



LHP Lincolnshire
Housing
Partnership

Our House, Your Home

Spring 2025

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A welcome from our CEO

Ceri Theobald

Welcome everyone to the Spring edition of Our House, Your Home, the LHP customer magazine.

April marks 8 months of my time as the CEO here at LHP. It's been a period of rapid learning and understanding where we need to improve to better serve our customers. I've met and worked with lots of the brilliant colleagues who help us deliver our best every day of the week, and I've had the chance to meet many of our customers from across Lincolnshire, which is always a pleasure.

Following our regulatory inspection last year, we received lots of useful feedback from the Regulator for Social Housing. This, alongside feedback from our customer survey, has highlighted areas where we are not meeting all of our customers' needs. We are using this information to shape our plans going forward. I'd also like to take this opportunity to say thank you to everyone who took the time to submit their feedback in this survey, or has taken part in one of our recent events like our Virtual Customer Meeting.

You might have noticed that this edition of our magazine has a fresh new look, and you'll start to see this change reflected on our social media and website in the coming months. 2025 will be a year of change for

LHP, as we refocus our priorities and work to make improvements in the areas we know we need to most. I want us to make sure that we're focusing on doing the basics well – the things that matter the most to you, where we know we have fallen short.

One of the biggest changes we're making is to invest more in our customer facing colleagues, particularly our engineers who visit your home to conduct repairs. We know repairs is a key area we need to improve on, so we've already started taking steps - I'm pleased to confirm we've welcomed 13 new engineers to LHP, who are already making a difference in homes across Lincolnshire.

We're still working hard at our plans, and we look forward to sharing them with you in much more detail in the summer edition of Our House, Your Home. We are committed to making changes at LHP that will help us become a more responsive and community-focused organisation, and we're taking concrete steps to address the shortcomings we've identified.



Ceri Theobald,
Chief Executive

Virtual Customer Meetings

On Tuesday 18 February at 12:30pm, we held LHP's first ever Virtual Customer Meeting. Held virtually via Microsoft Teams, a virtual customer meeting is a chance for you to ask us questions on anything you want to know more about.

On the day we were joined by over 50 customers, who asked questions on anything they wanted to know more about. The meeting was hosted by Ceri Theobald, our CEO, alongside Mark Coupland, our Executive Director of Customers, and Glen Finch, our Head of Repairs & Voids.

We've posted a recap of all the questions asked on our website – check them out if you'd like to see what customers asked us.

We've committed to hosting Virtual Customer Meetings every three months. Our next meeting is currently scheduled for **Wednesday 21 May at 6:15pm.**

You can [sign up to take part](https://www.lincolnshirehp.com/get-involved/virtual-customer-meetings/) on our website at <https://www.lincolnshirehp.com/get-involved/virtual-customer-meetings/>.



Prefer to meet in-person?

We know many of our customers prefer to meet in-person – events held online aren't suitable for everyone.

We want to give all of our customers a chance to interact with us, which means providing a mixture of online and in-person options to suit everyone.

If you prefer to meet in person, we have regular estate walkabouts, scheme meetings, drop-in sessions, and more. Take a look at some of our Upcoming Events on the following page to see how you can join in!



Join Us Virtually:
Wednesday 21 May -
6:15pm



Your Voice Matters – TSM Surveying Starting Soon

Your Voice Matters!

We're about to start our Tenant Satisfaction Measure (TSM) surveys, and we need your feedback. Engaging with these surveys is crucial to help us understand your needs, improve our services, and create a better living environment for everyone. Your input directly influences positive changes in our community.

The next round of TSM surveys will start on **16 June 2025**.

Tenant Satisfaction Measures (TSMs) are performance measures that all providers of social housing must report upon in a bid to drive up standards for customers and give them a better understanding of how we are performing as a landlord. The measures give you, our customers, improved visibility and the ability to hold us to account when things don't go right. Our TSM results are published on our website, so you can see our latest scores at any time.

Keep an eye out – we'll be reaching out to you very soon. Thank you for helping us make a difference!



Complaints Corner – Q3 2024/25 Update

We returned for our first complaints panel of 2025 discussing complaints performance for third quarter of this year (covering October, November, and December) with the customer experience manager. The Executive Director for Governance and Regulation also joined us to learn more about the work that we're doing and share some of the projects happening at LHP that will benefit customers.



Trends and Themes

Responses to complaints regarding repairs were delayed in quarter 3 due to changes within the repairs team that led to a backlog of complaint investigation and responses. Most of these complaints were about appointment availability, and repairs taking longer than expected to be completed. A new role was introduced into the repairs team in late October 2024, and their priority was to investigate and respond to these overdue complaints. By the end of December 2024, the number of overdue complaints had dropped by 50%. Work will continue to ensure complaints are responded to within the complaints policy timescales and that customer receive quality investigation responses and outcomes.



Complaints Communication

Following from our last quarters discussion on how customers can make a complaint, we discussed how complaints are communicated and whether there are improvements that can be made to ensure that communications are accessible for all customers. LHP have offered training to their staff on letter writing to make sure that they are easy to read and understand, using plain English, or translated where the customer does not have English as their first language. LHP have also used a British Sign Language interpreter to allow deaf customers to receive information and update on complaints and recorded a voice update for blind customers.

The team are exploring using videos as a way of letting customers know how they can complain, what will happen during their complaint, and what their next outcomes and options are. We want to make sure that complaints are accessible for all, so that LHP can resolve issues and identify any learning to improve services.

LHP are currently reviewing the way they use customer insight and feedback to make improvements to the services that impact us most. We'll be keeping a track on how this is progressing over the coming months and look forward to letting other customers know about the changes that are being made.



Complaints Corner – Q3 2024/25 Update

Learning for continuous improvement

The ombudsman ordered us to remind engineers to be professional and respectful, whether that be in person or when writing up work notes

How we acted

A reminder has been sent to all team leaders to include on their tool box talks with engineers to provide clear guidance on the expectations of their conduct when making work notes

What we learnt

Information sharing is vital between teams, especially when it regards work notes and engineers experiences in our customers homes, but that these should be professional at all times.

How we acted

A review of the letters were taken by the contact centre manager and insight was sought from our customer panel on whether they felt the wording was appropriate

What we learnt

Gas safety is important to maintain both the safety and efficiency of the gas appliances in your home, it is also a landlord compliance issue and LHP has a legal duty to ensure checks are completed on time. The letters were found to be proportionate the seriousness of gas safety compliance.

You felt the wording of our gas safety reminder letters are too harsh, and that they had caused you to feel upset and anxious

Update on our Neighbourhood Action Plans

Back in our Winter Magazine, we shared with you our plans for Neighbourhood Action Plans. We've been working hard over the last few months, collaborating with local partners across each of the neighbourhood areas, getting ready to share these plans with you, our customers. As we get closer to sharing these with you, we thought it would be a good time to recap everything you need to know about our Neighbourhood Action Plans.

What exactly is a Neighbourhood Action Plan?

Danielle Toyne, who is in charge of spearheading our Neighbourhood Action Plans, shared everything you need to know about the plans with us.

“A Neighbourhood Action Plan is exactly that – a plan of action for your neighbourhood. The plan says what LHP is doing for your area, why we're doing it, and gives you plenty of chances to get involved and have your say.

Designed in collaboration with our colleagues across LHP, our partners, and most importantly our customers, we set out to create these Neighbourhood Action Plans with one simple goal in mind: we want to work to create neighbourhoods where customers feel safe and part of the community, with clean, well maintained public spaces.

Simply put, our Neighbourhood Action Plans will set out what matters to your area – according to you, and what we're doing to make the area a better place to live. They aim to improve the things that will make the biggest difference in your neighbourhood. The plans will be regularly updated documents you can download and view to get the latest update on everything happening in your area!

Each one captures what's been happening locally over the last few months. They're all about what matters most to you as someone who lives in the area, and what actions our teams at LHP and partners across Lincolnshire are taking. They're full of insight, stories, and practical steps we're taking together to make a difference. I can't wait to share more with everyone as we move closer to launching the Neighbourhood Action Plans – please keep an eye on YourVoice for more information coming very soon!”



Update on our Neighbourhood Action Plans

As Danielle mentions, our Neighbourhood Action Plans will be stored on YourVoice – our customer engagement hub. On here, you'll not only be able to access the latest version of the plan for your area, but also share your feedback, and learn when our next Hub Meetings take place.

[Visit YourVoice](#)

Get Involved: Hub Meetings

Alongside the launch of our Neighbourhood Action Plans, we're also launching Neighbourhood Hub Meetings, where we'll offer you regular chances to come and chat with your local Neighbourhood Officer and share your thoughts, ideas and priorities for your neighbourhood.

These Neighbourhood Hub Meetings will then be held four times a year to make sure that we're working together and getting lots of feedback to continually shape and improve our Neighbourhood Action Plans.

The meetings are your chance to tell us what matters to you – what the neighbourhood needs to grow and thrive and be a great place for everyone to live. Using our community connections, we'll also be able to involve as many of our partners as possible who are invested in your neighbourhood, helping our customers get access to the things their community needs.

Get Involved: Become a customer champion!

If the sound of the NAPs is particularly interesting to you, you could be our customer champion for the area! For each neighbourhood, we're looking for customer champions to regularly attend our hub meetings and be a key voice for your area. If you think this is something you'd be interested in, we would love to hear from you – just drop us an email at getinvolved@lincolnshirehp.com with the subject "Neighbourhood Action Plans".

We're excited about the impact our Neighbourhood Action Plans are set to make within our communities, and we need your help to shape these going forward – we hope you'll come along to the first meeting and learn all about the exciting things we have planned! Keep an eye on our social media, YourVoice, and your email inbox for more information about the Neighbourhood Hub Meetings coming very soon.

Until then, if you'd like to hear more or get involved, don't hesitate to reach out to

info@lincolnshirehp.com



Warm Homes: Social Housing Fund Wave 3 Funding Secured!



We are very pleased to share that we have been provisionally allocated just over £5 million in funding (£5,004,754) through the Warm Homes: Social Housing Fund Wave 3!

LHP will be match funding this £5m, creating a total of £10m investment in energy efficiency measures. This funding will be used to deliver energy saving home improvements like solar panels, insulation, and heating upgrades in customer homes across Lincolnshire.

This project will build on our award-winning (National Energy Efficiency and Unlock Net Zero Wave 2.1 project. We have already enhanced over 600 homes across Immingham and Grimsby with External Wall Insulation. This will help us move closer to achieving our goal of all our homes reaching a rating of EPC C by 2030.

We are happy to be continuing our partnership with our delivery partners E.ON UK, continuing the successful work already taking place across our neighbourhoods with our Wave 2.1 project.

Our Executive Director of Property, Charlotte Johnson, said: “I’m delighted that LHP have been successful in our bid for this funding. This will allow us to build upon our incredibly successful External Wall Insulation project and help us to deliver more efficient and sustainable homes. Most importantly, we will be improving our customers comfort in their homes by delivering a range of improvements like new insulation, efficient heating systems and solar panels.”

A huge congratulations to the teams involved in securing this funding. We look forward to sharing the impact of this and our ongoing retrofit programmes.





Meet Brody: Lincolnshire's Wildlife Champion

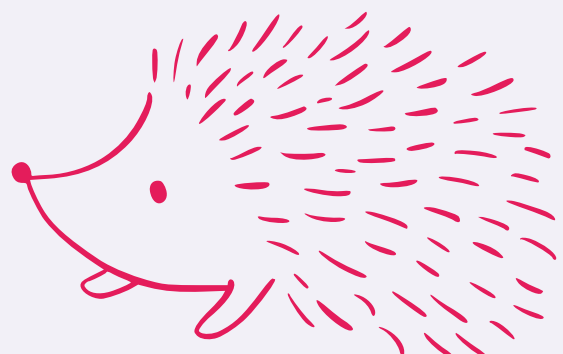
Eleven-year-old Brody-Lee Carter from Immingham is on a mission to help local wildlife, and he's making a huge impact! It all started when Brody noticed deer near a busy road and wanted to keep them safe. He got deer crossing signs put up and didn't stop there.

Brody has now helped install over 100 bird boxes, more than 20 hedgehog houses, and created special pathways for mice. Brody has raised impressive donations, with all proceeds benefiting charities like the RSPB, Cleethorpes Wildlife, and Charlie's Hedgehog Care in Grimsby – who have worked with Brody to make his area a hedgehog release site. He's even written to important people like the Prime Minister and the King to ask for help protecting wildlife!

As an owner of lots of green spaces across Lincolnshire, Sustainability is really important to everything we do here at LHP. When Brody got in touch to ask if we could help him out on his mission, we knew we had to help!

We worked with our partners E.ON and Fortem to support Brody's ongoing campaign to protect local wildlife across Lincolnshire, giving him vouchers, bird boxes, and other supplies. He's even been named a wildlife ambassador by a developer and joined the local council committee.

Brody says anyone can help wildlife by doing simple things like putting out birdseed or leaving grass cuttings for hedgehogs. He wants humans and animals to live together happily and is doing everything he can to make that happen! If you'd like to help support our ongoing work to help protect the environment in our local area, please reach out to our Sustainability Manager, Libby Kerman.





New CXone Platform

We are thrilled to announce that our new contact centre phone system is now live! This upgrade is part of our ongoing efforts to provide you with the best possible service.

Launched in March, we have moved to a platform called CXone, provided by our partners at NICE, one of the country's leading providers of contact centre software.

We've worked hard with our Customer Service team to review available products on the market, ensuring the new system meets all our requirements to deliver the best possible services. We're really excited about the change CXone will bring to our customer contact centre.

What will the new system do?

CXone is a modern solution that will make it easier for you to reach us - with every method linked up, helping you to get consistent, joined-up feedback, no matter how you choose to contact us.



CXone lets you contact us via:



Phone



Email



WhatsApp



Web Chat



Facebook Messenger

We're really excited about the changes CXone will bring, in particular the addition of **WhatsApp** – something many customers have asked for! We look forward to making even more improvements as we get up to speed with this new system – such as **requesting a call back** and other requested features.

Upcoming Events



East Marsh Family Fun Day, 16th April, 10am-3pm, Sutherland Park, Victor Street, East Marsh

We've teamed up with North East Lincolnshire Council and partners to host a family fun day, taking place at the East Marsh! Join us for a fun-filled and educational day, aimed towards helping you recycle your waste and make the most out of the new bins that have been provided in the area.



Fenside Skip To Spring, 16th May, 10am, Franklin Close, Fenside

Come along and clear out your garden or do a spring clean! Whether you've got garden waste to clear or just need to get rid of clutter, we're here to help! It's a great chance to refresh your space and get ready for warmer months! Bring your items, get involved, and let's make Fenside shine this spring!



Virtual Customer Meeting, 21st May, 6:15pm -6:45pm, Online

Join us for a virtual customer meeting - your chance to ask us questions on anything you want to know more about. Hosted by Ceri Theobald, our CEO, we'll answer questions submitted by LHP customers. Ceri will be joined by Nicola Ebdon, our Executive Director of Governance & Insight, and Charlotte Johnson, our Executive Director of Property.

Boston clean-up day success!



Friday 7th March saw us and our planned works contractor, **Fortem**, join forces to deliver a hugely successful skip clean up day in Wyberton, Boston.

With two skips being kindly donated by both **Trades UK Construction** and **JMH Construction**, customers were encouraged to take advantage of being able to dispose of their unwanted items, right on their doorsteps!

A big thank you also goes to **Huws Gray** and **Burley and Elsom**, for ensuring all volunteers were equipped with the appropriate tools and clothing; allowing the task to be completed safely and efficiently.

The clean up event ties in with one of the core outcomes of our **ESG Framework**, 'Greener Spaces'.



A total of 14 enthusiastic volunteers - including colleagues from Sustainability, Assets and our Neighbourhoods Team - worked tirelessly to assist customers with putting their items into the skips and removing general litter from the area.

With both of the skips provided being filled to the brim, along with several rubbish bags for good measure, everyone's dedication and effort had a significant impact; leaving the streets looking noticeably cleaner and more welcoming for everyone living there.

Thank you to all the amazing volunteers, donors, and customers who participated in helping to making Parthian Avenue an inviting place to be!










Introducing our Respite Room at Mayfields

We are very excited to announce the opening of the new **respite room** at our Extra Care Scheme in Boston, at **Mayfields**.

A respite room is a private space for people who are caring for people, or those receiving care. They're designed to be relaxing spaces where people can take a much needed break. Respite rooms are also ideal for people who have left hospital recently but aren't quite ready to return home, providing a compact and accessible space.

Inside, the room has everything someone needs to take some much needed recovery time, such as:

-  A single bed, convertible to double
-  Accessible bathroom
-  Clean bedding/linen
-  TV
-  Dining Area
-  Sitting Area
-  Kitchen Area

Alongside a comfortable and convenient room, a three-course mid-day meal is served and if needed, care services can be provided by Cera Care, LHP's on-site 24/7 care provider at an additional cost.

We're opening this room to support the local community, and also to help relieve some of the NHS bed blocking issues that hospitals are going through.

If you or someone you know could make use of our Respite Room, please don't hesitate to reach out. For more details about the service or to enquire about bookings, please contact our Telecare Team on **01205 318 588** or email telecare@lincolnshirehp.com.





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Lincolnshire Housing Partnership Limited is registered as a charitable Community Benefit Society under the Co-operative and Community Benefit Societies Act 2014 with registered number: 7748.

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