

# Grapevine..

## Welcome to the Summer 2022 edition of our tenants newsletter, The Grapevine.

In this edition we have included information which we hope you will find interesting and useful as well as asking for your help. We've included an update about the formation of the new North Yorkshire Council, which will take place from the 1 April 2023, together with updates from colleagues in our Council Tax and Benefits team and news on the work of the Improvement team and what's planned over the next financial year.

There's news from our Tenant Panel, and some information on how you can get more involved, and we've included a feedback section so you can tell us what you think of Grapevine and what you would like us to include in future issues.

Work continues with our plan to reduce our carbon footprint with some tips around food waste and how we can help reduce this.

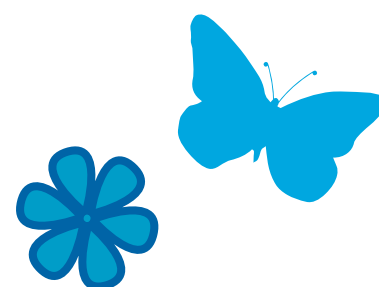
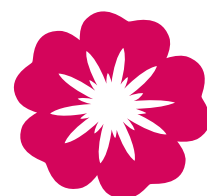
Remember, if you have an email address and would be happy to receive future copies of the Grapevine Newsletter, together with letters and information from landlord services regarding rent/rent queries, tenancy issues and allocations this way, send your details to: [grapevine@richmondshire.gov.uk](mailto:grapevine@richmondshire.gov.uk) remembering to provide your name, address and email address. If you are also happy for your email details to be used to communicate with you about rent queries and accommodation offers please state this in your email.

**Thank you**



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Summer 2022 | Richmondshire's Newsletter for Tenants

# Grapevine..



# An Update On The Council Tax Reduction Scheme

For 2022/23 the council has changed its Council Tax Reduction scheme for working aged people. Instead of being a means tested scheme the council has moved to an income based banded scheme. The amount of Council Tax Reduction anyone might be entitled to is a fixed percentage depending on the total level of income coming into the household.

For more details about how the scheme works please go to:  
[www.richmondshire.gov.uk/eligible-for-ctr](http://www.richmondshire.gov.uk/eligible-for-ctr)

And remember, if you receive less Council Tax Reduction than you did last year and you are struggling to pay your Council Tax, please contact the benefits team who may be able to help.

## Please Remember...Help Is At Hand

Are you struggling with a shortfall in your rent? For example, because of the Bedroom Tax?

Would you like to move to a smaller, more affordable property but can't afford moving costs, a bond or rent in advance?

Do you receive Housing Benefit or Housing Costs in your Universal Credit award?

You might be able to get some help towards the shortfall by applying to the **Discretionary Housing Payment fund** by completing an online application at [www.richmondshire.gov.uk/apply-for-dhp/](http://www.richmondshire.gov.uk/apply-for-dhp/)

If you have any difficulties completing the online application form, please contact the Benefits Team on 01748 901073.

## Need Some Advice...

If you have any queries about your Housing Benefit, Council Tax Reduction, or Discretionary Housing Payment, please contact by ringing 01748 901073 and ask to speak to a member of the Benefits Team, or email [benefits@richmondshire.gov.uk](mailto:benefits@richmondshire.gov.uk)



# Community Investment Fund Supports Keld Community Building

The first phase of a three-part programme to develop the old school in Keld into a community asset has been completed.

With the help of a £20,000 grant from the council's Community Investment Fund (CIF), the Keld Resource Centre opened its latest project in May.

It means the old school is now open to groups and individuals. Developed around a 'living heritage' theme the school provides a space for heritage interpretation, small gatherings and a hub for volunteers. The adjacent Countryside and Heritage Visitor centre provides a space for people needing shelter from the changeable Upper Dales weather. An upper room has also been developed for training and personal development sessions.

Once completed the Keld Resource Centre will have created a sustainable managed resource for the community and visitors and will act as a showpiece for locally led heritage regeneration projects.

Cash for the scheme has also come from the Keld Resource Centre donors, Richmondshire Building Preservation Trust and the United Reformed Church (Northern and Yorkshire Synods).

For more information on the fund check out our community grants scheme page on [www.richmondshire.gov.uk/community-grants](http://www.richmondshire.gov.uk/community-grants)



*District Council Chairman, Councillor Clive World, met members of Keld community at the school room opening*

# Quick Ticks



Thank you for helping us know how you feel about the services you receive from us. Our Quick Tick surveys have been in place for a few years now and help us see how you view the services you receive which helps us to see if there are any ways in which a change is needed.

Quick tick surveys are also available on: [richmondshire.gov.uk/surveys](http://richmondshire.gov.uk/surveys), which you can complete at any time for the service you have received.

The table below shows, from those who responded to the surveys, if you were satisfied/very satisfied with the services you received for the period 1 April 2021 – 31 March 2022.

	New Tenancies	Heating Service	Major Adaptation Service	Home Improvement
Standard of advice given	100%	94%	100%	91%
Helpfulness of staff	100%	97%	100%	94%
Standard of home	100%			
Quality of workmanship		97%		100%
Overall satisfaction with service	100%	82%	100%	100%

## Internal Performance

As well as asking you how you find our services we continue to monitor internally key areas of work so that we can see how we are performing over the course of 12 months which allows us to look at areas we need to make changes to improve our performance. The table below shows you how we performed during 2021-2022 as compared to 2020/21.

	Performance 2020/21 at 31/03/21	Performance 2021/22 at 31/3/2022
Completed Priority 3 Repairs in time frame (2 days)	92%	93%
Re-let empty properties	Category 2 properties - (minor work) 32 days Category 3 - (major work) - 45 days	Category 2 properties - (minor work) 31 days Category 3 - (major work) - 27 days
Repair inspections completed within 14 days	55%	74%
Percentage of rent collected	97%	97%

# Just How Satisfied Are You?

Can you remember the survey we sent to you in January this year? Well for those of you who filled it in, 'thank you'. We have been able to see from this feedback just how we are doing in specific landlord functions and how this compares to the last survey we did with you in 2017.

Before we share some of the key findings we just wanted to mention the winners of the free prize draw. The 2022 winners were: Mrs Bevan, Richmond, and Mr and Mrs Stonebridge, Barton who both won £50 Tesco vouchers. Both winners were able to choose the shops for their vouchers. We also had three winners for the one room Dulux Decorating pack: Mrs Nelson, Richmond; Mrs Taylor, Leyburn; and Mr Sanky, Richmond. Congratulations and we hope you all enjoy your prizes!

## Results From The Survey:

Service area	Satisfaction level 2021/22	Satisfaction level 2017/18	% difference +/-
How satisfied are you with the overall services provided by the Landlord Service	83%	92%	-9%
Overall quality of your home	84%	92%	-8%
Your neighbourhood as a place to live	90%	92%	-1%
Your rent provides value for money	89%	88%	+1%
The way the landlord service deals with repairs and maintenance	81%	84%	-3%
Condition of your home	82%	90%	-8%
The time taken for the completion of the repair	87%	87%	No change
The way in which the annual heating service is undertaken	84%	71%	+13%
Being able to make a repair appointment	92%	89%	+3%
The overall service provided by your warden	84%	76%	+8%
Helpfulness of staff when reporting anti-social behaviour issues	92%	85%	+7%
How we dealt with your anti-social behaviour complaint	46%	41%	+5%
How easy it is to make a complaint	85%	78%	+7%
Appearance of internal communal areas	72%	50%	+22%

# Estate Walkabouts

Last year we were able to get back to doing our Estate Walkabouts after a gap as a result of the Pandemic. During 2021 the Tenancy Relations team did 607 walkabout visits, with a total of 47 revisits - representing 8%. In Richmond 344 visits were undertaken with 15 revisits – representing 4%. In Colburn we did 263 visits with 32 revisits – representing 12%.

As you know we introduced Estate Walkabouts several years ago as a means of ‘walking the area’ to identify issues and help keep our estates a place you can be proud of. These walkabouts are done in addition to general estate visits and see Housing officers joined by local Councillors and members of the Tenant Panel. We are currently planning the walkabouts for this year, and will make sure details are put on our website once the dates are agreed.

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## The World Of Improvements...

Although the Improvements Team have just completed the 21/22 Council Housing Improvement Programme, work has already started for the current 22/23 programme. To enable this to happen, planning for the new programme started back in August 2021 to ensure our principal contractor Kier Services had a programme of works within our capital budget. The team have ensured all Health and Safety requirements are in place and our Health and Safety Advisor Baker Mallett gave authorisation to commence works at the start of April. In 22/23 the following works are planned:

- **Replace 15 electric storage heating systems with new efficient electric systems**
- **Upgrade 62 heating systems (gas or oil)**
- **Replace 52 kitchens**
- **Replace 27 bathrooms**

We also have a programme of other improvement works to our sheltered housing sites which includes:

- **New passenger lift at Noels Court**
- **Upgrade smoke alarms at 6 schemes**
- **New commercial boiler at Quaker Close**
- **New automatic door at Queens Court**
- **New communal TV aerial at Oak Tree Court**
- **Communal corridor works at Thornborough Hall Gardens**

A lot to deliver, but the team have all worked hard and made a great start preparing specifications for the required works.

**DID YOU KNOW... the council will deliver £1.7 million of improvements to Council housing stock in Richmondshire in 22/23**

# Did You Know...

## We Can Help If You Need Adaptations To Your Home

Adaptations are changes that can be made to your home to make it safer and easier to move around and do everyday tasks. These changes can be large or small and include:

- fitting a stairlift or a banister on the stairs
- fitting handrails
- removing a bath and creating a level access wet room
- widening doorways
- lowering kitchen worktops
- putting in an outdoor ramp or step rail
- door entry intercom systems

No charges are made to you, the council uses a dedicated budget to carry out adaptations to council properties following referrals made by North Yorkshire County Council.

**In 2021/22 the council completed adaptations to 78 homes across Richmondshire.**

If you need help to do everyday tasks and feel an adaptation would benefit you, contact North Yorkshire County Council Health and Adult Services Team and ask for a home assessment. North Yorkshire County Council can be contacted by telephone on 01609 780 780. Following the assessment, the Occupational Therapist will recommend appropriate adaptation work to the Council.

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## Its Time To Get Those Green Fingers To Work...

# Garden Competition 2022

Yes its that time of year again when we start thinking about the annual garden competition. In partnership with the Green Frog Garden Centre winners will receive vouchers in the amounts of first prize, £50.00, second prize £30.00 and third prize £20.00, with winning gardens being identified, across all five partnership areas.

So here's a quick recap on how the competition works...

We inspect all gardens and include window boxes, tubs, baskets, borders and vegetable patches, so there is nothing too small or too big – now is your chance to be one of this years winners!! We have a number of reigning winners in the Upper Dales and Lower Wensleydale areas so it will be interesting to see what's in-store for our judges this year.

Our judges will be viewing garden from late June and through July and August - Good luck and enjoy.





# What's Happening On The Improvement Plan?

The team in improvements are continuing taking forward the council's Improvement plan. Here's a look at the properties that are due to have work undertaken between 1 April 2022 and 31 March 2023.

All the work shown below is subject to funding remaining available and a full survey of individual properties to determine the exact specification of the work required.

Address	Total Properties	Proposed Works
Academy House, Catterick Village	2	
Allan's Court, Richmond	1	Kitchen Replacement
Anteforth View, Gilling West	2	Boiler/Heating Upgrade
Barley Garth, Moulton	4	Kitchen Replacement
Beck Close, Colburn	1	Boiler/Heating Upgrade
Bedale Road, Newton-le-willows	1	Bathroom Replacement
Bedale Road, Newton-le-willows	3	Kitchen Replacement
Blackwell Court, Colburn	5	Kitchen Replacement
Cherry Tree Way, Colburn	1	Kitchen Replacement
Church Wynd, Richmond	1	Kitchen Replacement
Colburn Lane, Colburn	3	Kitchen Replacement
Constantine Grove, Colburn	1	Kitchen Replacement
Coronation Avenue, Colburn	4	Kitchen Replacement
Coronation Place, Colburn	2	Boiler/Heating upgrade
Crocus Court, Colburn	1	Kitchen Replacement
Curteis Drive, Brompton On Swale	2	Kitchen Replacement
Cutpurse Lane, Richmond	1	Bathroom Replacement
Earl Edwin, Richmond	1	Bathroom Replacement
East View, Barton	2	Kitchen Replacement
Evergreen Avenue, Colburn	15	Bathroom Replacement
Forest Drive, Colburn	1	Bathroom Replacement
Forest Drive, Colburn	3	Boiler upgrade
Foxglove Court, Colburn	2	Kitchen Replacement
Frances Road, Richmond	1	Boiler / Heating upgrade
Glebe Close, Manfield	1	Boiler /Heating upgrade
Hall Garth, Hipswell	1	Boiler/Heating upgrade
Hall Garth, Hipswell	1	Kitchen Replacement
Hargill Road, Redmire	1	Boiler/Heating upgrade
High Riding, Richmond	1	Boiler/Heating upgrade
High Street, Gilling West	2	Electrical Wiring upgrade
Hollywell Lane, North Cowton	2	Kitchen Replacement
Kneeton Close, Middleton Tyas	2	Heating upgrade
Lavender Court	2	Kitchen Replacement
Lawson Court, Colburn	2	Kitchen Replacement

Lewis Close, Croft	4	Heating upgrade
Magpie Walk, Colburn	1	Heating upgrade
Magpie Walk, Colburn	2	Kitchen Replacement
Masterman Court, Colburn	5	Kitchen Replacement
Maythorne, Leyburn	2	Boiler upgrades
Mill Bungalows, Catterick	1	Bathroom Replacement
Mill Close, Ravensworth	1	Electrical Heating upgrade
New Row, Eppleby	1	Boiler upgrade
Orchid Court, Colburn	1	Kitchen Replacement
Park Lane, Middleham	1	Boiler/Heating upgrade
Peppermint Drive, Colburn	1	Boiler/Heating Upgrade
Poppy Court, Colburn	1	Kitchen Replacement
School Bank, Middleton Tyas	1	Bathroom Replacement
St Cuthbert's Green, Barton	14	Boiler/Heating Upgrade
St James Chapel, Richmond	1	Boiler/Heating Upgrade
St John's Road, Hipswell	1	Boiler/Heating Upgrade
Stuart Avenue, Richmond	8	Bathroom Replacement
Sycamore Avenue, Spennithorne	1	Kitchen Replacement
The Garth, Eppleby	1	Kitchen Replacement
The Havens, Scorton	1	Boiler upgrade
The Springs, Middleham	1	Bathroom Replacement
Victoria Road, Richmond	1	Kitchen Replacement
Westfields, Scorton	1	Boiler/Heating upgrade
Whitcliffe Grange, Richmond	1	Boiler/Heating upgrade
Woodside, Leyburn	1	Boiler/Heating upgrade
Woodside, Leyburn	29	Kitchen Replacement
Wren Court, Colburn	1	Boiler/Heating upgrade
Wren Court, Colburn	6	Kitchen Replacement
Yarborough Close, Tunstall	1	Boiler/Heating upgrade
Queens Court, Richmond	Communal	Warden Call Phase 2 Works Automatic front door
Quaker Close, Reeth	Communal	Warden Call Phase 2 Works New commercial boiler
Thornborough Hall Gardens, Leyburn	Communal	Communal corridor works
Oak Tree Court, Colburn	Communal	Warden Call Phase 2 Works Communal TV Aerial
Noels Court, Catterick	Communal	Warden Call Phase 2 Works Replacement Lift Bin Store area improvements
St Edmund's Close, Brompton	All Scheme	Warden Call Phase 2 Works
St Cuthbert's Green, Barton	All Scheme	Warden Call Phase 2 Works
Various addresses in district	Various Bungalows across District	Solar PV to Roof (LAD2 Project)

## Notice - Shower Shortage

Whilst we keep moving forward after Covid 19, we do still find ourselves facing challenges we never thought we would have and one of those is shortages of some materials and products. These shortages, or delays in deliveries have been fluctuating and whilst affecting the time taken to do certain work we have been able to get stock. However, one stock item - shower units - is causing a longer problem for us and whilst we will endeavour to address shower replacement needs, there may be a need to put on hold replacement of showers in those cases when you also have a bath. This is to ensure that we can try and maintain replacement showers for those who have no other means than a shower. This is a short term, temporary arrangement to help address the immediate problem.

**Thank you for your understanding.**

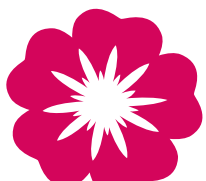
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## Alteration In Your Home - Request Reminder

Ever arranged for some work to be in your home? Please help us to keep our properties safe and free from incompetent traders. If you are considering having some alterations done in your home, please contact the Maintenance team where they will be able to provide you with advice and information relating to your specific query. You will be required to put any request of alteration in writing, detailing the work planned, who will be doing the work and when the work is due to commence. You must not commence any work without getting written consent from the council. Should you ever leave your home, and it is then found that work has been undertaken that is below an acceptable standard or that which consent would not have been given, which results in costs to the council to rectify, you will be recharged. Consent for alterations is not unduly withheld, however, work must have been approved by the council, meet a certain standard and, depending on the type of alteration may be required to meet specific legislative requirements.

**Thank you**

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# Climate Change...

## Did You Know...

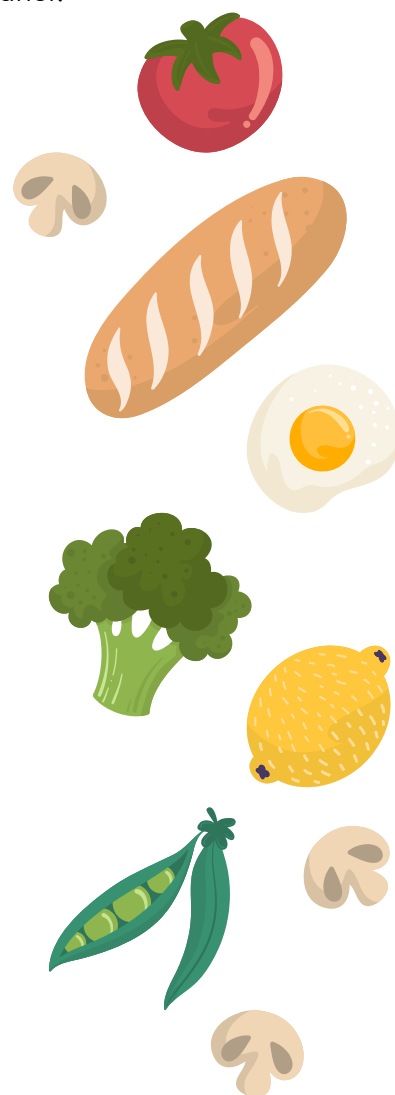
70% of all food waste in the UK is from the home. With the current living crisis hitting everyone, we need to be careful with how much food we waste, especially as we can see food prices rising. Inflation hit 7% by April, and the Office for National Statistics data showed that consumer prices went up by around 5.4% in December alone. On top of this, energy prices are rising as predicted.

In the last 12 months, starchy items like bread, potatoes and pasta went up by 3.5%. Pasta alone saw prices rise 26.3% (on average). Meat prices have risen 3% due to lack of supply and cost of production rising. Even fruit and veg prices are rising 5% and 2.3%, respectively.

Between 8-10% of man-made greenhouse gas emissions is down to food waste. So not only is being careful with food important for your wallet, but it helps to save the planet.

Here are ten tips which are easy to feed into everyday practice:

1. You can keep food fresher for longer by storing it more effectively in the fridge and freezer.
2. Instead of making something fresh each day, have leftovers for lunch.
3. Rewarding empty plates works well with children.
4. Having a cupboard swap with family, friends and neighbours. We all have something which we know we won't eat, but it does not mean it needs to get chucked.
5. Change portion sizes.
6. Plan your meals in advance. As you create your plan, you know what ingredients you need for each meal, and it should stop things from being thrown out after too long in the fridge.
7. Compost food instead of just throwing it. This allows for energy to be saved from collecting the waste, and it puts that energy back into the soil, rather than in the air.
8. Rather than throwing out leftovers, donate food or prepare a meal for a neighbour.
9. Sell by and best by dates are not rulebooks, they're guidance.
10. Instead of only using half a packet of some fruit or veg, make more of that meal and freeze if for another day. This saves temptation for a lazy takeaway.



Food banks are also effective in reducing food waste. Instead of binning food, dropping extra off at your local food bank helps provide fresh and long-life food for those in need.

Local banks include:

**The Salvation Army, Catterick Garrison DL9 3PS**

**Colburn Food Bank, Colburn DL9 4LZ**

## Helping With Climate Change...

On 4 August it is cycle to work day. The children may be off school but it is the perfect opportunity to get the bikes out and plan a trip out on two wheels instead of four.

And if you live close to work now's the date to do it and be part of the cycle to work day – feel fitter whilst helping meet our goals for climate change.

Remember to wear the correct gear and keep safe on the roads.



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## Interested In The Environment? Join Us!

**Are you interested in the environment and raising awareness of waste-related issues in your local community? Then there could be a role for you!**

Allerton Waste Recovery Park (AWRP) treats all household waste from York and North Yorkshire and is looking for new members to join its Stakeholder Panel.

The panel brings together a range of community, environment and industry representatives to explore raising local awareness of waste-related issues, and in particular promoting the four Rs of waste - Reduce, Reuse, Recycle, Recover.

If you are part of a community or environment-related group based in York and North Yorkshire and would like to find out more about joining the Stakeholder Panel, contact Emilie Knight, Community and Communications Manager [emilie.knight@amey.co.uk](mailto:emilie.knight@amey.co.uk)

As well as using waste to generate enough electricity to power at least 40,000 homes, the facility also features technology that sorts the incoming household waste to extract materials suitable for recycling. Food waste is also separated and sent to an anaerobic digester where it creates renewable energy.

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## A Sad Farewell

It was sad to hear that Gina Kirby passed away on the 6 April 2022. Gina was an integral part of the Tenant Panel for many years, being repeatedly voted as chair person by her fellow panel members.

Gina helped the council shape its improvement service to what it is today, having been actively involved in the selection process of the improvement contractor and undertaking many visits to other councils to see how different council's operated.

Back in 2001 Gina led a team of Tenant Panel members across the district of Richmondshire on 'the big yellow bus' stopping off at the many towns and villages over the course of three days to spread the work of the panel. Gina was always keen to get stuck in and find out about what was happening in the world of housing and represented the panel at many Council Scrutiny Meetings.

Gina retired a few years ago from the Tenant Panel, but her work on the panel is and will always be remembered.

# Council Tax £150 Rebate...

## What's Happening In Richmondshire

### Households paying by Direct Debit – 1st or 15th of the month

It's been a busy time in the Revenue team and for those who pay their council tax by Direct Debit, either on the 1st or 15th of the month, the team had by 4 May 2022 paid £150 via bank transfer, to 9,829 households in council tax bands A to D (including those households in Band E receiving Disabled Relief). This is almost 68% of all eligible households. These payments were made in accordance with the requirements set out by central government including the following criteria:

- where the council tax liable person details exactly match their bank account details held by the Council
- where there is only one set of bank account details
- where the council tax liable party is not a business name

If you have not received a payment and you pay on the 1st or the 15th of the month, it is likely that you do not fall into the categories above and we need to carry out additional checks to ensure the details are correct before making the payment. Where it is not possible to carry-out these checks we will invite you to make an application.

For those households who do not pay by direct debit, the council will write to each household asking them to complete an application form. When this process is available, we will send a letter to all relevant households inviting them to apply. A very important thing to note is that the letter you receive will contain a personal security code that you will require when making the application. Do not give this code to anyone else.

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## Are You Interested In Getting Involved?

We know you might not have a lot of spare time on your hands, but would you be interested in being part of a 'Sounding Board' group?

It would see us send you information - which might be a new policy, a leaflet or guide and we would ask you to give us your views. We would send the information out to you, together with a feedback form and you would have a timeframe to give us your views?

If you are interested let us have your name, address and email address and whether you can complete and return electronically or would need to have paper copies via the postal services.

Please email: [grapevine@richmondshire.gov.uk](mailto:grapevine@richmondshire.gov.uk) giving your email the title 'Sounding Board'.

If you have a bit more time and feel able to join our Tenant Panel group, then use the same email address and give your email the title 'Tenant Panel'.

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## Congratulations!

Congratulations go to Mrs Varley of Barton, who won the word search competition in the last edition of the Grapevine. Mrs Varley was picked at random from all entries and was lucky enough to win the £25.00 'love to shop' voucher. We hope you've treated yourself to something nice.

# And What's Been Going On In The World Of Solar Panels...

The council's improvement team, partnered with a number of other councils, including the County Council to secure £220,000 in government funding. By adding £100,000 from council funds we delivered a scheme which saw solar panels installed to 29 council bungalows across Richmondshire.

It partnered with E.on to deliver the 'Green Homes Grant Local Authority Delivery' scheme which funded free solar panels to council housing stock.

The bungalows which benefitted from this scheme all had an energy rating of D or worse.

As well as helping with the rising cost of energy the solar PV system could save around 1.3 - 1.6 tonnes of carbon per year, which will also contribute to the Council's climate change agenda.



## It's Not Too Late To Make A Change And Join The 'Choose To Lose' Scheme

As we carry on moving forward from the effects of the Covid 19 pandemic, a time which has probably seen us all eating a little bit more, or indulging in treats to help get us through some of those dark, scary days, Choose to Lose is here to help us shift those extra pounds in a way that fits in with your own life.

The scheme run by Richmondshire District Council, continues to offer both online and face to face classes and groups. The free programme is for adults with a BMI above 30 who are in need of support to implement a healthier lifestyle. The programme is made up of a 12-week structured weight management programme, plus a 12-week maintenance programme for those who achieve 5% weight loss in their first 12 weeks.

The on line service will provide both aspects of the programme as well as access to a Weight Loss Advisor, online live classes, chat groups and Facebook open and closed groups.

This service is free to anyone who meets the following criteria:

- aged 18 years or over
- BMI (Body Mass Index) equal to or greater than 30 (or 25 with other health conditions)
- resident or registered with a GP practice in North Yorkshire
- working for an organisation based in North Yorkshire



**Interested? Call 01748 901049**

# An Update From Our Tenant Panel Members

Like most people our Tenant Panel members have had a strange couple of years. However, things are slowly returning to a new normal with face-to-face meetings having recommenced in April together with attendance at Council Scrutiny meetings.

Eunice has started to join in the Planned Improvements meetings, in her role as Improvement Champion, with colleagues from the council's Improvement team and our Improvement Contractor Kier, and Jeff has resumed his position as Heating Service Champion, attending the meetings with members of Landlord Services and our Heating Contractor, Sure, using the virtual platform Teams.

This will be the first time in three years that our members will attend the Residents Involvement conference, which was held in Leeds in June, with all very much enjoying the day and hearing from the speakers and networking with other tenant representatives.

Work has continued with the Tenant Panel work plan, which includes reviewing our performance across a range of landlord services, together with how the council has performed in complaint handling.

We have also been speaking with colleagues in Selby and Harrogate and the work they have been doing with their tenant representatives with meetings now taking place on a quarterly basis, which our Tenant Panel members will also be joining in the future.

Our member Keith also updated members at the latest meeting of the work of the residents of Queens Court, who have been busy working together to create an outside seating area with picnic benches and flowers to make better use of some unused outside space, which is now being enjoyed by residents.



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## Complaint Handling

We told you in our last edition about the complaints process in place at the council. As part of our work within complaint handling, we monitor the number and type of complaints received into the Landlord Service. This helps us see if there are any fundamental issues that need to be addressed and as well as if there are any lessons to learn.

We aim to respond, following acknowledgement of a complaint within 10 working days and should it be necessary to refer the complaint to the second stage of the council's complaints policy to respond within 20 working days.

This is how we performed between 1 April 2021 and the 31 March 2022:

<b>12 FORMAL COMPLAINTS RECEIVED</b>	11 were dealt with at stage one 1 dealt with at stage two 9 of the complaints were dealt within time frames with 3 falling outside the time frame due to sickness
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Resulting actions from some of the issues raised as complaints have seen a weekly repair meeting established to review outstanding work orders, improved awareness by contractors to verify contact details when changed by customers and rolled out Tool Box talks to our Trade Operatives.

During the same period, the Landlord Service also received 11 compliments following services delivered by members of the team.

More information is available on [www.richmondshire.gov.uk](http://www.richmondshire.gov.uk)



# Local Government Reorganisation



In April 2023, there'll be a new unitary council for North Yorkshire. This new North Yorkshire Council will bring together the services currently provided by all eight councils - the boroughs and districts of Craven, Hambleton, Harrogate, Richmondshire, Ryedale, Scarborough, Selby and North Yorkshire County Council.

Having one new council means important services can be strengthened and joined up for residents, community groups, businesses and other partners to improve the quality of life and opportunities for people across North Yorkshire.

Having one new council will also save money by driving innovation, reducing duplication and operating at scale. This money will help support services to ensure they are stronger and fit for the future and will fund empowered local decision-making.

The new council will be local, with staff continuing to live and work in the communities they serve. Community networks will bring together residents, councillors, businesses, town and parish councils, MPs, community groups and partners like the NHS and police and fire service.

## What Does This Mean For You

There won't be any immediate change for tenants and leaseholders. The existing councils will continue until March 2023. Throughout the change programme we will continue to provide services to you.

## Forming The New Housing Service

To ensure the new council is safe and legal on the 1 April 2023 individual work areas have been set up. Each work area is focussing on a different area of the authority, there is a housing workstream which is looking at how the Housing Service will be formed for the new authority.

The housing workstream has five sub workstreams which are looking at specific elements of housing, these are Housing Options, Council Homes, Private Sector, Supported Housing, and Housing Strategy.

Alongside this, the housing workstream is also working with other workstreams such as IT and customer services to make sure that housing is part of the wider planning of the new council.

## The New Unitary Council Members

In May, North Yorkshire County Council held its election. This election was to select the members that will represent the new council as well as North Yorkshire County Council for the next 10 months. On Wednesday 18 May the new members selected their new executive. Cllr Simon Myers was selected as the new executive member for growth and culture, leisure, sport and housing.

## What Does This Mean For You

Nothing will change for you until April 2023, for now, your council and councillors will continue to be the same until the new council is formed. In the next 10 months, the elected members will be working with officers to ensure that the new council is safe and legal. This means they will be making big decisions on the Policies and Procedures for the new council.

## Keeping You Informed

As tenants and leaseholders, we know you will have many questions, and we want to be honest and open with you throughout this process. We have already received some questions from you. Please bear with us as many decisions are still being made, so it may take us a while to provide you with an answer to your question.

If you have a question about Local Government Reorganisation, you can send it to us through your local housing team: [grapevine@richmondshire.gov.uk](mailto:grapevine@richmondshire.gov.uk) using LGR as your title.

Or contact the council on **01748 829100** and your question will be passed onto the LGR team to respond to your query.

Or detail your query to **Landlord Services, Mercury House, Station Road, Richmond DL10 4JX**

## Don't Forget...

If you are happy to receive information relating to services you receive from the Landlord Service using electronic methods, ie, email please let us know below.

If your answer is 'yes' to all services please email 'Yes' to all Landlord Services to [grapevine@richmondshire.gov.uk](mailto:grapevine@richmondshire.gov.uk). Please remember to include your name, address and your email address.

If you are happy to receive some, but not all, please email [grapevine@richmondshire.gov.uk](mailto:grapevine@richmondshire.gov.uk) providing details of the services you are happy to receive from the following:

- Rent account information including rent letter and statement
- Allocations information, including offer
- Repairs information, including access and repairs

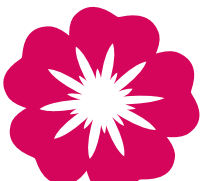
Please don't forget to include your:

Name

Address

Email address

Thank you in helping reduce our use of paper and impact on the environment.



# Did You Find The Information In Grapevine Useful?

Yes  No

If no, why not?

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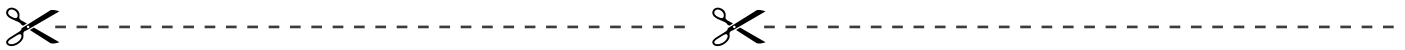
What information would you like to have in future editions?

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alternative formats and languages**



**Richmondshire District Council**

Mercury House, Station Road, Richmond DL10 4JX  
01748 829100

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[richmondshire.gov.uk](http://richmondshire.gov.uk)