



LANCASTER
CITY COUNCIL
Promoting City, Coast & Countryside

COUNCIL HOUSING ANNUAL REPORT

2021-22



It's been an exciting year for Housing with so many projects in full swing – from the regeneration of the Mainway Estate, to the Whole House Improvements programme and the large number of Community Projects that have been funded – it's exciting to see our neighbourhoods go from strength to strength!

Maybe you were able to meet the team face to face in the Mainway Hub or the Kings Street One-Stop Shop, or out and about on an Estate Walkabout? Either way, I know

the Housing Team were delighted to get back to delivering face to face services and meet you in person after so much Covid disruption in recent years.

We know that many residents have been worried about the cost of living crisis and how this may affect them, so I would like to take this opportunity to remind you that there are numerous grants, benefits, and sources of support for those who may be apprehensive of the

coming winter months – so get in touch with our Income Management Team, who can offer all manner of financial advice and support, or our Energy Support Officer for anything energy related. Contact details can be found at the end of this report.

I hope you enjoy reading our annual report, and are happy with the way that Lancaster City Council Housing have performed over the last 12 months - but we are always happy to gain feedback and comments on how we can serve all of you more effectively over the coming year, so please don't hesitate to get in touch with the team.

Cary Matthews
Cabinet Member for Housing



Welcome to our annual report which reviews the delivery of services from April 2021 to March 2022 and looks at what's been happening at Lancaster City Council Housing Team. Whilst many teams were still managing the effects and backlog created by COVID, there was much to celebrate in terms of work delivered by the teams who deliver your services.

Plans for the future of Mainway continue to progress and over the summer we completed our first 'A' rated family home.

Teams started to get out and about more on estates, and we opened our MyMainway Hub and One Stop Housing Shop on King Street, Lancaster.

Residents on Ryelands came together during a wet and windy week in February to let us know what matters to them and the District-Wide Tenants Forum started meeting again in person - it has been lovely to be there with them over the past year. However, our teams are acutely aware that the cost of living crisis will mean more difficult times are ahead, so if you're worried about things, please speak to a member of our team to get advice and support. We hope you enjoy this report.

Jo Wilkinson
Head of Housing





of tenants satisfied with the housing service overall

COUNCIL HOUSING PERFORMANCE DATA Q4

Here is a general overview of how we performed between Apr-Mar 2021/22 in a number of key areas.



INCOME MANAGEMENT



£99,004

Current Tenant Arrears



13% reduction from previous year



£14,000+

less rent arrears owed by our tenants compared to last year



EMPTY PROPERTIES



We let 310+ homes with a:

62.9 DAY

Average re-let time



£323,211

of rent was unable to be collected due to empty properties



This equals **2%** of all rent we can collect each year and marks a dip in our performance



REPAIRS AND MAINTENANCE



13,448

Number of repairs carried out in 2021/22 including emergency repairs



100%

of council homes had a valid gas certificate



£53,000

Spent on Independent Living Scheme equipment maintenance and alarm monitoring



96%

of tenants were satisfied with the repair service received



ANTI-SOCIAL BEHAVIOUR



We received

166

reports of ASB - 14 less than in the previous year



184

cases of ASB were closed in the same time period



97%

cases of ASB were closed in the same time period



Noise Nuisance is the most common type of ASB - making up more than 25% of reports.

The increase in re-let times and the associated void rent loss are heavily linked to the Covid Pandemic, so far in 2022/23 we are seeing vast improvement now services are 'back to normal'

To stay up to date on how we are performing please visit: www.lancaster.gov.uk/housing/council-housing/policies-and-performance

Housing Services - Lancaster City Council

How we are working to deliver social value across the district



No Poverty

£660,214.30

in additional benefits / grants gained for customers



Zero Hunger

1 food scheme supported.



Good Health & Wellbeing

403

adaptations completed helping to keep residents safe & well at home

53

people supported safely out of hospital through our Hospital Discharge service

419

tenants engaged in engagement activities



Affordable & Green Energy

308.7

tonnes of CO2 emissions saved through the work of our teams

275

residents provided with energy efficiency measures in their homes

252

residents engaged to help them reduce their energy use in their homes



Decent Work & Sustainable Economic Development

£2,557,773
spent with local contractors

77%

of staff employed by our larger contractors live locally

91%

percent of our large contractors pay the living wage

17

apprentices employed by us / our contractors as part of our work



Reduced Inequalities

We have let

33

homes to people who were previously homeless

Housing Teams have secured an additional

£496,134.23

in funding to be able to deliver better services for our residents



Sustainable Cities & Communities

£46,500
spent on neighbourhood improvement projects.

91%

of housing staff live within the district

127 tonnes of

waste collected as part of planned estate clear-ups

Completed

3

new properties

755

residents supported to remain in their home through adaptations or advice / guidance



Responsible Consumption & Production

65

tonnes of waste diverted from landfill



Climate Action

233

properties have moved to at least an EPC 'C' rating through work done by our teams / contractors

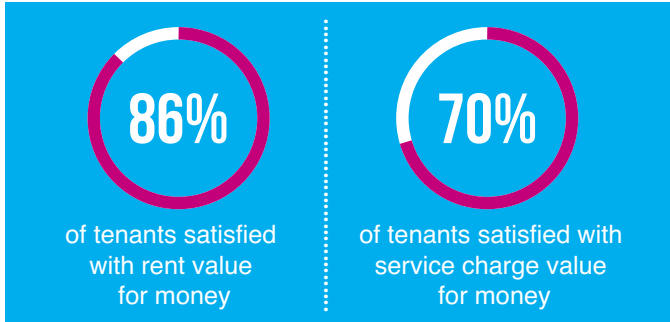
FINANCIAL SUPPORT AND INCLUSION

Our Income Management Team continued to offer a supportive and customer-focused service throughout 2021/22, keeping a close eye on tenant rent accounts and other debts, while also working on practical solutions to help people manage their finances.

As in previous years, although legal action remains an option of last resort when tenants aren't working to reduce their arrears, almost no legal action was taken, with no court applications for housing possession and only one eviction warrant pursued.

At the same time, current tenant rent arrears decreased by almost 13% on the previous year, with the total figure dipping below £100,000, and through Income Maximisation work (an assessment is available to all tenants should this be needed) 121 tenants were assisted during the year which increased total annual income to these tenants by £227,000.

Over the course of the year, 81 new tenants were assisted in accessing' furniture packages to help them get their tenancies off to the best possible start.



This performance places the Income Management Team in the top quartile of housing providers nationally for rent arrears performance. The team also retained their Housing Quality Network accreditation for Maximising Income and Sustaining Tenancies, demonstrating delivery of a service based on best practice and great customer service.



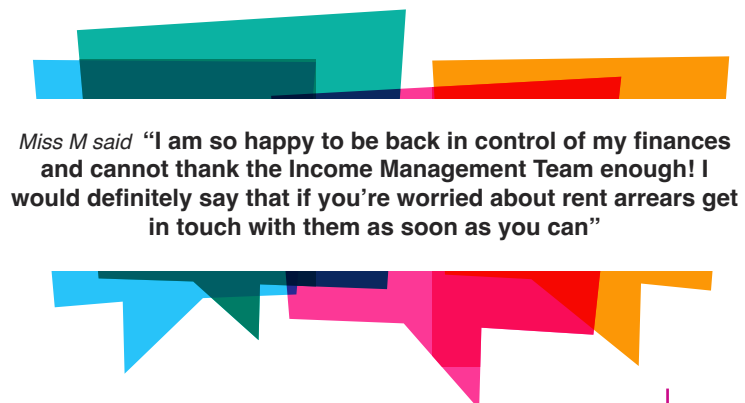
The Income Management Team were:



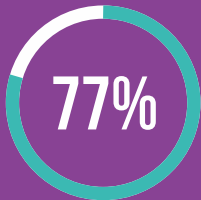
CASE STUDY

Council tenant Miss M had significant rent arrears building up, which were picked up by the Income Management Team as they monitored tenant rent accounts. Although Miss M was working, she wasn't paying the rent due to other debts. This situation badly affected her mental health and she was in tears when speaking with her Income Management Officer.

An Income Maximisation review was carried out which established that she was eligible for additional Universal Credit and a Personal Independence Payment due to long term health issues. Miss M's Income Management Officer also applied to the Homeless Prevention Fund for assistance with the rent arrears. Miss M's rent account is now clear (with no legal or enforcement action having been taken by the Council), she is in regular contact with her Income Management Officer and is successfully maintaining a clear rent account.



REPAIRING AND IMPROVING HOMES



of tenants satisfied with the quality of their home



of tenants satisfied with repairs and maintenance overall

Repairs and maintenance issues account for more tenant interaction with the housing service than anything else. Our STAR satisfaction survey tells us that the things that matter most to tenants in this area are repair jobs being carried out successfully first time, the quality of the work carried out, and knowing when the repair operatives would call.

Disruption to the repairs service during COVID continued to be felt during 2021/22 as the team played catch up on the repairs that could not be carried out during the pandemic. It was certainly a busy year for the team!



A total of 13,448 responsive repairs were completed



92% of urgent repairs were completed within the target time (7 days)



95% of standard repairs were completed within the target time (20 working days)

“The young man that came to my property was one of the loveliest and kindest people I've ever met - I wanted to pass on my thanks again for the job he did” *Mrs V*

“Very happy with the dedication and perseverance of the two roofers who worked on my home. It's been an ongoing job which has now been repaired – thank you!” *Mr S*

PLANNED MAINTENANCE

The removal of composite (plastic) fencing across all estates where installed remained a priority for the team. This was the considered response to increased fire risks related to this type of fencing - identified during the summer of 2021. Removal of plastic fencing to the rear of properties located on Ryelands, Branksome and Westgate is expected to be completed during 2022.

The proposed installation of new kitchens expected to start in 2021/22 was further postponed due to the impact of COVID-19 – the safety of customers and staff could be compromised with the spread of infection, and the supply of kitchens could not be guaranteed at this time. The kitchen programme will now recommence during 2022.

Additionally, the team installed over 100 replacement external doors at properties in Carnforth.

ASSET MANAGEMENT AND TECHNICAL TEAM

During 2021/22 The team have continued to deliver and manage major projects across the district, including:

A £800,000 ROOFING PROGRAMME INCLUDING SLATE ROOFS ON THE NEWTON ESTATE AND TILED ROOFS AT PROSPECT GROVE.



A £500,000 BOILER AND CENTRAL HEATING SYSTEM PROJECT PROVIDING 'A' RATED BOILERS TO PROPERTIES ACROSS THE DISTRICT.



INSTALLATION OF INTERLINKED SMOKE / HEAT ALARMS AND CO2 ALARMS TO 250 PROPERTIES ON THE MARSH, BOWERHAM AND HUTTON / HESTHAM ESTATES.



£350,000 SPENT ON DISABLED ADAPTATIONS SUCH AS LEVEL ACCESS FACILITIES, EXTENSIONS AND OTHER WORKS TO ASSIST PEOPLE IN MAINTAINING INDEPENDENCE IN THEIR HOMES.

THE MOUNT AVENUE WHOLE HOUSE IMPROVEMENT PROJECT - IMPROVING 19 PROPERTIES INCLUDING EXTENSIVE ENERGY EFFICIENCY WORKS.

INSTALLATION OF SOLAR PANELS TO TWENTY-FIVE BUNGALOWS ON ALDER GROVE / COURT.

REPLACEMENT OF THE HEAT METERING ON VARIOUS FLAT BLOCKS IN LANCASTER CITY CENTRE.



CONVERSION OF THE FORMER INDEPENDENT LIVING SCHEME MANAGER PROPERTY AT KINGSWAY COURT INTO TWO NEW FLATS FOR THE SCHEME.



RENEWAL OF GARAGE DOORS THROUGHOUT THE DISTRICT.



REPLACEMENT OF RAILINGS AND WALKWAY COVERINGS TO ST OSWALD HOUSE AND PARK SQUARE



UNDERTAKEN MAJOR VOID IMPROVEMENTS TO 9 PROPERTIES.

CONTINUATION OF REPAIRING AND MAINTAINING FIRE PRECAUTION / DETECTION EQUIPMENT, DOOR INTERCOMS, PASSENGER LIFTS, LIGHTENING CONDUCTORS, TV RECEPTION SYSTEMS IN FLAT BLOCKS AND SEPTIC TANKS IN RURAL AREAS.

BRINGING BACK INTO USE A FORMER DERELICT SHOP IN GALGATE ADAPTING IT INTO AN 'A' RATED ADAPTED 3-BED FAMILY HOME.

SAFETY IN YOUR HOME

As a responsible landlord we are committed to doing all that we can to keep our tenants safe in their homes.

Significant compliance programmes were carried out during 2021/22, as every year, to ensure the highest levels of safety across the key areas of gas, electric, fire safety, asbestos, legionella, and lifts in communal areas.



During the year, the team carried out:

DOMESTIC

Gas safety checks completed



3091



% in target
100%

5-year programme electrical tests complete



3275



% in target
89.75%

10-year programme electrical tests complete



3600



% in target
98.66%

COMMUNAL AREAS

Gas safety checks completed



14



% in target
100%

Electrical safety checks completed



134



% in target
100%

Fire risk assessments completed



134



% in target
100%

Asbestos management checks completed



91



% in target
80.53%

Legionella Risk assessments complete



12



% in target
100%

Lift Inspections completed

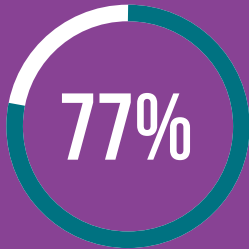


0



% in target
100%

IN YOUR NEIGHBOURHOOD



of tenants are satisfied with their neighbourhood as a place to live

Tenants tell us that the most important neighbourhood issues to them are rubbish and litter, dog fouling, car parking, noisy neighbours and grounds maintenance.

We are committed to tackling these issues and have plans in place for 2022 to review the way that we: deliver our ASB service; work with residents and our council colleagues in the Public Realm service to improve estate appearance; and develop new community plans to tackle specific issues that are important to people in particular neighbourhoods.



ESTATE MANAGEMENT

The team got back to delivering in-person estate walkabouts during 2021/22. These are a great way for tenants to share their thoughts and concerns about issues in the neighbourhoods, and are attended by residents, council officers and local ward councillors. Find out more about the advertised programme of walkabouts on Facebook and through your Your Council Housing Matters newsletter.



You will also see the team out and about delivering all manner of tenancy services, general tenancy administration, and neighbourhood advice, assistance, and support.

During the second half of the year, the team began to deliver a programme of six-week visits in an effort to: ensure new tenants have settled in; pick up on any outstanding void and letting issues; and to offer relevant support or guidance relating to tenancy sustainment.

Through the post-allocation visits, new tenants were supported with energy and heating issues; referred for tenancy support; and were able to report any new repairs in their new home.

A programme of tenancy audits for current tenants also began toward the end of the year, with 17 home visits taking place.

Furthermore, the team are contributing to ongoing building compliance work and are developing their role to support the new compliance team around crucial health and safety work for tenants.

44

The team carried out 44 estate walkabouts across the district

65%

of tenants are satisfied with internal communal area cleaning

53%

of tenants are satisfied with the grounds maintenance service

93

Total post allocation visits carried out: 93 (78 successful)

ANTI-SOCIAL BEHAVIOUR (ASB)



Following on from the pandemic we have seen an increase in reports of anti-social behaviour. We know that reports of noisy neighbours are the most common category of ASB we receive, and that a tenant's experience of how we deal with this issue go a long way towards how satisfied they feel about the ASB service provided.

343

The team had 343 open cases of anti-social behaviour at the end of the year

114

of these were due to noise nuisance

The team provides support for those subjected to anti-social behaviour, and challenges those who are commit it - but they are also reliant on effective working relationships with other partners and agencies across the district. For example, the team are involved in carrying out Sanctuary works - which involve risk assessments to make homes safer for victims of domestic abuse.

The Community Housing Managers are key partners within a number of initiatives, working with the Police, Fire Service, Mental Health Services, Social Care and others to help support residents affected by anti-social behaviour.

The team are currently working on a plan to strengthen the way the ASB service works, ensuring that we deliver a modern, more responsive service that supports those most at risk of coming to harm.

We are looking to present our new ASB policy in early 2023. We have been working with Resolve, who are experts in Community Safety and anti-social behaviour to ensure that we operate best practice in this area.

When we look at ASB, we rely on the definition of ASB in the Anti-Social Behaviour Crime & Policing Act 2014 - as well as the clauses in our tenancy agreement to decide the best course of action.

We always aim to resolve an issue at the earliest opportunity without having to resort to a lengthy legal process. This may be necessary, however, if we must seek action against tenancies in order to keep other residents safe.

The definition of ASB in legislation is extremely broad, in our new policy, therefore, we set out our starting point for what we assess as ASB.

In each case we will assess whether a tenant's actions are harmful, unreasonable or unacceptable, and look at the various types of support we can offer, or whether a referral should be made to other agencies and organisations who may be more effective at resolving the matter.

We are due to introduce a clearer Harm Based Risk Assessment to ensure all cases are dealt with consistently.

We will also be clearer about what we will not consider to be ASB. This includes babies crying; name-calling; one-off parties; and roaming cats. We will, nevertheless, make sure that residents are offered other options such as mediation amongst other forms of support where possible.

We will also be looking to develop a separate noise policy which recognises that, statistically, most noise complaints we receive are about neighbour relations rather than ASB.

We will also have a separate Domestic Abuse policy that recognises that our first commitment will always be to support victims of abuse.

We support actions to safeguard victims by offering Sanctuary measures, helping to make homes safer. We will also be attending multi-agency meetings such as MARAC, where actions to support victims and their families will be decided upon.

Our work with other agencies to tackle ASB is vital and joint initiatives will be carried out whenever we identify an issue which may necessitate their use.

HOUSEHOLD INTERVENTION TEAM



The Household Intervention Team consists of three officers that provide short-term and long-term support to council housing tenants to help them to sustain their tenancies. Referrals to the team are generally made internally from other staff within the housing service.

The Household Intervention team were able to get back to supporting tenants face-to-face during 2021/22 following the challenging environment of COVID-restricted working. The team often supports tenants who need multiple, complex forms of support to help them with debt, benefits and income problems, health issues, problems with hoarding and substance misuse. The team are highly focussed on helping tenants to maintain successful and stable tenancies with the council.

They may also assist tenants who need support for

things such as initial tenancy set up (e.g. setting up utilities) and ensuring that their benefits are updated correctly.

If you or someone you know needs assistance in any of these areas, please contact our customer service team or speak to your estate manager. The housing team can also refer you for assistance from other agencies such as Citizen's Advice, Lancashire Welfare Rights Service, and Social Services, where they are the most appropriate service to provide support.

97

At the end of the year 97 cases were open to the team

17

of these having remained open for more than a year, where sustained support from the team is deemed crucial to the wellbeing of the tenant and their tenancy

91%

of closed support cases remained in a viable housing situation 12 months after support has ended

"Thank you for all your help – professional, polite and understanding. A credit to the housing service!" Mr C

YOUR VOICE – COMMUNITY ENGAGEMENT

Rachael Harland became our new Community Engagement Officer in September 2021. During the year she worked closely with tenants to help re-invigorate resident groups - which had naturally begun to wane during the COVID pandemic - creating a new resident's group for Mainway and helping to rebuild those at Ryelands, Carnforth and Beck View Independent Living Scheme.

Significant resident input was gathered at Ryeland's Green Week in February 2021, with a subsequent survey conducted on the Council's 'Keep Connected' Ryelands was also the source of lots of work while we developed a community plan with residents – a piece of work that will act as a pilot for other estates across the district throughout 2022/23. Community plans are documents which are created in collaboration with residents to make sure the Housing team are working hard to tackle and support issues which are important to the community.

Significant resident input was gathered at Ryeland's Green Week in February 2021, with a subsequent survey conducted on the Council's 'Keep Connected'



of tenants feel the council listens to and takes their views into account

page. Despite stormy weather, the community braved the elements to come together to promote green themes such as recycling, energy efficiency and healthy eating, and the children on the estate did a fine job of digging and planting the area around Crossgill Place.

OTHER ENGAGEMENT ACTIVITIES INCLUDED:

- 2021 Garden Competition.
- Two editions of 'Your Council Housing Matters' newsletter.
- The Christmas award for Best Dressed Independent Living scheme.
- A community consultation for the Ridge community centre provision.
- The housing team's submission to TPAS (Tenants Participation Advisory Service) for accreditation, to be confirmed in 2022/23.



The Ideal Choice Homes team manage the Council's housing waiting list, advertise available properties on the dedicated website (www.idealchoicehomes.com), and sign up new tenants to council tenancies. In 2021 - The Team opened our King Street Housing Hub - providing advice and guidance to prospective and current tenants.



2021/22 has seen an increased demand on the Council's housing waiting list. At year end, a total of 2558 applicants were on the housing waiting list, a 15% increase year-on-year. The most significant increases have been seen in Band A (82%) and Band B (40%), demonstrating an increased demand for those with emergency and urgent housing needs. 53% of those on the housing waiting list require one-bedroom accommodation.

The underneath provides a summary of key information around Lancaster City Council's housing waiting list and lettings which have been made.

HOUSING REGISTER

2558

Households registered for rehousing

54%

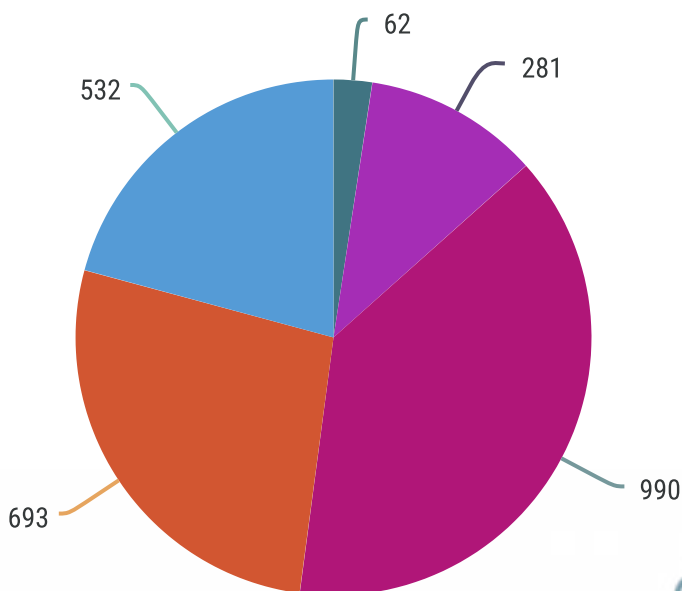
of applicants have been registered for 2-years or more

26

registered households require fully adapted properties

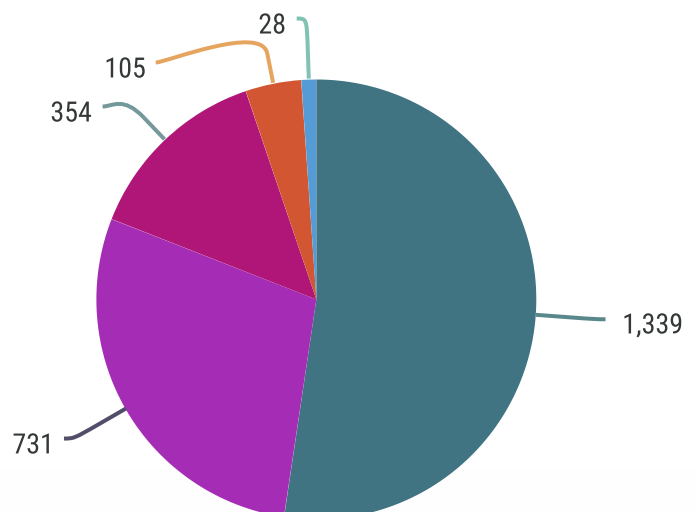
REGISTERED HOUSEHOLDS BY BAND

● Band A
 ● Band B
 ● Band C
 ● Band D
 ● Band E



REGISTERED HOUSEHOLDS BY BEDS NEEDED

● 1 Bedroom
 ● 2 Bedroom
 ● 3 Bedroom
 ● 4 Bedroom
 ● 5+ Bedroom



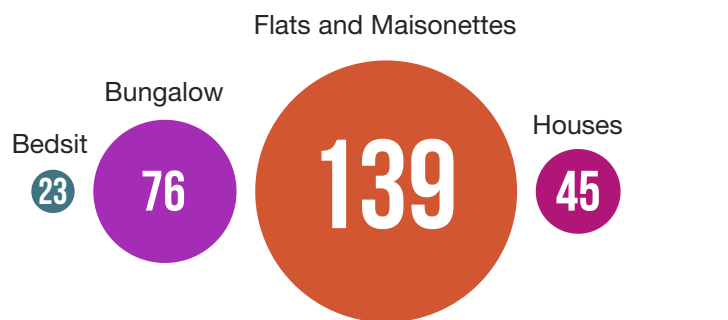
HOMES WE HAVE LET

Between April 2021 and March 2022 we have:

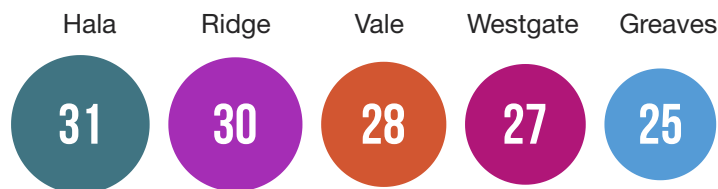
Let **287** properties to individuals and families of which:

103 of these lets were within our independent living schemes

TYPES OF PROPERTIES LET



Top 5 areas for lettings in the past 12 months



High levels of lettings in Hala is directly linked to independent Living Accommodation.



of new tenants we have let homes to have identified as White British

In the last 12 months we have not let any properties in the following areas -

Arkholme, Melling, Overton, Priest Hutton, and Silverdale.

YOU CAN CONTACT US



challocations@lancaster.gov.uk



5 King Street, Lancaster
Mon, Wed, Fri (10am - 1pm)



01524 582005



www.idealchoicetohomes.co.uk



INDEPENDENT LIVING

2021/22 saw communal areas and facilities reopen across our Independent Living schemes following COVID related restrictions. The return of activities and events, including special occasions - such as Christmas parties and the general social events and get togethers that make independent living such a positive environment for so many residents - was hugely welcome.

Independent Living allows our tenants to live completely independently with communal hubs to socialise and connect with neighbours.

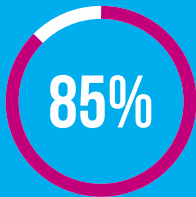
All our schemes have 24-hour emergency equipment with an Independent Living Officer on site between Monday and Friday offering a minimum service two contacts per week.

We have 16 Independent Living Schemes and 14 Independent Living Officers – two of whom are also team leaders who promote Independent Living as a secure and welcoming environment.

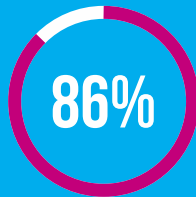
The officers are friendly professionals who will check on your welfare, and support all tenants whenever they need to access services, especially those that allow them to remain independent.

We also heavily invest in the safety and comfort of our Independent Living neighbourhoods, ensuring that tenants continue to be satisfied with their homes:

- In November 2021, Parkside Court & Glebe Court had new communal washing machines & dryers in the laundry room - and we are looking to do the same in the new year at Kingsway Court & Prospect Grove.
- Altham Walk scheme bungalows are due to have new doors very soon.
- Carpets, curtains and lounge furniture were replaced at both Kingsway Court and Beck View.
- Planning for the replacement of scheme monitoring and alarm equipment with modern, digital updates, also took place during 2021/22, for delivery during 2022.



of tenants are satisfied with independent living scheme facilities



of tenants are satisfied with their Independent Living Officer

PROJECTS AND DEVELOPMENTS

MYMAINWAY



Throughout 2021/22, significant work has been undertaken to drive forward this ambitious project. On-going work and consultation with residents was undertaken in partnership with Beyond Imagination from Lancaster University.



COMMITTED TO REDUCING CO2



The new Council Housing Energy Support Officer joined the service in October 2021 to provide support, advice and information to tenants, and to support other projects within the Housing service designed to reduce CO2 emissions and improve domestic energy performance. Since that time:

244

244 households benefitted from home visits

35

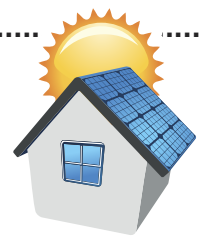
35 vulnerable tenants were supported to apply and receive the warm homes discount

2165

2,165 separate pieces of energy advice have been provided to tenants

Local Authority Delivery (LAD) programme

The Housing team have also delivered the Local Authority Delivery (LAD) programme, liaising with residents to co-ordinate assessments and link in with the programme's contractors. By the end of March 2022, £85,000 of works (including £40k grant assistance from the governments LAD1b programme) had been delivered.



- A** This work will result in 23
- B** previously poor performing
- C** energy-inefficient homes
- D** receiving energy improvement
- E** works by the end of June
- F** 2022. It is predicted that
- G** there will be a reduction
- in carbon emissions of
- up to up to 20-30%
- within these
- properties.



COMPLAINTS



“Thanks to Andy and Tom for their professional and swift work replacing my door. So friendly and polite.”

Although we aim to provide the highest standards of service, we know that problems do sometimes occur. Complaints provide us with a valuable chance to find out where we are going wrong and how we can improve.

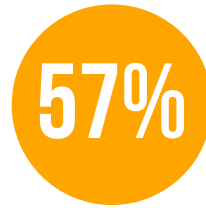
Our Housing Complaints Policy is available online at www.lancaster.gov.uk/housing/council-housing/customer-care. If you don't have online access or prefer to speak to someone in person about your experience please contact us using the details at the end of this annual report.



Total Stage 1 complaints



Response provided in working days on average



Complaints were at least partially upheld, which means we accepted some fault or failure on our part



Complaints were escalated to stage 2 for further investigation



“Thank you to Lesley for all her help! She is very polite, professional and understanding. She is a credit to the housing service.”

COMPLAINTS LEARNING

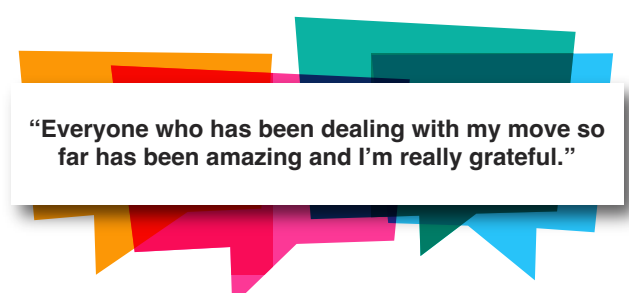
We are committed to improving the way we handle complaints. A number of areas for improvement were identified during the year based on feedback from residents who have reported complaints.

These included:

- Training for the housing team in how to effectively handle customer complaints and ensure a consistent experience for all customers regardless of which member of the team they speak with.
- Improvements to the way officers investigating formal complaints keep in touch with complainants – to make sure the person making the complaint knows they are being listened to, has had a chance to explain what they would like to happen, and understands the timescales for this.
- Better communication and more clarity between the housing team and residents experiencing anti-social behaviour from neighbours and others in their community – a full review of this part of the housing service is taking place during summer 2022, with an improvement action plan to follow.
- More information provided to warn customers of delays if they have reported a repair which is then unable to be carried out in the agreed timescale – delays can happen for a number of reasons, and our repairs team will be working to make sure this information is shared by contacting affected residents.



We received 54 compliments during 2021/22 from happy customers



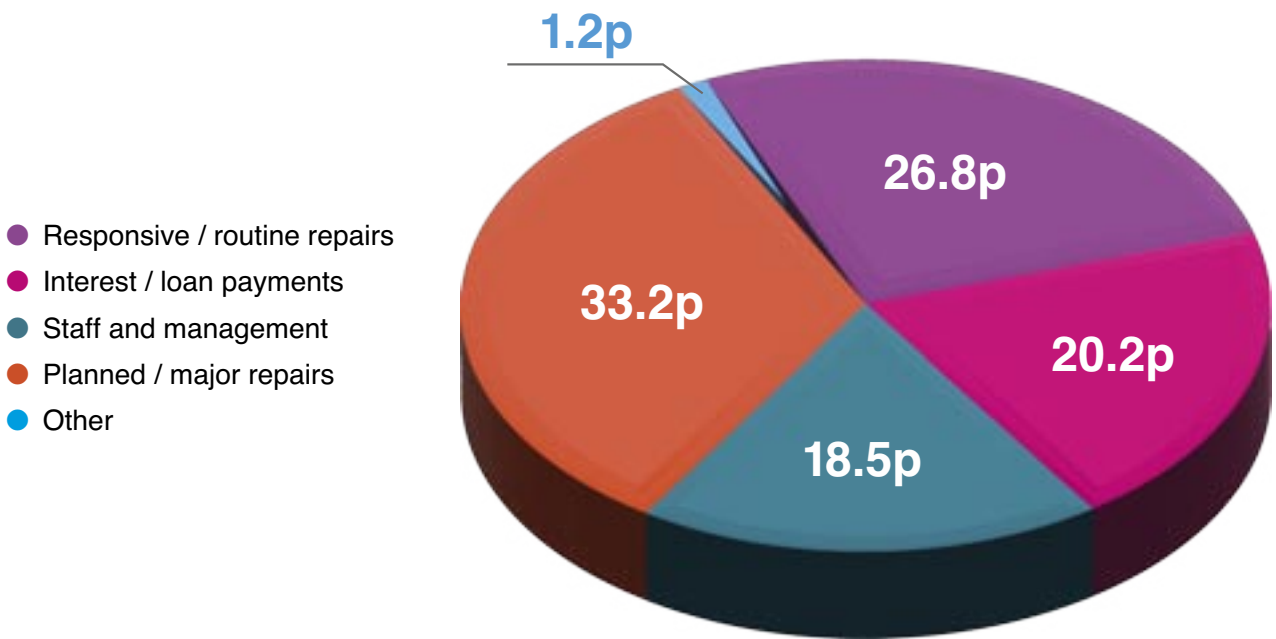
“Everyone who has been dealing with my move so far has been amazing and I'm really grateful.”

MONEY MATTERS

It's important that we offer value for money, and we work hard to manage our finances carefully. In 2021/22, we spent millions of pounds on: maintaining and improving homes across the district; delivering tenancy and neighbourhood services; providing Independent Living services to almost 600 tenants; supporting community projects; and much more.

We also take every opportunity to spend your money with local businesses when we deliver our services, to make sure we are contributing as much as possible to the success of the Lancaster district.

FOR EVERY £1 IN RENT AND SERVICE CHARGE YOU PAY WE SPEND:



£3.7 MILLION

on day to day repairs to council homes

£4.6 MILLION

on planned maintenance and major repairs

£2.5 MILLION

on staffing and housing management services

This included, for example:

£800,000

on roofing

£500,000

on boiler and central heating replacement

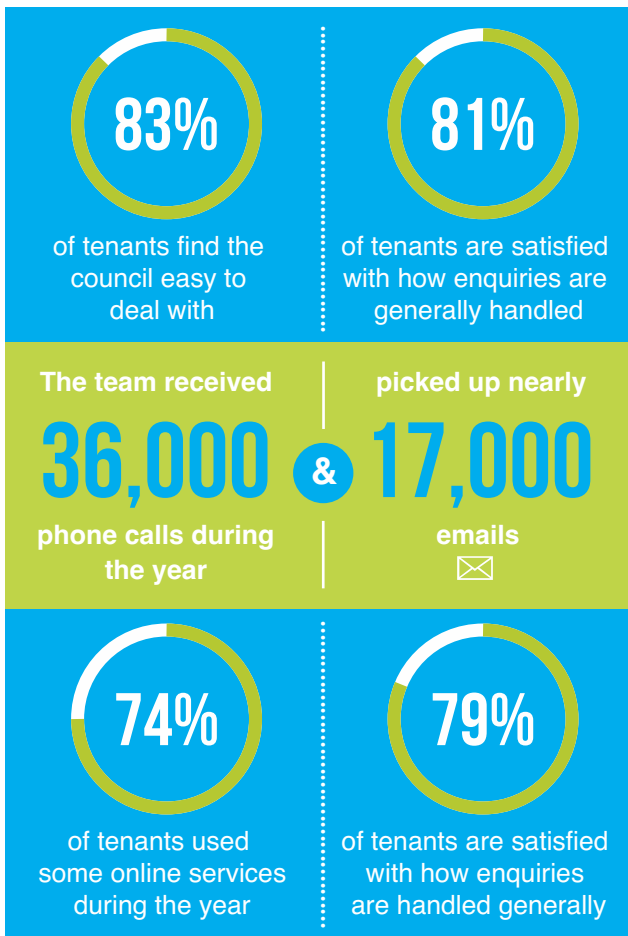
£350,000

on disabled adaptations to support independence in the home

£165,000

on neighbourhood management work such as: furniture packages, anti-social behaviour support, neighbourhood and community projects, support for community centres, and assisted garden maintenance

HERE TO HELP



Our dedicated Housing Customer Services team continued to work remotely during 2021/22 while also offering a face-to-face presence at the MyMainway Hub and King Street One Stop Shop.

The team also contacted 167 older residents (aged 75+) who lived outside of our Independent Living Schemes prior to Christmas 2021 in order to provide 'winter health check' support and advice.

As the first port of call for tenant interactions, our Customer Service Team are among the most knowledgeable of all housing staff, able to diagnose repairs, take reports of anti-social behaviour, offer rent account advice and more.

Knowing that tenants are satisfied with their interactions with the team is vitally important.






CONTACT US

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Website: www.lancaster.gov.uk

-  facebook.com/LanCityHousing
-  twitter.com/LCC_Housing
-  instagram.com/lancaster_city_council_housing/

OFFICES AND OPENING TIMES

Mainway Hub (Owen Rd)

| | |
|-------------------|-------------|
| Monday: | 10.00-16.00 |
| Tuesday: | 10.00-16.00 |
| Wednesday: | Closed |
| Thursday: | 10.00-16.00 |
| Friday: | Closed |

Ideal Choice Homes (King Street Housing Hub)

| | |
|-------------------|-------------|
| Monday: | 10.00-13.00 |
| Tuesday: | Closed |
| Wednesday: | 10.00-13.00 |
| Thursday: | Closed |
| Friday: | Closed |

Morecambe Town Hall

| | |
|-------------------|------------|
| Monday: | 9.00-13.00 |
| Tuesday: | 9.00-13.00 |
| Wednesday: | 9.00-13.00 |
| Thursday: | 9.00-13.00 |
| Friday: | 9.00-13.00 |

Lancaster Town Hall

| | |
|-------------------|------------|
| Monday: | 9.00-13.00 |
| Tuesday: | 9.00-13.00 |
| Wednesday: | 9.00-13.00 |
| Thursday: | 9.00-13.00 |
| Friday: | 9.00-13.00 |