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# A welcome from our Interim CEO Shaun Harley

Welcome to the Autumn edition of Our House, Your Home.

The past few months have seen LHP preparing for the launch of Awaab's Law, which we shared details about in our Summer Magazine. 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. Awaab's Law means social housing landlords like LHP have strict timescales to respond to potential hazards - like damp and mould - that may happen in your home.

Teams across LHP have been working hard to adapt our processes and rollout training. Please remember, if you spot any 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.

To report issues, please contact our Customer Service Team by calling 0345 604 1472 or emailing info@lincolnshirehp.com.

Another highlight of the past few months has been the return of our Customer Meetings, held this time in person in Grimsby and Boston, and virtually online. These meetings are a chance for customers to come along and 'ask us anything', talking directly to senior leadership members. Topics covered in the recent meetings included repairs, anti-social behaviour, and home improvements.

I attended the meeting held in Boston, where it was great to listen to customers sharing their thoughts and experiences, and answering questions put to the team. It was truly inspiring to see how engaged and passionate our customers are about improving our services.

Looking ahead, we plan to host more customer meetings in 2026, ensuring that everyone has the opportunity to voice their opinions and participate in meaningful dialogue. Whether you're joining us in person or online, your input is crucial to our continued growth and success.

Thank you to everyone who participated, and we look forward to seeing even more of you at our future events. Together, we're building a community where everyone feels heard and valued.



Shaun Harley Interim Chief Executive

## **Stronger Rights For Customers:** Renters' Rights Act

You may have heard in the news about the Renters' Rights Act.

This is a new law that will bring some changes to tenancies across England and Wales, and we want to make sure you're aware of what this could mean for you. What is the Renters' Rights Act?

This is a proposed new law that is designed to give people who rent a home in England more rights and protections. It mainly applies to people who rent privately, so that they will soon get lots of the same kind of protections that people living in social housing get. However, there will be some changes that impact social housing.

The changes have been planned for a number of years. The plans were first introduced in 2023 as the Renters (Reform) Bill, but the previous government ran out of time to make them law before the general election in 2024.

The new government brought forward a new Renters' Rights Act, which covers lots of the same issues.

### What are the main changes?

Most of the changes will affect private renters, but some will also benefit social housing

customers. Key changes include:



Updating quality standards -Housing associations like LHP already follow strict standards that make sure your home is safe and well-maintained. The Act will extend the Decent Homes Standard to private landlords, so they have to follow the same rules.



## **Stronger Rights For Customers:** Renters' Rights Act



Ending "starter tenancies" - We'll no longer use "starter" tenancies as a trial before moving tenants to a full assured tenancy. The Act also plans to move all tenancies to a rolling basis with no fixed end date. Most of our customers already have lifetime tenancies, so this won't be a big change, but it will make things more consistent for all renters. For those customers currently on a starter or fixed term tenancy, when the renters rights act is implemented, you will automatically be transferred to an assured tenancy.



Allowing tenants to keep pets in homes - We already welcome responsible pet ownership and never refuse permission unreasonably. The Act will make this a legal right for all renters.



Ending "no fault" evictions - Landlords can use Section 21 notices to end a tenancy without giving a reason, but the new law will stop this, giving private renters more protection. As things stand, we don't use Section 21 notices to end tenancies without reason. When issues arise, we follow a clear, fair process focused on supporting customers to sustain their tenancy. Once the new law is introduced, this will continue, the only change is that we'll no longer use starter or probationary tenancies, giving new customers extra peace of mind that their home is secure from day one.

#### What does this mean for LHP?

As most changes affect private renters and landlords, this won't change much around how we currently work, as we already follow lots of the new rules.

But we've already started preparing for the changes the Act will bring, such as:



Making it easier for you to request to keep a pet in your home with a new online form



plants of limproving our online complaints process, so you know exactly where to go if something isn't right

### What happens next?

The Act has received 'Royal Assent' which means it is now law, but the implementation is not expected to start until 2026. We'll keep you updated as the new rules come into effect. If you feel unsure about your rights or have concerns about your tenancy, our Customer Service Team is here to help - you can call us on 0345 604 1472 or email info@lincolnshirehp.com.

## Making our communities places to be proud of!



Recently, we've hosted a series of events to bring our communities together in a positive way and improve local neighbourhoods.

Summer was jam packed with activities! We held the "Together for Tomorrow" event in Nunsthorpe, co-hosted by Humberside Police and over 20 partners! The day was aimed at offering resources to help customers report crime and antisocial behaviour within the community.

At Craithie Road flats in Cleethorpes, our Open Garden Party focused on tackling loneliness, with games, refreshments, and support from Age UK and British Red Cross! We also had our Telecare, Money Support and Income teams in attendance, who were able to help customers with financial advice as well as putting faces to familiar names!

In Immingham, we hosted our 'Day of Action' where we spent the morning clearing up fly tipping on Ings Lane, with help from Phillips 66 and Frank Sparkes and team. In the afternoon, we held a community celebration with a party in the park, featuring a bouncy castle, games, refreshments and more!

We ended the summer with a clean-up in Grimsby's West Marsh, supported by Fortem, who donated a skip and provided volunteers to remove heavy fly-tipping around Macaulay Way.



## Making our communities places to be proud of!

We've been busy during autumn too, hosting lots of different community events!

In East Marsh, we held another clean-up day this time round, efforts were focussed on tackling the fly tipping that had accumulated in shared alley spaces, as well as completing litter picks around the Churchill Way and Convamore Road areas.

In Nunsthorpe, we joined local partners for the Nunsthorpe Harvest Hunt! The event was spread across the community with each partner offering a different seasonal activity. From pumpkin carving, to monster mask making and everything in between, it was a brilliant way to kickstart the half term!





Over on the Grange, we hosted our autumn celebration which focussed on the importance of staying safe around Halloween and Bonfire Night. Humberside Police, Humberside Fire and Rescue and other partners were in attendance, offering useful safety tips as well as the chance to look round a fire truck and police van! We even had some skips on hand, allowing local customers to get rid of any unwanted items before the festive season rolls round!

We ended the autumn celebrations in Boston, where we hosted our Fenside Fright Fest - a day of spooktacular Halloween fun filled with ghoulish party games, autumnal crafts, sweet treats, and more!

Each event had a positive impact for our customers; strengthening community ties and improving our shared spaces – a big thank you to all our brilliant partners and customers for their participation and support!

## Neighbourhood Champions have now launched!

In summer, we were proud to announce the launch of the Neighbourhood Champions initiative in both Grimsby and Boston; an exciting milestone for LHP and our communities!

Neighbourhood Champions is all about putting customers - and members of the wider community - at the heart of our neighbourhoods, giving them the opportunity to take ownership, lead with purpose, and work alongside us to bring about meaningful change.

The Neighbourhood Champions will 'bridge the gap' between our customers, people in our neighbourhoods that don't live in LHP properties, and the organisation; allowing us to build a clear picture on what matters most to people.

During August, we held in-person sessions in both Grimsby and Boston to meet with some of our Champions-to-be, allowing us to share further information about the role and hear directly from them about how they'd like to see it evolve.

Our new Neighbourhood Champions have been empowered to:

- Name their own projects including the name of the role itself
- Design activities and incentives tailored to local needs
- · Collaborate directly with LHP teams
- Represent their communities at Neighbourhood Action Plan (NAP) meetings

This is more than just a project, it's a chance for members of the communities we serve to shape the future of their areas in ways that are relevant, personal, and impactful.

Our Neighbourhood Champions will be attending NAP meetings, getting involved in local events, and helping guide the work we do to improve our neighbourhoods. They'll be sharing insight, raising local concerns, and co-creating solutions with us. Their voices will be actively shaping the way we work.

The enthusiasm and creativity they've already shown is a brilliant example of what happens when we work together to create places we can all be proud of.

### Interested in taking part?

We're still recruiting for our Neighbourhood Champions, so if you're interested in becoming a champion for your area, speak to your local Neighbourhood Officer who would be happy to chat you through it!



## **Complaints Corner - Putting customers first**



Introducing our customer experience officers

When something goes wrong in your home or neighbourhood, you want it to be sorted quickly, clearly, and with care. That's why we're making important changes to how we handle complaints and what we do with customer feedback and insight.

We've introduced dedicated Customer Experience Officers to our Customer Experience Team. Their role is to make sure that your voice is heard and that we keep you updated throughout your complaints journey. This means:

- Clearer communication You'll always know who is handling your case.
- Consistent contact you'll be updated at every stage of your complaint, so you're never left wondering what's happening.
- Continual co-ordination with one officer taking ownership of your case, we can manage your case more smoothly and work with other teams to reduce delays.



## Moving to a Case Management Model

We're also moving to a case management model in how we process complaints. This simply means that when you raise a complaint, one officer takes ownership for that case from start to finish. Including checking in with you once any follow-on works have been completed to ensure you are satisfied with the outcome of your complaint.

The change allows our other teams to focus on continuing the great work to deliver quality service to all our customers.



### Using Complaints to Drive Learning

Every time you share feedback, it helps us to learn. The Customer Experience Team has expanded on their complaints performance and customer insight sharing, and they now hold monthly meetings with key managers across all teams in business partner meetings. In these meetings, they:

- Look at trends in complaints to see where issues are happening most
- Share customers stories and insights to understand the true impact
- Agree changes and improvements so the same issues shouldn't happen again



### What this means for you?

These changes are about making sure your complaints experience with us is fairer, clearer and more consistent. By working closely with you during investigations, listening carefully to customer feedback and analysing insight and trends, we're building a service that works better for you and your community.

## Helping You Stay Warm: A Guide to Heating Your Home

We're committed to helping you stay warm and comfortable throughout the colder months. Whether you use a combi boiler, air source heat pump, oil boiler, or electric storage heaters, this guide offers practical advice to help you use your heating system efficiently and safely.

## Combi Boilers

Modern combi boilers provide heating and hot water on demand; they're designed to be efficient and responsive to your needs.

- Heating: Set your room thermostat to your preferred temperature. The boiler activates
  when the temperature drops below this setting and will then warm your home to the
  appropriate temperature.
- Hot Water: Delivered instantly when you turn on a hot tap, with no need for a storage tank.
- Boiler Controls: Check for any warning lights or error messages, if you see any then please contact us directly. If your boiler 'locks out', use the reset button once to reset it. If the issue persists, you will need to contact us directly.
- Boiler Pressure: Should be between 1.0–1.5 bar when cold. If the pressure low and interrupts with your heating function, please contact us for a full system check.

### Air Source Heat Pumps (ASHP)

ASHPs work differently from combi boilers, extract heat from the air and work best at consistent, lower temperatures.

- Set a steady indoor temperature and avoid frequent changes; ASHPs work best a constant temperature.
- Don't switch it off overnight lower the temperature slightly instead of turning it off completely.
- Use programmable thermostats to manage heating schedules.
- Keep radiators and vents clear to allow heat to circulate freely.

## 🖟 Oil Boilers

To use your oil boiler efficiently, you should set your controls to match your daily routine, use your timer to ensure that the boiler only runs when needed.

- Set timers to match your daily routine.
- Maintain a steady temperature (18–21°C) and avoid frequent changes.
- Keep radiators unobstructed by furniture or curtains.
- Check oil levels regularly and arrange top-ups before winter.

## Helping You Stay Warm: A Guide to Heating **Your Home**



### **Electric Storage Heaters**

Electric storage heaters are designed to store heat overnight using cheaper off-peak electricity, then release it gradually throughout the day to keep your home warm.

- Input Control: Set the Input Control based on expected weather, e.g. ensure it's set higher during colder nights.
- Output Control: Output Control lets you manage how quickly the heat is released; keep it low during the day to conserve warmth and turn it up in the evening when you need more heat.
- · Ensure heaters are switched on overnight and not covered or blocked to ensure proper heat circulation.



### Annual Servicing

Please allow us access to your property when appointments are arranged so that we can ensure your heating system remains in safe working order. Annual servicing is a legal requirement and ensures:

- · Safe, efficient operation of boilers and heat pumps.
- · Prevention of breakdowns and costly repairs.
- Reliable heating and hot water.
- · Warranty and safety compliance.

### **Tips to Keep Your Home Warm**

- Set thermostats to a comfortable temperature, usually around 18 - 21°C.
- Keep internal doors closed to retain heat.
- · Use curtains wisely; open them during the day, close them at night.
- · Seal drafts with excluders.
- · Wear warm clothing indoors.
- · Keep furniture away from radiators to improve heat circulation.



### **Energy-Saving Tips**

- Lower the thermostat by 1°C, which can reduce your heating bill by up to 10%.
- · Switch to LED bulbs.
- Unplug devices when not in use.
- Wash clothes at a lower temperature; a 30°C wash uses less energy.
- · Keep heating systems serviced for better efficiency.



### Need financial help or have a repair?

If you're struggling to heat your home due to financial hardship, our Money Support team is here to help. Please contact us directly to discuss available support options. For heating issues or repairs, call us on 0345 604 1472. We'll arrange for a qualified engineer to assist you.





### 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** 

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

