

# Our House, Your Home

The magazine for Lincolnshire Housing Partnership residents

Summer 2021

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your hands**

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**Got something  
to shout about?**

**We want to hear from you!**



This is your magazine and we're going  
more digital than ever before, so we need  
information about what you'd like to include.

Find out more inside



**LHP** Lincolnshire  
Housing  
Partnership

[www.lincolnshirehp.com](http://www.lincolnshirehp.com)

# A message from our CEO

**Hello everyone and welcome to the Summer 2021 edition of Our House, Your Home.**

We have lots of exciting news for you in this issue, starting with the launch of our fabulous new customer portal and smartphone app, MyLHP.

As you will know from previous editions of this magazine, a tremendous amount of work has gone into making this all happen. We of course couldn't do it without your input, thank you to those of you that fed back through surveys and demo sessions, allowing us to Listen,

Act and Learn. MyLHP is the latest step on our very important digital transformation journey.

With Coronavirus restrictions easing, it has been refreshing to see and hear about some of the great work that is going on in our communities. We look forward to more of the same in the future.

Stay safe everyone and we will be back with you in the Winter.

**Murray Macdonald**  
Chief Executive



## My LHP - the future is in your hands



**You may have seen our communications over the last few months about our new customer portal and smartphone app - MyLHP.**

The exciting news is that the portal and app are now available to you.

It's really easy to sign-up for an account with MyLHP. All you need is your Tenancy Number, email address and date of birth.

You can also access MyLHP from a smartphone or tablet, just visit your respective app store (Apple or Google Play) to download to your device and follow the registration details.

MyLHP is the next step in our digital journey and continues our

commitment to provide the best service possible to our customers.

Just some of the things you can do in MyLHP include:

- Pay your rent
- Raise a repair
- Make enquiries about your tenancy

For information on MyLHP, just **head to our website** or **email us with any queries.**

MyLHP - the future is in your hands.

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## We want to hear from you!

Do you have any ideas of what you would like to see in the next edition? Send us your suggestions by filling in a form here [www.lincolnshirehp.com/tell-us-your-story/](http://www.lincolnshirehp.com/tell-us-your-story/)

# Reporting any concerns to us

We have put in place a new process that will allow you to raise any concerns about the safety of your home. It will also mean you have an easy way to let us know if we're not meeting the consumer standards set out by the Regulator of Social Housing.

This will make us much more accountable to you, with two people from our Executive Team named as our **accountable persons** for LHP - so you know who to go to. (Contact details are at the end of this story).

The consumer standard includes:

**The Home Standard** - this sets expectations for landlords to provide quality accommodation and a cost-effective repairs and maintenance service.

**The Tenancy Standard** - this outlines how we should let our homes in a fair, transparent, and efficient way.

**Neighbourhood and Community Standard** - this sets out how we should keep the neighbourhood and communal areas associated with the homes we own clean and safe, and work with relevant



partners to promote the wellbeing of the local area and help prevent and tackle anti-social behaviour.

## **Tenant Involvement and Empowerment Standard**

- this sets out how we should provide choices, information and communication that is appropriate to the diverse needs of our customers, a clear approach to complaints and a wide range of opportunities for you to have influence and be involved.

If you have a concern that you do not feel has been addressed to your satisfaction, please email **Accountable.Persons@lincolnshirehp.com** or call **0345 6041472** and ask for Bridget or Alex.

***Please note that a concern is not a complaint - these are addressed through our recently relaunched complaints process.***



## Freshney green graffiti

**We want communities to look great and be places you are proud to live.**

Unfortunately, we must report issues of graffiti on the Freshney Green development.

We have seen this all over the estate at times during the last 12 months, and it remains an ongoing issue.

We really want to work with you to tackle it.

Please can all residents be vigilant and understanding in this matter. You can report graffiti to a member of our team through our MyLHP customer portal and app or by emailing **info@lincolnshirehp.com**.



# Making the most of summer

**With warmer weather and longer days there are more people out and about, gathering on streets and parks, or in their homes. This is all wonderful, especially considering the recent restrictions placed upon us. We are now able to attend an evening BBQ, have friends round for a dinner party - maybe even enjoy some pre-dinner drinks out in the garden - and be part of a big family group enjoying a picnic and games in the local park.**

We love the chance to be out and about again and enjoy that atmosphere of friendship and fun together.

However, we know that sometimes gatherings can get out of hand. Our partners report a clear increase in alcohol-related incidents in the summer.



Not only can this create noise as well as littering, but it can also intimidate other people and become a nuisance that would deter others from using community spaces. We ask everyone to be considerate of others when we gather with our friends.

Summer is often all too short - let's enjoy it responsibly and try to be reasonable.

Keep in mind:

- Not everyone is on holiday - your neighbours may be getting up for work the next morning and need their sleep. If you have opened your windows in the warm weather, any household noise will be amplified
- In the warm weather, bad smells are exacerbated so remember to dispose of waste properly including cleaning up after your dog!
- We all spend more time out in the garden in the summer so it's a good time to getting it looking great. Sometimes disputes arise between neighbours about boundary hedges and fences - try and use the opportunity of being out in your garden more to approach your neighbour and build up a good relationship.
- You can find out more about being a good neighbour by visiting our website: <https://www.lincolnshirehp.com/where-you-live/asb/neighbour-nuisance/>
- Take a deep breath when the noise from children and teenagers gets too loud. We were all children once and it is good to see them outside enjoying some fresh air, rather than stuck in front of computer games all day long. Let's get the best out of these current warm days.

## Note about office closure

**As a values-based organisation, our customer and colleague welfare is a top priority for us. We appreciate that the last 18 months have taken their toll on everyone.**

With that in mind, we're closing the business on Friday 27 August to ensure our employees take a long Bank Holiday weekend break. This means they can return to work in September and continue to deliver great services across Lincolnshire.

During that weekend, we will be closed except for emergency repairs only, and we will reopen as normal on Tuesday 31 August.



# Five-year electrical testing

**Throughout the pandemic we have done everything we can to keep you safe in your home and prevent the COVID-19 virus spreading. This included a temporary change to our approach to electrical testing, from every five years to every six.**

As restrictions have eased, we are pleased to say that from 1 April 2021 we returned to the five-year cycle.

We will of course continue to follow government guidelines, with the use of PPE where appropriate and take all necessary measures to keep you and our LHP colleagues attending your home safe.

There is nothing you need to do - we will make contact to book an appointment in the normal way as and when your home becomes due for its next test.



## Fire door inspection team



**We've put together a new in-house team of qualified inspectors that we hope will take safety assurance to the next level.**

The team will be tasked with carrying out more than 9,000 fire door inspections each year.

Twelve employees completed the Institute of Fire Safety Managers (IFSM) accredited course, enabling them to carry out expert assessments on the safety of doors in sheltered housing schemes and blocks of flats across Lincolnshire.

This not only gives LHP extra assurance that homes are as safe as they can be but offers you, and your families, greater peace of mind in the event of a fire.

Joe Deamer, Compliance Manager at LHP, said a door has the potential to be the weakest point when a fire starts to spread, but can be a strong barrier.

"The horror of the Grenfell fire serves as a constant reminder of our responsibility as a landlord. The safety of our residents is our number one priority, and we will do everything we can to make our homes as safe as possible," said Joe.

Team leaders and surveyors from the compliance and asset management teams have undergone intensive training, resulting in them becoming members of The Fire Door Inspectors Register.

The register is for 'not for profit' social landlords, local authorities and the fire and rescue service and recognises organisations that have met rigorous standards to demonstrate confidence in carrying out fire door inspections in residential premises.

The LHP team began carrying out a round of in-depth assessments in April 2021.

Further inspections will then be carried out on each of the 4,500-plus doors twice a year, making sure they have remained in a strong and safe condition.

This is in addition to the regular and ongoing fire safety checks that have always been carried out by LHP staff in every sheltered housing scheme and block of flats.





Disclaimer: We have used a stock image to represent the customers in the below article

# “You came along and changed our lives”

*Couple reveal how finding a new home with LHP was better than ‘winning the pools’*

For five years, 62-year-old Terry and his wife paid more than they could afford to live in a home that was in shocking disrepair.

They rented the house in Lincolnshire from a private landlord.

The couple say the property was riddled with rot, damp, and mould, had unsafe floors and ceilings, and regularly leaked when it rained.

The conditions were not only affecting their mental wellbeing, but their physical health too.

And on top of their four-weekly rent, they had to pay for the annual safety checks on their boiler. They often went short on food to meet payments.

“We were desperate,” said Terry.

“I felt suicidal. Then you came along, gave us a palace, and changed our lives. You were kind.”

In October 2020, Terry and his wife moved into a dormer bungalow near Grimsby, owned by LHP. He has nothing but praise for the new home, the support they have received and especially for Helen Bell, our Lettings Officer, who helped secure the tenancy.

“When I say it felt like winning the pools, it is an understatement,” said Terry.

Not only are their weekly rent payments substantially lower, but their home is also dry, safe, and warm with features to help with accessibility; repairs are carried out when they are needed; the annual boiler service is taken care of and their utility bills have more than halved.

“I cannot put into words what you have done. You change lives,” he said.

“I believe you saved mine. Moving in had an immediate effect, not just financially, but on our health.

“When we got the keys, I sat on the stairs and cried. I was so grateful and overwhelmed. You have no idea what lives you help. There are people out there that could be in a worse situation than we were. I say to them, ‘keep going.’”

Julie Hunt, Lettings Manager at LHP, said: “We would like to thank Terry for his kind words, especially about the support he received from Helen. We wish him and his wife many happy years in their home.

“We are just happy we were able to help.”



# ***Supporting*** youth employment

***We have pledged our support to under-24s who are facing increasing job pressures because of COVID-19.***

The impact of the pandemic on young people has strengthened our resolve to do something to help.

"I was sitting in a meeting listening to the challenges that young people are facing right now, and it struck me, COVID has hit everyone hard, but especially those under 24 who are out of work," said our Training Business Partner Gary Frobisher.

"After listening to Government statistics, I came out of the meeting a bit shell-shocked."

In January, the All-Party Parliamentary Group for Youth Employment reported that the COVID-19 crisis has exacerbated the threat of large-scale youth unemployment. It has increased the need for quality opportunities, especially for young people with additional needs, disabilities, or protected characteristics.

We value the potential that young people bring to the workplace and we have seen, first-hand, the benefits of being a youth-friendly employer.

Now we've signed the Good Youth Employment Charter - pledging to listen to young people, recognise their talent and offer them fair employment, with real opportunities for development.

***"We value the potential that young people bring to the workplace and we have seen first-hand, the benefits of being a youth-friendly employer."***

"We know there are young people out there with skills, ability, aptitude and desire but they are often caught in a catch-22 situation," said Gary.

"They have qualifications but no experience, or experience but no qualifications.

"We want to look beyond that and give people a chance."

We've already created 17 apprenticeship opportunities this year, including two graduate placements and we've got a target to help at least 50 local people over the next four years.

Now lockdown restrictions are lifted, Gary also wants to start visiting schools, promoting the benefits and choice of a career in social housing.



# "Every complaint is an opportunity"

## *Shaking up our approach to complaints.*

**Housemark**

A raft of new measures to listen, learn and act on customer feedback has seen us awarded with an accreditation for our complaints handling.

For over a year, we've been working with customers and staff to introduce a new approach to customer complaints.

Our customer scrutiny panel started the process by carrying out an inspection on the service and feeding in recommendations.

Coinciding with the publication of the Housing Ombudsmen's Complaints Handling Code in 2020, We have taken steps to involve every employee in looking at how customer complaints can be turned into opportunities for positive action.

This has included the appointment of our first Customer-First Learning Specialist, Hollie Storr,

who provides vital guidance and support for staff and customers.

"It is not about being worried about complaints coming in, it is quite the opposite," said Hollie.

"Every complaint is an opportunity to learn and improve.

"If there is a problem, we want to know about it and we want to put it right. We just want everyone to be happy in their homes and jobs."

Another move has been to introduce Customer-First Champions - volunteers who can support complaint investigations, help with solutions, offer expert knowledge, and encourage collaboration across the business.

### **Further steps include:**

- A new policy approved by the LHP Board and tenants
- Training for all staff to deal with complaints
- Updates at team meetings on the latest learning
- A full range of ways for customers to get in touch
- Changing how we communicate complaints outcomes, such as infographics
- A new handbook delivered to every home

Following the launch of the new policy and practices, we invited Housemark to assess its approach, resulting in accreditation, lasting three years.

Housemark is one of the UK's largest housing membership groups set up to drive improvements in performance.

*"If there is a problem, we want to know about it and we want to put it right. We just want everyone to be happy in their homes and jobs."*

Hollie Storr,  
Customer  
First Learning  
Specialist



## At LHP we Listen, Act & Learn

You told us that things  
don't always go right  
when our contractors,  
**Engie**, are completing  
works

These are repairs such  
as **bathrooms**, **kitchens**,  
**windows** and  
\* **heating installations**

### How we acted

A site meeting between  
LHP Asset Team, Customer  
First Complaints and the  
Engie Team and Liaison  
Officers to discuss the  
process and expectations  
when completing works.

### What we learnt

Engie have a dedicated Liaison  
Team who are your first contact  
for support when works are  
taking place. We will continue  
to work in close partnership  
to resolve any issues and  
investigate when required.

## The LHP way!



You told us it was  
**frustrating** when you  
were trying to  
**make a complaint.**

And you were passed  
through the phone system  
\* **to multiple people.**

### How we acted

We reviewed the customer  
journey process when speaking  
with our repairs planning team  
and a customer states they  
wish to make a complaint. This  
showed customers are passed  
back to the CSC.

### What we learnt

Our planning team need to be  
empowered to take the details of a  
complaint or signpost customers to where they  
can make one. Complaint training was held with  
all the planning team. Visit our Complaints page  
on our website for more information on how we  
manage complaints.



Housing Staff were  
alerted to a **trip hazard**  
on a walkway during a  
site visit.

This is potentially  
dangerous for  
**elderly residents**  
in the area

### How we acted

A repairs request was submitted  
immediately and the repairs  
team were notified it was urgent.  
The area was monitored until  
the repair could be completed.  
Operatives on site recognised  
another trip hazard and rectified  
the same day.

### What we learnt

By acting quickly to rectify  
reported hazards we are  
making these areas safer  
places to live. Residents  
are happy with the prompt  
response taken. If you need to  
report a trip hazard, you can  
call 0345 604 1472 and this  
will be passed to the relevant  
team to action.

# Blooming Cleethorpes



**Mrs Amanda Critchlow, of Harrington Street, Cleethorpes, has over the past few years been setting the standard in creating beautiful gardens.**

She has carried out work at her own expense to look after and develop her rear garden as well as taking over a small area next to the car park near her home and turning it into a "wild garden." This was previously a grassed area that had items dumped on it.

The front gardens which front on to Harrington St and Park Street did have some ground cover plants but Mrs Critchlow has again provided more plants and tends this area in between our contractor's visits.



## New planter



**The happy residents of Duncombe Gardens with their new planter which was built by handyman Dave Toyne using recycled materials he had stored in his lock up!**

Thanks to Housing Officer Linda Carter for arranging this.



# Keeping communities safer

**We've been using the powers at our disposal to keep people safe.**

In June this year we successfully obtained a 12-month Anti-Social Behaviour Injunction with power of arrest against a 36-year-old living in one of our homes in Wyberton.

The person threatened a resident over a three-hour period.

We will not stand for this behaviour.

The court granted the injunction order, preventing the person from using or threatening to use violence against any person living in or lawfully visiting the area.

If they do not stick to the order, they will face a prison sentence.





# Disposing of household waste



**We encourage all our customers to dispose of household waste using the correct bins provided by your local Council, making use of recycling bins wherever possible.**

- General household waste is collected by your local council on your designated collection day. If you have communal bins these will be collected from the bin store or at the boundary of your home. Please ensure that the bin lids can close and that no additional items are left on top or next to the bin as your local council may refuse to collect it. If this happens you are responsible for disposing of the waste yourself at designated waste sites.
- Recycling is really simple and is something that everyone can do. Check your local council's designated recycling collection day.
- Garden waste such as grass, hedge cuttings, weeds etc. can be disposed of at your local council's designated waste site. Alternatively, you can sign up to your local council's paid-for garden waste service, where you will be provided with a bin for your garden waste.

- Remember, do not mix your general household waste with your recycling waste as this will prevent your recycling from being collected.
- If you fail to dispose of your waste responsibly, and we must remove it, you will be charged, or an increased service charge cost will be applied.



## *How to dispose of bulky items*

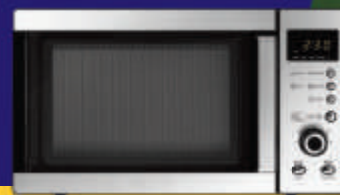
Furniture and white goods cannot be collected on the normal bin collection days. It is your responsibility for disposing or making arrangements for bulky items to be collected. However, your local council does offer a bulky waste collection service for a small fee. Please contact your local council to find out more.

If your large items are in a good reusable condition, why not donate them to charity? Many charities accept furniture and may even be able to collect it from you. Please contact charities directly for more information.

If you are donating items to a charity please keep them inside your property until collected, do not

store these items in communal areas, as this will cause a fire hazard, putting residents at risk.

Large items should not be left on the street, in a bin store or communal area without arrangement (e.g., same day collection or next day). This is classified as fly tipping, which is an offence and can lead to prosecution.





# Get involved and have your voice heard

## Want to make a difference?

We need your help to make things better! All you need to do is tell us what you think!

At LHP, we are changing the way you can share your ideas with us to improve our service. We want to be flexible and work with you in the way you want.

Too busy for meetings? Put off by the thought of it being too formal? Don't worry, we're working on new ways of listening that might suit you better.

## Why get involved?

- You get to tell us what you think
- You get training & learn new skills to add to your CV
- You only talk to us when & how you want to
- You can make a real difference to your community

Whether you want to be part of a panel, or are just happy to tell us what you think from time to time, get in touch by:

- Ringing: **0345 604 1472**
- emailing: **[getinvolved@lincolnshirehp.com](mailto:getinvolved@lincolnshirehp.com)**
- filling in a short form on our website  
**[www.lincolnshirehp.com/wherelive/gettinginvolved](http://www.lincolnshirehp.com/wherelive/gettinginvolved)**

