

Our House, Your Home

The magazine for Lincolnshire Housing Partnership residents

Spring 2020

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Thank you to our NHS
and all brave keyworkers.

We appreciate
everything you do!



**Got something
to shout about?**

We want to hear from you!

This is your magazine so we need information
about what you'd like to include.

Find out more inside

LHP

www.lincolnshirehp.com

Introduction from the Chief Executive

Hello everyone and welcome to the Spring edition of our newsletter. We're sporting a new name for 2020 and this is our first digital-only edition of the newsletter, which is coming direct from us to your inbox.

The coronavirus outbreak has dominated the headlines in the last few months and we want to state again that the safety of our staff and customers has been our top priority throughout.

We're using this edition of our newsletter to update you on how we are continuing to deliver

services across Lincolnshire, as well as some of the amazing things that are still going on in our communities.

Stay safe everyone and I look forward to writing to you again in the summer, when we hope that our daily lives will start to take shape once again.

Murray Macdonald

Chief Executive



"The coronavirus outbreak has dominated the headlines in the last few months and we want to state again that the safety of our staff and customers has been our top priority throughout."

Competition Winner

Congratulations to Steve Carnes, who won the Name the Newsletter competition in our Winter edition. We had lots of brilliant entries to choose from and it was tough to narrow it down to a shortlist. The final vote was cast by members of our Housing Service Improvement Panel. Steve chose Our House, Your Home, and will receive his prize through the post.



We want to hear from you!

Do you have any ideas of what you would like to see in the next edition of your tenant magazine?

Send us your suggestions by filling in a form here www.lincolnshirehp.com/tell-us-your-story/

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Introducing our new Executive Director of Property

We are delighted to announce the appointment of Alex Dixon, who has joined us as Executive Director of Property.

Alex has a strong background in management and development, having previously held directorship positions with Freebridge Community Housing in Kings Lynn, and Bromford Housing Group in the West Midlands.

Alex said: *"I am delighted to join Lincolnshire Housing Partnership and I am looking forward to helping the team develop an increasing supply of new homes along the East Coast of Lincolnshire, as well as ensuring that our existing homes continue to provide great accommodation for our customers.*

"I am passionate about the quality of our homes and of the living environment we provide to our customers

"We have to ensure that our homes are warm, safe and efficient in use - I am also passionate about ensuring we continually challenge our construction methods to ensure we build as cost effectively as possible."



Emergency Plus Repairs Service continues

The government guidelines on social distancing meant that we made the decision to move to an Emergency Plus Repairs service only from 5pm on Monday 23 March.

We are continuing to provide the following repairs services to all customers:

- Heating and hot water
- Sanitation, including running water
- Power
- That properties are secure: doors and windows
- Fix anything which is causing significant damage to the property



As we are unable to predict how long we will be delivering this limited service for, we are committing to ensure that all key services are returned to an operational state by the end of the repair.

We apologise for any inconvenience this may cause you, but we are sure you will recognise that, with the Coronavirus outbreak, this is the safest course of action for both staff and customers. We would like to thank you for your cooperation and if you have any queries, please call us on **0345 604 1472**, email **info@lincolnshirehp.com** or direct message us through social media.

Celebrating a 100th birthday in Cleethorpes

It was celebration time for one of our customers in Cleethorpes, as they turned 100!

We were delighted to be able to present Kathleen Harley with a bouquet of flowers in February to celebrate her amazing milestone.

Kathleen has been a tenant in the same home since 1952 and continues to enjoy the services we provide.

She said: *"Everyone is so friendly, and I am so happy that I got to celebrate my birthday with my family."*

"We have had some wonderful improvements made to our home, which has served us well for nearly 70 years."



Changes to our Fire Safety Doors

Our Compliance Team are installing new labels on fire doors, so that we can individually identify each of the doors that we have in place.

This is currently taking place on fire doors located in communal areas of sheltered housing units.

Having these labels in place will help the compliance team undertake the periodic inspection of the condition of the fire door. This will also allow accurate reporting for any responsive repairs to these doors.

If you notice any fault with a fire door then please report this immediately. Quoting the door reference number will help us identify these specific doors more quickly.

The labels will look like those pictured.

Key things to look out for on fire doors:

- Is the door being propped open with anything that it shouldn't be?

- Has the door closer been disconnected or showing signs of tampering?
- Does the door fully close when shut, leaving no significant gaps around the top and side edges of the door?
- Does the door itself appear to be in good condition showing no signs of major damage?

If you have any questions, please get in touch with a member of the Compliance Team on **0345 604 1472**.



Congratulations to our Gas Safety Winners

Our latest round of Gas Safety voucher winners were celebrating in March, as they scooped shopping vouchers to the value of £250 each!

The competition winners were:

- Mr Frost from Fishtoft
- Mr and Mrs Lee from Old Leake
- Miss Cooper from Grimsby

Congratulations to our lucky customers and we hope they enjoy their prizes.



Mr & Mrs Lee



Miss Cooper

LHP supports Waste Wednesdays



As part of the Purple Bin roll-out in Boston, we have been supporting Boston Borough Council and Lincolnshire County Council with their 'Waste Wednesdays' campaign.

Mark Plummer, Housing Officer, joined partners from Boston Borough Council and Lincolnshire County Council, in a Facebook Live video on the Fenside estate in the town.

The video showed how LHP is supporting the roll-out of the new bin system and communicating this to customers in the area.

For further information about the scheme, you can contact Boston Borough Council on 01205 314200.

Your health & safety

Guidance from the Health and Safety Executive is that we should continue to carry out property-related health and safety checks in the normal way.

If you live in a block of flats or a sheltered scheme, we will continue to carry out any required health and safety checks in communal areas. These are for:

- Legionella
- Fire Safety
- Asbestos
- Communal lifts

Cleaners will be still be coming to site to provide their invaluable service and they are undertaking an enhanced cleaning programme, as part of the Coronavirus outbreak actions.

If you have any concerns, please contact us on **0345 604 1472**.

Find out more information about the services we are providing during the Coronavirus outbreak by visiting: **www.lincolnshirehp.com/coronavirus**

Coronavirus and your rent

During the Coronavirus outbreak, we have been letting our customers know that we will not evict anyone due to financial difficulties caused by the outbreak.

If you are worried about your rent payments, please contact us on **0345 604 1472** and ask for the Income Team or go to the Money Support page on our website for further information - **www.lincolnshirehp.com/moneysupport**

If you are in self-isolation or are unable to leave your home and are looking for an alternative way to pay your rent, please visit our information page: **www.lincolnshirehp.com/waystopay**



Sit Fit lessons for older people

During the Coronavirus outbreak, the Lincolnshire Telecare Services team, in conjunction with our Health and Well-being team, are providing exercise videos, particularly focused at keeping older people active whilst they are indoors.

One of the activities is Sit Fit, seated exercises that you can do from the comfort of your own home, even if you have limited space.

Just visit our website to take part in some of the lessons online. You can do this by clicking here: www.lincolnshirehp.com/support-advice/health-wellbeing/coronavirus/activities/

Social isolation gatherings

We take reports of social isolation gatherings seriously, that's why we're offering some advice on the best way to deal with these situations, if they are happening in your community.

Although these reports are not something we can deal from a Housing or ASB point of view, you can do this directly online to the police, who have the correct powers to disperse any gatherings.

If you do need to report an isolation gathering, just visit the Reporting Crime website by clicking here: www.reportingcrime.uk/HPBreachOfCovid19Guidance/index.html and fill in fill in the relevant details.

Keeping in contact with you

Our Telecare Team have been ringing Lifeline customers to check on their well-being during the Coronavirus outbreak.

The team have made around 1750 calls to check on customers' wellbeing and signpost them to information that we have collated on help that is available in the local area.

These calls are to reassure customers that if they need to use their equipment for any reason, then the team are still working, and to ensure they have information and help with the basics such as shopping, meals and medicine.

Customers have told us that they are:

'Reassured to know that we are still available at the end of the Lifeline.'

'Happy to have received a call from us - and sends her love to all the key-workers and people in the offices still.'

"Very grateful for the call. It would be a big help to have a list of places and info to hand."

For more information on our Telecare Services, please call **01205 318 588** during regular office hours.



GREAT NEWS! We have been awarded the Customer Service Excellence Standard



We have some great news about our assessment against the Customer Service Excellence Standard and the way we as an organisation have implemented our core values into our daily work.

This is the first year that we have applied for the Customer Service Excellence (CSE) Standard, which is a national quality mark recognised across all sectors from banking to higher education and is awarded to organisations who have customer service at the heart of everything they do.

We were measured against the CSE Standard, which is based on an assessment of 57 different criteria under five key elements:

- Customer Insight,
- The Culture of the Organisation
- Information and Access
- Delivery of Services
- Timeliness and Quality of Service

The feedback was very positive and it was great to hear just how much our staff talked about our values; Customer First; Listen, Act and Learn; Together. These came through loud and clear during the employee focus group sessions, together with our customers talking about the difference LHP are making and the journey that we are on.

Neil Potentier from Customer Services Excellence said: *"It's been a real pleasure working with LHP and meeting your staff and customers. It is very clear that there is a corporate commitment to the Customer First programme, and this is echoed by your staff."*

"It's also very clear that as an organisation, LHP are on a journey and have the foundations in place to deliver and it is on that basis I have awarded LHP a Compliance Plus Score for your Customer First approach."

Residents' clean-up at Lockton Court

The residents of Lockton Court in Grimsby approached our Housing Team about being able to do some work on their communal garden areas over the winter period.

They have trimmed all shrubs and bushes and cleared away all excess garden waste, to ensure that the area is clean and tidy before Spring starts.



Afternoon Teas at our Housing Schemes



Before the coronavirus outbreak, we held Afternoon Teas for residents of The Limes and Gilbert Sutcliffe Court in North East Lincolnshire.

These engagement sessions were held to provide an opportunity for residents to tell us about what they would like from their home in the future.

The two sessions provided plenty of interesting feedback and the team will be look at holding further events at other schemes in the area during the coming months, once lockdown restrictions have ended.

Shared ownership homes

Despite the coronavirus outbreak, we are still taking enquiries about our Shared Ownership properties.



Featured home

26 Fairway Drive, Humberston

This beautiful property is a two-bed end link house in popular location.

- Floor coverings fitted throughout
- Open plan kitchen living area
- GF WC plus first floor bathroom
- UPVC double glazing and gas central heating
- Rear garden and allocated parking
- Min 25% share £32,000 with rent payable of £220 on the unowned share
- Service charges of £12.84 apply

If you would like to find out more about the scheme, please visit www.lincolnshirehp.com/property-search or email our Home Ownership Team on sharedownership@lincolnshirehp.com

COVID Hub online at our website

You will have seen lots of information from us about the Coronavirus outbreak and we recognise it is easier to have this all in one place to browse through.

That's why we've created an online hub with lots of useful information and links to help you during the Coronavirus outbreak. Just visit www.lincolnshirehp.com/coronavirus to go straight to our website.

Benefit help during the coronavirus outbreak

Do you need advice on what benefits you are able to claim during the Coronavirus outbreak?

An experienced team from LHP are ready to provide information about where to go for support and advice about what financial support might be available.

If you'd like more information, please call **0345 604 1472** or email LHP-MoneySupportService@lincolnshirehp.com.

Washing machine recalls

In 2019, a potential risk was identified concerning certain models of Hotpoint and Indesit washing machines.

As part of their continuing in-depth checks, they have identified an additional 21 models as carrying a potential fire risk which need removing from homes.

To find out if your washing machine will need to be recalled please visit <https://washingmachinerecall.whirlpool.co.uk>

Warden service update



If you are a customer in our sheltered schemes in Boston and the surrounding area, our wardens are on hand during the Coronavirus outbreak to give you support via phone, rather than the usual daily scheme visit.

If you live in the Boston area, you may also see a warden around your scheme or, in the Grimsby area, our Housing Team when they attend to complete the weekly Health and Safety checks. Please remember to practice social distancing should you see a member of LHP staff on site so that we keep each other safe.

Mayfields, our Extra Care Scheme continues to be fully staffed but with limited person contact. Tenants continue to be provided with a healthy, fresh daytime meal. Entrance to the building has been limited for safety reasons.

If you require any support or assistance, please let the warden know and they will do their best to guide you towards the appropriate agency for your needs. For more information on this service, please call us on **0345 604 1472.**

Keep a check on your home

During this difficult time, it is still important to keep safe. Here's a few things you can do to help if you are able to:

- Make sure that you regularly test the smoke detectors in your property
- If you live in a residential block and there is a problem with any of the communal fire doors, please report it as an emergency repair. We want to keep you and your neighbours safe, in the event of a fire.
- If you plan on doing any DIY, remember to check with us before you drill into any walls

- If there are any taps in your property that you do not use regularly, run them for at least two minutes, once a week to avoid any build-up of bacteria.

You can contact us on **0345 604 1472.**

Find out more information about the services we are providing during the Coronavirus outbreak by visiting: www.lincolnshirehp.com/coronavirus



Update on grounds maintenance

From Tuesday 14 April, our grounds maintenance contractors in Grimsby and the surrounding area, resumed work and they are continuing to deliver normal services.

We would ask customers to respect the government guidelines around social distancing and to not approach the staff delivering these services and allow them to get on with their work.

Blocked drains can be a nuisance, but they can be avoided by following these top tips

- Do not flush rags, cotton wool, sanitary products, baby wipes, nappies, plastic or similar materials down the toilet as they will block the drain. Put them in the bin instead.
- Do not put cooking fats, oils, grease and food waste down the sink, plugholes or your outside drains. Allow this waste to go solid and then dispose of it in your bin.
- Only use recommended amounts of washing powder for your load. Washing powder can solidify and cause the drain to block.
- Don't leave food waste on plates and cutlery when using a dishwasher. This will be flushed down the drain and could cause a blockage over time.

- Try to keep your guttering and drains clear of leaves and garden materials.

For more information, click on the link below

www.lincolnshirehp.com/your-home/repairs/blocked-drains/



Praise for our Gas Safety Team

Great news for our Gas Safety Team, as one of their newest engineers, Dannon Jennings, received the following praise from one of our customers.

"An LHP engineer came out to fix my central heating and did an amazing job.

They took the best precautions within the property and were nice and polite. I am happy with the service I receive from LHP and I want the engineer to know what a good job they did."

Jon Cox, Gas Supervisor added: "The gas servicing and repairs service are extremely busy as our workload has increased due to the gas servicing programme.

The engineers have been visiting multiple customers each day and giving some of our customers their first sight of a friendly smile and chat in weeks."



Anti-social behaviour (ASB) and motor bikes

Misuse of these motor bikes generates complaints not only to the Police but also to LHP.

This can mean prosecution not only for the person riding the bike but in some cases the parents who are responsible for their children.

It can be a breach of tenancy conditions and LHP can take enforcement action against any tenant where there is nuisance occurring in and around the house and locality.

Serious injury can also occur when these bikes are used without any protective clothing.

LHP works closely with the Police to ensure that residents do not cause a nuisance and the Police do have the power to seize these vehicles.

If motorbikes are causing a nuisance in your area, then you can call:

LHP: **0345 604 1472**, Police: **101**,
Crimestoppers: **0800 555 111**

Are you feeling worried, anxious or isolated?



Everyone in the country has been affected by COVID-19 in some way, be it through staying at home and being separated from friends and family, uncertainty about work or education or knowing someone with the virus.

Recent data from Public Health England shows that over 4 in 5 adults are worried about the effect that the coronavirus outbreak is having on their life right now, with nearly half reporting high levels of anxiety.

Supported by The Duke and Duchess of Cambridge, the NHS and several mental health charities have set up a range of resources designed specifically to help us manage our mental wellbeing. This campaign is called 'Every Mind Matters'. Although set up prior to the coronavirus outbreak, these resources may be particularly useful during these challenging times.

Every Mind Matters highlight that there are lots of things we can do to look after ourselves and help others to prevent these concerns from becoming more serious. The website (www.nhs.uk/oneyou/every-mind-matters) includes a series of short videos, mind plans and support for specific mental wellbeing issues such as anxiety, stress, low mood and trouble sleeping. It also signposts people to activities such as mindful breathing exercises, help reframing unhelpful thoughts and muscle relaxation.

We recommend that you look at the website if you can, but here are some other tips to help you both mentally and physically during the lockdown:

- Talk about your worries and hang-ups. Maintain contact with friends and family via phone and video calls to share how you are feeling. 'Zoom' is a great app to download if you would like to see your loved ones face to face!
- Keep a regular routine and set goals. Try writing a plan for your day with the things you can still do at home, such as watching a film, cleaning, reading a book or completing a puzzle. Setting goals and achieving them gives a sense of control and purpose
- Manage your media and information intake. Limit the time you spend watching, reading or listening to coverage of the outbreak to once or twice a day
- Do things you enjoy and try something new like learning a language or a new skill. Focusing on your favourite hobby, learning something different or simply taking time to relax indoors should give you some relief from anxious thoughts and feelings and can help boost your mood
- Look after your body. Our physical health has a big impact on how we feel. Try to eat healthily, drink plenty of water and exercise regularly. If leaving your house for exercise, always keep a 2-metre distance from others.

Help us brighten up our community!

Being stuck at home doesn't mean that you can't send a positive message to the outside world!

We would love you and your families to get involved and post us your rainbow drawings and inspirational messages so we are able to fill our office windows with your colourful creations and can distribute uplifting messages to those in our Sheltered Schemes who may need a bit of cheer.

If you'd like to help us achieve our goal, please send your pictures and messages FAO:

**Telecare Team
Lincolnshire Housing Partnership
Chantry House, Lincoln Lane,
Boston, Lincs. PE21 8RU**

We can't wait to see your efforts! Look at these amazing pieces of artwork from one of our customers in Grimsby, Lynsey Powles.

Lynsey has been contacted by local business owners to paint messages of support for the NHS and other keyworkers on shop shutters across North East Lincolnshire, and they look brilliant!



A happy customer



One of our Lifeline customers, who has received a COVID19 information pack from us, sent in a lovely thank you card. She really appreciated it as she has no family nearby.

She told us she was 99 and the only thing she was really struggling with was her hearing aid as she had run out of batteries and couldn't hear her phone, TV etc.

We contacted the Lincolnshire Sensory Service, who managed to contact the customer. They found out which batteries she needed and got them in the post. In addition, they had a long chat with her, found out what they could provide her with that would help her in the future and have arranged to visit her, as soon as they are able, to take her everything she needs - free of charge.