person who has been authorised to deal with the deceased tenant's estate is responsible for the removal of all goods from the property.

Where there is no person to deal with the estate, the Council will commence a legal process to end the tenancy by serving a Notice to Quit on the Executor/Public Trustee. Once this period has expired, any goods remaining in the property will be disposed of following the procedure set out in section 41 of the Local Government (Miscellaneous Provisions) Act 1982.

The property will be subject to inspection and any damages or unauthorised alterations made to the property will be recharged to the deceased tenant's estate.

## **6. Evictions and Abandonments**

The outgoing tenant is responsible for removing all personal possessions from the property by the end of the written notice period.

In cases where the tenants fails to give notice through either eviction or abandonment and belongings are left in the property, the Council will issue a notice in accordance with section 41 of the Local Government (Miscellaneous Provisions) Act 1982 advising there are personal belongings within the property and that upon expiry of the notice period that they will become the property of the Council.

## **7. Pre Termination Visits**

A pre termination visit will be undertaken as soon as possible once termination of tenancy has been received. This visit will determine the condition of the property and highlight any repairs that the tenant will be required to undertake before leaving the property.

The Council reserves the right to recharge the outgoing tenant for any damages or to complete repairs which are the tenant's responsibility, include putting right any wilful neglect or unauthorised alterations, in accordance with the tenancy agreement.

All rechargeable work will be agreed and signed off by the tenant and the pre termination visit.

If the tenant is moving to another property owned by the Council, the inspecting officer will check all work is completed before the move. If any work is not completed, the Council reserves the right to withdraw the offer or recharge the tenant.

## **8. Post Termination Inspection**

A post termination inspection will be undertaken on all void properties within 2 working days of the property becoming void.

The purpose of this inspection will be to:

- Ensure the property is empty, remove any items which pose a health safety risk.
- Decide if prospective tenants can view the property.
- Ensure the property is secure.
- Identify works and repairs required to bring the property up to the Council's lettable standard, including identifying any rechargeable work that is the responsibility of the previous tenant.

## **9. Recharges**

The Council will seek to recover from the outgoing tenant any compensatory damages to the property arising through wilful neglect or unauthorised alterations to the property.

The Council will recharge for not:

- Returning the property in satisfactory condition
- Returning keys and fobs
- Cleaning
- Removing belongings and possessions

The Council will raise a recharge notification to the outgoing tenant on the Council's debtor systems.

## **10. Letting the Property**

The Council will let properties in accordance with the Council's Housing Allocations Policy. The selection of new tenants for the property will start when the Council is made aware of the date that the property will be available for reletting.

## **11. Viewings and Offers**

Once a new tenant has been selected, viewing of the property will be arranged. Prospective tenants will be advised of the date that they can move in, and the new tenancy start date. The Voids team will update the Lettings team with all works taking place in each void property and the expected date that the property will be ready for letting.

## **12. Creating New Tenancies**

When the date for sign up has been agreed, the Council will invite the tenant to sign up to the new tenancy agreement. The tenancy agreement will be explained by the Council.

The Council will provide advice on:

- Paying rent
- Applying for benefits
- Setting up utilities
- Reporting repairs
- Health and safety matters (i.e. responsibility for the tenant to test fire alarms)

The Council will follow up the letting with a new tenancy survey. Feedback will be monitored and reported monthly.

### **13. Work to Void Properties**

All properties will meet the Council's lettable standard as shown in Appendix 1 and the decent homes standard.

Unless authorised by the Void team, prospective tenants will not normally be given access to the property when void works have started.

In some cases, works will be carried out when the tenant has moved in, if it is not disruptive work or poses a health safety risk and the Void team agrees, for example some external repairs may be carried out after a property is let.

The Council may complete component renewals (i.e. kitchens and bathrooms) after a property is void if it is known to be on the planned work programme within the next year.

Major voids are classified as voids requiring component renewals such as kitchens and bathrooms, all other voids are classified as minor or standard voids.

Decoration will be undertaken in some circumstances, specifically if the property is in poor condition.

Some adaptations may be completed before the tenant moves in, but these must be specified by an Occupational Therapist.

The priority for the Council is to let properties as soon as possible. If a property is in low demand, additional works may be undertaken to attract a suitable tenant, which may include additional redecoration or support to help a tenant move in.

On completion of works to void properties a post inspection will be carried to check the property is ready to let and this may include carrying out a stock condition survey if required.

#### **14. Utilities**

All properties will be issued with gas and electrical safety certificates to confirm that property is safe and compliant with current regulations. All properties will be let with valid Energy Performance certificate (EPC) with a minimum rating of A-E.

When a property becomes void, the Council will cap the gas supply to reduce any health and safety risk. The Council will use a utilities provider to clear down debts, change meters and transfer supplies to a preferred provider to reduce void times.

Gas and electric meters will be checked at void stage. The gas supply will not be uncapped until the new tenant has moved into the property. The new tenant will contact the Council to arrange an uncap when they have a gas supply set up in their name and/or a meter has credit on it. The Council will arrange the uncap as soon as possible and a gas safety certificate will be issued to the new tenant.

Smoke and Carbon Dioxide alarms will be installed and tested at void stage.

#### **15. Defective Properties**

Where a void property requires significant work due to major defects, an options appraisal may be undertaken to assess whether the work should be undertaken. The options appraisal will consider the costs of remedial works and future demand for the property and make recommendations for the future use of the property.

#### **16. Adapted Properties**

Properties which are adapted when they become void will be let to a suitable tenant who requires the adaptations. If a suitable tenant cannot be found, any decision to remove adaptations will be made by the Voids Manager in consultation with the Tenancy Services Manager.

#### **17. Equality and Diversity**

The Council aims to provide fair and equal access to services for all tenants and leaseholders, in line with current equality laws.

The Council's staff and contractors will operate in such a way to ensure that they meet the needs of individual residents and to ensure that they do not discriminate on the grounds of:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

## **18. Safeguarding**

The Council is committed to safeguarding the welfare of children and/or young people and adults with care and support needs within the activities we undertake. Safeguarding encompasses a range of legal duties and responsibilities designed to protect people's health, wellbeing and human rights. Safeguarding exists so we can support people and help prevent problems from escalating, enabling them to live free from harm, abuse and neglect.

If you are concerned about yourself or someone else and living in one of our Council properties, please contact the Council. An officer will provide advice and support. The Council has a duty of care to refer anyone to Lincolnshire Adult or Child Safeguarding Services if they think anyone is at risk.

For further information and support, tenants and household members can refer to the 'Tenant Handbook'. A copy of this can be found on our website.

## **19. Complaints**

The Council aim to meet the needs of our customers by providing an excellent service. However, it is acknowledged that occasionally things go wrong, and customers may wish to complain. Should the need arise to make a complaint, we will refer to the Council's Housing Customer Feedback Policy.

## **20. Monitoring and Review**

Performance and customer satisfaction will be monitored by the Technical Services and Housing Services teams using a suite of key performance indicators and reported to senior management and relevant Council committees.

Key measures in respect of void management are:

- Number of void properties
- Average repair and overall re-let time for a standard void
- Average repair and overall re-let time for a major void
- Average repair and overall re-let time for all voids combined
- Oldest void property in work in progress
- Average void costs

Benchmarking will be included on the KPI information to enable comparisons to be made with the sector.

Defined timeframes for completion of work to void properties and the end-to-end void process will be reviewed on an annual basis and informed by reviewing benchmarking data, current performance and resources available. The Council's aim is to set continuously improving targets in line with or exceeding benchmark median quartile performance.

Members of the Council will monitor the effectiveness of this policy and recommend policy changes to improve service delivery and customer experience.

This policy is reviewed every 3 years or on the introduction of new legislation or best practice.

The Voids Policy will be made available on our website and will remain valid for use until a new version is available.

## **21. Associated Documents**

List of associated policies, procedures and publications:

- Tenancy Agreement
- Tenant and Lettings Policy
- Repairs and Maintenance Policy
- Aids and Adaptations Policy
- Recharge Policy
- Asset Management Strategy
- Customer Feedback Policy

- Damp and Mould Policy
- Health and Safety Policy
- Total Housing Compliance Policy

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## **APPENDIX A**

### **Lettable Standard**

#### **Kitchen**

- Sink and worktops will be in a clean and hygienic condition.
- All units will be secure, and doors and drawers will operate satisfactorily.
- The water supply will be working.
- The number of storage units will depend on the size of the kitchen and will consist of floor and wall units where possible.
- Splashbacks will be sealed and free from defects.
- There will be safe and compliant cooker space with a suitable electric point and gas if available. It is the tenant's responsibility to arrange the connection of the cooker by a qualified person.
- There will be a minimum of 2 double electrical sockets.
- The Council will provide space for a double fridge freezer unit, washing machine with plumbing taps and waste, it is the tenant's responsibility to arrange to fit the washing machine.
- The kitchen floor will be free from defects and a washable floor covering fitted.
- A replacement kitchen will be fitted if the existing kitchen is in poor condition and is not cost effective to be repaired.
- Where space allows all kitchens will have a fully working extractor fan.
- A minimum of 3 rows of tiled splashback above the cooker.

#### **Doors, Internal Woodwork, Windows and Glazing**

- All fire doors will meet the required standards.
- Internal and external doors will be checked and operate correctly.
- External locks will be changed.
- Communal entrance locks will be checked and left in full working order.
- All glazing will be free from defects and windows which are designed to open will be in working order.
- Window restrictors will be fitted to all windows at 1<sup>st</sup> floor level or above.

#### **Ceilings and Walls**

- All plaster work will be repaired and ready for the tenant to decorate.
- Polystyrene tiles will be removed.
- Wallpaper will only be removed if in poor condition.
- Graffiti will be removed.

#### **Floors and Stairs**

- Floor coverings may be left in a property if requested by the incoming tenant and if in reasonable condition and free from infestation. The Council does not take responsibility for any carpets left in a property.
- Floors will be free from tripping hazards.

- Flooring in kitchens and bathrooms will be clean and washable; any damaged floorings will be replaced.
- Timber floors will be in satisfactory condition.
- Stairs will have secure handrails and balustrades.

### **Bathroom and Toilet**

- All existing bathroom elements will be operational and free from leaks.
- An electric shower will be fitted with shower curtain and rail.
- All splashbacks will be sealed and free from mould.
- All toilets will work properly, be securely fixed and a new toilet seat fitted.
- A new bathroom will be fitted if the existing is in poor condition and it is not cost effective to repair.
- Where possible all bathrooms will have a fully working extractor fan.

### **Heating and Services**

- If the property has a gas supply, the Council will test all supplies and appliances in accordance with the Gas Safety Regulations to make sure that they are safe and in full working order.
- A gas safety certificate will be issued to the incoming tenant.
- The main water supply will be left working, and the tenant will be informed of the stop tap location when they move in.
- The electrical supply will be tested in accordance with the National Inspection Council for Electrical Installation contractors (NICEIC) inspection procedure.
- Where possible a minimum of one double socket will be fitted in bedrooms and two double sockets in living rooms.
- All water systems will be flushed in line with regulations.
- Smoke alarms will be fitted at the property.
- The property will be left with working carbon monoxide detectors in all rooms as required by current regulations.

### **Outside**

- All access and egress will be free from obstructions.
- Boundaries will be clearly defined.
- The Council is not responsible for fencing however will erect fencing if required against public areas or a highway.
- Roofs, walls, gutters and downpipes will be checked and left in full working order.
- Loft insulation will be topped up to 300mm.
- Rubbish will be removed from all areas including bins and sheds.
- Sheds, greenhouses and other garden structures will be removed may be left at a property if requested by the incoming tenant and if in reasonable condition. The Council does not take responsibility for any structures left in a property.
- Electrical supplies will be removed from sheds.

- The Council will cut back overgrown hedges, lawns and trees to an acceptable height. The ongoing maintenance of gardens is the tenant's responsibility.

### **Cleaning and Decoration**

- All surfaces, including woodwork will be free of flaking paint and ready for decorating.
- Any graffiti removed.
- All floors and stairs will be swept and wet mopped where possible.
- Bathroom and WC floors will be disinfected.
- All doors (internal and external), doorframes, windows, window frames, windowsills, skirting boards, radiators, and pipe works will be washed down and wiped cleaned.
- Cobwebs will be removed from all areas.
- All sinks, basins, taps, tiled areas, and showers will be cleaned and sanitised.
- Kitchen units, including all work surfaces, cupboards and drawers will be cleaned and sanitised internally and externally.
- All toilets and pipe work will be cleaned.
- If the property shows signs of vermin or insect infestation, then fumigation or other appropriate treatment will take place.
- Decoration is the tenant's responsibility.
- New tenants may be offered a decorating allowance for some rooms if they are in a poor condition.
- The Council may choose to decorate a property if the decoration is in poor condition or if the property is hard to let.
- In some cases, we may leave curtains or other fittings in place for the new tenant, a disclaimer will be issued for the tenant to sign to confirm that they will be responsible for these items.

## APPENDIX B – VOID PROCESS



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**SOUTH  
KESTEVEN  
DISTRICT  
COUNCIL**

## Housing OSC

5<sup>th</sup> February 2026

Report of Councillor Virginia Moran  
Cabinet Member for Housing

## South Kesteven District Council Tenancy Agreement

### Report Author

Celia Bown, Senior Housing Policy and Strategy Officer

✉ celia.bown@southkesteven.gov.uk

### Purpose of Report

To recommend to Cabinet the approval of the updated Tenancy Agreement for tenants living in Council owned properties.

### Recommendations

**The Committee is asked to:**

- 1. Recommend to Cabinet approval of the draft South Kesteven District Council Tenancy Agreement.**

### Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Housing
Which wards are impacted?	2 or more wards but not significantly

## **1. Implications**

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

### ***Finance and Procurement***

- 1.1 There are no direct financial implications arising from this report.
- 1.2 Whilst it is proposed to change the rent collection process from collecting over a 48 week period to a 52 week period, the total amount of rent due will not change — it will simply be spread out across the full year, meaning the weekly payment will be slightly lower for tenants. This could help with ensuring rent payments are received and reduced the potential for bad debts.
- 1.3 The strengthening of Repairs and Improvements chapter regarding responsibilities and rights will help clarify where costs will be borne by the Tenant and where rechargeable repairs make take place. It is important when recharges are required the Council proactively manages this process to ensure costs are recovered appropriately.

*Completed by: David Scott – Assistant Director of Finance and Deputy S151 Officer.*

### ***Legal and Governance***

- 1.4 Relevant legislation (Housing Act) is referred to within the report. Cabinet would be required to confirm any final version of the Agreement.

*Completed by: James Welbourn, Democratic Services Manager*

### ***Health and Safety***

- 1.3 The Tenancy agreement clearly sets out the responsibilities of tenants in matters of safety. This includes allowing access to the property in order for the Council to meet its Landlord obligations in regards to statutory compliance matters. These actions are crucial to ensuring the safety of the tenants, the property and neighbouring properties

*Completed by: Philip Swinton Head of Health, Safety, Compliance and Emergency Planning.*

### ***Equalities, Diversity and Inclusion***

- 1.5 The Equality Act 2010 places responsibility on the Council to ensure due regard is given when implementing policy and procedure. It is therefore incumbent upon the Council to ensure Tenancy Agreements are delivered and managed in a fair and equitable manner in accordance with the law.

*Completed by: Carol Drury, Community Engagement Manager*

### **Safeguarding**

- 1.6 SKDC's safeguarding responsibilities are clearly outlined in the tenancy agreement.

*Completed by: Sarah McQueen, Head of Service (Housing)*

### **Community Safety**

- 1.5 This updated tenancy agreement provides clear expectations for acceptable behaviour, including in relation to anti-social behaviour, waste management and responsibility in relation to pets. This will help to ensure that tenants are considerate to their neighbours, and everyone can enjoy a safe and peaceful environment within their homes and communal areas.

*Completed by: Ayeisha Kirkham, Head of Service-Public Protection*

## **2. Background to the Report**

- 2.1. SKDC's tenancy agreement for Council tenants was last reviewed in 2020 and was therefore due for an update. The agreement has now been reviewed and a number of changes are proposed to ensure compliance with current legislation, support the effective management of tenancies, properties and neighbourhoods, and improve clarity and accessibility for tenants.

## **3. Key Considerations**

- 3.1. The proposed changes are as follows:

### **Summary of changes**

Rent is currently collected over a 48 week period (occasionally 49 weeks) with four weeks each year when no rent is charged.

It is proposed that rent will instead be collected evenly over the whole year (usually over a 52 week period). The total amount of rent due will not change — it will simply be spread out across the full year, meaning the weekly payment will be slightly lower (page 5)

The *Introductory Tenancy* wording in the *Tenancy Types* chapter has been changed to make it clearer (pages 8 and 9)

A new section on <i>Demoted Tenancies</i> in the <i>Tenancy Types</i> chapter has been inserted (page 9)
The <i>Using Your Home</i> chapter included requirements which were previously in the Garden chapter in the consultation draft but following feedback, the Garden chapter has been re-inserted. Also, details on the Right to Buy have been updated to reflect the national changes made (pages 11 and 12)
<i>Repairs and Improvements</i> chapter wording updated on responsibilities and rights (pages 14 – 16)
A <i>Domestic Abuse</i> chapter has been inserted (page 18)
A <i>Safeguarding</i> chapter has been inserted (page 19)
In the <i>Property Condition</i> chapter, tenants' responsibility to keep communal areas, stairwells and gardens free from fleas, vermin and other pests has been inserted (page 20)
The <i>Health and Safety</i> chapter has had additional wording inserted eg. regarding fire safety and the safe storage and charging of mobility vehicles (page 21)
The <i>Animals</i> chapter has been changed to <i>Pets and Animals</i> and the chapter has been updated to make it clearer and states how permission must be sought before keeping a pet, in some types of properties. Additional wording inserted regarding the responsibilities of keeping animals. The legal requirement for cats to be microchipped as well as dogs inserted (see 22 and 23)
The <i>Succession; Assignment and Exchange</i> chapter has been updated to align with the information in the Tenancy Management Policy (pages 26 and 27)
The <i>Written Permission</i> chapter has been updated to make it clearer (page 30)

## 4. Other Options Considered

- 4.1 An alternative option would have been to not review the tenancy agreement. However, this would mean the above updates not being included, such as the domestic abuse and safeguarding chapters. Also opportunities such as the proposed change to the rent collection period, would be missed.

## 5. Reasons for the Recommendations

- 5.1. To ensure the Council's tenancy agreement complies with legislation; that tenancies, properties and neighbourhoods are effectively managed and the tenancy agreement easier for tenants to read and understand.

## 6. Consultation

- 6.1. Throughout the review of, and revisions to, the tenancy agreement, Council officers from different departments were consulted. This included Tenancy Services, Housing Services, Repairs, Health and Safety Compliance, Rents and Public Protection.

- 6.2. A workshop with elected member councillors took place on 2<sup>nd</sup> September 2025 to discuss the proposed changes. Support was received and to progress with consulting tenants.
- 6.3. Statutory consultation (in accordance with the Housing Act 1985, section 103 (2)) has taken place with all South Kesteven District Council tenants living in Council owned properties. A letter (Preliminary Notice of Variation) was sent to all tenants notifying them of the proposed variations with the opportunity to feedback.
- 6.4. The results of the survey of the statutory consultation are in the Consultation Report (Appendix 2).
- 6.5. A meeting was held on the 15<sup>th</sup> December with a group of tenants where the proposed changes to the tenancy agreement were explained and discussion of these was encouraged. The outcome was support for some proposed changes, such as the change to the rental collection period and further clarification needed on chapters such as repairs and pets.
- 6.6. Following the feedback from the consultation, further changes were made to the draft Tenancy Agreement (Appendix 1).

## **7. Appendices**

- 7.1. Appendix 1 – Draft tenancy agreement
- 7.2. Appendix 2 – Consultation report
- 7.3. Appendix 3 – Equality Impact Assessment

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# Tenancy Agreement

DRAFT



SOUTH  
KESTEVEN  
DISTRICT  
COUNCIL



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# Legal Contract

This agreement forms a binding legal contract between you and us. It sets out our responsibilities as your landlord and your rights and responsibilities as a tenant.

## This agreement is made between:

**The landlord:** South Kesteven District Council, The Picture House, St. Catherines Road, Grantham, Lincolnshire, NG31 6TT “the Council/we”)

## The tenant(s):

The words ‘you’ and ‘your’ refer to the tenant(s). In the case of joint tenants the term ‘tenant’ or ‘you’ applies to each of you. Each tenant individually has the full responsibilities and rights set out in this tenancy agreement.

## The address of the property rented in this tenancy agreement is:

## Property Type

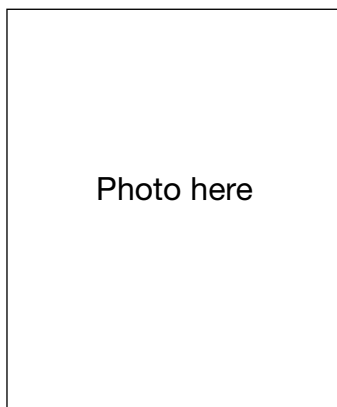
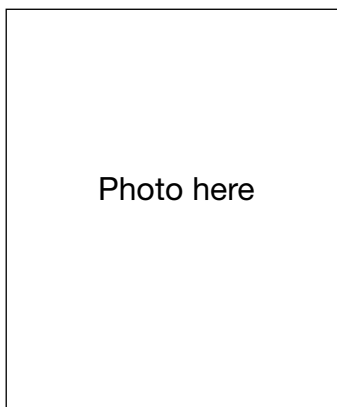
In this tenancy the words ‘property’, ‘premises’ and ‘home’ refer to the whole of the property, including all fixtures and fittings, the garden(s), any outbuildings, paths, hedges, trees, fences and communal areas, if the property is in a block of flats.  
 (“Your home/property”)

## Persons residing at the property other than the tenant(s):

<b>Tenant 1:</b> Name and date of birth:	
Contact Number:	
Email:	
<b>Tenant 2:</b> Name and date of birth:	
Relationship to tenant 1:	
Contact Number:	
Email:	

In the case of joint tenants, the term “tenant” or “you” applies to each of you. Each tenant individually has the full responsibilities and rights set out in this tenancy agreement.

Photograph(s) of tenant(s)



**This tenancy starts on:**

This tenancy is a weekly tenancy commencing on the above date and is for an initial term of one week and continuing weekly thereafter until determined. Your first payment of rent and other charges is due on the Monday after you move in to the property and then weekly every following Monday.

#### **Rent and other charges**

**Date first rent payment due:**

**The full rent of the property is:**

Rents will normally be calculated over 52 weeks. When there are 53 Mondays in the financial year, the rent will be calculated over 53 weeks. The rent and charges may change each year, but you will be notified before the changes come into effect.

<b>Service Charges:</b>	£
<b>Communal Clean</b>	£
<b>Grounds Maintenance</b>	£
<b>Health and Safety</b>	£
<b>Other property related charges</b>	£
<b>Heating</b>	£
<b>Electricity</b>	£
<b>Water</b>	£
<b>Aerial</b>	£
<b>Support Charges</b>	£
<b>Total Payable</b>	£

### Money you owe from previous Tenancies

You owe South Kesteven District Council rent arrears of:	£
and / or Court costs of:	£
and / or rechargeable repairs of:	£
for which you remain liable in regard of your previous Tenancy (Address):	£

**The total amount payable is:**

Your rent and charges will be reviewed annually to take effect from the first Monday in April.

### Permitted number of occupants

Under overcrowding legislation, the maximum number of people allowed to live at your home is.....You must not allow more than this number to live at your home.

### Tenancy Type

You have (one of the boxes below should be ticked)

<input type="checkbox"/>	An Introductory Tenancy
<input type="checkbox"/>	A Secure Tenancy

**Date on which Tenancy becomes Secure (if applicable)**

**Unless the Council notifies you in writing that you have breached your tenancy agreement and your Introductory Tenancy is extended or terminated. Refer to further information in the Tenancy Types section.**

### Issue of keys

You have been issued with ☐ set(s) of keys for doors and ☐ set(s) of keys for windows. You are responsible for the safe keeping and replacement of all keys for the doors and windows.

I/We confirm that I/we have read, understood and now agree to follow the terms and conditions in this Tenancy Agreement. I/We understand that any verbal abuse/aggression/violence towards any Council employees or contractors is not tolerated and is a breach of tenancy. I/We understand that the Council can apply to Court to repossess the property if I/we, or someone acting for me/us, has given false information to get the tenancy. Refer to section 17 for further information.

Tenant		Signature	
Tenant		Signature	

### Authorised Officer on behalf of the Council:

Name		Signature	
Date:			



# 1. Tenancy Types

- a. This Agreement sets out (on page 4) the type of tenancy you have. The information in this section tells you more about each type of tenancy.
- b. **An Introductory Tenancy**  
 For the first 12 months of your tenancy, you are an Introductory Tenant and not a Secure Tenant. An Introductory Tenancy is a trial tenancy with exclusive possession (the tenant occupies the property on his/her own or with just his/her household. This non secure period may be extended in certain circumstances. Should it be considered necessary to extend the introductory period, notice will be provided to you in writing.  
  
 If you do not breach any conditions of the tenancy in the first 12 months of your tenancy, then you will automatically become a Secure Tenant. However, if you breach any term of this agreement, then we can apply to the Court for a possession order.  
  
 You have the right to appeal against a Notice of Proceeding of Possession.  
  
 Upon becoming a Secure Tenant, you will have all the legal rights of a Secure Tenant. Your tenancy will automatically change and you will not have to sign a further agreement.
- c. **A Secure Tenancy**  
 This tenancy is given when a property is let with exclusive possession (the tenant occupies the property on his/her own or with just his/her household) and the tenancy is not specified as an exception (e.g. an introductory tenancy).  
  
 However, if you breach any term of this agreement, then we can apply to the Court for a possession order.
- d. Legal rights of each tenancy type  
 As an Introductory Tenant, you have fewer legal rights than a Secure Tenant. The legal rights of Secure Tenants are set out in this Tenancy Agreement. The rights that do not apply to Introductory Tenants are clearly marked.
- e. A summary of rights to each tenancy type:  
 Introductory and Secure Tenants have the following legal rights:
  - The right to occupy
  - The right to information
  - The right to be consulted
  - The right of repair
  - The right to succeed to a tenancy
 Secure Tenants (and Introductory Tenants in exceptional circumstances, where we have used our discretion and given written permission) have the following legal rights:
  - The right to improve
  - The right to claim compensation for improvements to the property
  - The right to assign
 Introductory Tenants do not have the following legal rights:
  - The right to buy the property (although the first 12 months as an Introductory Tenant will count towards the discount awarded off the sale price for Secure Tenants)
  - The right to take in lodgers (A lodger is someone who pays money to you to live in your home but does not have exclusive right to any one part of it).
  - The right to sub-let part of the property
  - The right to mutually exchange the property with another tenant

f. You must tell us if you will be away from your home for more than four weeks. We will then know that you have not abandoned it. We need to know if your job (or other circumstances) means that you are often away from your home or if you are away for long periods of time.

g. The people who can live at the property are those you told us about when you applied for the tenancy. You must get our written permission before anyone comes to live with you for more than 4 weeks, including family members.

If you are in receipt of welfare benefits, you must declare any changes in your circumstances. We will refuse you permission to let them live at the property if we think that they may break the conditions in this agreement or if we have already evicted the occupant from another property because of their behaviour. We will write to you giving our reasons.

#### h. **Demoted Tenancies**

A secure tenancy can be demoted to a 12-month probationary tenancy if the tenant has engaged in housing related anti-social conduct or has used the property for unlawful purposes. If a demotion order is granted and the tenant remains in occupation, then on a specified date the secure tenancy will end and a demoted tenancy will begin.

The demoted tenant loses a number of secure tenancy rights. For example, a demoted tenancy cannot be assigned unless it is part of family law proceedings. A demoted tenant does not have the right to buy their property during the demoted period and any time spent as a demoted tenant does not count towards the qualifying period for the right to buy.



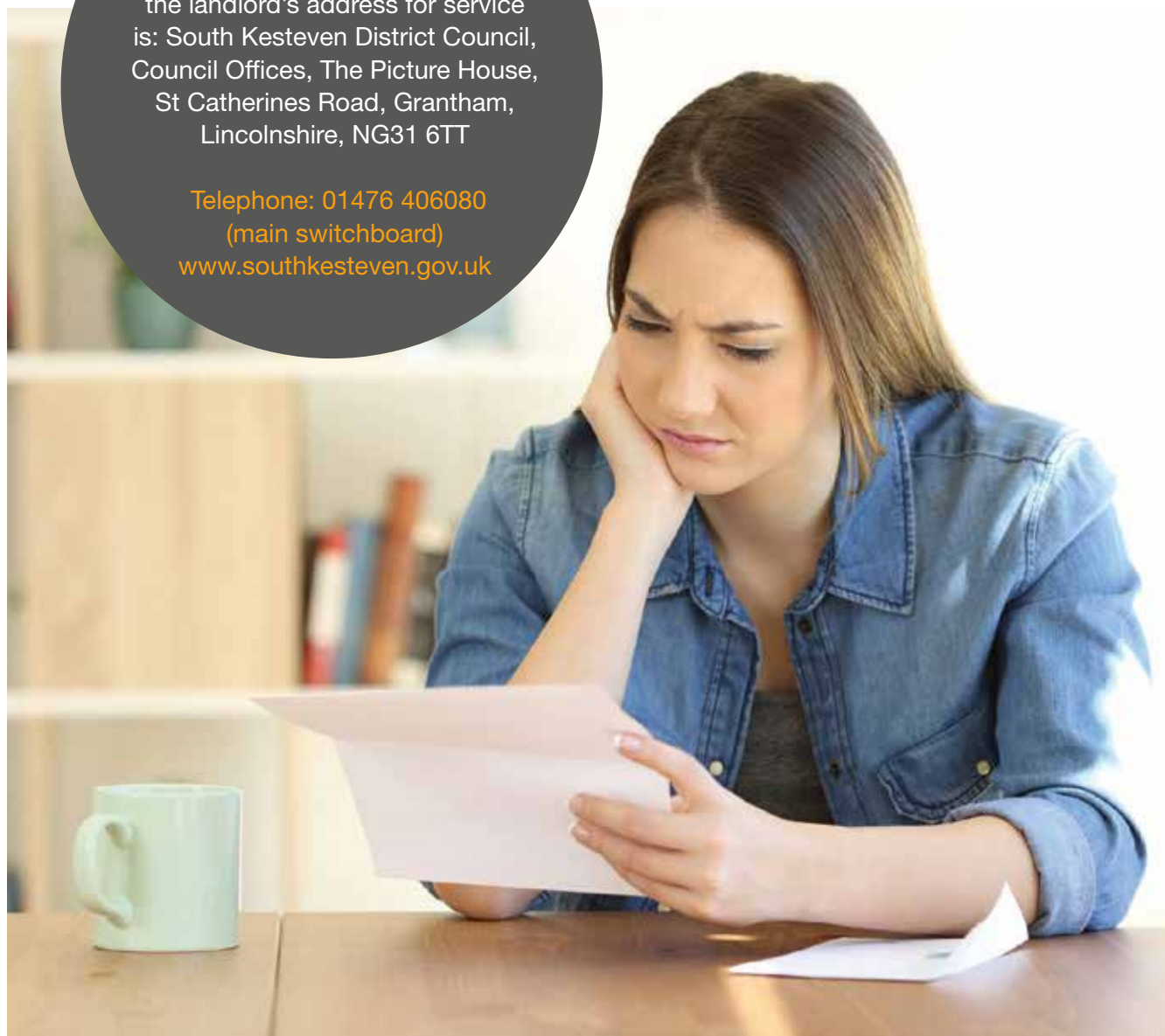
## 2. Notices

Any notice we give under this Tenancy Agreement may be served on you:

- in person or by leaving it for you with someone at the property
- by leaving it at the property or at your last known address;
- by handing to you in person; or
- by sending it first class post, second class post and / or recorded delivery to your property or last known address

For the purpose of section 48 of the Landlord and Tenant Act (1987), the landlord's address for service is: South Kesteven District Council, Council Offices, The Picture House, St Catherines Road, Grantham, Lincolnshire, NG31 6TT

Telephone: 01476 406080  
(main switchboard)  
[www.southkesteven.gov.uk](http://www.southkesteven.gov.uk)



# 3. Using your home

## Your Responsibilities

- a. You, your friends and relatives, and any other person living in or visiting your home (including children) must not use your home other than as a private home.
- b. You, your friends and relatives, and any other person living in or visiting your home (including children and pets) must not damage, vandalise or remove any part of the property.
- c. You must inform the Council, prior to leaving, if you are away from your property for a period more than four weeks.
- d. You must, upon being given reasonable notice, allow our employees and/or contractors access to your property to inspect it and/or carry out any repairs, servicing or improvement works to the property. All our employees and contractors will wear identification.
- e. You must not run a business from your home without our written permission. We will not refuse permission unreasonably unless we feel that the business is likely to cause a nuisance to other people or damage your home. If, after we have given our permission, the business causes a nuisance, we will give you written notice that we withdraw our permission. Examples of businesses that could cause a nuisance or annoyance to your neighbours\* which we may not allow you to run from your home include (but not limited to):
  - animal boarding or breeding business
  - \*Your neighbours include everyone who lives in the local area, including people who own their own homes, private rented tenants and private registered provider (housing association) tenants.
  - Loft spaces are locked and must not be used for storage. This is to protect the insulation and ensure the property maintains an EPC rating in line with the Decent Homes Standard. Access to loft spaces is restricted to authorised personnel only. This is to prevent damage to insulation or other energy efficiency measures that could affect the property's performance.
- f. You must not sublet the entire property or assign your tenancy. Written permission must be given by the Council for any assignment of tenancy to take place.

## Your rights

### The Right to Occupy

- a. This tenancy agreement gives you the right to live in your home. You must use these premises as your only or main private home. We will not interfere with this right unless any of the following apply:
  - Access is required, subject to reasonable notice, which shall be no less than 24 hours (other than in an emergency), to inspect the condition of your home, or to carry out repairs, annually inspect gas supply/ appliances or other works to your home, or any work required on an adjoining property. If access is not given, after several attempts, court proceedings will be applied for, to seek

possession of the property.

- We are entitled to possession at the end of the tenancy.
- You break any of the conditions in this agreement. If you do, we may take legal action to force you to meet the conditions or we will apply to the Court for an order to evict you.
- We built or adapted the property for a person with physical disabilities and you no longer need that type of home
- We need to carry out redevelopment or major repairs to the property which we cannot do unless you move out (we will not end your tenancy and will accommodate you elsewhere on a temporary basis).
- You stop using the property as your main home.
- There is any other reason under the Housing Act 1985, the Housing Act 1996, the Localism Act 2011 or any future legislation.

## The Right to take in Lodgers

- b. You have the right to take in a lodger if you are a secure tenant (as long as you do not grant a sub-tenancy or exceed the number of people allowed to live in your home). If you do take in a lodger, you must tell us immediately and inform us of their name, age, gender and details of the accommodation they will occupy.

***Introductory Tenants do not have this right.***

## Subletting

- c. You have the right to sublet part of your home. You need our prior written permission to do this but we will not refuse permission without good reason. You cannot lawfully sublet all of your home. If you do, you lose your status as a secure tenant and we can evict you.

Subletting is when you rent out a self-contained part of your home. A subtenant may share your facilities but they can stop you from going into the parts of your home that they live in.

***Introductory Tenants do not have this right.***

## Right to buy

- d. You can apply for the Right to Buy scheme if you are a secure tenant of South Kesteven

District Council and you:

- live in a house, bungalow, flat or maisonette which the council owns or on which it holds an appropriate lease
- are purchasing either in your sole name; or jointly with other people named on the secure tenancy. On a joint tenancy, the Right to Buy belongs to all tenants so you can either buy jointly; or individually where the other tenants agree to this
- occupy the property as your only or principal home
- have the minimum qualifying tenancy period of 3 years public sector tenancy. The 3-year period does not have to be consecutive and can include your current tenancy and any previous public sector tenancy

If you die, the person who takes over the tenancy under the succession rights will also take over the right to buy. However, they must still have held a secure tenancy in their own right for a period of at least 3 years (or any subsequent revision to this time period) before they are entitled to rely on the right to buy.

You will not have the right to buy your home if you live in certain sheltered housing, or other accommodation excluded from the legislation, such as adapted properties. Introductory tenants do not have this right. There are some circumstances where you do not have the Right to Buy - the Tenants Handbook gives further information on this.

## How to take up your Right to Buy

In order to exercise your claim to buy your property under the Right to Buy, you will need to complete the application form (RTB1) and send it to:

RTB Officer, South Kesteven District Council, The Picture House, St Catherines Road, Grantham. Lincs. NG31 6TT

The application form and more information about applying can be found at: <https://www.gov.uk/right-to-buy-buying-your-council-home>.

You can also get more details from the Right to Buy Agents: <https://www.ownyourhome.gov.uk/scheme/right-to-buy/contact-an-agent/>.

# 4. Garden and Trees

## Your responsibilities

- a. Where applicable, you are responsible for keeping the garden in a neat, tidy and well maintained condition throughout the tenancy. In some cases, this may include minor maintenance tasks relating to trees, hedges and shrubs. This is basic garden maintenance tasks such as light pruning of trees, trimming of low hedges and shrubs and removal of seasonal debris.
- b. For further information relating to your specific responsibilities regarding trees on the property and for guidance, please refer to the Council's Tree Management Policies and the Tenant Handbook.
- c. You, your friends and relatives, and any other person living in or visiting your home (including children and pets) must not remove or recklessly damage or vandalise any tree with a stem diameter over 8cm measured at 1.5m above ground level which is situated on the property.
- d. You must report immediately upon becoming aware of any tree work that needs carrying out within your tenanted property to avoid injury to any person or damage to any structure.
- e. You must, upon being given reasonable notice, allow our employees and/or contractors access to your property and garden to inspect or carry out any works to any tree within the grounds of the property. If access is not given, after several attempts, court proceedings will be applied for, to seek possession of the property.
- f. If there is a risk of damage to your home or to other properties, or of injury to people, we may need to give you twenty four (24) hours, or less notice in an emergency, that we need to enter your garden. If you do not allow or try to prevent us from entering, we will charge you the cost of getting into your home/garden.
- g. We reserve the right to do any garden maintenance tasks that are your responsibility if they are not put right within a reasonable period of time and recover all our costs from you.
- h. You are responsible for the cost of any items in your garden such as green houses, sheds etc. that are damaged as a result of a repair unless due to negligence of our contractors or employees.
- i. You are responsible for keeping your garden free from vermin and other pests.
- j. You must get written permission from us prior to planting of any new tree within the garden or removal of any existing tree with a stem diameter over 8cm measured at 1.5m above ground level.
- k. You are responsible for tree work that arises as a result of deliberate, malicious, criminal or accidental damage caused by you, people living in your home or people visiting your home.
- l. When you leave the property, remove any greenhouse, garage, shed or animal/bird enclosure you have put in the garden, unless we agree in writing that you may leave it.

# 5. Rent and other charges

## a Your rent

You must pay your rent every week in advance. (Or at any other interval that we agree to.) If you are a joint tenant, you are both responsible (jointly and severally liable) for paying all the rent, rent arrears and all other charges for your home when they are due. So, if one joint tenant leaves the property, we will still recover the rent (including any arrears) from either tenant.

Whether you are a sole or joint tenant, you are responsible and liable for all of the rent.

The weekly rent for your home (and any applicable charges) is shown at the start of the tenancy agreement. These will be subject to review on an annual basis.

## b Changes to your rent

When there is any change to your rent, we will tell you at least four (4) weeks before the change.

## c Service charge (where applicable)

For some properties a charge may be made for services provided. If the service charges are not paid, you will be in breach of your tenancy agreement. Examples of possible service charges are maintenance and replacement of septic tanks and treatment plants (where the service is currently provided by the Council and not by Anglian Water or other Water Authority), access to communal rooms, water and heating in sheltered housing schemes etc. We will give you a summary of what is included in your service charge. Please note that not all service charges are covered by Housing Benefit/Universal Credit.

## d Changes to service charge

We , can increase, add to, remove, reduce, or vary the services provided or introduce new services. Any such changes may either require you to pay a new service charge or affect the amount of service charge you pay.

Notice of any change in the amounts charged for services will be given to you at least four (4) weeks before any change is made.

## e Rent arrears

If you fall into rent arrears, contact the rents team and we will try to support you in resolving these. However, if the rent arrears continue, we may go to Court and ask for you to be evicted from the property.

You will be liable for any Court costs incurred in being taken to court. When your tenancy ends, you must pay us any rent, charges or costs which you owe us. A repayment plan can be set up for you to repay these rent arrears in regular instalments. You may lose your home if you do not pay your rent and/or other charges.

## f Welfare benefits to cover housing costs

If there is a change in your circumstances, which alters your entitlement to Housing Benefit or Universal Credit, you must inform us or the Department of Work and Pensions (whichever is relevant) immediately. We may recover from you any overpayment which is lawfully recoverable. You are still liable to pay your rent regardless of whether or not you are in receipt of any benefits.

# 6. Repairs and Improvements

## Your responsibilities

- a. You must report immediately upon becoming aware of any repairs that need carrying out to your home for which we are responsible.
- b. You are responsible for repairs which are necessary because you did not report another repair to us.
- c. You are responsible for the cost of any items in your property (and garden) such as furniture, clothing, floor coverings, green houses, sheds etc. that are damaged as a result of a repair unless due to negligence of our contractors or employees.
- d. You must allow our employees and contractors to enter your home or garden at reasonable times and at reasonable notice to inspect it, carry out repairs, service appliances and to carry out improvement works to your property.
- e. If there is a risk of damage to your home or to other properties, or of injury to people, we may need to give you twenty four (24) hours, or less notice in an emergency, that we need to enter your home or garden. We will charge you the cost of getting into your home if you do not allow or try to prevent us from entering.
- f. You are responsible for the cost of repairs that are the result of neglect or misuse, or deliberate, malicious, criminal or accidental damage by you, people residing in your home or people visiting your home.

This includes the cost for putting right any improvements/alterations carried out by you, people residing in your home or people visiting your home without obtaining the correct permissions.
- h. Contact us immediately if the drains of your home become blocked. If you have caused the blockage by not using the drains properly, we will charge you for the work.
- i. We reserve the right to do any repairs that are your responsibility if they are not put right within a reasonable period of time and recover all our costs from you. We will tell you about this and give you an opportunity to get the repair completed to an acceptable standard.
- j. You are expected to do certain minor repairs yourself. Advice on this is in the Tenant Handbook.
- k. You must not make any change to your home without our written permission. If we refuse permission, we will give you our reasons in writing. If we give our permission, we may set certain conditions. If you do not meet the conditions, we may take away our permission. Structural work includes (but is not limited to) alterations to or removing walls, floors, ceilings, roofs and water, electricity and gas services.
- l. You are responsible for repairing and maintaining all improvements and fixtures and fittings you install at your home. These improvements will become our property when you move out. If you take them with you when you move, you must put the property back to the way it was before you improved it. If you don't, we will charge you for the work.

## Our Responsibilities

### We are responsible for:

- a. We will keep the structure and exterior of your home in good repair including drains, gutters and external pipes.
- b. We will keep in proper working order the installations in the property for the supply of water, gas, electricity and for sanitation including basins, sinks, baths and sanitary conveniences.
- c. We will keep in repair and proper working order the installation in the dwelling for heating and heating water.
- d. We will carry out repairs which we are responsible for, such as repairing or replacing the fixtures and fittings we own.
- e. We will carry out emergency repairs or where there is a health and safety issue. If these repairs are made by the tenant and are dangerous, the tenant will be recharged.

### We are not responsible for:

- f. Repairs that arise as a result of deliberate, malicious, criminal or accidental damage caused by you, people living in your home or people visiting your home.
- g. Any works carried out by you at the property (after obtaining the appropriate permissions), or works carried out by a previous tenant which you have signed a disclaimer for (a written agreement that you accept responsibility for the repair and upkeep of fixtures in the property installed by a previous tenant) and chosen to adopt at the start of your tenancy.

If you do not wish to adopt these works they will either be removed or replaced by the Council with their own standard or the Council may take over responsibility for these works.

## Your rights

### The Right of Repair

- a. You have the right for repairs (which are not as a result of any deliberate act, omission or neglect by you or your visitors, or those residing at the property) to be carried out as quickly as possible.
- b. When you report the repair work we will inform you of the work we will carry out, who will carry out the work and when the work will be completed. We will give you at least twenty four (24) hours notice and you must give access.
- c. Sometimes it may be necessary to move to another property so that major works can be carried out. The Council will offer you suitable alternative temporary accommodation. You will need to vacate the property for the period needed to complete the work and then move back to the original property. Works can sometimes be done whilst you are still in the property.
- d. If we fail to carry out our responsibilities of repair under this Agreement then you may be able to take legal action against us. You should consult a Solicitor, a Law Centre, Shelter Housing Advice or the Citizens' Advice.

## The Right to Compensation for Repairs

- e. You may be entitled for compensation if we fail to carry out repairs within a reasonable time once you've reported them.

You may also be entitled to compensation if your home is unfit to live in because of poor conditions.

## The Right to Make Improvements

You must get written permission from us prior to starting any alterations or improvements to your home.

- a. We will not unreasonably withhold our consent. All building works must adhere to current Planning and Building Regulations and Health and Safety standards.
- b. Retrospective permissions are not given.

Tenants need to re-instate the property to the original condition. On some occasions, the Council may do the work but this will be re-charged to the tenant. Further information about permissions can be found in the Tenant Handbook.

***For Introductory Tenants this right is at the discretion of the Council.***

## The Right to Compensation for Improvements

- c. At the end of a Secure Tenancy you have the right to apply to us for compensation for certain improvements you have made to your home that are to Council standard, unless they were started before 1 April 1994. If you are buying your home you will not get compensation as these improvements are not included in the purchase price. You should ask the tenancy services team if you would like more details about this.

***Introductory Tenants may also be eligible for compensation at the discretion of SKDC.***



# 7. Anti-Social Behaviour

Everyone has the right to enjoy life in their own way provided that it does not disturb others and does not break the law.

## Your Responsibilities

- a. You and any joint tenant are responsible for your behaviour and the behaviour of your children (if relevant) and anyone else living with you or visiting you while they are in your home (including common areas such as landings, stairways, foyers, lifts, courtyards, gardens and parking areas).
- b. You and any joint tenant, your friends and relatives, and any other person living in or visiting your home (including children) must not:
  - engage in any form of anti-social behaviour, or threat of anti-social behaviour to our tenants, other persons in the neighbourhood or to any of our employees, agents or contractors.
  - do anything which causes or is likely to cause a nuisance or annoyance to anyone in the local area
  - do anything which interferes with the peace, safety, comfort and/or convenience of other people living in, visiting or working in the local area
  - use, or allow your home to be used, for any criminal, immoral or illegal purpose. This includes selling, producing or using any illegal substances, including drugs, alcohol and counterfeit products. You must not use your home for storing or handling stolen goods.

- c. You, your friends and relatives, and any other person living in or visiting your home (including children) must not commit any form of anti-social behaviour, or threat of anti-social behaviour such as (this includes but is not limited to) violence or threatening to use violence; excessive noise; drug and alcohol related nuisance behaviour; domestic abuse; dumping waste.

We will take appropriate action so that you will not continue or allow to continue, any anti-social behaviour, harassment or cause any alarm or distress to anyone.

Tenants who are perpetrators of domestic abuse are at risk of being evicted.

Victims of domestic abuse, either as a tenant or household member, will be supported by the Council. Contact your housing officer for help. Further advice and information is also in the Tenants Handbook and in our Domestic Abuse Policy.

## Our Responsibilities

- a. If an anti-social behaviour problem continues we will take appropriate action
- b. We may enforce the tenancy agreement by using all legal remedies available to us.



# 8. Domestic Abuse

Domestic abuse is a crime. This is recognised by the Domestic Abuse Act (2021).

The Council does not tolerate domestic abuse by any of its tenants or members of their household.

Domestic abuse is defined as committed by someone who is 'personally connected' to you, such as:

- a partner (who you are married to; in a civil partnership; living with; do not live with but you are having an intimate relationship with)
- an ex-partner (was married to; was in a civil partnership; was living with; did not live with but was having an intimate relationship with)
- a person you have a parental relationship with in relation to the same child
- a relative

There are different types of domestic abuse. These are:

- physical or sexual abuse
- violent or threatening behaviour
- controlling or coercive behaviour
- economic abuse
- psychological, emotional or other abuse

Further information is in the Council's Domestic Abuse Policy. This can be found on South Kesteven District Council's website: [www.southkesteven.gov.uk](http://www.southkesteven.gov.uk)

**Tenants who commit domestic abuse (perpetrators) are at risk of being evicted.**

**Household members who are perpetrators of domestic abuse risk being excluded from the property.**

South Kesteven District Council can make a discretionary decision for a transfer to take place from one type of tenancy to another, including from a joint tenancy to a sole tenancy. This means that, for example, if the victim and perpetrator of domestic abuse are joint tenants, the tenancy could be transferred to the victim of domestic abuse as a sole tenant. Further information on this is in our Tenancy Management policy on our website.

# 9. Safeguarding

South Kesteven District Council is committed to safeguarding the welfare of children and/or young people and adults with care and support needs within the activities we undertake. Safeguarding encompasses a range of legal duties and responsibilities designed to protect people's health, wellbeing and human rights. Safeguarding exists so we can support people and help prevent problems from escalating, enabling them to live free from harm, abuse and neglect.

If you are concerned about yourself or someone else and living in one of our Council properties, please contact the Council. An officer will provide advice and support. The Council has a duty of care to refer anyone to Lincolnshire Adult or Child Safeguarding Services if they think anyone is at risk.

For further information and support, tenants and household members can refer to the 'Tenant Handbook'. A copy of this can be found on our website.

# 10. Property Condition

## Your Responsibilities

- a. You, your friends and relatives, and any other person living in or visiting your home (including children) must:
  - Keep your home, any communal area, including stairwells, free from fleas, vermin and other pests.
  - Keep your home clean and tidy. Any work we need to do, such as removing rubbish, dealing with pests etc, may be re-charged to you.
  - Keep all shared stairways, halls and landings clean. You must not leave any personal belongings or rubbish in these areas. We may remove and dispose of anything you leave in these areas and charge you for the work.
  - Keep any areas around the communal bins free from rubbish and rubbish should not be placed next to the bins. Any waste not in the appropriate bin could be deemed as mis-presented waste or flytipping and enforcement action may be taken. Enforcement action could result in a fine, penalty notice or prosecution.
- Individual bins must be stored within the boundary of the property and produce for collection on the appropriate day. Waste must be stored securely within the bin so that waste does not escape onto the road.
- Keep your home free from bad smells (e.g. rotting food; human/animal faeces and urine etc.).
- Keep your home free from an excessive amount of clutter which amounts to hoarding, as this increases the risk of fire.



# 11. Health and Safety

## Your Responsibilities

- a You, your friends and relatives, and any other person living in or visiting your home (including children) must not:
  - use portable oil, paraffin or gas cylinder heaters in your home
  - store inflammable materials or gas anywhere at your home without our written permission
  - store any appliances or vehicles which are powered by petrol, diesel, paraffin, electricity or gas in your home or in shared areas (except for domestic appliances such as kettles)
  - leave any item in passage ways, corridors, stairwells, entrances or exits used as fire escape routes in shared areas
  - store or charge mobility scooters, e-bikes and e-scooters on exit routes and in communal areas in your home or leave the battery to charge when you are out or while you're asleep
  - leave play equipment such as trampolines and paddling pools unattended in communal areas.
  - interfere with the correct use of fire or security doors
  - change your home entrance door eg. painting or varnishing it without first agreeing this with the Council
  - interfere with any equipment for detecting or putting out fires in your home
  - tamper with smoke alarms
  - interfere with any equipment for detecting carbon monoxide in your home
  - prevent us and/or our representatives from servicing appliances in your home
  - prevent us and/or our representatives from carrying out necessary health and safety checks, repairs and/or improvement works to your home
  - undertake any works on the building without first seeking written permission from SKDC
  - do anything in your home which could cause a danger to anyone in your home or in the local area
- throw anything through the windows of your home or off balconies
- leave syringes/needles in areas where people in the local area may come into contact with them. They must be properly and safely stored in purpose-made sharps containers and disposed of in the correct manner
- let anyone you don't know into the shared areas without appropriate identification
- put anything on a window ledge or balcony which could be a danger to anyone living in or visiting your home or the local area
- shake mats or carpets from the windows or balconies
- dispose of cigarettes out of a window or off your balcony
- withhold information from the police about any criminal act at your home
- delay telling us about any damage to your home
- you must inform us if you use/store medical oxygen at your home. You must also display appropriate chemical hazard warning signs outside your home
- smoke in shared or communal areas
- leave burning candles unattended
- leave mirrors by windows; these can focus sunlight and start fires
- install locks or security gates on any exits of the property
- block vehicle access routes
- tamper with lift doors

# 12. Pets and Animals

In recognition of the benefits that pets can bring to our lives we do in some circumstances allow them to be kept in Council properties.

## Permission to keep pets

You must obtain the Council's prior written permission before keeping any pet at the property. Permission will depend on the type of property you live in and the type and number of pets you wish to keep. This requirement applies to any new, additional or replacement pets.

Further guidance on keeping pets is set out in the Tenant Handbook.

## Existing pets

Where, immediately before this tenancy agreement came into effect, you were already keeping a pet at the property and the Council has not previously taken enforcement action in relation to that pet, the Council will treat permission as having been granted for that pet.

This deemed permission is conditional, subject to compliance with this tenancy agreement, and may be withdrawn if the pet causes nuisance, poses a risk to health or safety, or causes damage to the property.

## Conditions of keeping pets

Where permission is granted (including deemed permission for existing pets), it is a conditional allowance and not a right. You are expected to act responsibly and respectfully at all times.

Any pet must not:

- affect the peace, safety or wellbeing of other tenants or residents;
- cause damage to the property or surrounding areas.

You must ensure that your pets are not intimidating, aggressive, dangerous, or a nuisance.

Nuisance includes (but is not limited to):

- excessive or persistent dog barking;
- allowing a dog to roam freely;
- fouling inside your home or in communal areas;
- damage to the property, whether inside or outside;
- failure to vaccinate or properly care for a pet, creating a health hazard.

You are responsible for repairing, or paying for the repair of, any damage caused by your pets.

## Withdrawal of permission

The Council reserves the right to withdraw permission and require you to remove your pet(s) if these conditions are not met.

## Notification

You must inform the Council of any change to the pets you keep, or of any intention to keep a new pet, so that the Council can advise on suitability and whether permission is required.



## Your Responsibilities

You must not keep any animal that has been classified as dangerous under the Dangerous Wild Animals Act 1976 or keep any breeds (including cross breeds) named under section 1(1) of the Dangerous Dogs Act 1991. XL Bully dogs are only permitted if you have an exemption certificate.

You must receive written permission from the Council before keeping any livestock in the property or on any land owned by us. Livestock such as horses, donkeys, goats, cows, pigs, sheep, ducks, geese and reptiles are not allowed.

Livestock such as chickens might be allowed, dependent upon the type of property and location.

- a. You must get our written permission to build an animal or bird enclosure. If we give our permission, we may set conditions that you must keep to. If you do not meet the conditions, we may take away our permission. We may also withdraw our permission if the animals or birds are intimidating, aggressive, dangerous or causes a nuisance.
- b. You must not allow any animals that you keep to foul in any shared or communal areas. You must remove and dispose of any pet droppings hygienically.
- c. You must make sure that any animal you keep does not cause a nuisance, annoyance, or disturbance to others or damages any of our property.
- d. You must arrange and pay for any additional fencing or other form of restriction that is required to keep your animal safe, under control and unable to access anyone else's property. You must request written permission from the Council first before you install or change any fencing.
- e. You are responsible for the behaviour and control of any animals that belong to or accompany visitors to your property or other members of your household.
- f. If the pet is deemed to be intimidating, aggressive, dangerous or causes a nuisance and/or the number; type or size of pets are considered to be unsuitable, we reserve the right to ask you to remove your pet(s). If you do not remove your pets when asked, we may ask you to re-home your pet and/or take legal action to evict you.
- g. Any dogs and cats you own are required, by law, to be microchipped and registered.
- h. You must vaccinate your pets to prevent any health hazard.
- i. Under the Control of Dogs Order 1992, all dogs in public places must wear a collar with their owner's surname, address and contact details.
- j. Under the Animal Welfare Act 2006, owners have a duty of care to meet the needs of their pets. Our Housing Officers will report any welfare concerns to the appropriate agencies.
- k. You are responsible for any animals visiting your home. They are not to cause a nuisance, intimidation, aggression, danger, to anyone or detriment to the property or a health hazard.

# 13. Vehicles

## Your Responsibilities

- a. You, your friends and relatives, and any other person living in or visiting your home (including children) must not do the following:
- Park or store any vehicle (a car, bus, lorry, motorbike, boat, caravan, motorhome, motorised mobility vehicles, etc) anywhere on the property (including grass verges and boundaries owned by us) unless you are using a garage, parking area or a drive with a dropped kerb.
  - Park any vehicle on communal grassed areas or roadside verges owned by us. This includes unloading for any period of time.
  - Build a parking space, garage or drive without our written permission.
  - Park any motorhome, caravan, boat or excessively large business vehicle at your home without our written permission. If you do you will be asked to remove it.
  - Repair or have for sale any vehicle not owned by yourself at your home or any other land owned by us. If we suspect that you are repairing such a vehicle, we may ask you to prove that you own the vehicle.
  - Park any vehicle which is illegal (e.g. not taxed) or is not roadworthy, on any land that belongs to us.
  - Double park vehicles or park in a way which causes an obstruction to other road users, including emergency services' vehicles.
  - Park in a way which blocks access to and from someone else's property.

# 14. Tenant Involvement

## Right to be involved

You have the right to be involved and have your views considered on how we manage your home. This includes:

- providing information on how well we are performing as a social landlord
- provide opportunities for you to be involved in looking at how we perform and shaping our policies and procedures and any service improvements

## Right to be consulted

We will consult you over any substantial changes in housing management that affect how your home is managed or maintained

This includes:

- Changes to your tenancy agreement
- Changes to housing policies that set out how we will manage or maintain your homes
- Introducing new services not already included in your tenancy agreement
- Changes to how we provide or deliver how we manage or maintain your home



# 15. Succession, Assignment and Exchange

## The Right to Assign your Tenancy

- a. Assigning your tenancy is where your tenancy is legally passed on to someone else by you.
- b. As a Secure tenant, you have the ability to assign. It is limited to one instance, as with succession.

A tenancy cannot be assigned if:

- it is a joint tenancy
- the tenancy has been demoted
- it is in temporary accommodation
- if it was inherited from a previous tenant

Where there are outstanding arrears, the current tenant (assignor) must clear these before proceeding with their application to assign their tenancy

- c. Where there has been a legal assignment then you will no longer be the tenant for that property.
- d. Assignment is only allowed in the following situations:
  - Assigning the tenancy under the Right to Exchange but only with our written permission; or
  - In the case of a relationship breakdown, where the Court assigns the tenancy from a tenant to the other occupant. This type of order is known as a transfer of tenancy. If you would like to know more about this type of order then you should consult a Solicitor, the Citizen's Advice, or a Law Centre; or
  - Assigning your tenancy to a person who is legally entitled to succeed you. This depends when the tenancy started and may include your husband, wife, civil partner, partner or relative. You must have our written permission.

Further details are in Appendix 1 of our Tenancy Management Policy.

## The Right to Exchange your Tenancy

- a. Secure Tenants have a legal right to swap (exchange) their home with another South Kesteven District Council tenant, another local authority tenant or a private registered provider (Housing Association) tenant. You must get our written permission first.
- b. We may grant consent subject to certain conditions. We may withhold consent in certain circumstances eg. where there are rent arrears.

Further details are in Appendix 2 of our Tenancy Management Policy.

## The Right of Succession to a Tenancy

- a. Succession is the transfer of your tenancy to someone after you have died. The law states that only certain people can succeed to your tenancy. Succession can usually only take place once, so if you inherited your tenancy, no one can usually inherit your tenancy. The person applying for succession needs our written consent.
- b. When a joint tenant dies, the surviving joint tenant inherits the tenancy. Survivorship is not a statutory succession but counts as one when determining if there is a further right to succeed to a tenancy.
- c. The people who are legally entitled to succeed are:

Your spouse, civil partner or a cohabitee with whom you live and it is their only or principal home at the time of death or if your tenancy started before 1st April 2012, additionally, a member of your family: parent, grandparent, child, grandchild, brother, sister, uncle, aunt, nephew or niece, provided they have lived with you for at least twelve months. The 12 month period can include time living together at a different address.
- d. Your spouse, civil partner, cohabitee or family member who succeeds you will have the same type of tenancy as you, with the same rights as you under this Tenancy Agreement.
- e. We will consider whether your home is suitable for the person who succeeds to your tenancy and whether the succession to that property would make best use of our stock. If we decide that your home is not suitable, we will offer your relative a more suitable home. If reasonable offers are refused and any occupants in the property do not move, then we can serve a Notice within one year and apply to the court for possession of the property.
- f. If you do not have a spouse civil partner or cohabitee and there is more than one family member asking to succeed to your tenancy and if they cannot agree who will succeed you, we will decide.

Further details are in Appendix 3 of the Tenancy Management Policy.

# 16. Ending Your Tenancy

## How you may end your tenancy

- a. When you move out of your home, you must do the following:
  - Give us four (4) weeks written notice stating that you want to end your tenancy by completing a tenancy termination form. The notice must give your name, address, be signed and dated. Notice to end your tenancy must end on a Sunday.
  - Give us all the keys including any door entry fobs to your home on the day you leave so that we can inspect the property. If you do not give us any of these items, we will charge you for the cost of replacing the keys and locks of the property and may charge you for any additional rent.
  - Pay all the rent and other charges up to the date of the end of your tenancy.
  - Remove all your furniture, and personal fittings and belongings from your home unless specified items have been authorised to be left on the pre-termination visit. We will remove any items you leave behind and will charge you for the work necessary if no agreement has been made.
  - Remove all rubbish from inside and outside your home.
  - Remove any greenhouse, garage, shed or animal/bird enclosure you have put in the garden unless we agree in writing that you may leave it.
  - Make sure all the fittings and fixtures you have installed and which have been authorised for you to leave in the property are in good working order.
  - Replace or repair broken items which belong to us or you will be charged.
  - Leave your home clean; tidy and in good decorative order. We will charge you if we have to clean or repair any damage to the property.
- Allow our employees and contractors to enter your home at reasonable times to inspect it prior to you vacating the property.
- Allow our employees to show prospective tenants around your home prior to you leaving. We will give you notice of this.
- If gas appliances are removed, make sure that all exposed pipes are capped off by Gas Safe registered gas fitters.
- Make sure that electricity, gas and water meters are read and the relevant suppliers informed.
- Give us your new address and contact details
- b. If you do not pay all of the rent and other charges up to the date of the end of your tenancy. If you do not do this, we will take legal action to recover the money. We may go to court and ask for a Money Judgement Order to recover the debt. This may affect your credit rating and any future housing applications.
- c. In the case of joint tenants, notice received from one tenant will end the tenancy for all tenants. You will not have an automatic right to continue living in the property if a joint tenant has ended the tenancy. If this happens, seek advice from us.
- d. You can only transfer your tenancy to someone else (rather than ending the tenancy) if we have agreed to this, in writing, through an 'assignment of tenancy'. Further details can be found in the Assignment section of the Tenancy Management Policy. If you do leave anyone in the property without our written permission, we may evict them through the Court as they may be living there illegally. We will charge you the cost of doing this.

- e. If you are away from your home for four (4) weeks or more without telling us, we may consider the property to be abandoned and serve you with a notice to end your tenancy. You may not be entitled to another property with us and we may charge you the cost of all repairs that are needed because you abandoned the property.
- f. If you abandon your property, we will dispose of any perishable items that may become rotten, such as food. We will store all other items for 28 days, from the date we gave you written notice. You will be responsible for the storage costs. If the items are not collected at the end of the 28 days, we will dispose of them.

## How we may end your tenancy

### Introductory Tenancy

We can end the tenancy if you break this Tenancy Agreement. We will serve you with a Notice of Proceedings for Possession. This gives you four weeks notice of our intention to apply for an order of the Court for Possession. Introductory Tenants can be evicted more easily than Secure Tenants. You have a right of review of the decision to serve a Notice of Proceedings for Possession.

### Secure Tenancy

We may end your tenancy if you break a term of this agreement by serving on you the appropriate statutory notice and obtaining a court order for possession.

## Death of a Tenant

### How the tenancy can be ended

A tenancy does not automatically end when a tenant dies and no one has inherited it.

The Council or the Executor/Public Trustee of the estate of the tenant who died, can end the tenancy.

### By the Council

The Council must serve a minimum of four weeks' notice on those dealing with the deceased tenant's estate or on the Public Trustee.

### By the deceased tenant's estate executor or someone living in the property

If you are dealing with the estate of the tenant who died or you live in the property and would like to leave, you must:

- serve a minimum of four weeks' notice on the landlord (the Council).
- pay all liable rent until the tenancy ends

# 17. Written Permission

You **must** get our written permission before you:

- allow anyone to live with you for more than 4 weeks, including family members (condition 1g - see section 1, paragraph g).
- sublet any part of your home (condition 3c)
- run a business from your home (see condition 3g)
- make improvements or carry out alterations to your home (including lay any flooring other than carpets, fit a CB ariel or satellite dish or make any changes to walls. You will be responsible for the ongoing maintenance of any improvements you make (see section 5).
- maintain trees or hedges which are not considered to be routine maintenance done with hand tools at ground level; fell or remove trees or hedges or alter any fence.
- store inflammable materials or gas anywhere at your home (see section 9)
- store or charge a mobility vehicle in one of our properties (see section 10)
- keep any pets or livestock (see section 11)
- build an animal or bird enclosure (condition 11a)
- install or change any fencing (condition 11d)
- build a parking space, garage or drive (condition 11a)
- Park any motorhome, caravan, boat or excessively large business vehicle at your home (condition 11a)
- Assign or exchange your tenancy (see section 13)

Failure to seek our consent or to comply with our terms and conditions shall be deemed a breach of your obligations under this tenancy.

## Please Note

As well as getting our written permission, you may need to get planning permission and meet building regulations.

We may withdraw our permission if you cause a nuisance.



# 18. Data Protection

When signing your Tenancy Agreement and throughout your tenancy, we will collect and hold data about you. We may need to disclose some of this data to other departments of the Council, or certain third parties. Your personal data will only be shared with others where this is permitted by law.

Further information is in section 16 of your Tenant Handbook.



# 19. Fraud and False Statement

If you or someone acting on your behalf has made a statement relating to your housing application which you/they knew to be false or could be false or you/they deceived us regarding information supplied on your application, we may take action to repossess the property under schedule ground 5 of the Housing Act 1985.

We are required under section 6 of the Audit Commission Act 1998 to participate in the National Fraud Initiative data monitoring exercise.

We advise you that the data held by us in respect of your tenancy will be used for cross system and cross authority comparison purposes for the prevention and detection of fraud.

# 20. Customer Feedback

Delivering a quality service is important to the Council and we would like to learn from what our customers have to say, to improve the services we deliver. We need to know if:

- you are happy with the way we have dealt with things
- you feel we got it wrong and could have done something better to meet your expectations

Customer feedback can be a complaint, compliment or a comment.

A complaint is defined as “an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.”

If you wish to provide customer feedback, there are various ways to do this. You can:

- Telephone the Council on 01476 406080 and speak with our Customer Services Team
- Report it online at [www.southkesteven.gov.uk/feedback](http://www.southkesteven.gov.uk/feedback)
- Visit one of our offices in person
- Write to us via letter

More information can also be found in our Housing Customer Feedback Policy on our website at [www.southkesteven.gov.uk](http://www.southkesteven.gov.uk). This explains the complaints process in full detail and provides information about the Housing Ombudsman Complaint Code which we have to adhere to.

If the problem still cannot be resolved, contact can be made to the Housing Ombudsman (contact details are in the Tenants Handbook).

# 21. Alternative formats and languages

South Kesteven has a rich and diverse culture - a community made up of people from different cultures with differing backgrounds, beliefs and experiences. This diversity is one of the things that make South Kesteven such a great place to live and work.

To ensure all residents of South Kesteven have access to our information, it is available in a range of different languages and formats, including large print, Braille, audio tape and computer disc.

To request a document in a specific language or format, you can ring us or e-mail us:  
01476 40 60 80  
communications@southkesteven.gov.uk

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

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

## Ukrainian

Ця інформація може бути надана великим шрифтом, шрифтом Брайля, на аудіокасеті або комп'ютерному диску. Якщо ви або хтось із ваших знайомих може скористатися цією послугою, будь ласка, зв'яжіться з нами.

## Cantonese

呢啲資料可以以大字本、盲文、有聲卡式帶或者電腦光碟形式提供。如果你或者你識嘅人需要呢項服務,請聯絡我哋。

## Česky / Czech

Tato informace může být dostupná i v češtině. Pokud byste Vy, a nebo někdo koho znáte, mohli 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.

## Türkçe / Turkish

Bu bilgiler Türkçe dilinde mevcuttur. Siz veya bir tanıdığınızın bu hizmetten faydalanacağını düşünüyorsanız lütfen bizi arayınız.

# Notes



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SOUTH  
KESTEVEN  
DISTRICT  
COUNCIL

## Tenancy Agreement Consultation December 2025



Deborah Wyles – Consultation Officer  
South Kesteven District Council  
December 2025

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## Executive Summary

1. Tenants living in general needs housing and sheltered housing schemes were asked for their views on changes to their Tenancy Agreement during a four-week consultation which took place towards the end of November and during December 2025.
2. Opening on 24 November 2025, the consultation was open for four weeks, closing on 22 December 2025. 203 responses were received – a response rate of 3.45%<sup>1</sup>
3. When asked about a proposal to change how rent and other charges are paid from a 48-week payment schedule to a 52-week schedule, three fifths of respondents (125 or 62.8%) were in favour. One fifth weren't in favour, and the remaining fifth (39 or 19.6%) didn't know or weren't sure about the proposal.
4. When asked if the tenancy related consequences of being convicted of domestic abuse had been clearly communicated in SKDC's Tenancy Agreement – most tenants (121 or 71.2%) thought that they had been.
5. Most tenants (121 or 78.1%) thought the insertion of an extra clause in Chapter Nine - Property Condition which focused on the tenants' responsibility to keep their home and any communal areas free from fleas, vermin and other pests was clearly stated.
6. Tenants were asked if the responsibilities of keeping animals in council properties had been clearly communicated. Whilst the wording in the Tenancy Agreement appears to have been clear, with 106 tenants (72.6%) agreeing, there was an issue with some of the phrases used in the Tenants Handbook, which led to some respondents raising concerns.
7. Tenants feedback on each of the changes proposed in SKDC's Tenancy Agreement could be described as being generally supportive. A few viewed some elements of the agreement as overly prescriptive – particularly in respect of animal ownership - and queried the legislation governing its status. Illustrative quotes have been included in this report.

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<sup>1</sup> Letter notifying tenants of consultation on Tenancy Agreement sent to all tenants -5,884



## Purpose of report

8. The purpose of this report is to update South Kesteven District Council (SKDC), Cabinet and Housing Overview and Scrutiny Committee with the results of the consultation that took place with tenants during November and December 2025 on changes to SKDC's Tenancy Agreement.

## Background

9. As part of the consultation, tenants were informed that the Tenancy Agreement they have with South Kesteven District Council is a legally binding contract. It outlines the rights and responsibilities both they and the Council have, as a tenant, and as a landlord. It includes expectations about rent, how they live in their property, repairs and maintenance, community responsibilities and behaviours.
10. They were also told that it has now been updated and includes some new tenancy conditions. These changes, they were told, are being made to help the Council manage tenancies on a day-to-day basis, or because SKDC thinks they will make the tenant's life easier. Other changes were made to help make the Tenancy Agreement easier to understand.

## Purpose

11. The purpose of this exercise is to fulfil the legislative requirement to consult, prior to making any changes to the tenancy agreement SKDC tenants will need to abide by. The feedback gathered as part of the consultation process will also inform the members decision.

## Legislation

12. This consultation has been undertaken in accordance with the requirements set out in sections 102 and 103<sup>2</sup> of the Housing Act 1985. These sections govern how the secure terms

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<sup>2</sup> Sections 102 and 103 of the Housing Act 1985 govern how the terms of a secure tenancy can be changed. Section 102 states that a secure tenancy can be varied by agreement or through the notice procedure in section 103. Section 103



of a tenancy can be changed. In this scenario, the consultation has also acted as the Preliminary Notice. All South Kesteven District Council tenants have, in accordance with legislative requirements, been notified about, and invited to comment on, any proposed changes to the tenancy agreement for a minimum of 4 weeks or the rental period (whichever is longer).

### Scope

13. The scope of this consultation was focused on tenants in both sheltered and general needs housing. Consultation with other internal stakeholders (those from other sections of the Council including Housing Repairs, Rents and Public Protection and councillors) has already taken place.

### Objectives

14. The objectives of the consultation were to:
- Ensure tenants were given an opportunity to review and comment on the draft Tenancy Agreement document
  - Collect opinions on proposed changes to the draft Tenancy Agreement
  - Collate a list of observations and identify how they might be addressed
  - Ascertain degree of support for the draft Tenancy Agreement
  - Inform the decision that will be taken by Cabinet in respect of the revised Tenancy Agreement

### Methodology

15. The responses to these consultations were collected over a four-week period (24 November through to 22 December 2025). 203 responses were received in total. The data was gathered via a web link to an on-line survey. Printed copies of the survey were made available to tenants who requested them. For those who wanted more detail, the survey included links to both the draft Tenancy Agreement and the Tenants Handbook. 200 on line responses and three printed responses were received. Members of a Tenants Focus Group were also asked

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outlines this notice procedure for periodic tenancies, which requires the landlord to first serve a preliminary notice informing the tenant of proposed changes and inviting comments, before they can issue a formal [Notice of Variation](#).

to review the document and a workshop was held with councillors to discuss the proposed changes. The feedback from each of these meetings has already been collated and is the subject of a separate submission.

16. The survey included the following sections:

- An introduction to the consultation, why their help was needed and how their feedback will be used
- The main reasons why SKDC is revising the Tenancy Agreement
- An option for the consultees to make further comments
- An opportunity for the consultees to supply their details so they can be contacted, if they so wish
- Arrangements for those for whom accessibility is an issue
- A thank you and closing date

### The results

17. The first question on the survey related to rent and other charges. (Chapter 4, page 13). Tenants were told that the total amount of rent they pay is currently charged over 48 weeks (sometimes 49 weeks if there are 49 Mondays in the year) and that the Council would like to change this so that the total amount of rent a tenant pays is charged across the whole year - 52 weeks (sometimes 53 weeks if there are 53 Mondays in the year).

18. This will mean that the amount they pay each week will be less than it is now, but they will pay something every week during the year. The amount of rent they pay will remain the same. To help illustrate how it would work in practice, an example was provided:

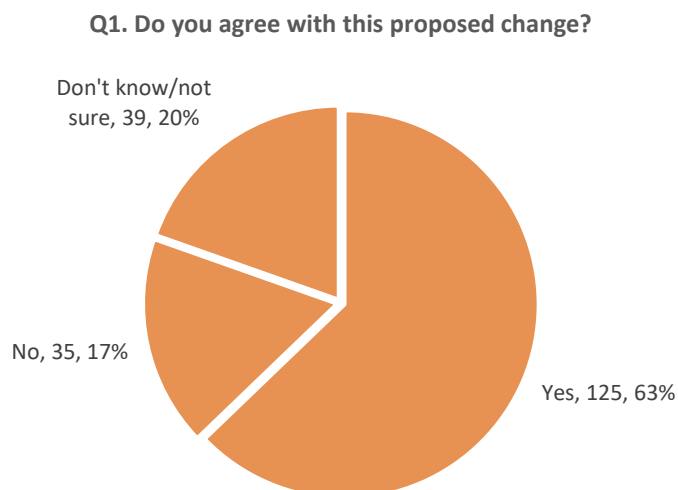
For example, if their rent is £5,200 for the year:

Spread out over 48 weeks they currently pay £108.33 per week

Spread out over 52 weeks they would pay £100 per week

19. Tenants were provided with a reason for proposing this change. SKDC would like to make this change because they think it will make it easier for people to budget, especially for those in receipt of Housing Benefit or Universal Credit (which is calculated across the whole year).

20. Three fifths of those taking part in the survey (125 or 62.8%) were in favour of this change. A fifth were not, with the remaining fifth answering don't know/not sure, as illustrated in the pie chart below:



21. When asked why they had chosen to answer in this way, tenants were either in favour of the change- seeing it as beneficial from a cost-of-living perspective, not in favour of the change as the current arrangements suited their personal circumstances, or could see no benefit or drawback as they already pay monthly and are not on benefits. Some were in favour of more clarification. Examples of each of these views are below:

**“Cost of living is so high so this would help so much!”**

**“I would like to keep it this way. Because being in the building industry bad weather around December means there might not be any work. So, for me it's a good thing to have those two free weeks as a bit of security of going behind with the rent.”**

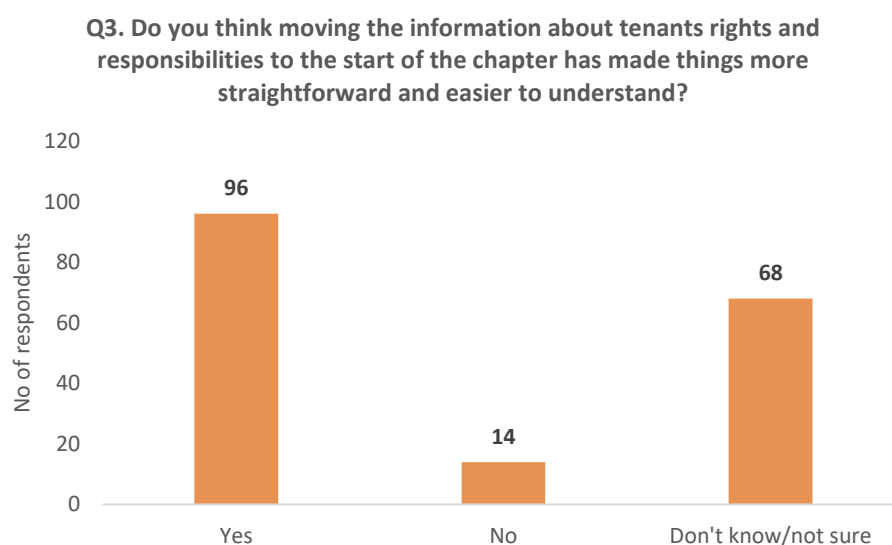
**“I already pay monthly so it will have little effect on me”**

**“Not enough information supplied on rent changes.”**

22. The second proposed change to SKDC's Tenancy Agreement respondents were asked about related to Repairs and Improvements. The sections within the 'Repairs and Improvements' (Chapter 5, pages 14-16) regarding tenants' responsibilities and rights have been moved and are now at the beginning of the chapter.

This was because they are important and moving them makes them more prominent and hopefully easier to understand.

23. Just over half of those participating in the consultation (96 or 53.9%) thought that moving the information about tenants' rights and responsibilities to the start of the chapter has made things more straightforward and easier to understand. Two fifths of respondents (68 or 38.2%) didn't know or weren't sure. This is illustrated in the bar chart below:



24. The comments made by tenants supported this distribution of responses. Some agreed that moving the information helped to make things more straightforward and easier to understand. A significant element (68 or 38.2%) didn't have an opinion either way. Others used it as an opportunity to comment on the repairs process. These views are illustrated in the quotes from tenants overleaf:

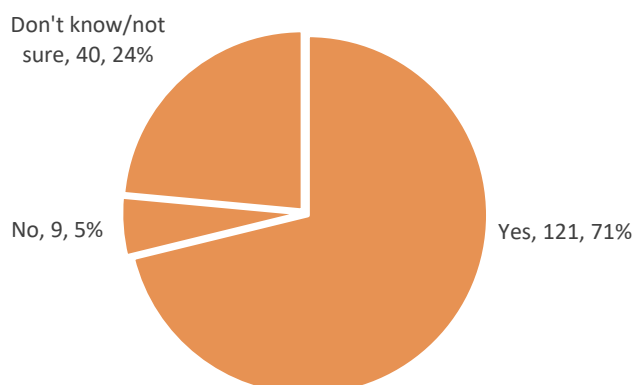
**“Agreed, this is important information”**

**“I don't think it makes much difference.”**

**“Can only get certain repairs done! Need a new fence and been told it my responsibility to do it, when in truth I'm a tenant and the fence is not really my property....”**

25. The third change to their agreement tenants were asked about is the addition of two new chapters. These outline the Council's position and response to instances of Domestic Abuse and Safeguarding.
26. Tenants were informed that the Council does not tolerate domestic abuse by any of its tenants or members of their households. Chapter 7 (page 18) 'Domestic Abuse' has been added to ensure tenants and members of their households are aware of the tenancy related consequences for those who commit this crime.
27. Seven out of ten respondents (121 or 71.2%) thought that the tenancy related consequences of being found guilty of domestic abuse crimes were communicated clearly in Chapter 7 of SKDC's Tenancy Agreement. This is illustrated in the pie chart below:

**Q5. Do you think the consequences are clearly communicated in this chapter?**

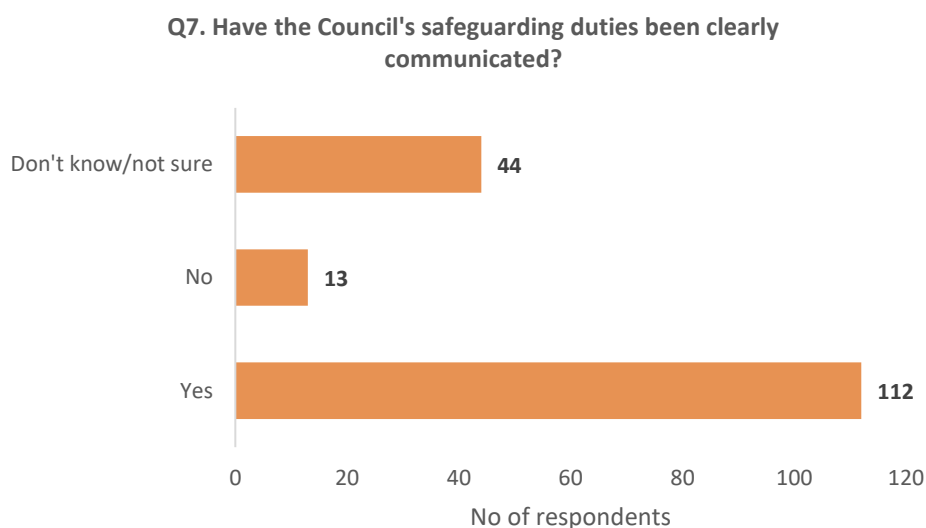


28. When invited to expand on their answer, most respondents were supportive. A couple asked how this position will be enforced. These viewpoints are illustrated below:

**“100% agree with this. It should not be stood for in any way”**  
**“How will this be enforced and monitored?”**

29. Respondents were then asked about safeguarding. The Council, they were told, is committed to safeguarding the welfare of children and/or young people and adults with care and support needs and has a duty of care to refer anyone they think is at risk to Lincolnshire Adult or Child Safeguarding Services. ‘Safeguarding’ Chapter 8 (page 19) has been added so that tenants are aware of the Council’s responsibilities in this area and what they should do if they think there might be a safeguarding issue.

30. When asked if the Council’s safeguarding duties have been clearly communicated, two thirds of respondents (112 or 66.3%) thought that they had. This is shown below:



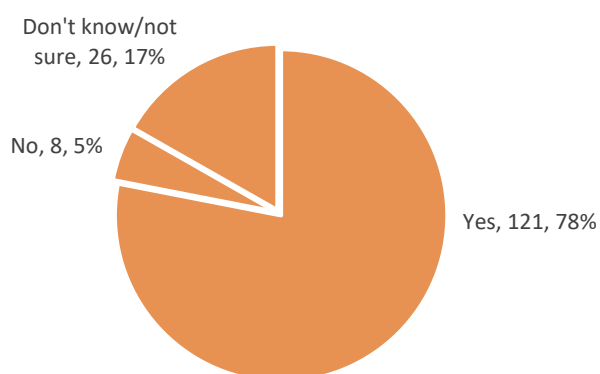
31. When asked to explain why they had chosen to answer in the way that they had, some said it was because they thought more explanation was needed. Others thought that the explanation was clear and straightforward. Examples of each viewpoint are included below:

**“There is a lot to process but the communication is clear.”**

**“Some people have no idea about safeguarding. It needs to be clear”**

32. The fourth change to SKDC’s tenancy agreement tenants were asked about is the insertion of some additional wording to ‘Property Condition’ (Chapter 9 page 20).
33. This is focused on the tenants’ responsibility to keep their home, any communal area including stairwells and gardens, free from fleas, vermin and other pests. It also asks tenants to keep any areas around the communal bins free from rubbish.
34. Tenants were asked if the additional responsibilities they will have regarding the condition of their property, and any communal areas, are clearly stated in this chapter. Just under four fifths of respondents (121 or 78.1%) thought that they had been, as illustrated in the graph below:

**Q9. Do you think the additional responsibilities tenants will have regarding the condition of their property, and any communal areas, are clearly stated in this chapter?**

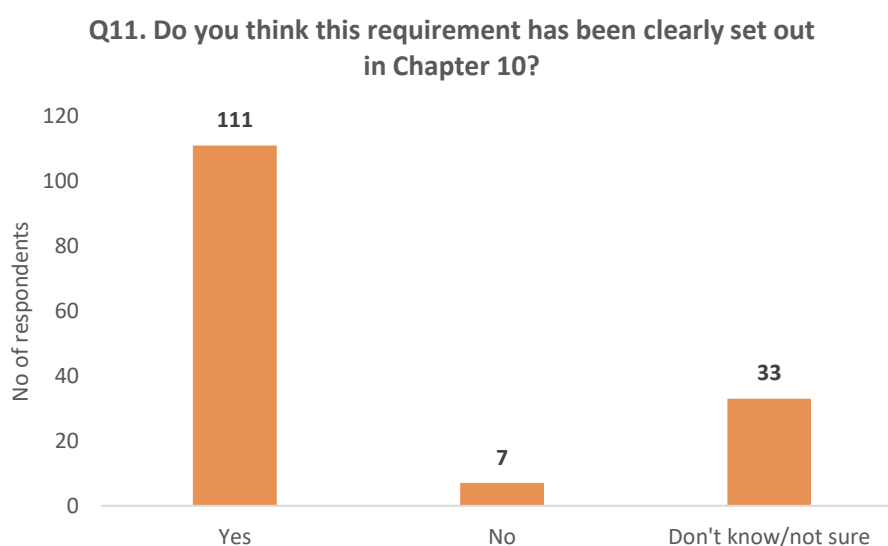


35. When asked if they wanted to provide more information about their answer choice, it appears there is a lot of support for this proposal. This is caveated by a concern of how to deal with those who choose not to acknowledge their responsibilities. This position is summarised in the quotes below:

**“Yes, although one person in a communal area could keep it pristine yet another person trash it. How will that be managed or resolved?”**

**“How will you enforce keeping communal areas, bin stores tidy where some tenants will refuse to do anything? It would be unfair to penalize those who try to keep them tidy.”**

36. Respondents were then made aware of additional wording regarding fire safety and the safe storage and charging of mobility vehicles which has been inserted into chapter 10 (Page 21) Health and Safety’ of the Tenancy Agreement. Tenants or anyone else who is part of the tenant’s household must not store or charge mobility scooters, e-bikes and e-scooters on exit routes and in communal areas in their home or leave the battery charging when they are out or while they’re asleep.
37. Tenants were asked if this requirement had been clearly set out in Chapter 10. Three quarters (111 or 73.5%) thought that it had been, with just over a fifth (33 or 21.9%) choosing to answer don’t know/not sure, as illustrated here:



38. When asked why they had answered in this way, the feedback from respondents was either that they were in favour of the proposal not to charge mobility scooters overnight, or not. Some asked if alternative arrangements for charging will be made available. Each of these positions are illustrated in the quotes below:

**“Because safety always comes first”**

**“Although this does not yet impact myself directly, it would some of my neighbours. Until such time as the council makes adequate provision for charging disabled peoples mobility devices, there should be no penalty associated with the charging of these essential items.”**

39. The sixth change SKDC made to their Tenancy agreement relates to animals. Chapter 11 ‘Animals’ (Pages 22 and 23) has been updated to make it clearer. It states that permission must be sought before keeping a pet. This will however be dependent upon the type of property the tenant lives in, and the pets they have, or would like to have. Tenants were advised that further guidance is available in the Tenant Handbook (section 10, page 40) and provided with a web link to the document.
40. Tenants were informed that additional wording has been inserted regarding the responsibilities of keeping animals. Previously, only tenants in sheltered housing or tenants living in flats had to seek permission to keep a pet. Now tenants living in any type of property may need to seek permission, depending on the type and number of animals.
41. They were also told that additional wording has also been inserted regarding the legal requirement for cats to be microchipped as well as dogs.
42. Tenants were asked if the responsibilities of keeping animals in council properties had been clearly communicated. Whilst the wording in the Tenancy Agreement appears to have been clear, there was an issue with a couple of the clauses in the Tenants Handbook, which were misinterpreted and caused concern for some respondents – particularly in respect of permission for pets already owned. This needs to be addressed to avoid any further misunderstandings and explains the strength of feeling expressed by some respondents, as illustrated below:

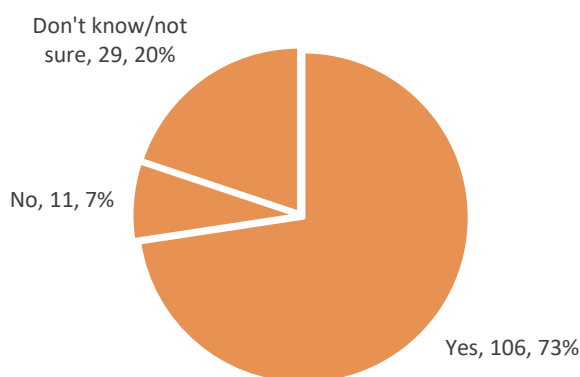
**“What does this mean for tenants who already have pets who don’t live in flats or sheltered housing? Does this mean we now have to seek permission for the pets we currently have and could be at risk of being made to get rid of them?”**

**“I've never had to have permission to have an animal before and now if you need permission for the pet you already have, and the council refuse that permission what happens to your pet, I will not be getting rid of my pet if that's what the answer would be”**

**“It gave me anxiety reading the first few pages so what affect this will have on people with mental health issues is worrying especially those that have pets.”**

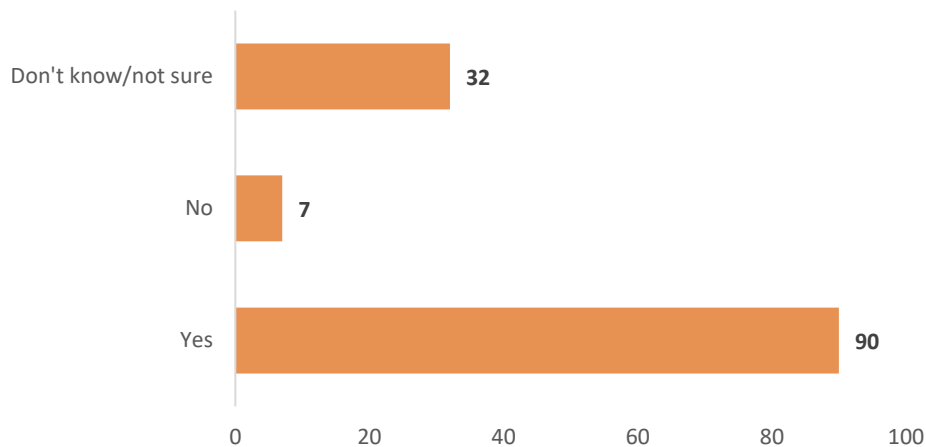
43. Seven out of ten (106 or 72.6%) thought that the responsibilities of keeping animals, including the legal requirement for cats to be micro-chipped as well as dogs, had been communicated clearly, as shown in the pie chart below:

**Q13. Do you think the responsibilities of keeping animals, including the legal requirement for cats to be micro-chipped as well as dogs, has been communicated clearly?**



44. Tenants were informed that other minor amendments had been made to their Tenancy Agreement to make it clearer and easier to understand. Seven out of ten (90 or 69.8%) thought it was clear and easy to understand, as illustrated in the graph overleaf:

**Q15.Do you think the draft tenancy agreement is easy to read and understand?**



45. Most respondents thought the wording used was clear and easy to understand. Others said bits of it (particularly relating to owning animals) were not as clear as they could be. Some tenants requested that a new copy of the agreement to be sent to them so that they know what is expected of them.

**“I find it easy to understand”**

**“.....I think the animal part is worded stupidly .... We should not have to ask permission for a common pet.”**

**“I think a copy of the proposed new agreement should be sent to all tenants to ensure they have this and understand what this means before these changes please.”**

46. The final question on the survey asked tenants if they had any comments. Tenants used the opportunity to voice their concerns on a variety of issues including animal ownership, the height of trees, outstanding repairs and anti-social behaviour. A couple of respondents queried the legislation governing tenancy agreements. Examples of the observations include:

**“I don’t believe you should have to ask for permission to keep animals....”**

**“I've seen looking through it, that trees should not be over 6ft high? Is this correct? As when I moved here all the trees, and 2 still are, way over 6ft high....”**

**“Where there are tenants with older Tenancy Agreements, that do not include a clause allowing for unilateral changes by the council, Tenants must be advised of their right to reject the changes....”**

**“.....I do believe tenancies need to be tighter as there is far too much ASB on our streets especially in the summer months....”**

## **Conclusion**

47. Undertaking this consultation has been very useful. It has provided lots of feedback on the proposed changes to the Council’s Tenancy Agreement.
48. Tenants are generally supportive of most of the changes proposed, but some would appreciate a little more clarity, as illustrated in this quote:

**“We enjoy living with SKDC, and are supportive of these changes, we just would require some more clarity. I think the council does its best to support tenants and always makes repairs in a timely manner. Contractors are polite and the social rent is extremely affordable and greatly appreciated. Sometimes councils can receive a bad name; but we are extremely grateful to SKDC for our home”**

49. Some expressed reservations about some of the proposals – most notably those concerning animal ownership. It would be prudent to review the wording in the Tenants Handbook which applies to animal ownership, as this has been an issue of concern for some participating in the consultation.
50. The proposal to change the arrangements for paying rent and service charges was also an area of concern for a few tenants and would perhaps merit further investigation prior to its implementation.
51. Members are asked to note the contents of this report.

**Prepared by Deb Wyles**

**Communication and Consultation**

**30 December 2025**





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## Equality Impact Assessment

Question	Response
1. Name of policy/funding activity/event being assessed	South Kesteven District Council Tenancy Agreement
2. Summary of aims and objectives of the policy/funding activity/event	Variations to the tenancy agreement are proposed to ensure it complies with legislation; ensure we are managing tenancies, properties and neighbourhoods effectively, and make the tenancy agreement easier for tenants to read and understand.
3. Who is affected by the policy/funding activity/event?	All South Kesteven District Council tenants.
4. Has there been any consultation with, or input from, customers/service users or other stakeholders? If so, with whom, how were they consulted and what did they say? If you haven't consulted yet and are intending to do so, please complete the consultation table below.	Yes, a statutory consultation with all South Kesteven District Council tenants will be taking place from Monday 24 <sup>th</sup> November 2025 to 10am Monday 22 <sup>nd</sup> December 2025 (4 weeks). A letter was sent to all South Kesteven District Council tenants informing them of the consultation. This includes a weblink and QR code to an online survey with the option of alternative methods of completing the survey (ie. paper survey via contacting the Housing Strategy team), where people do not have access, or do not wish, to complete the online survey.
5. What are the arrangements for monitoring and reviewing the actual impact of the policy/funding activity/event?	The impact of any changes to the tenancy agreement are monitored via the Tenancy Services team, including the Tenancy Services Manager and Sheltered Housing Manager. The tenancy agreement is reviewed within every 5 year period.

Protected Characteristic	Is there a potential for positive or negative impact?	Please explain and give examples of any evidence/data used	Action to address negative impact e.g. adjustment to the policy <i>(The Action Log below should be completed to provide further detail)</i>
Age	Yes-negative	The 'Health and Safety' chapter has had additional wording inserted regarding fire safety and the safe storage and charging of mobility vehicles. It is generally older tenants who use mobility vehicles and these changes have been made to safeguard tenants.	Additional scooter storage is being provided at some of the sheltered housing schemes and where this is not available or all spaces have been allocated, consideration for a move to an alternative property will be given, where appropriate, if all other options have been considered.  For general needs housing (all housing that is not sheltered housing), the Council will not unreasonably withhold permission for alterations to a property to allow the provision of storage facilities, ramp, access



			path or hard standing to facilitate a mobility scooter.
Disability	Yes – negative	The 'Health and Safety' chapter has had additional wording inserted regarding fire safety and the safe storage and charging of mobility vehicles. It is tenants with physical disabilities who generally use mobility vehicles and these changes have been made to safeguard tenants.	Additional scooter storage is being provided at some of the sheltered housing schemes and where this is not available or all spaces have been allocated, consideration for a move to an alternative property will be given, where appropriate, if all other options have been considered.  For general needs housing, the Council will not unreasonably withhold permission for alterations to a property to allow the provision of storage facilities, ramp, access path or hard standing to facilitate a mobility scooter.
	Yes - neutral	Some of our tenants have visual impairments and need to see documents in eg. large print. Our tenant records evidence this.	The Tenancy Agreement can be offered in an alternative format such as large print.
Gender Reassignment	No	This protected characteristic is not relevant to the implementation of this policy.	
Marriage and Civil Partnership	No	This protected characteristic is not relevant to the implementation of this policy.	
Pregnancy and Maternity	No	This protected characteristic is not relevant to the implementation of this policy.	
Race	No	Our tenant records show we have tenants who speak an alternative language as their first language.	We can provide the Tenancy Agreement and any letters associated to the implementation of the Tenancy Agreement, in an alternative language, on request.
Religion or Belief	No	This protected characteristic is not relevant to the implementation of this policy.	
Sex	No	This protected characteristic is not relevant to the implementation of this policy.	
Sexual Orientation	No	This protected characteristic is not relevant to the implementation of this policy.	



<b>Other Factors requiring consideration</b>			
<b>Socio-Economic Impacts</b>	Yes – neutral	<p>At the moment rent is charged over 48 weeks (sometimes 49 weeks). One of the proposed changes is to charge rent across the whole year – 52 weeks (sometimes 53 weeks if there are 53 Mondays in the year).</p> <p>SKDC records show that our tenants are currently falling into rent arrears due to the misalignment between how their benefits and tax credits are paid and how the Council collects rent.</p>	<p>We are proposing to make the change in how rent is collected because we think it will be easier for people to budget their money, especially for people receiving Housing Benefit or Universal Credit (which is calculated across the whole year).</p>
<b>Carers</b> (those who provide unpaid care to a family member, friend or partner)	No		N/A

## Consultation

Negative impacts identified will require the responsible officer to consult with the affected group/s to determine all practicable and proportionate mitigations. Add more rows as required.		
<b>Group/Organisation</b>	<b>Date</b>	<b>Response</b>
Statutory consultation with all South Kesteven District Council tenants	Commenced 24 <sup>th</sup> November 2025 until 22 <sup>nd</sup> December 2025 (4 weeks)	203 respondees to the survey. Letters were sent to all SKDC housing addresses (5884) with a weblink to an online survey. Paper surveys were sent to all tenants who requested them. (3.45%) response rate.

## Proposed Mitigation: Action Log

To be completed when barriers, negative impact or discrimination are found as part of this process – to show actions taken to remove or mitigate. Any mitigations identified throughout the EIA process should be meaningful and timely. Add more rows as required.				
<b>Negative Impact</b>	<b>Action</b>	<b>Timeline</b>	<b>Outcome</b>	<b>Status</b>
Wording regarding pets in the consultation draft included permission needing to be	This has now been changed so that needing written permission only applies to new tenants and current	Text already changed.	Text changed.	Completed.



sought for some current pets if existing tenants lived in certain properties. This wording was a concern for some tenants.	tenants wishing to have new pets.  For current tenants with existing pets, the clause "your pets must not be intimidating, aggressive, dangerous or cause a nuisance" still applies.			
It was queried via the Equality Impact Assessment if the languages in the 'alternative format and languages' section of the tenancy agreement reflected the current most spoken first languages by SKDC tenants.	The 'alternative format and languages' section of the tenancy agreement has been updated to reflect the current most spoken first languages by SKDC tenants. Ukranian and Cantonese have been added.	Text already changed.	Text changed.	Completed.

## Evaluation Decision

Once consultation and practicable and proportionate mitigation has been put in place, the responsible officer should evaluate whether any negative impact remains and, if so, provide justification for any decision to proceed.		
Question	Explanation / justification	
Is it possible the proposed policy or activity or change in policy or activity could discriminate or unfairly disadvantage people?	It is possible due to the reasons identified. However, with the stated mitigations, any possibility for discrimination or unfair disadvantage can be reduced or eliminated.	
Final Decision	Tick	Include any explanation/justification required
1. <b>No barriers</b> identified, therefore activity will <b>proceed</b>		
2. <b>Stop</b> the policy or practice because the data shows bias towards one or more groups		
3. <b>Adapt or change</b> the policy in a way that will eliminate the bias	✓	The Tenancy Agreement wording has been changed to reflect consultation feedback, as set out in the 'proposed mitigation action log'.
4. <b>Barriers and impact identified</b> , however having considered all available options carefully, there appear to be no other		



proportionate ways to achieve the aim of the policy or practice (e.g. in extreme cases or where positive action is taken). Therefore you are going to **proceed with caution** with this policy or practice knowing that it may favour some people less than others, providing justification for this decision

**Did you consult with an Equality Ally prior to carrying out this assessment? Yes**

**Sign off**

<b>Name and job title of person completing this EIA</b>	Celia Bown, Senior Housing Policy and Strategy Officer
<b>Officer Responsible for implementing the policy/function etc</b>	Alison Hall-Wright, Director of Housing and Projects
<b>Date Completed</b>	19/11/2025
<b>Line Manager</b>	Emma-Jayne Abbott
<b>Date Agreed</b> <i>(by line manager)</i>	20/01/26
<b>Date of Review</b> <i>(if required)</i>	

Completed EIAs should be included as an appendix to the relevant report going to a Cabinet, Committee or Council meeting and a copy sent to [equalities@southkesteven.gov.uk](mailto:equalities@southkesteven.gov.uk).

Completed EIAs will be published along with the relevant report through Modern.Gov before any decision is made and also on the Council's website.

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**SOUTH  
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## Housing Overview and Scrutiny Committee

Thursday, 5 February 2026

Report of Councillor Virginia Moran,  
Cabinet Member for Housing

## Housing Performance Data December 2025

### Report Author

Alison Hall-Wright, Director of Housing and Projects (Deputy Monitoring Officer)

✉ Alison.Hall-Wright@southkesteven.gov.uk

### Purpose of Report

To present the Housing Overview and Scrutiny Committee with the Housing Performance Data to 31 December 2025.

### Recommendations

**The Committee is asked to:**

- 1. Review and scrutinise the current performance of the Housing Service**

### Decision Information

Does the report contain any exempt or confidential information not for publication?	N
What are the relevant corporate priorities? <i>(delete as appropriate)</i>	Housing
Which wards are impacted?	(All Wards);

## 1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

### ***Finance and Procurement***

- 1.1 There are no financial implications associated with this report however in order to meet and maintain these performance levels there is a financial cost associated with the work required. There is currently a budget pressure within the Housing Revenue Account around dealing with issues such a backlog of repairs, reducing void days and meeting statutory requirements. Work is being undertaken as part of the Councils budget management framework to assess the ongoing financial impact and affordability as part of the Housing Revenue Account business plan.

*Completed by: David Scott – Assistant Director of Finance and Deputy A151 Officer*

### ***Legal and Governance***

- 1.2 There are no specific legal and governance implications associated with this report. Regular reporting of service area performance represents good governance.

*Completed by: Alison Hall-Wright, Deputy Monitoring Officer*

## 2. Background to the Report

- 2.1. 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 so it is essential performance is regularly monitored as this will ensure residents are receiving the level of service expected from the Council.
- 2.2. Appendix 1 provides performance data for Housing Technical Services, Housing Services and Compliance across the housing stock. A presentation will be given during the committee meeting where officers will provide detailed information regarding the performance.
- 2.3. The key points to note for Housing Technical Services are:

### **Reactive Repairs Service**

- There has been an impact on performance in December which is primarily due to contractors not working over the Christmas period.
- Number of outstanding repairs has reduced from 4,075 in March 2025 to 2,943 in December 2025.
- The number of overdue repairs has reduced from 2,276 in March 2025 to 1,411 in December 2025.
- 95% of emergency repairs were completed on time in December 2025.

### **Damp and Mould**

- The performance on inspections completed within 14 calendar days has improved to 93% in December 2025 compared with 67% in March 2025.
- The average time to complete and issue the damp and mould inspection report was 5 days in December 2025.
- There are currently 205 outstanding repairs of which 72 are overdue (these figures are also included in the reactive repairs data).
- The performance on emergency repairs improved to 100% in December 2025.

### **Voids**

- The number of void properties has reduced from 103 in March 2025 to 55 in December 2025.
- The average time to repair all void properties has reduced from 53 days in March 2025 to 30 days in December 2025.
- The average time for a property to be handed back to the Council and relet to a new tenant has reduced from 79 days in March 2025 to 61 days in December 2025.

### **Asset Management and Stock Condition**

- Excluding properties where tenants have refused works 99.59% of Council owned dwellings currently meet the Decent Homes Standard.
- 95% of Council owned dwellings have a stock condition survey, the Council is working with its contractor, Impart Links, to undertake the remaining 272 surveys.
- 91% of Council owned dwellings have a survey which has been completed within the last 5 years survey, the Council is working with Impart Links to undertake the remaining 507 surveys which are over 5 years old.

2.4. The key points to note for Housing Services are:

- At 31 December 2025 the number of housing register applications waiting for assessment had reduced to 237.

- The number of applicants on the housing register has remained at 897 when compared with October 2025 however there has been a reduction in applicants in bands 1 and 2 in December when compared with October.
- 122 offers of Housing to people on the register during November and December.
- The number of ASB cases has reduced from 13 in October 2025 to 10 in December 2025 which is what the team would expect as ASB cases ordinarily reduce during the Autumn/Winter months.

2.5. The key points to note for Housing Compliance are:

- Legionella – 100% compliant with required inspections.
- Asbestos – 100% compliant with required inspections.
- Fire Risk Assessments – 100% compliant with required inspections.
- Lift Inspections (LOLER) – 100% compliant with required inspections.
- Gas Safety Inspections – 99.39%. There are 28 properties without a Gas Safety Certificate, this number has increased when compared with November due to the Christmas period and there being fewer weeks available to undertake the checks.
- Electrical Inspections – compliance has increased to 96.80%. The compliance and housing teams continue to work together to increase tenant engagement.
- Smoke and CO – 100% compliant with required inspections.

2.6. Following the completion of Fire Risk Assessments, remedial actions are identified which the Council is required to complete. The actions are categorised as High, Medium, Low and Advisory Recommendations. The Fire Safety Working Group which is chaired by the Head of Service for Health, Safety, Compliance and Emergency Planning and attended by key officers in Housing, monitors the completion of these actions. During December the team completed 320 actions. At 31 December 2025 the number of outstanding actions are as follows:

- High – 0
- Medium – 118
- Low – 315
- Advisory – 170

### **3. Key Considerations**

3.1. This report provides an update on the current performance of the Housing Service and provides committee with the opportunity to ask pertinent questions regarding the data that is being presented to them.

## **4. Other Options Considered**

- 4.1 This report ensures that the Housing Overview and Scrutiny Committee are given the opportunity to review, scrutinise and comment on the performance of the Housing Service

## **5. Appendices**

- 5.1 Appendix 1 – Housing Performance

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# Technical Services – December 2025



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# Repairs Call Handling

KPI	March 25	Target	October	November	December	Direction of travel
Total calls offered	2079	NA	2,159	2,446	1,802	NA
Number of calls Handled and Interflowed	1903	NA	2,047	2,220	1,692	NA
% of calls Handled and Interflowed	91%	>90%	94%	90%	93%	↑
% of abandoned calls	9%	<10%	6%	10%	7%	↑
Average Speed of Answer	0:00:59	NA	0:00:01	0:02:47	0:02:01	NA
Average Handling Time	0:03:00	NA	0:02:43	0:03:13	0:03:31	NA



# Reactive Repairs – All Repairs

	March 25	Target	October	November	December	Direction of travel
No repairs in WIP	4,075	NA	2,660	2,731	2,943	NA
No of overdue	2,276	<10%WIP	1,249	1,231	1,411	↓
Emergency repairs completed on time	NA	100%	97%	95%	95%	↔
Non-emergency repairs completed on time	NA	77%	80%	81%	74%	↓
All repairs completed on time*	77%	80%*	83%	84%	78%	↓
Average time taken to complete all non-emergency repairs	NA	40 days	48 days	44 days	35 days	NA
Post Inspections	NA	10%	4%	13%	13%	↔

- \*includes all jobs due from discontinued repair target times



# Reactive Repairs – In-House

	March 25	Target	October	November	December	Direction of travel
No repairs in WIP	2,807	NA	1,700	1,717	1,857	NA
No of overdue	2,681	<10%WIP	914	891	976	↓
Emergency repairs completed on time	84%	100%	100%	99%	99%	↔
Non-emergency repairs completed on time	NA	77%	82%	81%	76%	↓
All repairs completed on time*	77%	80%*	84%	84%	80%	↓
Average time taken to complete all non-emergency repairs	76 days (Feb 2025)	NA	45 days	44 days	36 days	NA
Post Inspections	NA	10%	4%	14%	13%	↓

- \*includes all jobs due from discontinued repair target times



# Reactive Repairs – Sureserve

	March 25	Target	October	November	December	Direction of travel
No repairs in WIP	135	NA	140	175	224	NA
No of overdue	81	<10%WIP	17	43	83	↓
Emergency repairs completed on time	86%	100%	98%	95%	97%	↑
Non-emergency repairs completed on time	NA	77%	94%	84%	64%	↓
All repairs completed on time*	NA	80%*	96%	90%	78%	↓
Average time taken to complete all non-emergency repairs	NA	NA	6 days	6 days	9 days	NA
Post Inspections	NA	10%	6%	10%	10%	↔

- \*includes all jobs due from discontinued repair target times



# Reactive Repairs – Other Contractors

	March 25	Target	October	November	December	Direction of travel
No repairs in WIP	1,133	NA	820	662	660	NA
No of overdue	102	<10%WIP	318	282	330	↓
Emergency repairs completed on time	97%	100%	84%	33%**	67%	↓
Non-emergency repairs completed on time	NA	77%	71%	78%	75%	↓
All repairs completed on time*	NA	80%*	72%	77%	75%	↓
Average time taken to complete all non-emergency repairs	NA	NA	80 days	74 days	64 days	NA
Post Inspections	NA	10%	3%	11%	13%	↑

- \*includes all jobs due from discontinued repair target times

\*\* this performance relates to 3 jobs, 2 jobs were not completed within the agreed timeframe



# Damp and Mould

	March 25	Target	October	November	December	Direction of travel
No surveys in WIP	NA	NA	16	12	21	NA
No of overdue surveys	27	<10%WIP	4	1	3	↓
Inspections completed within 14 days	67%	75%	86%	94%	93%	↓
Average time taken to complete damp and mould survey and issue inspection report	19 days	14 days	8 days	6 days	5 days	↑
No damp and mould repairs in WIP	875	NA	270	253	205	↑
No damp and mould repairs overdue	315	<10% WIP	92	65	72	↓
Emergency repairs completed on time	100%	100%	92%	98%	100%	↑
Non-emergency repairs completed on time	NA	77%	60%	82%	92%	↑
All repairs completed on time	NA	80%	62%	86%	92%	↑
Average time taken to complete all non-emergency repairs	NA	40 days	61 days	48 days	34 days	↑

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# Voids

	March 25	Target	October	November	December	Direction of travel
No voids in WIP	103	80 voids	50	49	55	↓
Average time to repair a TA void	13 days	15 calendar days	8 days	10 days	9 days	↑
Average time to repair a minor void	56 days	45 calendar days	26 days	27 days	19 days	↑
Average time to repair a major void	108 days	100 calendar days	90 days	78 days	72 days	↑
Average time to repair all voids	53 days	65 calendar days	42 days	40 days	30 days	↑
Average void time (key to key) all voids	79 days	80 days	67 days	63 days	61 days	↑

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# Customer Satisfaction

	March 25	Target	October	November	December	Direction of travel
Repairs satisfaction survey response rate	35%	25%	29%	36%	29%	↓
Repairs overall satisfaction	99%	75%	90%	84%	85%	↑

# Planned Works

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	Programme Completions 24.25	Annual Programme Reforecast	October	November	December	Direction of travel
Kitchen replacements YTD	219	332	28	87	156	↑
Bathroom replacements YTD	217	242	43	108	121	↑
Heating replacements YTD	248	292	165	178	221	↑
Window replacements YTD	167 (windows and doors combined)	294	91	153	193	↑
Roofing replacements YTD	44	85	71	76	82	↑
External refurbishments YTD	NA	524	112	209	322	↑
WH SHF Upgrades YTD	369 properties (over 2 years)	128 properties (year 1/273 overall prog)	29	53	61	↑



# Asset Management

	March 25	Target	October	November	December	Direction of travel
% of properties meeting DH standard (incl refusals)	94.62%	100% at year end	98.81%	99.37%	99.59%	↑
No properties failing to meet DH standard (incl refusals)	325	0 at year end	69	37	24	↑
% of properties EPC C or above	57.88%	No target	63%	63%	58%	NA
Average SAP rating for all properties surveyed	C	C by 2030	C	C	C	↔

# Stock Condition

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	March 25	Target	October	November	December	Direction of travel
% of properties with a stock survey	NA	>90%	94%	95%	95%	↔
No properties with no stock survey	NA	NA	358	302	272	NA
% of properties with a stock survey completed within 5 years	NA	>90%	90%	91%	91%	↔
No of properties with a survey over 5 years old	NA	NA	595	539	507	NA
No stock surveys completed YTD	1,868	1,876 by end of year	581	636	668	↑
% of annual stock survey programme completed	106%	100% by year end	31%	34%	36%	↑
% of properties with an HHSRS survey completed within 5 years	NA	100%	90%	91%	91%	↔
Total No outstanding HHSRS actions	26	No Target	4	4	3	NA
No outstanding HHSRS category 1 actions (A-C)	2	No Target	0	0	0	NA



# Housing Services Performance

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# Allocations and Lettings Call Handling

	Target	October	November	December
Total calls offered	NA	788	766	552
Number of calls Handled and Interflowed	NA	688	711	535
% of calls Handled and Interflowed	>80%	87%	93%	97%
% of abandoned calls	<10%	13%	7%	3%

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# Housing Options

Criteria	Of which	October	November	December
No in Temporary Accommodation		49	48	51
	Family	19	19	19
	Single	30	29	32
	Nightly paid	9	5	7
	Our stock	40	46	44
No of new homeless approaches		143	113	89
No of active homelessness cases		224	202	202
No of rough sleepers		10	6	4
No of successful homeless outcomes		36	37	31

# Allocations

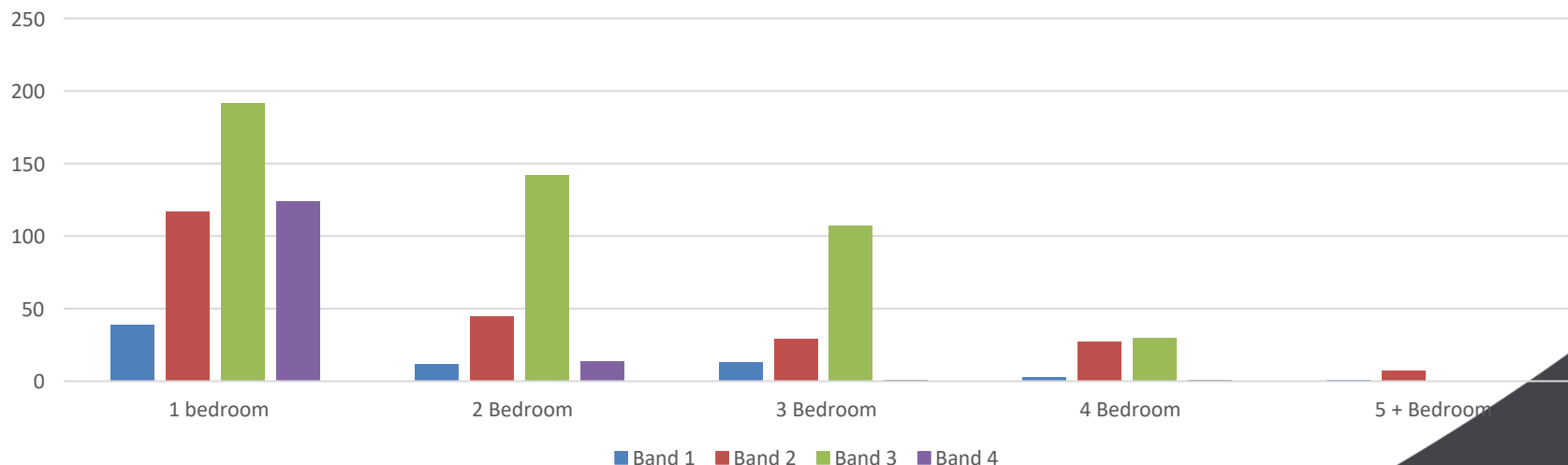
	Of which	October	November	December
Number of complete housing register applications waiting for assessment		289	249	237
Oldest application waiting assessment		13/08/2025	10/09/2025	11/11/2025
Number on the housing register		897	912	897
	Band 1	88	82	60
	Band 2	240	248	236
	Band 3	435	447	461
	Band 4	134	135	140
Offers made during the month		83	75	47
	SKDC	66	61	31
	Housing association	17	14	16
Properties advertised during the month		75	30	20
	SKDC	54	22	20
	Housing Association	21	8	0

# Bedroom need by band as of 26<sup>th</sup> January 2026

Bedroom need	Band 1	Band 2	Band 3	Band 4	Total
1 bedroom	39	117	192	124	472
2 Bedroom	12	45	142	14	213
3 Bedroom	13	29	107	1	150
4 Bedroom	3	27	30	1	61
5 + Bedroom	1	7	0	0	8
Total	68	225	471	140	904

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Bedroom Need by Band



# Tenancy management

	Of which	October	November	December
Number of ASB cases		13	8	10
Number of new ASB reports		31	24	19
Number of sign ups		47	42	34
Number of terminations		23	16	14
Number of RTBs		0	2	0
Number of successions		6	2	2
Number of Mutual exchanges		3	3	1
Number of active Legal cases		7	6	9
Number of tenancy checks				
6 weeks checks due		28	33	37
6 week checks completed		31	32	29
9 month checks due		30	21	38
9 month checks completed		17	18	30
Number of evictions		0	5	1
Number of notices issued				
	NTQ	7	9	9
	CPNw	4	2	4
	CPN	0	0	1
	NOSP	2	0	0
Number of MESNE accounts		18	17	16

# Glossary

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- ASB = Anti Social Behaviour
- CPN = Community protection Notice
- CPNw = Community Protection Notice Warning
- NOSP = Notice of Seeking Possession
- NTQ = Notice to Quit
- RTB = Right to buy
- MESNE = this is when a person is occupying a property, liable for use an occupation charges, but is not a tenant. This can occur after an unsuccessful succession for example.

# Compliance

	November 2025			December 2025		
	Compliant	Non-Compliant	% Compliant	Compliant	Non-Compliant	% Compliant
Legionella	33	0	100%	33	0	100%
Gas	4,587	23	99.50%	4,582	28	99.39%
EICR	5,644	198	96.61%	5,654	187	96.80%
Asbestos	222	0	100%	222	0	100%
FRA	150	0	100%	150	0	100%
Lifts	13	0	100%	13	0	100%
Smoke/CO	5,842	0	100%	5,841	0	100%

## Compliance – FRA Remedial Actions

	December 2025
<b>Total number of outstanding actions</b>	<b>603</b>
High	0
Medium	118
Low	315
Advisory recommendations	170
Actions closed in December	320
Actions closed in April - November	980
<b>Total Actions Closed in 2025/26</b>	<b>1,300</b>

## Housing Compliance – Gas Remedial Actions

	October	November	December
Total number of remedial actions reported during the month	26	20	17
Total remedial actions closed	10	11	7
Total number of remedial actions Outstanding	<b>16</b>	<b>25</b>	<b>35</b>
Cumulative total of remedial actions closed	10	21	28

## Housing Compliance – EICR Remedial Actions

	October	November	December
Total number of remedial actions reported during the month	77	38	17
Total remedial actions closed	44	38	2
Total number of remedial actions Outstanding	<b>33</b>	<b>33</b>	<b>48</b>
Cumulative total of remedial actions closed	44	82	84

- C1 and C2 remedial actions are completed/made safe on site. The remedial actions outstanding relate to non-urgent repairs or parts that need replacing.



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## Housing Overview and Scrutiny Work Programme 2025/26

Item		Lead Officer	Requirements	Notes
<b>Thursday 5 February 2025</b>				
1.	<b>Build and Acquisitions update</b>	Suniel Pillai	Regular update	To provide the Committee with an update on the new build and acquisition pipeline
2.	<b>Homelessness and Rough Sleeper update</b>	Sarah McQueen	Regular update	To update the Committee on the status and recent activity in respect of Homelessness and Rough Sleeper Services *Number of Veterans cases to be included from December going forward *Staffing structure to be included going forward
3.	<b>Voice of the Tenant Strategy</b>	Sarah McQueen	Report	Report to February meeting of OSC
4.	<b>Independent Review of Sheltered Housing – Service Charges</b>	Alison Hall-Wright	Report	Report deferred from December to February 2026 meeting of OSC
5.	<b>Housing Asset Management Strategy Review</b>	Mark Rogers	Report	Document to Cabinet in February 2026
6.	<b>Renters Rights Act</b>	Ayeisha Kirkham	Presentation	Requested by Cabinet Member for Housing at the December 2025 - presentation
7.	<b>Voids Policy</b>	Mark Rogers	Report	
8.	<b>Garage Sites Update</b>	Suniel Pillai	Verbal update	Report to OSC as and when work completed in respect of garage site surveys
9.	<b>Tenancy Agreement Updated</b>	Celia Bown	Report	Document on Cabinet Forward Plan February 2026

10.	<b>Housing Service Performance</b> - to include Capital Programme Performance, Decarbonisation, Repairs update, Compliance/compartmentalisation update, fire risk assessment actions	Alison Hall-Wright Sarah McQueen Mark Rogers Phil Swinton	Regular update	Housing Service Performance report to be a regular item on the agenda  *Breakdown of properties per banding in allocations to be included going forward
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Item	Date of Committee	Requirements	Notes
<b>Future Items</b>			
	<b>Following items for each agenda:</b> <ul style="list-style-type: none"> <li><b>New Build and Acquisitions update</b></li> <li><b>Homelessness and Rough Sleeper update</b></li> <li><b>Housing Service Performance update – to include</b> Capital Programme Performance, Decarbonisation, Repairs update, Compliance/compartmentalisation update, fire risk assessment actions</li> </ul>	31 March 2026  <i>Further Housing OSC dates to be confirmed following the Council AGM 21 May 2026 – next provisional Housing OSC date 18 June 2026 TBC</i>	Regular reports to Committee
	<b>Allocations Policy Review</b>		Discussed at Workshop (07.01.26) and copy of document circulated to Committee for comment
	<b>Corporate Plan 2024-27 – Key Performance Indicators (Q2) Report (Q4) Report</b>	31 March 2026 June 2026	Corporate Plan KPI reporting for Housing
	<b>Choice Based Lettings Update</b>	June 2026	Update
	<b>Empty Homes</b>	June 2026	Referred to at December 2025 OSC meeting
	<b>Garage Sites and their Development</b>		Updates to be given at each Committee with a full report to Committee once survey work completed
	<b>Tenant Satisfaction Survey (TSM)</b>		To update the Committee on the results of the complete survey 2026

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