LHP Lincolnshire Housing Partnership

Our House, Your Home

Winter 2025

Contents

A welcome from our Interim CEO
Shaun Harley

Welcome to the Winter edition of the LHP Magazine – Our House, Your Home. As we reach the end of the year, I wanted to look back at some of the things we've been working on in 2025 and the road ahead for LHP.

Back in the summer edition of our magazine, I shared with you a bit of information about the direction LHP is going in. We're focusing on the basics – delivering reliable services and improving what matters most to you. We're taking feedback from you, our customers and from the Regulator for Social Housing, and using it to shape a clearer direction for LHP.

This means we're concentrating 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. You can read more about what we've been doing to strengthen our service and why on page 2.

- 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 our Customer Forum, Customer Complaints panel, Customer Scrutiny Panel, Neighbourhood Action Plans, local walkabouts, and other ways to inform the services we deliver to you, we're creating more opportunities for you to get involved and help shape your community.

I'm pleased to share that in just 6 months we've made some key progress in each of these areas – but we know we have more work to do and a way to go. Whatever we do, we'll do it guided by our customers. Every piece of feedback we get is vital, so please keep telling us what we're doing well and what we can do better at. Share your thoughts with your neighbourhood officer or via our customer surveys, pop along to our local events, take part in our customer meetings, or just drop us an email or give us a phone call. If you're really passionate about making LHP better for customers like you, or improving your neighbourhood, you can see more about how you can get involved on page 14.

I hope the festive season brings you some time to relax and spend time in whatever way you prefer – whether that's spending some quiet time alone or getting together with friends or family.

Best wishes,

Shaun Harley
Interim Chief Executive

Update on our Repairs service

At LHP, we understand that one of the most important things to our customers is delivering repairs quickly and efficiently. We know this is an area we need to improve on. We've been hard at work examining how our repairs service works, consulting with our colleagues and customers and digging deep into our data, and we've recognised that the way we deliver repairs needs lots of improvement.

Over the past few months, we have set out on a plan to address these issues and stabilise our repairs service.

We've looked at what we don't do so well, what areas we do perform well in, and we've been hard at work making improvements.

The changes we're making mark a huge overhaul of how we run our repairs and significantly, how our colleagues work. It will mean we can plan our jobs better, be more responsive and properly prioritise customer repairs.

You said

We've heard from customers that we need to do basic things better – check out some of the things you said we needed to improve on.

You told us that you need us to...

- give you a **clear appointment and timeslot**
- **turn up** when we say we're going to turn up
- have the **tools and parts** we need to complete the job **first time**
- keep you **informed and updated** throughout the entire repairs process, with easy to access updates like **text messages.**

Update on our Repairs service

We did

Here are some of the changes we've made in response feedback.

We've been hard at work...

- recruiting **more multi skilled engineers** to make sure we have the capacity to deliver more repairs
- adding **more team leaders** in our repairs service to make sure our engineers have the support they need to do their jobs well
- **changing the way we plan our jobs**, by moving our planning team to become part of the repairs team
- reviewing and streamlining the parts our engineers have on their vans, so they can **complete more jobs** the first time they attend
- introduced **text message reminders** to keep you informed about when we're coming
- reviewing our **processes and procedures** to make daily repairs tasks simpler
- started a **consultation process** with our engineers to review our ways of working to improve our service.

Key changes for our colleagues will start in February, so we'd like to ask for your patience over the next couple of months while we make this transition internally. We may experience some short-term issues as a result of the changes, but we'll work hard to smooth these out as quickly as we can, and we believe the revised service will be stronger for everyone.

We're seeing positive results, but we know we still have work to do. We have a backlog of repairs that we're reducing. We know our app needs improvements and to be easier to use, and show your appointments. And we understand we need to work better at keeping our promises and attending when we say we will, with the right engineer visiting your home with the right equipment.

We're always open to feedback from our customers. We hold our colleagues to high standards, and we expect our engineers to be polite, respectful and professional when visiting your home. If you think one of our colleagues could have acted more respectfully, or you have other feedback to share on a repair you've logged, please get in touch.

Update on our Repairs service

Reminder

We expect all LHP colleagues to observe our TREAT values: **Trust, Respect, Empathy, Accountability, and Teamwork**. We want our customers to trust that LHP colleagues do a good job and show respect and care when visiting your home and interacting with you and your family. If you see behaviour that you think **doesn't meet these standards**, you can contact us via phone at 0345 604 1472 or via email at info@lincolnshirehp.com.

Reminder

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. You should also let us know immediately if there's something in your home that puts you or your family in danger. No heat, no power, no water - that's an emergency. Unsafe electrics, or not being able to secure your home (for example, lock your door) count too. **If it risks your health or your safety - it's urgent!** If you need to report a non-emergency repair, please log into your myLHP portal, use the form on this page, or give us a call. You can log emergency repairs immediately on 0345 604 1472, 24 hours a day.

Complaints Corner

Feeling Heard: How We Support You When You Make a Complaint

We know that some customers may be put off from making a complaint due to feeling they are not going to be treated fairly or with respect. Making a complaint shouldn't add to the stress of something going wrong, it should be a straightforward way for you to tell us what's happened so we can put it right.

That's why we're committed to offering clear information, regular updates, and reassurance at every stage of the complaints process. Here's how we make sure you feel listened to, supported, and kept in the loop.

If something hasn't gone as it should, you have every right to let us know. Complaints aren't an inconvenience; they're a valuable part of how we learn and improve.

You don't need to use any special language or know the process beforehand. Just tell us what happened, and we'll guide you from there.

What happens when I make a complaint?

A formal complaint will always be acknowledged in writing within 5 working days of receipt. This letter will tell you who will be investigating your complaint. Our case officers will contact you within 2 working days of acknowledgement to discuss the details of your complaint to understand how this could be resolved. A formal written response will be sent within 10 working days of acknowledgement.

In some instances, your complaint could be extended, but this will always be discussed with you first. Any follow-on actions or repairs will be monitored by your case officer until completion to ensure your complaint has been fully resolved.

Customer experience

Mr S let us know that he had a poor experience when receiving a call from an engineer regarding an upcoming appointment. Mr S felt the engineer did not speak to him with respect or empathy and this left him feeling angry and disappointed. Our case officer reassured Mr S that his feedback was important, and this triggered and internal investigation into the conduct of that engineer. A sincere apology was provided in writing. Mr S let us know that this was his first complaint to LHP, and he felt listened to and supported throughout the process and was pleased with the outcome.

Reassurance That You'll Be Treated Fairly

Raising a complaint will never affect the services you receive or the way you're treated. We make sure investigations are fair, impartial, and based on evidence. If we've made a mistake, we'll say so. If we haven't, we'll explain why and share what we've found.

We want you to feel confident that your voice matters, and that your complaint will be looked at properly.

Customer Service:
Our holiday opening hours

As the festive season approaches, we want to ensure you know when our Customer Service team will be available to assist you.

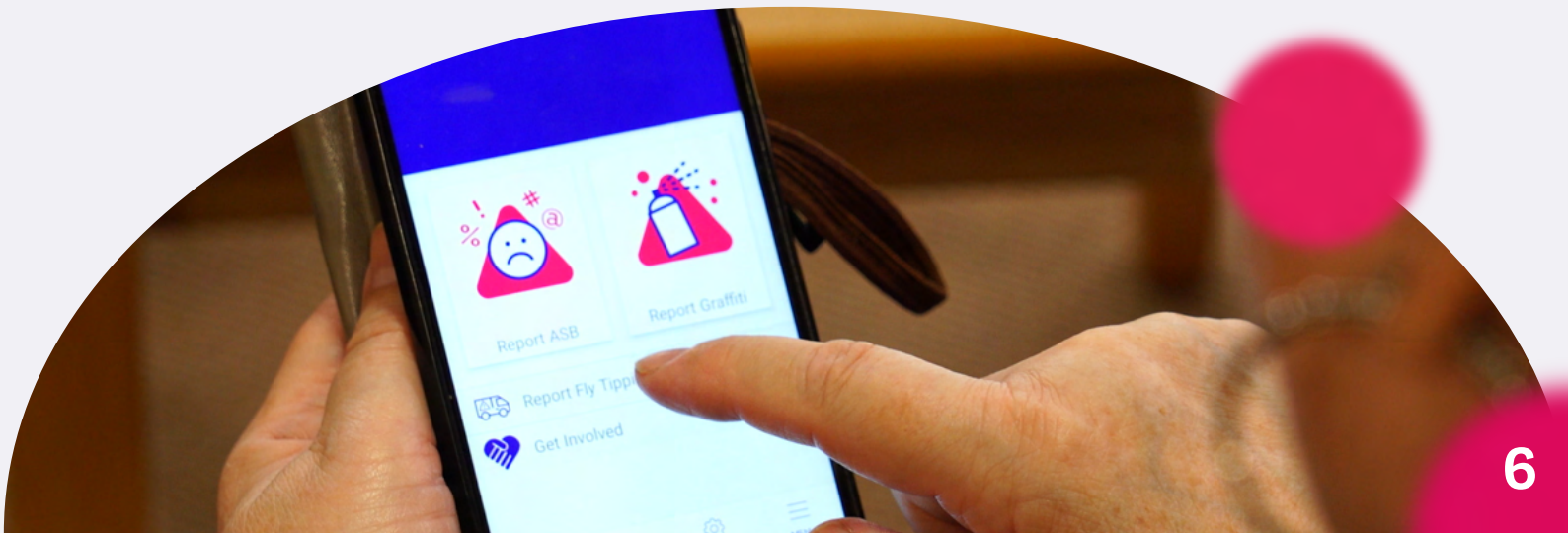
Opening Hours:

Date	Opening Hours
Monday 22nd December Tuesday 23rd December	8:30am - 5:30pm
Wednesday 24th December Thursday 25th December Friday 26th December Saturday 27th December Sunday 28th December	Out of hours emergency service only*
Monday 29th December Tuesday 30th December Wednesday 31st December	8:30am - 5:30pm (Limited Service)
Thursday 1st January Friday 2nd January Saturday 3rd January Sunday 4th January	Out of hours emergency service only*
Monday 5th January	Back to normal service

Please note:

- Out of hours emergency service only means we are available for emergency issues outside normal working hours.
- Limited Service indicates reduced staffing, so response times on the phone may be longer than usual, so please consider using emails, webchat, or the myLHP app to contact us.
- Emergency repairs will be responded to as normal during this period.

We wish you a happy holiday season!



Money Support is Changing

At LHP, we do everything we can to support our customers financially, with our Money Support Team offering advice, support with applying for benefits, access to grants and vouchers, and much more.

We're making a slight change to this team – the Money Support Team will now be known as the Tenancy Sustainment Team. We're also changing the name of the role our colleagues have from **Money Support Advisors** to **Tenancy Coaches.**

Why this change?

It reflects our commitment to providing support to customers, focusing on sustaining tenancies and promoting financial wellbeing. It's part of a larger change behind the scenes and means we can dedicate more time on providing support to our customers to help sustain their tenancies.

What if I need some support?

The Tenancy Sustainment Team is on hand to help with a range of things, including:

- Benefit Checks: the team can help you check you're getting the right benefits, understand if your benefits are changing, or support you to apply for benefit claims.
- Energy Saving Tips: the team can help you save money on your energy bills, including helping you access grants and financial support towards your utility bills.
- Grants & Loans: the team can support you to find grants or loans that can support you, including our very own LHP Hardship fund, which can support you if you find you're struggling due to the cost of living crisis.
- The sooner you contact us the sooner we can look to help and support you in sustaining your tenancy – we are here to help.

If you need some support with anything related to money, the fastest way to get in touch with the Tenancy Sustainment Team is to complete our form – just scan the QR code to visit the LHP website and complete it. You can also contact us in the following ways:

Live **chat** on our website
myLHP App
Calling **0345 6041472**
Speaking to your **Income Officer** or any **LHP colleague**
Emailing: **MoneySupportService@lincolnshirehp.com**

The Christmas countdown is on:
Budgeting tips for the festive season

Although there are traditionally two 'rent free weeks' over the Christmas and New Year period, some customers will still need to make a rent payment during this time.

If there's an unpaid balance showing on your rent account, or if you've made a payment plan with us to clear rent arrears, we'll need you to make a payment during the two 'rent free' weeks. In addition, if you're subject to a Court Order to pay your rent arrears, you must ensure that we receive the required payment.

Failure to adhere to any payment agreement or Court Order - even over Christmas time - will put your home at risk. No one needs that extra worry, so prioritise your rent, make your payment, allowing you to enjoy the festive season!

Festive Budgeting Top Tips

1. Don't stress over planning the perfect Christmas like the ones often shown on TV, instead plan what you can realistically afford.

2. Simply spending time with friends or family is a great way to spend the season – or if you prefer, take some time to yourself for quiet reflection or just to simply relax.

3. Make a list! Plan who will you buy for? Jot down gift ideas & set a budget. Look out for sale bargains, discounts codes and vouchers to use when Christmas shopping.

4. Look out for online discount codes and make sure you use them. Check out eBay, Amazon, Facebook Marketplace & other shopping websites for online deals.

5. When shopping instore or online, don't forget to check the seller's returns policy. By the time you've received, wrapped & given your item as a gift in December, time may have run out to return or change it. Of course, many stores are generous over the festive period and offer extended return dates – you need to check before buying!

6. Remember, you don't have to go mad with the food shopping; buy what you need, use up leftovers and avoid food waste. Most supermarkets will only close for 24 hours, meaning you can always get more the next day if needed!

7. Choosing between gifting cash or gift cards? Cash could prove the best idea as vouchers have expiry dates, retailers can go bust and vouchers can be lost or forgotten about.

8. Collect supermarket stamps over the coming weeks and use them, consider using a bank account or card which give you cash back on purchases. Don't borrow for Christmas spending and remember, some Boxing Day sales actually start before Christmas!

A visit from the Department of Energy Security and Net Zero

Earlier this year, we welcomed the Department for Energy Security and Net Zero (DESNZ) to our Willows and Immingham neighbourhoods to showcase the fantastic progress we've made in improving the energy efficiency of LHP homes!

Joined by E.ON and Thrift Energy, DESNZ toured homes that have recently received External Wall Insulation (EWI), meeting with customers to hear about the benefits.

Customers spoke about warmer winters, cooler summers, lower energy bills, more aesthetically pleasing exteriors, and even improved health thanks to better air quality.

It was great to hear that customers were pleased with communications throughout the process, allowing for minimal disruption to their days.

The visit was a proud moment for LHP. With £16 million invested - including £8 million granted through the Government's Social Housing Decarbonisation Fund, we've installed EWI on 627 homes and Air Source Heat Pumps on 23 more, helping customers save up to £275 a year and cutting carbon emissions by 300,000 kg annually.

We remain committed to making sustainable living a reality for all our customers, ensuring that every home is warm, energy-efficient, and part of a thriving community.

Fire Safety

You are more than twice as likely to die in a fire at home if you haven't got a working smoke alarm. A smoke alarm is the easiest way to alert you to the danger of fire, giving you time to escape. If your property does not have a smoke alarm installed, **please contact us immediately**.

Please do not tamper with or attempt to remove batteries from the detectors as it may impact the way a detector performs. If you believe your smoke alarm is faulty, you must tell us immediately.

The more alarms you have, the safer you'll be – as long as they are working – so make sure you test them every week. It's easy to remember – **Test it Tuesday!**

Before you go to bed, make sure you:


Put candles and cigarettes out properly


Don't leave lit candles unattended


Check that the cooker is turned off


If using an open fire, make sure all embers are fully extinguished and put up a fire guard


Knowing where the door keys are will provide valuable extra time to escape in an emergency.


Keep door and window keys where everyone in the household can find them


Turn off and unplug electrical appliances unless they are designed to be left on – like the freezer


Turn off gas and electric heaters


Make sure all exits are clear


Close internal doors at night to stop a fire from spreading

Thinking about a move?
Discover sheltered living in the Boston area!

Are you - or someone close to you - considering a move into sheltered accommodation in the Boston area? Whether you're looking for greater peace of mind, a more sociable environment, or just a comfortable place to call home, we regularly have flats available in these areas:

- The Evergreens in East Butterwick
- The Meadows in Boston
- The Orchards in Wyberton
- The Chestnuts in Kirton
- D'eyncourt in Kirton
- Dudley Close in Boston
- Hinton Court in Boston
- Park Lodge in Sutterton
- Richmond House in Boston
- Valentine Close in Boston
- Witham Court in Boston
- Royal Way and Scotia Road bungalows in Fishtoft (no communal room)

Our sheltered accommodation offers more than just a place to live; it's a community designed to support independent living with added reassurance and connection.

What you can expect

Each of our sheltered schemes provide:

- A secure main door entry system to help you feel safe and protected
- A communal lounge where you can relax, chat, and build friendships with neighbours
- Weekday visits from our Independent Living Advisors, who are there to offer support, advice, and a friendly face
- A 24-hour lifeline pull cord system, giving you access to help whenever you need it, day or night

Whether you're downsizing, seeking a more manageable home, or simply want to be part of a caring community, our sheltered accommodation could be the perfect fit.

Who can apply?

While age criteria may apply, we always take individual needs and disabilities into account. So even if you're under the typical age threshold, we'd encourage you to get in touch.

If you'd like to learn more, arrange a viewing, or speak to someone about your options, please contact our Customer Service Team on 0345 604 147

Inclusive support in our communities

Winter affects as all in different ways. For some, it's a time of cosy evenings, family traditions and celebration. For others, it brings worries about bills, health, loneliness or getting through each day. At LHP, we know that age, disability, health, income, culture, religion and family life all shape how winter feels. Understanding this helps us design services that are fair, inclusive and supportive.

We've been working to gather diversity data from our customers. Diversity data is the personal information you choose to share with us about yourself and your circumstances – such as age, any disability or long-term health condition, your background, your faith or belief, your gender, your sexual orientation and any communication or access needs you have. Sharing this is voluntary and confidential. We use it to understand who you are and how different groups may be affected by our services. When we report on it, it's anonymised, so individuals are not identified.

Our latest data shows us that many of our customers have a disability, many are older people, and many are living on lower incomes.

This means that cold weather and rising costs can have a bigger impact on health, wellbeing and day to day life. The information you share is not just about numbers. It represents real people, in real homes, across our communities – and helps us direct our services to what matters to you.

Thanks to the information we've gathered so far, we've already made changes. We're offering more flexibility around home visit appointments, providing information in more accessible formats and encouraging customers to tell us how they prefer to be contacted.

Help us to support you

You can help us to support you better if you share your diversity information with us. You can complete this by giving us a call, chatting with us on our website, or filling out our online form – just scan the QR code to complete it.

Cruse Bereavement Care helpline
The service is run by bereavement volunteers who are trained to offer emotional support. You can call for free on 08088081677. 9.30am-5pm weekdays, with extended hours to 8pm on Tuesdays, Wednesdays and Thursdays and weekends 10am-2pm.

The Samaritans
Confidential helpline that is available 24 hours a day, 365 days a year, which is free to phone. Call 116 123.

The Sliver Line
A free, confidential helpline dedicated to helping older people, who may be feeling isolated, confused, or lonely. It is open 24 hours a day, 365 days a year.
Call 0800 4708090.

Mind
For mental health support, the phone line is open Mon- Fri 9am-6pm (not on Bank Holidays) call the helpline on 0300 123 3393 (local rate from landlines, mobile phone costs vary but will cost no more than a national call, and should be included in your inclusive minutes in the same way as 01 and 02 calls).
You could also email info@mind.org.uk, or text 86463.

Inclusive support in our communities

Tell us about any access or communication needs you have – like receiving information in large print, needing more notice before appointments, or needing support in any other way – we can help.

Be a supportive neighbour during the festive season

Across our communities, no two households experience winter in the same way. Some homes are full of Christmas decorations and family gatherings. Others may be marking Hanukkah or other faith based or cultural events. Some people don't celebrate at all or find this time of year difficult because of loss or other personal reasons. We can all be more inclusive of those around us in a range of ways:

Be a friendly face: this can make a big difference to others - sometimes a casual conversation is all someone needs to feel less isolated.

Let them know if you're having a party or gathering: one of the best things about the festive season is getting together with the people closest to you. If your house might be louder than normal, you're far less likely to upset anyone if they know in advance.

Share information on local resources: if you think someone might need a little extra help, then connect them with services and charities like Age UK and local food banks.

Contact us if you have concerns: if you are worried that one of your neighbours is struggling to heat their home or if you have any other serious concerns, please contact us so that we can reach out to them.

Use your communal lounge/area: if you live in a building or scheme that has access to a communal room, you can pop by anytime - whether it's just to be around some friendly faces, or to get to know your neighbours, it's a great place to support your community

Checking in with your neighbours is not just about lending a helping hand, it's about building a stronger community together.

Ways to get involved

Would you like to help shape how LHP delivers services to customers? Do you think we can work in better or different ways? Are you passionate about your community or neighbourhood and want to see things improve?

We're always looking for more customers to get involved with us! Whether that's simply responding to a survey, coming along to one of our customer events and chatting to our colleagues, meeting your local neighbourhood officer while they're out and about, or becoming a more involved member of one of our panels, we have a huge range of ways you can help make LHP better for everyone. We also want to hear from you on whether these opportunities work for you and how we can improve them – and have a Prize Draw you can enter simply by giving us your views on our involvement opportunities.

Get involved...

In the community

Join your housing officer for a walk around your local area – or any area you like! You'll help us to keep your neighbourhood clean & safe by identifying any issues as we walk around. Our latest walkabout dates are published on YourVoice.

At one of our neighbourhood events

We regularly hold events in the community – from community clean ups to fun days, there's something for everyone to take part in. Come along, meet some of our colleagues, and get involved with your neighbours! Our latest events are shared on YourVoice and our Facebook and Instagram pages.

In your building

If you live in a building with a communal lounge, pop in and see your neighbourhood officer at your regular drop-in session. Look for posters with details, speak to your neighbourhood officer, or see dates online on YourVoice.

Ways to get involved

By asking questions

Come along to one of our customer meetings – held in person and online – and ask us anything you want to know more about, tell us your issues, or just have a friendly chat! You can view upcoming meetings on our website, and we advertise them on Facebook and Instagram.

By completing surveys and giving your feedback online

Join YourVoice – our customer engagement hub – by visiting **yourvoicelhp.com** and you can learn about projects happening, policy reviews, and much more, and share your thoughts and opinions.

By joining our panels

LHP has panels for a range of issues and topics – such as our Customer Forum to our Customer Complaints Panel. If you want to help us make things better for you and other customers, these panels are a chance for you to get together with other LHP customers and champion improvements and changes – from reviewing our documents and policies to helping make sure we follow our complaints process properly. In 2026 we are introducing a customer panel dedicated to helping us improve our repairs service. If you're interested, just email **getinvolved@lincolnshirehp.com** for dates and joining details.

Becoming a Neighbourhood Champion

Are you passionate about the area you live in, and want to see things get better for everyone who lives in the neighbourhood? Joining our Neighbourhood Action Plan meetings and becoming a Neighbourhood Champion is a perfect way to get involved on a really local scale, helping us to shape events happening in the area and working closely with us and our partners to improve the community. You can find out more information on YourVoice or by asking your local Neighbourhood Officer.

Interested and want to learn more? You can contact us on getinvolved@lincolnshirehp.com for an informal chat about how you can take part. We're always looking for new customers and we aim to be as inclusive as possible, with a range of options for everyone to take part.

If you give us your feedback on these ways you can get involved – just scan the QR code on the next page and we will enter you into our Prize draw.

Prize draw: Win an iPad for giving us your views!

We have a great prize draw on offer – you could win a festive hamper, or even a brand-new iPad!

That's right – one lucky winner of our prize draw will receive the grand prize of an iPad (A16, 11, WiFi, 128GB).

Five runners up will receive a prize of a Festive Tower of Treats, packed with some sweet goodies to snack on over the festive season.

You said you wanted to have more ways to speak to the people that run and manage LHP, so we arranged 5 Customer Meetings this year, as a way for you to "ask us anything" and hear some updates on our service delivery. These meetings were attended by members of our leadership team, and were held in Boston, Grimsby, and online, we are grateful to the customers who asked some great questions and shared their experiences of our services. We have already taken this feedback into account in improving our services, such as improvements to our repairs service, and how we can better communicate with our customers.

We've put together a survey to gather your views on the opportunities for you to provide feedback, get involved and share your experiences of how we deliver services to customers, including any future customer meetings where you can speak to LHP colleagues. This will help us plan opportunities in 2026 – which best meet your feedback. If you take part, you'll be entered in the prize draw to win. You don't need to have been involved or attended meetings in 2025 – we want everyone to take part.

To enter, simply fill out our survey. We'll draw the winner on 16th January, and contact you directly.

Terms and Conditions:

1. **Open to LHP customers only**
2. **1 entry per household**
3. **No cash alternative available**
4. **Winner will be selected at random on 16th January 2026**
5. **For full details and terms & conditions, please view the survey**

Free calendar giveaway

On top of our fantastic prize draw, we've produced a limited number of 2026 Calendars, and we're giving them away to our customers – first come, first served!

Our 2026 Calendars feature photos from across Lincolnshire, taken by our communications team, colleagues, and customers, over the last year. Perfect to pop on your wall and help keep track of your important dates!

If you'd like to receive one of our calendars, just send us an email at **communications@lincolnshirehp.com** with your full name and full address, or scan the QR code to fill out a quick form.

Contact us

0345 604 1472

info@lincolnshirehp.com

@LincolnshireHP

Write to us

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26 Chantry Lane
Grimsby
DN31 2LJ

Chantry House
3 Lincoln Lane
Boston
PE21 8RU

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