



Lincolnshire Housing Partnership

Annual Report 2024/25

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About Us

Lincolnshire Housing Partnership (LHP) is a local housing association, proudly providing secure and affordable housing to more than 20,000 people in more than 12,000 homes across Northern and Eastern Lincolnshire. Our vision is ‘Places to be proud of’, and we believe in enriching the lives and wellbeing of our customers and wider neighbourhoods.

You will mainly find us in North East Lincolnshire (Grimsby, Cleethorpes and Immingham) and Boston. But we’re also rooted to communities in the market towns of Louth, Alford, Horncastle and Spalding, the famous seaside resort of Skegness, and many more villages that make up the rural landscape of Lincolnshire.

We offer affordable housing in remote areas of the county, some of which lack major transport links and digital connectivity. That’s why we go beyond just providing homes. We reinvest in local communities to enhance the surroundings and improve our customers’ quality of life.

We’re focused on doing what matters most to our customers. We’re working to improve our core areas of **Customer, Home and Place**, underpinned by the **Strong Foundations** of a well governed and financially responsible company.

This annual report gives an insight into how we’ve performed in these key areas, and the key things we’ve done to make a difference in our customers daily lives. It highlights the hard work colleagues across LHP put in to making Lincolnshire, and our communities, ‘places to be proud of’ - a mission we know we will continue to evolve and grow in the years to come.

About Us

LHP in numbers

12,177



Homes owned and managed

7



Local authority areas covered

£66.6m



Turnover

79.9%



Satisfaction with overall LHP services

Chief Executive Statement



As Interim Chief Executive, I'm proud to present this year's Annual Report. Having stepped into this role in June 2025, I've witnessed firsthand the dedication of our colleagues and the positive impact we've had.

The past year has been one of significant progress. Our commitment to Customers, Homes, and Place has guided us. We've focused on improving our repairs service, enhancing customer engagement, and ensuring the quality and energy efficiency of our homes. Our recent G1/V2/C2 regulatory rating from the Regulator of Social Housing, while highlighting areas for improvement, provides a clear roadmap for achieving a C1 rating, which we are fully committed to.

Key achievements include investing in energy efficiency upgrades for over 850 homes, with further funding secured to expand these initiatives. We've also made strides in stabilising our repairs service, through increased staffing and streamlined processes, which is an ongoing priority. Our move towards a "place-based" approach, along with increased customer engagement through our "YourVoice" platform and virtual meetings, has allowed us to better understand and serve our diverse communities.

Financially, we remain strong, enabling continued investment in our homes and communities. This stability is crucial as we navigate the current economic landscape.

Alongside some good progress, we recognise that we're not yet meeting all of our customers' expectations. Repairs remains a crucial area for improvement, and we're delivering our Repairs Stabilisation Programme to provide a more efficient and reliable service for both customers and colleagues. We're also focused on reducing our backlog of empty homes (voids), so we can re-let properties more quickly and help more people into safe, secure housing without unnecessary delays.

I extend my sincere thanks to our colleagues for their hard work and dedication, and to our involved customers for their invaluable feedback. As we look to 2025/26, we will continue to evolve, focusing on customer needs and striving for excellence. With a clear vision and a strong team, I am confident that we will continue to build thriving communities across Lincolnshire.

Shaun Harley
Interim Chief Executive

Customer

The past year has seen us improve the way we do things (our processes) and the technology we use behind the scenes to make sure we are delivering modern, effective and easily accessible ways of communicating with our customers. Here's some highlights of what we've done.

Delivering Excellent Customer Service

Improved Digital Experience

This year has seen us launch CXone, a new customer service contact platform. This is the system we use that powers our phone calls, emails, and so on. It's how people talk to us and how we talk to our customers.

Our new system makes it easier for customers to contact us digitally. With our new system, they can contact us via social media or WhatsApp, and all messages go through to the same place as emails and phone calls. This means it's easier for customers to contact us, or us to contact customers. It also means when customers contact us, we have all their information and previous messages (no matter how they contacted us) in one easy to see place, so we can respond to them quicker.

Customer Service Planning Team

To support our improvements to repairs, a new Customer Service Centre (CSC) Planning Team was created. This new team books appointments for all the repair jobs we get. This means a smoother repair experience for customers and colleagues. The new team has seen great success: we have had an 89% reduction in repair jobs needing follow-on work (when we need to come back out and visit again) and an 86% reduction in repairs without appointments.

Customer Survey & Data-Driven Approach

We conducted our largest customer survey as part of a culture audit, gathering valuable feedback to shape how we work. We have also focused on collecting customer diversity data to tailor services more effectively.



4,390

Customer app service requests



107,748

Calls answered



81.9%

Of calls answered



4 mins

Average time to answer a call



82.2%

Satisfaction with calls



27,416

Emails responded to



2,724

Live chats



3,008

Social media contacts



5,989

Repairs raised via Customer Service Centre

Customer

Supporting Customers

Telecare and Independent Living

Our Telecare Service has continued to prepare customers for the upcoming Digital Switchover. We're proud to once again receive an accreditation from Technical Enabled Care (TEC), after being tested against a range of criteria - including safety, effectiveness of care, and how responsive we are. We've also worked closely with partners across Lincolnshire to collaborate on projects - see our case study on page 10 for more details.

Aids and Adaptations

Our close partnerships with local councils and service providers have been essential in providing aids and adaptations to customers with disabilities, supporting independence and continuous care.



420

Partial schemes (schemes split over more than one building) upgraded in advance of the Digital Switchover



291

New Telecare customers supported



16%

of customers self-install their new support device



64,650

Independent Living Advisor visits were made



98

Dementia Day Care sessions delivered



2152

Money support referrals



£745,000

Financial support secured for households

Dementia Day Care and Respite Room

At Mayfields, our extra care housing scheme in Boston, we have continued to see success with our Dementia Day Care service. This vital service for those living with or affected by dementia was recently expanded with the launch of a new respite room, offering a safe place for those recently discharged from hospital or needing respite.

Supporting Customers Financially

Our Money Support Service has dealt with 2152 referrals, helping to secure a total value of £745,000 in support for households. This compares to 2019 referrals and total value of £635,000 secured for households in 2023/24.



Customer

Complaints

Expanding our Customer Complaint Panel

In June 2024, we welcomed new members to our customer complaint panel. Our customer complaint panel looks at our performance figures and compares them against industry data. Armed with this information, they discuss trends and themes from complaints, and identify learning and insight to share with other customers in our quarterly magazine.

Dedicated Board Member

Highlighting the importance of complaints, we’ve appointed Adrienne Boggins, Board Member, as our new Member Responsible for Complaints (MRC). This makes sure that our Board has plenty of opportunity to monitor complaints performance and actions.

Reflecting on Complaint Learning

Below is a snapshot of some learning points which have come from our complaint investigation and scrutiny by our customer complaint panel.



370

Complaints recieved



23

Complaints escalated to
Stage 2



4

Complaints investigated
by the Housing
Ombudsmen

You Said	We Did
Customers let us know they were unhappy with how we handled repairs to the exterior of buildings.	When external repairs require scaffolding, this will be communicated to customers via the planning team and estimated dates will be provided.
Customers advised that our mutual exchange process isn’t working efficiently.	A working group was formed to discuss and update the process, with a new process released in March 2025.
Customers who had investment works completed in their homes did not know when snagging repairs would be completed.	Snagging is often picked up during handover from Fortem, our planned work supplier. We have reviewed our handover process to make sure that snagging is identified and a list agreed between LHP and the customer on who would be completing any snagging works, and when.

Case Study: Mayfields Residents Shine in NHS Falls Prevention Project

In Boston, at Mayfields, our Extra Care scheme, we recently worked on an exciting project. Having a fall can cause lots of problems for older people - from unexpected hospital visits to other health problems. Helping to reduce the risk of having a fall in the first place is a great way to keep older people independent and living healthily. Together with our partners at the NHS Primary Care Network, we launched a 6-month Falls Prevention Project, designed to help Mayfields residents stay active and reduce their risk of falls.

The project was designed to improve the confidence and mobility of a group of 12 residents. The group completed initial assessments where they completed 1-hour guided exercises. After this, they met weekly to complete gentle, regular exercise supported by professionals in a relaxed atmosphere. Every session ended with tea, biscuits, and a group chat to help the group feel encouraged and supported by each other. The group was tested at the start, middle and end of the project with a mobility test, to see how they were doing.

Six of the group went on to complete the full program: Gloria, May, Jean, Frances, Jim, and Wendy - with all six showing improvement. Some even moved from using walking aids to exercising without them - an amazing achievement! Everyone was awarded a certificate to commemorate their hard work, alongside a nice big slice of celebratory cake and plenty of well-earned cups of tea! Some of the group shared their thoughts on how the project went:

“I didn’t think I’d manage without my walking stick, but by the end I could do the exercises on my own. It gave me confidence.” — Frances

“The sessions were fun, and I looked forward to the tea and chat afterwards. It helped me feel part of something.” — Jim

“I’ve noticed I’m steadier on my feet now. The exercises were gentle but made a big difference.” — Wendy

“Getting a certificate at the end made me feel proud. It was lovely to celebrate with everyone.” — May

This project is a great example of the power of community-based health initiatives. With consistent support, structured activity, and a touch of social connection, residents not only improved physically but also gained confidence and camaraderie - a brilliant success for everyone involved!



Customer

Future Focus

Improving our Complaints Handling

We know that managing complaints is really important to our customers. While customer complaint satisfaction is a challenge across the housing sector, we know there's more we can do to support our customers. 2025/26 will see us remodel our service offer through case management, with a greater focus on customer outcomes and communication.

We're expanding our customer experience team to make sure we have the right resources to deal with complaints more quickly and effectively, and creating a dedicated point of contact for our repairs service. These changes all mark the start of a more joined-up and customer-focused way of working, with a clear focus on learning from complaints to improve the services we deliver.

Improved Communication Channels

Building on our successful CXone launch, we are looking forward to further harnessing the powerful features and tools this customer contact platform offers us. We will be launching additional tools such as post-contact surveys, allowing customers to give us more immediate feedback on their experience, and the option for customers to leave a message.

We're also excited to be exploring other options to support our customer service centre, planners, and repair operatives, such as a remote video diagnostic tool, which will help customers to quickly and effectively share information with the people that need it.



Homes

Throughout 2024-25, we have continued to make significant progress to maintain and improve our homes. Our planned work provider, Fortem, continues to work well with us, as our 2-year external wall insulation project to make homes warmer comes to a close. In repairs, we recognise we have work to do, so a detailed repairs stabilisation plan is underway. This will make sure we are delivering an efficient repairs service with timely repairs to our customers.

Repairs and Maintenance

Repairs Stabilisation Programme

2024/25 has seen us launch a comprehensive repairs stabilisation programme. This is designed to make sure we provide an efficient, modern and accessible service to our customers. We understand this will be a long project, and we have lots of things to improve upon in several areas.

We're pleased that the early stages of this have seen the success of several key goals. We know to deliver a more responsive service, we need more engineers in homes delivering repairs - so we've recruited 13 new multi-skilled engineers. We heard from our engineers that they needed better materials on their vans to help them do repairs quicker and in one visit, so we've worked closely with our team to get the team what they need. We also know we need to fix our empty homes quicker, so that customers can move in - so we have streamlined this process to help tackle the backlog. We have also improved our empty home process to tackle our void backlog.

Damp and Mould

We have continued to develop our approach to the management of Damp and Mould (D&M), leading to making the D&M Task Team a permanent part of LHP. In October 2025, Awaab's Law will come in, so we have focused creating the processes that will help us meet the requirements of Awaab's Law in October 2025.

We've also been looking at technology that can help to identify Damp & Mould. We have piloted a scheme introducing environmental sensor technology. This technology helps to identify the environmental triggers of condensation before it becomes an issue. This could help us to see the early signs of Damp & Mould, allowing us to take early action.



41,308

Responsive repairs completed



1.4%

Increase in number of Repairs compared to 2023/24



26.58 days

Average time to complete a responsive repair



1,313

Damp and mould cases

Homes

Spotlight on Assets

Fortem Partnership

Fortem is our partner for property upgrades and regular maintenance (such as new kitchens, bathrooms, windows, etc.) This year Fortem completed 1,869 replacements in homes - you can see a summary of this on page 14. They also completed a major refurbishment of three of our sheltered schemes, and 11 communal schemes, to a value of £12m. Our partnership with Fortem is essential to our asset management strategy. It plays a pivotal role in our efforts to provide high-quality maintenance and refurbishment services across our properties.

Energy Efficiency

We know that some of our homes need improvements to make them more energy efficient, and we've been working hard to access funding to help deliver these improvements. A standout example project has been our External Wall Insulation (EWI) programme, where we have installed external wall insulation to 416 homes. This project has helped to make these homes warmer to live in, and given the entire neighbourhood a fresh new look. We also accessed ECO4 grants to install solar panels to over 200 homes, and other energy improvements such as cavity wall insulation, loft insulation top-ups, and the installation of more energy-efficient windows and doors. In total, 677 properties have been improved to achieve EPC-C or above - in simple terms: homes are cheaper to run and warmer.

Building Safety Compliance

Thanks to our dedicated compliance teams and tight processes, we achieved 100% compliance in gas, electrical, water hygiene, asbestos and lifting equipment safety; and 100% of our stock is compliant with the Decent Homes Standard.



3,822

Stock condition surveys completed



32%

Of our stock surveyed



26.58 days

Average time to complete a responsive repair



£5 million

Funding secured for 2025/26 to support Warmer Homes

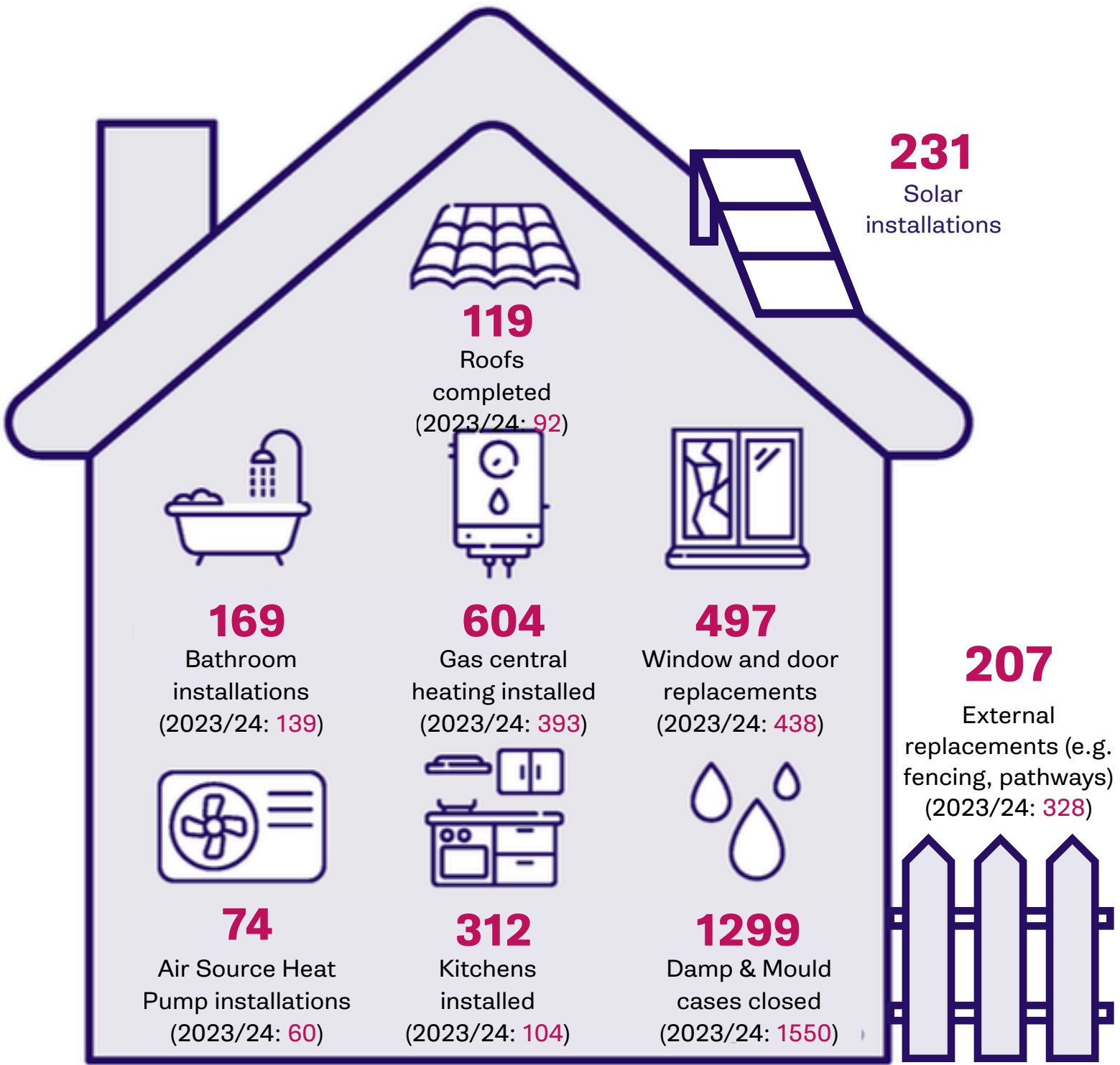
Green Homes Upgrade of the Year

Winner at the Unlock Net Zero Ceremony

Homes

A Year in Home Improvements

Below is a summary of some of the key home improvements we've made throughout the 2024/25 Financial Year, in conjunction with our partners at Fortem. Where applicable, we've included a comparison against the previous year.



Case Study: Anita's Story

“Now my family go - wow, it's nice and warm in here now isn't it?”

“We got a letter. Got a liaison officer. Everything just went to plan,” shared Anita Burnett, a 68-year-old retired resident of Grimsby, describing the how she first heard about our project.

Anita's home received External Wall Insulation, new windows, and ventilation through our Social Housing Decarbonisation Fund (SHDF) Wave 2.1 project.



Reflecting on her home before the upgrades, Anita recounted, "They all said the same. They used to come in and say it's like an ice box in here. Penguins are in here." The retrofit process took "a couple of months...from start to finish. It wasn't long...We all said it's worth the mess and the disruption, but it wasn't a disruption really – it's just there's a lot going on."

The difference in warmth and comfort is significant. "So, it's got to be really cold for me to be cold. But now my family go, wow it's nice and warm in here now isn't it? Well yes, because it stays in - everything stays in. It just doesn't go straight out through the windows." She added, "That's made a big difference. What it does in the winter is you put your heating on and it stays in, and my windows aren't wet through in the morning. They used to be completely wet because of the cold. But it's not anymore."

Beyond comfort, the financial and health benefits are clear. "I mean, it goes up in winter anyway, and then we've got that energy rise anyway. But no, the electric hasn't gone up at all. In fact, it's gone down." As an asthmatic, Anita highlighted a personal improvement: "Yes, because I'm asthmatic and if it gets too cold, then I get really wheezy. But now I'm fine. In the winter I used to have to have 2 quilts on...But I'm just back to 1 quilt, so that's the difference and I'm warm in bed as well at night."

The visual appeal of the upgrades also impressed. "It looks nice, it looks smart, it looks classy...Everybody says doesn't it look nice your estate now." Her friends and family agree, with her son-in-law exclaiming, "wow what a difference, it looks smart." Her daughter's in-laws are even "thinking of looking into having it done because their house is cold."

Anita wholeheartedly recommends the upgrades: "I'd say have it done. Definitely have it done...Why would anybody turn anything like this down? It's an improvement on your property, and it's not just for show...there's a reason for it."

Homes

Future Focus

Energy Efficiency

We have secured an additional £5 million in Warmer Homes funding, which LHP will match for a total £10 million investment in energy efficiency upgrades - such as wall insulation, solar panels and heat pumps. We look forward to starting this project in 2025/26.

Repairs

2025/26 will see our Repairs Stabilisation Programme ramp up to ensure improvements for customers. We'll spend time evaluating and reviewing our processes. We'll also explore new technological solutions to improve our repairs booking process.

Compliance and Damp & Mould

The first part of the year will see us preparing for the imminent launch of Awaab's Law (October 2025) by making more improvements to our damp and mould management. There'll be new legal timeframes for addressing serious hazards, and we'll be training all LHP colleagues to make sure everyone is fully up to speed with the new law and what it means for customers.



Place

This year, we’ve focused our efforts on a new ‘place-based’ approach, that puts the local neighbourhood at the front and centre of how we work in the community. We’ve also continued our work to enhance customer inclusion and accessibility.

Neighbourhood & Communities

Neighbourhood Action Plans

2024/25 has seen us launch our Neighbourhood Action Plans, or NAPs, as a key step towards a "place-based" strategy. These NAPs define 11 distinct neighbourhood hubs or areas, and aim to focus on the unique needs of each area. These plans aim to empower customers and foster collaboration between LHP, residents, and community partners. Our NAPs were developed in phases, starting with internal colleague engagement and progressing to partner events in Boston and Grimsby, involving local councillors, police, and organisations like the YMCA and Green Futures. Over 100 people attended these events, contributing valuable local insights. We’re excited to take these to the next level in 2025/26.

Team Restructuring

To mirror our new “hub” model, we’ve restructured our Income Collection, Money Support, and Anti-Social Behaviour teams in the same way, so each area has dedicated people from these teams. This gives customers a more consistent approach, meaning they interact with the same friendly faces from LHP, building trust and stronger relationships.

Combatting ASB Proactively

We have continued to actively address Anti-Social Behaviour (ASB) incidents by improving the way we respond to ASB reports, and improving our connections and communication with customers and partners like the police.



11

Neighbourhood Areas



60

Neighbourhood Hub meetings



100+

Partners supporting our initiative



5,800

Home visits



359

Safeguarding referrals



229

Neighbour nuisance cases



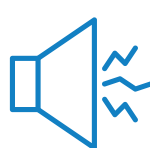
396

Anti-Social Behaviour cases



278

Anti-Social Behaviour cases closes



Noise

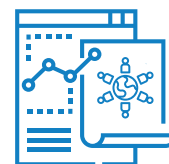
Most common issue

Place

Promoting Equality, Diversity, and Inclusion

Diversity Data Collection

We kicked off a significant campaign to gather diversity data from over 8,000 customers, providing valuable insights on the people who live in our homes and communities. This helps us to make sure we're providing accessible services to our customers.



42.2%

Customer diversity data collected



45%

of customers identify as disabled



8

Policies reviewed with Equality Impact Assessment included

Equality Impact Assessments

Equality Impact Assessment (EQIAs) have been introduced, which means that whenever we review a service, plan an event, or update a policy, we conduct a detailed assessment. This helps us to make sure that the things we do are accessible, and we've considered the needs of diverse customers and any adjustments they might need.

Dedicated Equality, Diversity, and Inclusion Efforts

We launched an Equality, Diversity, and Inclusion (EDI) working group and welcomed our first Diversity and Inclusion Manager, building on our previous Investors in Diversity (IID) accreditation. A new EDI action plan was set to deliver the Board's EDI vision and commitment to the National Housing Federation's Chair's Challenge on EDI.



**View more
information in
our Annual EDI
Report.**



Place

Customer Engagement

Customer Scrutiny

We have continued to work closely with our Customer Scrutiny Panel and Customer Forum, who support us with everything from policy and process reviews through to conducting in-depth service reviews. A highlight of things reviewed in 2025 include:

- Policies: Lettings, tenancy, complaints, data protection, service charge, compensation, limited contact, home loss, repair & maintenance, mutual exchange, safeguarding, financial inclusion
- Giving feedback on: Consumer Standards, our Neighbourhood Plan, culture priorities, and a Board review
- Reviewing materials such as: A fire safety booklet, Annual Rent Review letters, and random selection of other letters.

Community Events

Alongside our NAP and local approach, we work with stakeholders and non-profit organisations to co-sponsor and organise community events tailored to community needs, that help to bolster engagement and community pride, such as:

- "Winter Warmer Packs" with Fortem and Travis Perkins for vulnerable families.
- Boston Big Local Beach Days providing free summer holiday entertainment.
- Later Life Partnership, Older People's Advice and Well-being Event, showcasing Lifeline services.
- Immingham External Wall Insulation celebration event.
- Community Clean-up events.



11

Customer Forum meetings



63

New customers registered on YourVoice



173

Neighbourhood walkabouts



84

Community/partnership events



5

Clean up events



238

Resident meetings



Case Study: Community Clean Up Day Successes

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

The hugely successful skip clean-up days were held in both Grimsby's Nunsthorpe community, and Boston's Fenside community. Each event set out to help customers dispose of unwanted items, deter fly tipping, and promote sustainability, right on their doorsteps!

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 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. 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. Our colleagues got stuck in, taking part in litter picks and helping customers throw away their rubbish. We saw fantastic examples of inclusivity in action, with colleagues also going door to door, raising awareness about the event, and helping customers with limited mobility transport their waste to the skips.

Just like the Nunsthorpe event, the day wasn't only about clearing waste from customer's gardens and homes – As part of our commitment to prioritise sustainability - items in good condition that were originally headed for the skip were set aside for donation; not only preventing them from ending up in landfill, but also further supporting those in need.



Case Study: Community Clean Up Day Successes



Tabatha Wells, 23, who took part in the clean-up event, said: **“I have anxiety, so I really enjoyed being out with friends helping the community. Nunsthorpe now looks a lot cleaner, and I feel so proud of what was achieved. The kids collecting litter were awesome. Events like this help to bring the community together. I would like to see more of what happened, especially with having the kids involved!”**

Another customer, Edyta Szejka, 34, said: **“It was a really nice surprise, it was great to see so many people putting their rubbish in the skip to make the area clean. So many people needed the skips as everything is so expensive now and we can't always afford to clear these items ourselves, it stops people from putting their rubbish everywhere.”**

Both events showcased the power of community collaboration, with volunteers, partners, and customers working side by side to make a real difference. From sustainability efforts to inclusive support, these clean-up days were about more than just collecting rubbish - they were about pride, unity, and positive change.

A heartfelt thank you to all customers who took part. Your dedication and enthusiasm have left a lasting impact on our communities.

Place

Future Focus

Delivering Local Results

Our Neighbourhood Action Plans (NAPs) will continue to evolve. We'll continue to deliver our Neighbourhood Hub meetings, which will help to shape our plans as we go ahead and make sure that we're delivering events and changes in our neighbourhoods that customers want to see.

The next exciting phase of our NAPs will be to recruit Community Ambassadors. Community Ambassadors will be key community facilitators, working with LHP, their neighbours, and key community voices and partners to establish what matters to each area.

Improving Representation and Accessibility

For 2025/26, we'll have two main focuses for Equality, Diversity and Inclusion (EDI): representation and accessibility.

Representation is all about getting more participation in our activities and events. We want to encourage more younger households, working families, and minority ethnic customers, to attend events and help share their unique perspectives.

With 45% of our customers identifying as disabled, we'll prioritise consistent adjustments across customer services and digital accessibility. We'll also work to provide information in more formats to better support customers that need to receive information in a different way. If you'd like to receive information in an alternative format, please contact our Customer Service Centre (CSC) to update your details.



Tenant Satisfaction Measures

Tenant Satisfaction Measures (TSMs) are reported to the Regulator for Social Housing and published on our website, showing our customers transparent information about how well we're performing. These TSMs help us to understand what we are doing well and where we need to improve.

Our TSM surveying is conducted by an independent third-party, who contact customers to ask them about a range of different factors. Many of our TSMs are in the top 25%, and show that the vast majority of customers are satisfied with our overall service, feel their home is safe and feel they are treated with fairness and respect. The TSMs also give us an indication of the areas we can improve in and do better, like our complaints process.

Overall Satisfaction

80%



satisfied with the
service provided
by LHP



**View our
TSMs on our
Website**



Tenant Satisfaction Measures

Maintaining Homes

81%



satisfied with the
repairs service
over the last 12
months



74%

satisfied with the time
taken to complete your
latest repair (including
the time taken from
reporting the repair)

77%



satisfied with how
well your home is
maintained



Tenant Satisfaction Measures

Building Safety

83%

satisfied your home
is a safe place to
live



Handing of Complaints

41%

satisfied with our
complaints
approach to
customers



Tenant Satisfaction Measures

Anti-social Behaviour

19.3

/1000 homes

anti-social
behaviour cases
relative to the size
of the landlord (all
cases)



This means that on average 19.3 out of 1000 homes report ASB.

0.1

/1000 homes

anti-social behaviour
cases relative to the
size of the landlord
(hate cases)



This means that on average 0.1 out of 1000 homes report ASB hate cases.



Tenant Satisfaction Measures

Engagement

72%

satisfied we listen
to your views and
act upon them



86%

satisfied we treat
you fairly and with
respect



83%

satisfied we keep
you informed
about the things
that matter to you



Tenant Satisfaction Measures

Neighbourhood Management

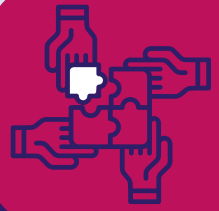
73%

satisfied we keep
communal areas
clean and well
maintained



77%

satisfied we make a
positive contribution
to your
neighbourhood



83%

satisfied with how
we handle anti-
social behaviour



Tenant Satisfaction Measures

Safety Checks

99%

Gas safety checks



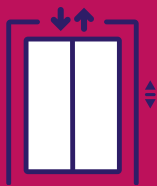
100%

Asbestos safety
checks



100%

Lift safety checks



100%

Water safety checks



Tenant Satisfaction Measures

Safety Checks

83%

Fire safety checks



0%

homes that do not
meet the Decent
Homes Standard*



*100% of our homes meet the
Decent Homes Standard



Tenant Satisfaction Measures

Repairs

48%

of non-emergency
repairs completed
within the target
timescale



99%

of emergency
repairs completed
within the target
timescale



Tenant Satisfaction Measures

Handling of Complaints

31.2

/1000 homes

complaints relative
to the size of the
landlord (Stage 1)

S1



2.4

/1000 homes

complaints relative
to the size of the
landlord (Stage 2)

S2



64%

complaints
responded to within
Complaint Handling
Code timescales
(Stage 1)

S1



75%

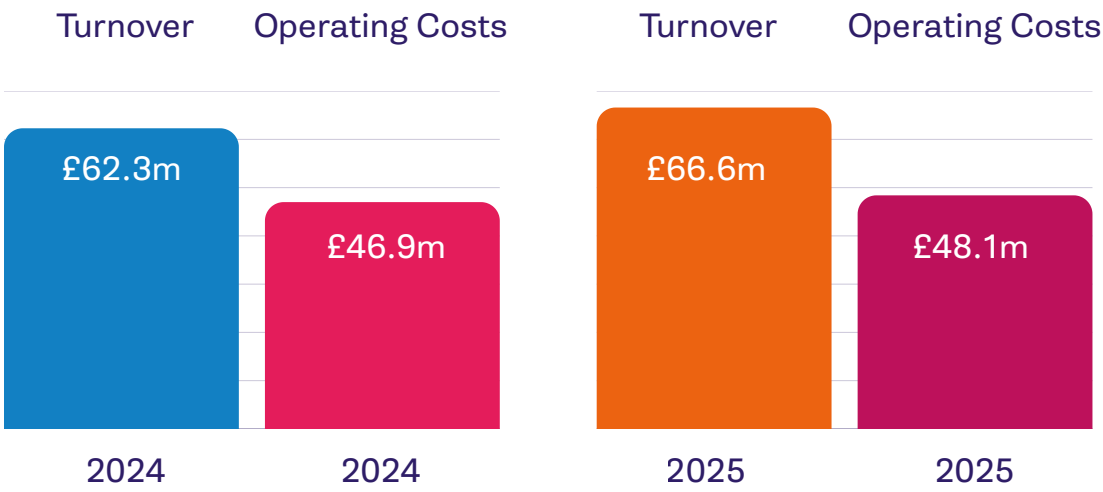
complaints
responded to within
Complaint Handling
Code timescales
(Stage 2)

S2

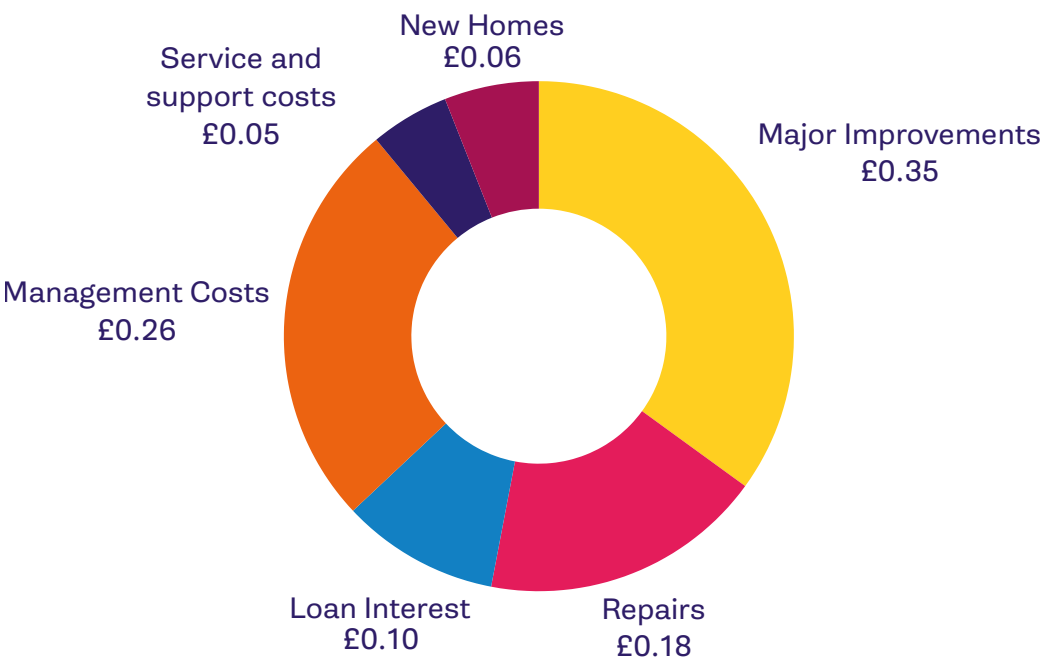


Strong Foundations: Governance & Finance

Financial Performance



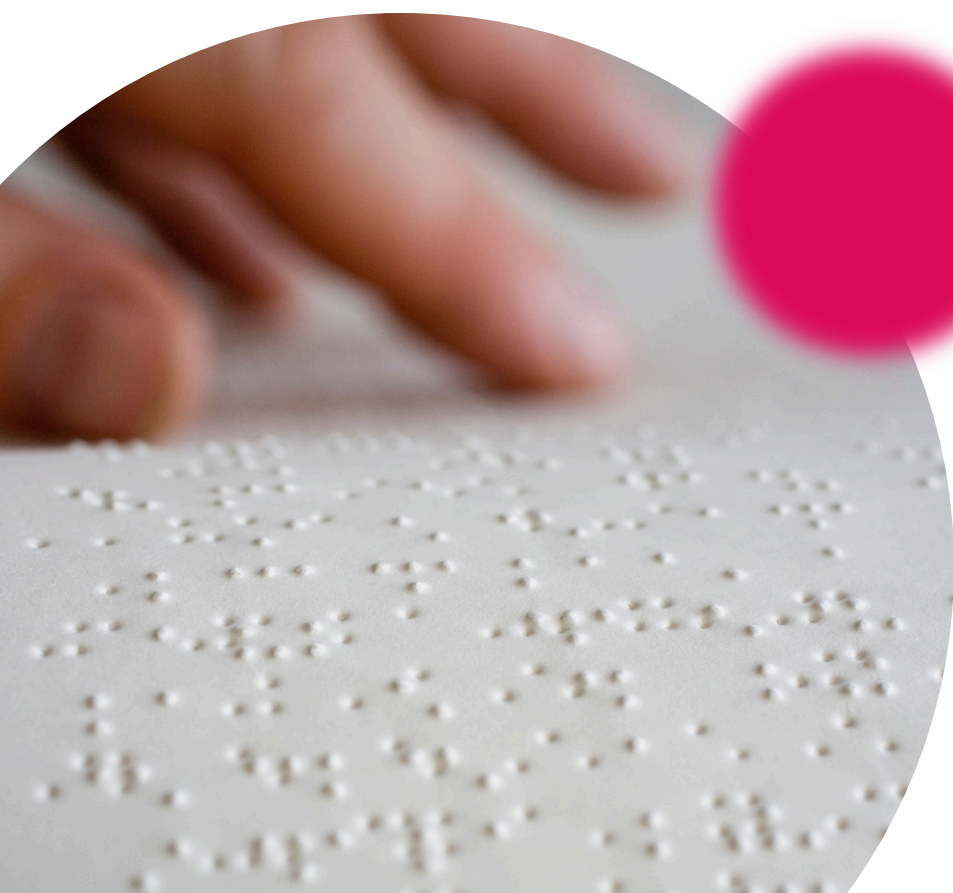
How we spent each pound - 2024/25



View more
information in
our Annual
Financial
Report.

How we spend each £1	2021	2022	2023	2024	2025
Home Improvements	0.18	0.24	0.23	0.35	0.35
Repairs	0.17	0.15	0.21	0.20	0.18
Loan Interest	0.11	0.11	0.12	0.10	0.10
Management and Admin Costs	0.30	0.30	0.30	0.28	0.26
Service and Support Costs	0.05	0.05	0.06	0.06	0.05
New Homes	0.14	0.14	0.08	0.01	0.06

If you would like to receive this information in **another format** such as large print, Braille or audio, please contact communications on **0345 604 1472** or email **communications@lincolnshirehp.com**





Contact us

 0345 604 1472
 info@lincolnshirehp.com
 @LincolnshireHP

Write to us

Cartergate House
26 Chantry Lane
Grimsby
DN31 2LJ

Chantry House 3
Lincoln Lane
Boston
PE21 8RU

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.

Registered Office: Cartergate House, 26 Chantry Lane Grimsby North East
Lincolnshire, DN31 2LJ

LHP Lincolnshire
Housing
Partnership

Contact us on **0345 604 1472**
or
visit **www.lincolnshirehp.com**