Regulator’s judgement of NKDC’s housing service upgraded

Improvements across several aspects relating to the Council’s responsibilities as a landlord has led to an upgrade in a judgement on the service.

Last summer the Social Housing Regulator gave a C3 judgement of North Kesteven District Council’s landlord services, which it upgraded in late April to a C2 following a period in which the Council has worked to address the highlighted issues.

Following that initial assessment, the Council has worked closely with the Regulator on the identified issues. This has led to:

More than 97% of homes having the necessary survey in place.

Improvements in: letting empty homes; reporting complaints; and opportunities for tenant involvement.

A contractor improvement plan is in place to address performance and complaints.

Within the C2 judgement, further improvement is identified on contractor performance, repairs and in better knowing our tenants in order that services can be tailored for any specific needs; all of which are in-hand.

Tenants of all our 3,900 homes have received further information relating to the Regulator’s assessment and are advised to contact their Housing Officer or the Tenant Participation Team for any further detail or understanding.

Read the full story on the Council's website

The Regulator's report can be viewed on the Government's website.