

LHP Lincolnshire
Housing
Partnership

Our House, Your Home

Spring 2026

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Also included:

A handy guide for you to keep on how to get in touch with LHP!

Meet Simon Parkes: LHP's New Chief Executive



This Spring, we welcome Simon Parkes, our new Chief Executive.

We sat down with Simon to learn more about what brought him to LHP, what he's looking forward to, and what customers can expect in the months ahead.

Simon may already be a familiar name to some of you. He previously served on the LHP Board for six years, including as Chair of the Finance Committee and was our Senior Independent Director. Now, he's stepped into the role of Chief Executive.

What attracted you to the role at LHP?

"In many ways, Lincolnshire has always been a part of my life. I was born into an RAF family, my grandparents (and now my mother) retired to the Lincolnshire coast, I trained as an RAF officer at Cranwell and then, when I retired from the Armed Forces I moved to Newark, right on the Lincolnshire border, before eventually, becoming a deputy vice chancellor at the University of Lincoln. Having previously been part of the LHP Board, I've seen first-hand the dedication of colleagues and the important role that LHP plays in communities across Lincolnshire. The opportunity to now lead the organisation and help shape its future was something I was really excited about."

You already know us from your time on the Board. What stands out to you about LHP that made you want to lead it?

"One of the things that really stood out to me was the strong sense of purpose across LHP. There's a real commitment from colleagues to support customers and communities, and that's something I'm proud to be part of. I also want to see those communities thrive. Too many people in large parts of Lincolnshire have been ignored and their opportunities limited. I want us to work with partners to reverse the decline and offer our customers and our people a brighter tomorrow."

What are you most looking forward to as Chief Executive?

"Listening and learning, spending time with customers, colleagues and partners across

Lincolnshire. Understanding what matters most to people will help shape how we continue improving our services and support at LHP for our customers.

I will also be looking forward to how we continue to deliver on our main priorities. As you will read in this magazine, we've been making big improvements to repairs, and this will continue. We will also be focusing using data and technology more intelligently, improving our services to customers and supporting our people as they support you."

What matters most to you when delivering services for customers?

"For me, it's about making sure we deliver what we say we will, safe homes, reliable services and clear communication. Listening to customers and acting on feedback is a huge part of that. This is why I will be visiting our neighbourhoods every week and finding opportunities to listen to customers regularly, to understand what matters to them and what LHP is doing well and where we need to do better. I'm also looking forward to getting to know our dedicated customers who work with us on the Customer Scrutiny panel, Customer Forum and in our co-design workshops."

And finally... what do you enjoy doing outside of work?

"I enjoy being with my family. I have two older children, one at university and one in the sixth form and two younger children still very much in school. Like many parents I am part personal shopper, part taxi driver, part banker, part handyman and part cook amongst many other roles. I am also a Nottingham Forest fan although that hasn't been as enjoyable as I would have liked this season."

Any final words?

"Housing is about people. The people we serve and the people who serve them. I will never forget that our houses are your homes – as precious to you as my home is to me. If you see me around do say hello."

Update on our Repairs service

We've made some important changes to how we manage repairs – all designed to make things quicker, clearer and easier for you.

We shared some details about this in our **Winter Magazine**, and now we'd like to update you that we have more news.

Why are we doing this?

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**.

What's new?

Faster, more reliable appointments

We've reorganised our teams and created clearer zones across Boston and Grimsby. We now have four key zones (two in the north and two in the south), with each of our operatives focusing on one zone. This means that we will spend less time travelling, and more time completing repairs.

How you report repairs to us is staying the same, but we've made lots of behind the scenes changes to help improve the way we deliver our repairs to you.

Better communication

You'll now get text messages when:

- Your repair is booked
- A reminder the day before
- When an operative is on the way

This should help to reduce missed appointments and keep you in the loop when we're on the way.

Don't forget to keep your mobile number updated via myLHP, or by contacting our Customer Service Centre, so we can send you text messages!

More support for emergency repairs

We've updated how our out of hours service works. We will respond quicker to evening, weekend and bank holiday emergencies. This service is still focused on "make safe" repairs but we'll have more skilled people, ready to help and a clearer behind the scenes system.



More skilled people, ready to help

We've added extra team leaders, inspectors and support roles, so we can manage repairs more efficiently. We're also training more multi skilled operatives, so more jobs can be completed in a single visit.



Clearing empty homes faster

We've reduced the number of empty homes waiting for repairs, helping us get new customers moving in sooner and freeing up time to focus on day-to-day repairs.



Better materials and van equipment

We're improving what our operatives carry in their vans, and from July we'll be introducing a new materials supplier to speed up access to parts and reduce delays. This means our operatives will have better access to the equipment they need, helping them to do the job there and then on the first visit.

What's next?

We'll keep improving throughout the year, including introducing a new Repairs Management System to make booking and managing appointments even smoother.

We're working hard to clear our back log of repairs, and we know that some of these changes will take some time to be felt. We're confident that these changes will help us to deliver more efficient repairs, but we know we still have work to do.

As a reminder, if you need to report a non-emergency repair, please log into your **myLHP portal**, use the **form on our website**, or **give us a call**. You can log emergency repairs immediately on **0345 604 1472**, 24 hours a day.

Heating and hot water repairs in cold weather

As we move into the warmer spring months, reports of no heating or no hot water return to our **appointed response time of up to 20 days from April 1st until November 1st**. If we have a sudden cold snap, this **goes back to 24 hours until the weather improves**.

If you experience a complete loss of heating or hot water, please continue to **report it to us as soon as possible** so we can arrange a repair.

If you have vulnerabilities in your household, **please let us know when reporting the issue**, as this may affect how quickly we respond.

Complaints Corner

Our latest meeting of the Customer Complaint Panel focused on how we can encourage customers to share their feedback once their complaint is closed.

Making feedback meaningful

We discussed that customers are likely to engage when they believe that their voice makes a difference.

All customers who have been through the formal complaints process are given the opportunity to provide feedback on how their complaint was handled and responded to. This is completed by LHP's survey partner, Acuity, who are specialists in capturing customer feedback. Customer feedback is vital to understanding LHP customers experiences.

Every contact counts

As a group we agreed that frustration often stems from uncertainty rather than the issue itself. Customers need to understand how long things will take, what will happen next, who is responsible and what a realistic outcome looks like. This has also been highlighted through customer complaints feedback, focusing on communication and updates to customers.

Every contact counts is a project using this feedback to shape the culture of how LHP communicates with its customers, by setting clear expectations on timeframes and quality of updates. The project group is working on accountability of LHP colleagues

to ensure that customer communication and updates are prioritised.

Aids and adaptations

Following customer complaints regarding aspects of the Aids and adaptations process, LHP have a dedicated working group to review the policy and processes that guide this function. The group is updating their processes to build in more customer contact points to provide updates, and discussing service level agreements with local authorities to approve major adaptations, and how we can ensure cases are recorded accurately so customers receive a smoother service.

Scrutiny and oversight

As a group, we are committed to providing updates on how customer feedback from complaints is being used to make improvements to LHP. We will also share information on the dedicated customer online community at www.yourvoicelhp.com.



Enhancing your Customer Service Centre experience with smarter technology

We're always looking for ways to improve the services we provide. This spring, we're introducing AI-powered technology to support our customer service advisors when summarising customer calls.

These are some of the ways we're using technology thoughtfully to improve efficiency, accuracy and your overall experience with us.

After each call, the system will create a draft summary capturing the key points discussed and any agreed actions. An advisor will always review and approve the summary to ensure it is accurate and complete. By reducing time spent on after-call work time, this technology allows our team to focus more on what matters most – supporting you. It also helps create clearer, more consistent records, meaning you won't need to repeat information if you contact us again.

We understand that trust is important. Your information will continue to be processed securely and in accordance with our data protection policy.

During the Spring season, we will also be introducing a brand new video diagnostics tool to help you when reporting repairs and to allow us to diagnose issues more accurately. A secure link will be sent to you by SMS so we can connect and view the issue live, enabling our teams to better understand the problem before attending your home.

We will provide further information and guidance about how this service works in the coming months, ahead of its full launch.

Update from our Income team

We've made significant progress in shaping the Income service as we progress in our customer strategy to promote a proactive approach to deliver a consistent, high quality, supportive, service to improve customer financial wellbeing and sustain your tenancies.

We have made changes to the structure of the Income Team to ensure a more focussed approach in the delivery of our service to all LHP customers, including leaseholders and those with shared ownership responsibilities.

Our new Income Team structure is split into two core areas: arrears; aka your rent accounts, and customers; e.g how we support you through your tenancy.

Arrears: Customer Accounts

As an LHP customer, you will have a dedicated Income Officer who will oversee your accounts (including shared ownership & leasehold properties).

Income Officers will spend more time engaging with customers who may need personal support to sustain their tenancies and prevent the escalation of arrears (when you owe us money).

For people who have left an LHP home but still owe money, our Former Tenant Arrears Officer will be responsible for recovering debts, ensuring former tenants are treated fairly whilst recovering any former debts.

We have also introduced Enforcement Officer roles into the Income Team structure. Our Enforcement Officers have additional skills and experience in dealing with court and legal processes relating to rent arrears, recovery, and possession proceedings. Their focus will be on the serious case management of rent accounts with significant arrears, including targeted legal processes for arrears recovery and possession.

Customers: Supporting you through your tenancy

In order to show our continued commitment to providing targeted support for our customers who may be struggling due to the cost of living, or are vulnerable at the time of a relationship breakdown, illness, loss of income or family bereavement, our former Money Support Service has been rebranded as the **Tenancy Sustainment Team (TST)**, and our former Money Support Advisors are now known as **Tenancy Coaches**.

This rebrand better reflects the support the team continues to provide including managing your money; support with paying energy bills and applications for welfare benefit claims including Universal Credit and continued partnership working with Department of Work & Pensions (DWP); Local Authorities and Borough Councils.

Should you want to access any of the services from the TST, you will see the following logo on all communication:



 0345 604 1472

 tenancysupport@lincolnshirehp.com



Via the MyLHP app

Introducing RentSense - Supporting you better

In alignment with our customer strategy, we're excited to let you know we will soon be using RentSense, a predictive analytics tool supported by industry specific, ethical algorithms from Mobyssoft, to help support our customers with their rent accounts.

RentSense sits behind the scenes of our rent accounts and reviews them, giving us real time insight and reporting on all things rent relate. RentSense is packed with extra features that we believe will help us to provide better support to our customers.

One of the most useful features of RentSense is it helps our Income Officers and Tenancy Coaches spot when someone might need extra support with their rent. It can spot unusual patterns or if you're struggling to make payments.

For example: one home might always pay their rent 2 days 'late', because that's when they get paid. RentSense would help us see this is normal, and nothing to worry about. Another home might always pay their rent on time, but suddenly, misses a month. In this case, RentSense would flag the home so we

can reach out and see if you need any help.

This means we can contact you earlier to offer advice, guidance, or payment help, before small problems become bigger. It's not about us chasing rent payments – just looking for where you might need support, so we can help.

What it means for you:

- Earlier support with your rent account
- Fair and consistent management
- Focused help when you need it most

By focusing on early intervention and proactive customer support, we can make sure our Income Team's resources targeted towards customers that might need some support. This helps them to get the right support at the right time, helping to reduce poverty, inequality and vulnerability.

Rest assured: your data is safe and will be handled securely.

Co-designing with customers

We've shared details of the new RentSense platform with customers in our Customer Workshops. They're supporting us to 'co-design' our arrears recovery processes. Feedback received from LHP customers showed they preferred getting notified about rent account information by text message – especially when a payment has been missed. We've taken this on board, and working with RentSense, customers will see messages sent from LHP to customers mobile phones. The text message you'll receive will look a little bit like this – always with the LHP logo and your name at the top.

This will provide you with useful information that you can review at any time of the day or night and help to support you in managing and sustaining your tenancy.

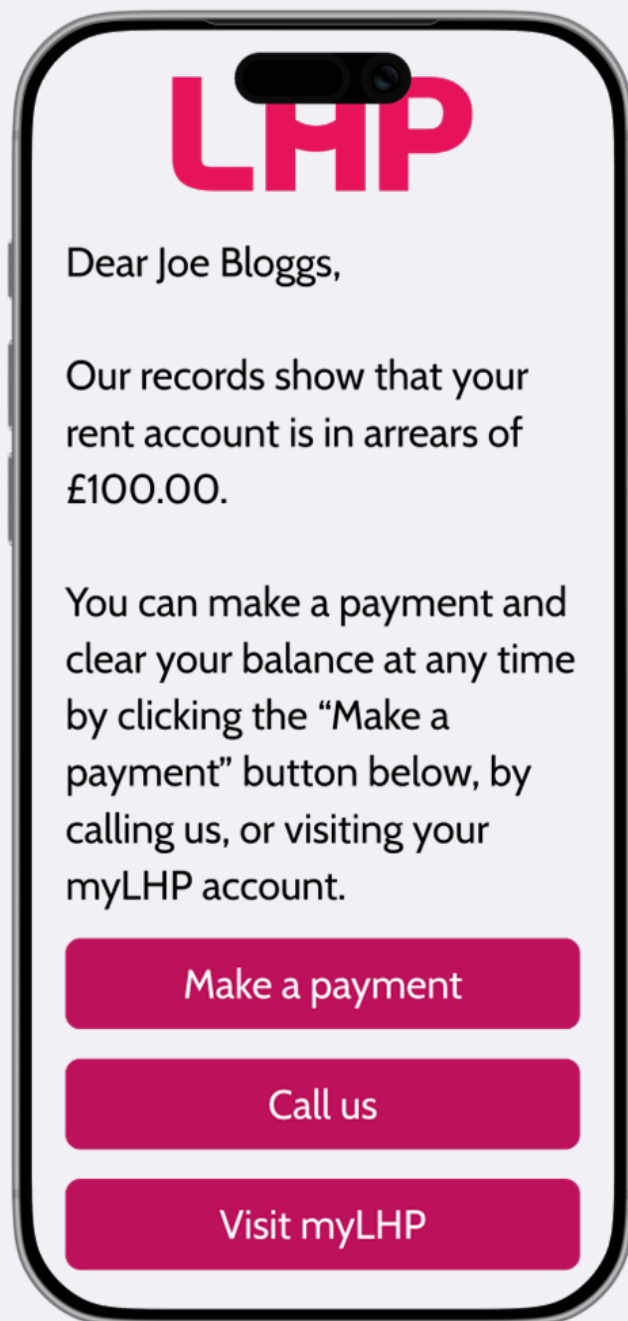
Don't forget

If you are worried about your income or paying rent, please get in touch and we can help. The best way to let us help, is to talk to us.

You can contact your Income Officer by text message, email or telephone call. You can also complete our self-referral support form and access help and advice on the LHP website, where you can find useful tips and information on:

- Money Saving
- Discounts and Payments
- Budget Planning
- Household Running Costs

If you have any questions, contact our Income Team at: tenancysupport@lincolnshirehp.com



Celebrating a decade of Telecare excellence

We're pleased to share that the Lincolnshire Telecare Service has once again achieved full certification under the TEC Services Association Quality Standards Framework!

If you didn't know, we operate a Telecare service in partnership with AgeUK. Our Telecare service offers simple and easy reassurance for older people looking to retain their independence. With our lifeline pendants, customers have access to 24/7 monitoring and emergency support and medical assistance at the push of a button.

This year's successful audit marks ten consecutive years of accreditation, demonstrating our long-standing commitment to delivering safe, reliable and high-quality telecare support in Lincolnshire.

The audit highlighted strong performance across all 12 assessed criteria, including customer experience, safety, information governance and overall service effectiveness.

During live observations, our teams were recognised for their strong safeguarding knowledge and calm, effective responses.

Our customer centred approach continues to be a core strength, reflected in positive feedback from customers who use the service, and the strong relationships built through regular welfare calls.

Angela Cragg, our Customer Service Centre Team Leader at LHP, said: "Achieving the TEC Quality Standards Framework certification for the tenth consecutive year is an incredible milestone for our service and a testament to the dedication of every member of our team. This decade of continuous accreditation reflects not only our commitment to delivering safe, reliable, and compassionate support, but also our drive to innovate and evolve with the needs of our customers."

She added: "We're extremely proud of this achievement and grateful to our colleagues, partners, and service users who place their trust in us every day."

This sustained success is a testament to the dedication of our Telecare and Lifeline teams, whose professionalism ensures that customers receive high quality support every day.

We also know that we need to keep improving our Telecare service to make it better and easier for customers to use. We recently worked with our Customer Forum to review all of our Telecare marketing materials and website, and based on their recommendations, we've updated all of our booklets, flyers and information leaflets to make sure they contain everything prospective or new customers need to know.

If you're interested in our Telecare service, would like to learn more, or know someone who might benefit from the feeling of independence the service can provide, check out our website.

Did you know?

By January 2027, all landline phones in the UK will be switched from the old analogue network to new digital lines, meaning calls will be made using an internet connection instead of copper wires. It's a nationwide update to replace ageing technology, and while most people won't need to do anything yet, it's helpful to know that landlines will work differently in the future. For further information on the digital switchover, contact your landline service provider directly.



You said, we listened, and what happens next

In our Winter magazine, we asked for your views on how you'd like to get involved and what you think about our customer meetings. Thank you to the customers who took part – your feedback is already helping us shape what we do next.

As a thank you, everyone who completed the survey was entered into a prize draw to win an iPad. Congratulations to our winner - Donna Simpson, from Wragby! When we gave the iPad to Donna, she said "It is overwhelming – I can't believe that I actually won" and she shared how important it is to respond to surveys from LHP to help improve services for all customers.

She is considering how else to get more involved and encourages others to take part in future.

What you told us

We heard that many customers are aware of opportunities like surveys and online feedback, and events near where you live, but fewer know about other ways to influence our work. Over half said they hadn't taken part in any involvement activities yet.

There is clear interest in getting more involved – with nearly a third wanting to be more involved and another two thirds who said they might be interested. Customers told us that the biggest barriers to getting involved are health, work, caring responsibilities and time.

We heard that holding customer meetings where you hear directly from LHP leaders are important to you, and that you would like them to:

- Take place in local neighbourhoods
- Be available online as well as in person
- Happen a few times a year
- Include a mix of leaders and colleagues

What we're doing next

We shared the survey results with our Customer Forum, who gave us helpful ideas on how we can reach more customers and make it easier to get involved. Based on your feedback, and Customer Forum suggestions - we're making it easier and more worthwhile to get involved:

- Continuing to hold "Ask LHP" meetings – Which will now be held in neighbourhoods and online where you can speak directly with LHP leaders and colleagues, to ask questions and share your views.
- Promote opportunities more widely - Including using social media, community noticeboards, local venues, drop-ins, and exploring options like local newsletters, markets and community spaces – as well as continuing to advertise in this magazine and our website and YourVoice
- Make involvement more flexible and inclusive - We will continue to offer a mix of daytime and early evening sessions, online and in-person options, and explore ways to better support customers with caring responsibilities or busy lives.
- Improve information on involvement opportunities - We are developing a new Customer Influence Handbook to explain opportunities, what's involved, how much time it takes, and the benefits of taking part – such as learning new skills, meeting others and making a difference.



- Work with communities to spread the word - Customers suggested using local networks, social media groups and community contacts to reach a more diverse range of customers – including those who may not usually take part.
- Working with customers to improve our services - We are seeking customers to join three new short term improvement panels – to improve our repairs service, help us get homes ready for new customers and improve how we share information about our services, performance and changes. By volunteering you will work with us to shape improvements and make a real difference for all customers.

Get involved

Your feedback makes a real difference. Whether it's completing a quick survey or joining a panel, every contribution helps us improve services for everyone. If you'd like to get involved, there is more information at the back of this magazine look out for upcoming opportunities – we'd love to hear from you.

Scan to get involved



Help us co-design our services

We are seeking customers to join three new short term improvement panels – to improve our repairs service, help us get homes ready for new customers and improve how we share information about our services, performance and changes.

By volunteering you will work with us to shape improvements and make a real difference for all customers.

As a member of one of our panels, you will:

- Join a small group of 8–10 customers
- Take part in friendly sessions (online or in person) – around 2 hours a month, at times that suit the group
- Share your ideas and experiences
- Help shape real changes based on what matters most to customers

You will receive:

- Support to take part, including equipment loans and travel
- Shopping vouchers as a thank you for your time

We're looking for members to join panels on these topics:

1) Designing a new **Customer Information Plan**. This plan will help make sure information is clear, useful and works for all customers. Together, we'll look at:

- Information on our website and social media
- Letters, newsletters and updates
- How we share performance and progress
- What "good" information looks like

2) Improving our **repairs service** to make it better for everyone. Together, we'll look at:

- How easy it is to report a repair
- Communication and updates provided to customers while repairs are in progress
- The experience of appointments and visits
- How we can get repairs done right first time
- What a good repairs service looks like from a customer perspective

3) Improve how we bring **empty homes** back into use – making the process faster, clearer and better for everyone. Together, we'll look at:

- The journey from a home becoming empty to a new customer moving in
- How we can reduce delays and improve efficiency
- What a good lettable standard should look like
- How we communicate with customers during the process
- How we make the process clear, consistent and fair

We're looking for a mix of customers who have an interest or experience in the area being improved – including those who have never been involved before, and customers with a disability to ensure we are meeting a range of customer needs. You'll work together with other like-minded customers to help improve things for everyone.

If this isn't for you – but you know of someone else who might want to take part – please share the opportunity.

Interested? Get in touch to find out more getinvolved@lincolnshirehp.com





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