



LHP Lincolnshire
Housing
Partnership

Our House, Your Home

Summer 2025

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A welcome from our Interim CEO

Shaun Harley

As many of you will have seen, Ceri Theobald recently stepped down as Chief Executive to pursue new opportunities. We wish him all the best for the future.

To provide stability, I've stepped into the role of Interim Chief Executive for the next 12 months. I usually serve as Executive Director of People and Change and have been part of LHP's leadership team for nearly three years. I'll be supported by our full Executive Team, including Nicola Ebdon, who will take on the additional role of Interim Deputy Chief Executive alongside her responsibilities for Governance and Regulation.

As a team, we remain focused on the basics – delivering reliable services, improving what matters most to you, and strengthening how we listen and act on customer feedback.

We've listened carefully – to the Regulator following our inspection last year and to the many of you who shared your views through our recent customer survey and local events. Thank you. Your feedback is helping shape a clearer, more focused direction for LHP.

Over the next two years, we'll focus on three priorities:

- Repairs that hit the mark. We're increasing capacity by bringing in more operatives, and improving the systems behind our repairs service to offer better updates and a smoother experience.
- Data we can trust. Up-to-date, accurate customer data means we can better tailor services and make better decisions. We're working hard to get this right.
- Real customer influence. Through Neighbourhood Action Plans, local walkabouts, and virtual events, we're creating more opportunities for you to get involved and help shape your community.

We look forward to sharing more as these plans take shape. Thank you for being part of what comes next.



Shaun Harley

Interim Chief Executive

Cover Story: New playground in Immingham

On Wednesday 11 June, we officially opened our new playground in Immingham in what proved to be a fantastic event for the local community!

The playground - which was funded by our partners at E.ON - is suitable for both younger children and older children, with purpose-built play equipment such as slides, swings, roundabouts and even a Basketball court!

It was important for us to create a safe and accessible area that will contribute to young people's physical and mental wellbeing; allowing for the fostering of friendships and new social skills.

We worked closely with E.ON throughout the entire process as part of our collective Environmental, Social and Governance (ESG) commitments, which are all about enhancing the communities we serve through long-lasting legacy projects.

We've also worked with Immingham Town Council on the project who have agreed to maintain the site going forward.

The official opening was attended by LHP colleagues, our partners at E.ON, Humberside Police, Immingham Town Councillors and also government officials who were visiting from the Department for Energy Security and Net Zero (DESNZ).

With a brilliant turnout from the local community, E.ON also funded an ice cream truck, serving customers free ice creams to cool down in the warm weather after the school pick-up!

Customers had the opportunity to speak with our colleagues in attendance about the playground, as well as chat to E.ON who gave out some branded freebies!

The creation of the playground is a key step towards enriching the lives of many children and young people in the area, representing more than just a place to play - it's a symbol of community spirit, collaboration, and investment in the future of Immingham's young people. Projects like this serve as a powerful reminder of what can be achieved when we come together to support our communities.



Making homes safer with Awaab's Law

Your safety and wellbeing at home is our top priority.

That's why we want to keep you updated on our plans ahead of the introduction of Awaab's Law - a new law that is changing how social landlords like LHP respond to serious health hazards.

What is Awaab's Law?

Awaab's Law is named in memory of Awaab Ishak, a two-year-old boy who died in 2020 due to exposure to mould in his family's home in Rochdale, Greater Manchester.

His death was a tragic reminder of the importance of acting quickly when problems are found in people's homes.

The government has introduced Awaab's Law to make sure this never happens again.

What does this mean for you and for LHP?

Awaab's Law gives you stronger rights and greater protection. If you report a serious health hazard in your home, we have a legal duty to respond within a set time. This means faster response times and more accountability from us.

From **27th October 2025**, all social landlords in England and Wales must follow new rules which require them to **respond to emergency hazards around damp and mould or emergency repairs within 24 hours**. Within that time frame, we must:

- Investigate the hazard to see what's gone wrong
- Complete any works needed to make the home safe



Making homes safer with Awaab's Law

Next year, the rules will change again so that there are new timeframes for a wider range of hazards, and we'll keep you informed about what they are.

For damp and mould issues that are significant but not an emergency, we must:

- Investigate within 10 working days of the report
- Provide a written update within three working days of finishing the investigation
- Complete non-emergency repairs within five working days of that update. If steps cannot be taken to bring work within 5 working days, this must be done as soon as possible and work must be started within 12 weeks.
- Satisfactory complete works in a reasonable timeframe.
- Keep the customer updates throughout the process and provide information on how to keep safe.

How will this affect you?

You don't need to do anything differently. We already have our own guidelines in place to make sure we respond to emergency issues within 24 hours.

Plus, we're taking steps to improve how we handle reports of damp, mould, and other health hazards. This includes better training for our teams, more inspections, and improved communication with you.

Just continue to report issues as soon as you spot them and we'll take care of the rest. To report issues, please contact our Customer Service Team by calling 0345 604 1472 or emailing info@lincolnshirehp.com.

Working together

Awaab's Law will help us to make homes safer and act faster, but we still need you to report issues as soon as they appear.

If you notice signs of damp, mould, or any other concern in your home, please let us know straight away. The sooner we know, the sooner we can take care of it.

Together, we can make sure every home is safe, healthy, and a place you can be proud to live in. For more information, visit www.lincolnshirehp.com or contact our Customer Service Team.

Skip to Spring: helping our communities shine!

Spring saw us host two community skip clean-up days, an excellent way to mark the launch of our Neighbourhood Action Plans!

The hugely successful skip clean-up days were held in both Grimsby's **Nunsthorpe** community, and Boston's **Fenside** community.

In April, the Nunsthorpe community cleared everything from old mattresses and broken toys to bed frames and outgrown bikes! Skips were generously donated by our partners and by 08:30, at least two of which had already been filled to the brim!



By the end of the Nunsthorpe event, a remarkable 18 skips had been filled in total, equating to over **17 tonnes of waste** having been removed from the neighbourhood!

Local legend Frank Sparks, aka 'The North Wall Cleaner' played an important role in collecting items from customers with limited mobility; ensuring everyone had the chance to take advantage of getting rid of their unwanted items.

We even saw journalists from **ITV Calendar, BBC Look North and The Grimsby Telegraph** come along to see how successful the day was; with some customers being featured on the local news!



Skip to Spring: making our communities shine!



The efforts didn't stop at filling skips – litter picking equipment was available for anyone eager to lend a hand, with lots of children making the most of their half-term break by taking part in the clean up, earning an Easter egg as a reward for their hard work.

As well as clearing rubbish, there was a key focus on **sustainability** too, with all scrap metal and electronics being collected separately. Old bikes and bike parts were repurposed through **Re-Volution**, spare paint was donated for future community projects, and empty tins were fashioned into eco-friendly bug hotels!

In May, it was Fenside's turn to shine, with customers being able to take advantage of skips that were generously donated by our partners.

With a wonderful sense of community spirit, customers expressed their gratitude for the hassle-free waste removal by generously offering volunteers drinks, snacks, and fantastic company throughout the day; sharing their positive stories with us about the community of Fenside.

Both events showcased the power of community collaboration, with volunteers, partners, and customers working side by side to make a big difference.

Thank you to all customers who took part - your dedication and enthusiasm have left a lasting impact on Nunsthorpe, Fenside, and beyond!

Remember - if we all do our bit, whether that's picking up after ourselves, reporting fly-tipping to your local council, or just encouraging each other to take pride in where we live, we can keep our streets looking great all year round. Also remember most councils offer a bulky waste collection service if you can't make it to the tip yourself.



Be a Neighbourhood Champion!

In our previous issues, we shared how as part of our neighbourhood strategy, we've been hard at work creating our Neighbourhood Action Plans – or NAPs, for short!

To recap: 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. It's part of our move toward a more “place based” approach – which in simple terms means focusing more on what matters to you, and your local area.

Designed in collaboration with our colleagues across LHP and our customers, we set out to create these NAPs 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 NAPs 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 will be regularly updated documents you can download and view to get the latest update on everything happening in your area!

Our NAPs are now available on YourVoice!

We've now published our Neighbourhood Action Plan documents on YourVoice - our customer engagement hub. Here, you can view the latest version of your areas plan, leave comments, find out the latest events, and interact with your neighbourhood officer.

Just visit www.yourvoicelhp.com to see our Neighbourhood Action Plans, and much much more!

Want to get more involved?

Are you super passionate about your area and want to get more involved, helping us shape the things we do for your community? We're looking for Neighbourhood Champions - local people who will work as connectors between their community, LHP, and our partners. These champions will support engagement, monitor local issues, and help shape local solutions.

We're holding two sessions in our Grimsby (15 August) and Boston (29 August) offices which you can sign up to come along to on YourVoice. This is a great chance to help us shape what our Neighbourhood Champions will do, whether you think this role would be the right fit for you, and chat with LHP colleagues.

Register to attend on YourVoice.

We're incredibly excited to get this project off the ground and begin some excellent collaboration work with our valued community members!



Customer Contact Centre: You Said, We Did!

At LHP, we're always listening—and acting on what matters to you. In our last edition of Our House, Your Home, we shared that WhatsApp was on its way to our Customer Service Team. We're excited to say—it's here!



Say hello to WhatsApp!

We can now connect with you via WhatsApp, making it easier than ever to stay updated on important things like gas and electrical servicing or repair appointments. It's fast, free, and available on iPhone, Android, and desktop. If you don't use WhatsApp already, you can [Get Started with these step by step instructions from WhatsApp](#).

How to Get Started:

You will need to save our number in your phone book: **0345 604 1472**. This will mean when we message you on WhatsApp, you'll receive our message.



Callbacks & position in the queue

You told us you wanted more transparency when calling us—and we listened. Now, when you call us, you'll hear your position in the queue so you know exactly where you stand.

Even better...we've also introduced a new call back feature.

Once you reach the queue you will be offered a call back at certain points whilst you wait.

When you hear the message asking if you would like a call back, you should **press 1 whilst the message is playing** to request a call back. You must wait until you hear your call back is confirmed, so please do not hang up. The call will hang up automatically once it has been registered.

Once your call reaches the top of the queue, **we will call you back!** On average, we call you back in around 10 minutes, with a 97% success rate.

In just two months, over 1,300 successful call backs have already helped customers save time and avoid waiting!

Customer Contact Centre: You Said, We Did!



Chat with us online

Prefer typing to talking? Our webchat feature on www.lincolnshirehp.com connects you directly with a Customer Service Advisor. It's available Monday to Friday, 8:30 AM to 5:00 PM (excluding bank holidays).



Asking for your feedback

This July, we're inviting you to share your thoughts on our Customer Service Team. After a call, simply stay on the line to answer three quick questions—and you can leave a voice message with extra feedback if you wish.

If you've contacted us by email via info@lincolnshirehp.com, or Webchat, you'll receive a short survey in your email inbox to complete after your interaction.



How we protect your personal data

At Lincolnshire Housing Partnership, we want to make sure you feel confident in how we use and protect your personal data. We've recently updated our Data Protection Policy to make things clearer and easier to understand.

You can find this policy, along with more information about your data rights, on our website via the [Your Data – Your Rights](#) page.

This includes:

- What personal data we collect and why
- How we use and share your data
- How long we keep it
- What to do if something isn't right (like requesting your data, correcting errors, or objecting to how it's used)

We've also simplified our privacy policy and committed to sharing regular updates on topics like data access and staying safe online. These updates will appear in our customer magazine, social media channels like Facebook, and a dedicated section on our website.

This update reflects feedback from our Customer Forum, who asked for more accessible and transparent information about their rights and how we protect their information. We're proud to take that feedback forward.

Visit the [Your Data – Your Rights](#) page on our website to read more, view the updated policy, and find answers to common questions.



Complaints Corner – Q4 2024/25 Update

Our panel has completed another year of scrutiny and oversight of the complaints process, performance and insight for LHP. At the end of the last quarter, we've completed the annual self-assessment of complaints against the Housing Ombudsman's Complaint Handling Code, as well as present the Annual Complaints Assurance report to our Board.



Welcome to our New Member Responsible for Complaints

As per the Complaint Handling Code, LHP has a Member Responsible for Complaints (MRC) who also sits on our Board. We're pleased to welcome Adrienne as our new MRC. Adrienne will be meeting with our customer experience manager on a quarterly basis to ensure oversight at a leadership level of our complaint's compliance and performance.



Improvements to Communication for Repairs

Discussions around the trends and themes for Q4 focused on the feedback received following a complaint around repairs. These were mostly around the timescales for works, clarity on appointments and lack of communication between the complaint and any follow-on repair. As was shared earlier this year, LHP now has access to communicate to customers via WhatsApp. Our CSC is currently piloting the use of WhatsApp for electrical safety appointments to keep customers informed of their appointment. This will help us identify where appointments may need to be rearranged, reducing the number of missed visits. This new pilot will be closely monitored to see if the advantages could be replicated for other repairs appointments. Stay tuned for more updates!



New Customer Experience Team Members

We're committed to improving our customers' experience across all services, including the complaints process. Three new team members will collaborate across departments to investigate issues, ensure timely responses, and follow through on actions. Our panel highlighted the importance of communication and consistency in proactively resolving concerns. This team expansion reflects LHP's dedication to delivering high-quality, consistent service through enhanced communication and accountability.



Respect for all: Let's keep our communities safe and supportive

At LHP, we believe in strong, respectful communities. That starts with how we treat each other, especially in challenging situations.

Our colleagues work hard every day to support customers, whether it's by helping with a repair, resolving a tenancy concern, or offering advice during difficult times. We understand that housing issues can be stressful, but aggression, threats or abuse are never acceptable.

Our Zero Tolerance Approach

We want to be clear: **Abuse towards our colleagues will not be tolerated.**

This includes:

- Shouting, swearing, or intimidation
- Aggressive behaviour in person, over the phone, or online
- Any threats made to colleagues or their safety

We know most of our customers are kind, constructive, and respectful, but when things do go wrong, we have a duty to act. That may include:

- Issuing warnings to those responsible
- Restricting how or when someone can contact us
- Reporting incidents to the police when needed
- Taking action against your tenancy

Why This Matters

Everyone deserves to feel safe at work. When our teams feel supported, they can focus on what they do best; helping you.

We're here to listen, to work with you, and to find solutions. But that partnership relies on mutual respect.

Let's Work Together

We know that housing issues can be emotional, but we ask for your cooperation in keeping our interactions safe and respectful. Together, we can:

- Build trust
- Resolve issues faster
- Create stronger, more supportive neighbourhoods

Thank you to the overwhelming majority of our customers who treat our colleagues with kindness and respect. We'll always do the same in return.



Going away? Just let us know!

We recently had a situation where neighbours became really worried about one of our customers. They hadn't seen the customer for several days; their curtains were drawn, post was piling up, and there was no sign of anyone at home.

We followed all the right steps: calling, checking in with other neighbours, and working with the emergency services. In the end, we gained access to the home out of genuine concern for the customer's safety.

Thankfully, it turned out they were simply away for a few days - but because we didn't know, it caused a lot of worry for those that know the customer, and meant we had to act as if it was an emergency.

Here's how you can help

If you're planning to be away for a few days, whether it's for a break, a hospital stay, or visiting family, just let us know. A quick call, message, or note can help us:

- Avoid causing you any disruption
- Reassure neighbours if they raise concerns
- Respond appropriately if something doesn't feel right

We'll never share your plans with anyone else. It's just about making sure you, your home, and your community are looked after.

Letting us know takes just a moment, but it could make a big difference!



Important Safety Notice: Hotpoint & Indesit Cookers

Gas Safe Register has issued an alert regarding a potential gas leak risk linked to certain Hotpoint and Indesit cookers.

The concern involves a safety shut-off valve that could fail after prolonged use, affecting a limited number of models manufactured between 25 October and 22 November 2024.

Which models are affected?

Both Hotpoint and Indesit cookers are included in the warning; please check your appliance's model number - if it matches one of the serial numbers listed below, it may be at risk.



Indesit branded models:

ID67G0MCW/UK, ID67G0MCB/UK, ID67G0MCX/UK, ID67G0MMB/UK

Hotpoint branded models:

HDM67G0CCW/UK, HDM67G0CCB/UK, HDM67G0CCX/UK, HD67G02CCW/UK, HDM67G0C2CB/UK, HDM67G0C2CX/UK, CD67G0C2CA/UK, CD67G0CCX/UK, HDM67G9C2CW/UK, HDM67G9C2CB/UK, HDM67G9C2CX/UK, HDM67G9C2CSB/UK, HDM67G8C2CX/UK

What should you do?

If you own one of the affected models:

- Stop using it immediately
- Find the serial number (as shown on the diagram above)
- Contact Hotpoint/Indesit via their official website, or by calling them on 0800 316 3887

If required, an engineer from Hotpoint/Indesit will visit your home to replace the part at no cost to you - the repair should take around one hour to complete. Your safety is our priority, please ensure you check your cooker to see if it may be affected as soon as you're able to.



Tax Credits, Benefits & Universal Credit – Understanding Migration

Universal Credit (UC) can seem like a confusing change when you are on Tax Credits, and you might have heard various things about when you need to migrate to UC. We've put together the following handy explanation that helps to dispel some of the myths around when you'll be asked to move to Universal Credit.

What's Happening?

The Department for Work and Pensions (DWP) current plan is to have all households that are claiming "legacy benefits" (i.e., NOT Universal Credit) to have switched to Universal Credit by 2029.

This rollout is happening gradually over time and postcode by postcode.

The Government/DWP are also sending out some brochures/leaflets which could be interpreted as a notice to begin migration to Universal Credit. This is NOT the case.



This leaflet has recently been sent to all Tax Credit claimants.

Please be aware that this leaflet is NOT a migration notice! It does NOT mean you have to move to Universal Credit (yet).

It's important to understand how switching to Universal Credit will affect you and if you may be worse off as a result. If so, the government offers a Transitional Protection which is only claimable when you receive your Migration Notice.

If you start to switch to Universal Credit before receiving your Migration Notice, you will miss out on the Transitional Protection!



Tax Credits, Benefits & Universal Credit – Understanding Migration

When will I receive my Migration Notice?

This varies depending on postcode. Some Migration Notices have started going out in Lincolnshire, but only to a limited number (trial) of claimants currently.

What does a Managed Migration Notice look like?

- A Managed Migration Notice is a three-page letter.
- It will state the date your current Tax Credits are due to end, and the date you need to start claiming Universal Credit from – your Deadline Day.
- It will also state at the bottom of each page: "This is a migration notice issued under Regulation 44 of the Universal Credit (Transitional Provisions) Regulations 2014."
- You will have to make a claim for Universal Credit – you will not switch automatically. You will have around three months to make this switch/new claim.
- Even if you think you won't be entitled to any Universal Credit, you should still claim, as certain protections are in place.
- You should first make sure that your Universal Credit claim is successful (i.e., goes into payment) to avoid any gap between Tax Credits ending and Universal Credit starting, and to secure any Transitional Protection you may be entitled to.
- You will also be required to agree to a Claimant Commitment – what you need to do in exchange for having Universal Credit. This will vary depending on your circumstances, but many claimants will have to have a little contact with the Job Centre. If you have concerns, contact a Benefit Adviser for more information.
- You'll receive your first Universal Credit payment one month and 7 days after submitting your claim. You can request an Advance Payment, but this will be recovered from future payments.
- Please also note that certain deductions can be taken from your Universal Credit, for example, if you have an outstanding DWP debt.

Don't forget if you ever need any support with money, budgeting, benefits - or anything in between - our [Money Support Service are here to help.](#)

Upcoming Events



Together for Tomorrow - Crime and Antisocial Behaviour event, 12th August, 10am - 2pm, Sutcliffe Playing Fields, Sutcliffe Avenue, Nunsthorpe

A community action day held in collaboration with Humberside Police and partners. With support stalls focussing on safeguarding awareness, the event aims to tackle antisocial behaviour and build a safer, more connected neighbourhood. There'll be plenty of fun in the sun with activities like hook-a-duck, giant Jenga, face painting, a mobile skatepark and much more!



Craithie Road Open Garden Party, 13th August, 11am - 3pm, Craithie Road Communal Room, Cleethorpes

Come join the fun at our summer garden party! Enjoy a variety of stalls hosted by LHP and some of our partners, take part in a game of Tombola, and indulge in some light refreshments. You'll also have the opportunity to meet our Income Support and Money Support Officers, who will be available to offer guidance and answer any questions you might have!



East Marsh Family Fun Day, 22nd August, 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 efficiently!



Contact us



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[@LincolnshireHP](https://www.facebook.com/LincolnshireHP)

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Lincolnshire
Housing
Partnership

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