



LHP Lincolnshire
Housing
Partnership

LHP

Magazine

Summer 2026

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A welcome from our CEO: Simon Parkes

Hello,

Welcome to the summer edition of the LHP Magazine! As I shared in our Spring edition, I'm Simon Parkes, the new Chief Executive at LHP.

Since starting earlier this year, it's been a busy few months as I have been working to meet colleagues and customers and learn everything I can about how LHP works. As the new leader of LHP, my focus is on looking at what we do well, and what we don't do so well, and to equip my colleagues with the tools they need to do a great job every day.

This has been incredibly rewarding for me, as I've seen first hand the hard work LHP colleagues are putting in day in, day out, to deliver great services to you, our customers. I've also spoken with customers all across Lincolnshire and learned more about what we need to do to make sure we deliver the best possible service we can.

I'm pleased to share a bumper edition of the LHP Magazine with you, packed with stories and useful tips and insights into what's happened at LHP over the past few months.

In this summer edition, we share a snippet of some of the events we've held recently, and look ahead to some future events you can come along to.

We're also sharing details about some of the ways you can get involved with us and help to shape LHP - including joining our co-design panels, taking part in our **Ask LHP** events, and an exciting recruitment opportunity to join our Customer Focus Committee.

If you aren't able to get involved with us in those activities, please don't be afraid to share your feedback, ideas and suggestions, as we are always using them to shape how we work and the things we do.

You can see an example of this in action, in our Complaints Corner section; which reflects on the latest complaints findings and suggestions coming from our Customer Complaints Panel and what we're doing based on the vital feedback you give us.

Alongside this, we have the latest on the changes we're making to our Repairs Service, with an update on the new tools and equipment we're issuing to our operatives. This is an important step to improving our first time fix rate - meaning more of our operatives will have the tools they need to complete repairs jobs on the first visit.

I hope you find the magazine an interesting insight into the latest at LHP - we'll be back in the Autumn with another edition. In the meanwhile, I hope you are enjoying the warm weather, and most importantly keeping cool and hydrated!



Simon Parkes
Chief Executive

Fenside's community clean-up day



We had a brilliant day of community action in our Fenside neighbourhood this June, as we hosted a skip clean-up event.

With a large skip generously donated by Premier Pests, and six industrial sized bins on hand that were kindly donated by Brothertoft Builders, we filled them all to capacity.

We were joined by representatives from Lincolnshire County Council and the local MP's office to support litter picks around the area, as well as our Fenside Neighbourhood Champion, Lee, reflecting the positive impact of our partnership working within the community.

While in the area we met a customer who needed help removing a large amount of waste from their garden, colleagues didn't hesitate to get stuck in and help clear the space, making a positive difference to not just that customer's home, but also the wider community.

It was important to ensure the event was accessible and inclusive for everyone, regardless of mobility. LHP colleagues took the time to knock on doors and offer assistance, helping customers move items to the skip if they were unable to do so themselves.

Jason Cuthbert, Neighbourhood Officer, said: "Organising and being involved in these events is always a very rewarding experience. Knowing that our Fenside customers have clearer homes and gardens as a result of today gives me a real buzz. Collectively, we take great pride in Fenside and it shows. We care, so our customers care."

The day was testament to the power of community spirit; the difference made to Fenside was clear to see, with cleaner spaces and a renewed sense of pride in the neighbourhood.

Thank you to all colleagues, customers, and partners who contributed their time and effort to make the day such a success.



Immingham's day of action: clearing over six tonnes of waste from the neighbourhood!

The local community came together in Immingham for a day of spring cleaning action.

Based around the green on Hadleigh Road, the event had our local customers joined by our partners at Phillips 66, Fortem, Andy's Man Club and North East Lincolnshire Council, all working together to litter pick, tackle fly-tipping and remove unwanted bulky items from customer homes.

Together, we significantly improved the local area by removing a total of 6,680kg of waste!

We know getting rid of bulky items can be difficult and costly, so nine skips were provided and filled, helping us all keep the area tidy and free from fly-tipping and for customers to dispose of things that were getting in the way at home too.

Elissia Bingham, an LHP customer said: "We really valued the opportunity to clear a significant amount of waste from our garden. Many people can't afford to pay for skips, so events like this go a long way in helping to tackle fly-tipping. It's nice to feel like some pride has been restored in the area."

In line with our commitment to sustainability, items in good condition were set aside to be reused in the local area.

Bikes were collected by our Task Team and taken to Re-volution Bike Hub in Nunsthorpe, where unwanted bikes are refurbished for local people.

Prams were donated to the Together Baby Bank in Immingham, clothes and household items in good condition were taken to charity shops, and scrap metal was set aside for sorting and processing.

We also saw items being swapped on the day, with people arriving to use the skips and leaving with reusable items such as garden furniture instead of sending them to landfill.

Jade Bramhill, Neighbourhood Team Leader at LHP, said: "It's been a very successful event; days like this are so important for engaging with our customers and the wider community. We've seen some great partnership working in action and the difference made to the neighbourhood is certainly noticeable."

A huge thank you to everyone who took part in the day and helped to make Immingham a place to be proud of.



Bringing the Nunsthorpe community together

We co-hosted a family friendly Easter event for the Nunsthorpe neighbourhood alongside our community partners.

The fun filled event offered something for all ages during the half-term break, with activities centred around an Easter themed trail which took place across the Nunsthorpe neighbourhood.

Customers, colleagues and other local residents started the trail at the Oasis Community Space on Sutcliffe Avenue, where they were able to pick up a map showing the trail route and a list of activity stations dotted around Nunsthorpe.

LHP had its own stall located inside St. Mark's Church, where we were decorating Easter themed plant pots and planting sunflowers for customers to take home and grow.



Other activities included designing tote bags, sowing seeds, crafting miniature Easter gardens and solving Easter themed puzzles. Everyone who took part was also able to take an Easter egg home thanks to our partners at Fortem.

The highlight of the day for many was the opportunity to meet the Easter Bunny, who stopped for photos and made sure to say hello to everyone.

One child who attended said it was “the best day ever” with another exclaiming they’ve “always wanted to meet the Easter Bunny”.

A big thank you to everyone who was able to help support the event – it was great to see so many people out enjoying the neighbourhood together.

Freeman Street Market: LHP community drop-in sessions

We're excited to announce that we're once again be hosting monthly community drop-in sessions at Grimsby's Freeman Street Market!

Through our You Said, We Did approach, customers and members of the community told us how important it is to have a more visible and accessible presence within a central location. In response, our East Marsh Neighbourhood Champion led on developing the idea of a dedicated LHP stall to improve accessibility of our colleagues to support customers.

These sessions take place on the last Friday of each month and are led by our East Marsh Neighbourhood Officers, Andy Hale and Leyla Gould, with support from our East Marsh Neighbourhood Champion.

Each session is attended by a range of LHP teams, alongside partner organisations who will provide more targeted advice and support on a variety of issues.

The initiative marks an important step in strengthening our presence within the community, by creating more opportunities for customers and local residents to connect with us, share feedback and access support in a convenient and familiar setting.

The first sessions have received brilliant feedback and have featured additional support from both our Income Team who were able to answer any rent or benefit queries and our Repairs Team who assisted with repairs based queries.

Upcoming sessions this summer:

- **Friday 24 July, 11:00am to 1:00pm, featuring support from the ASB team**
- **Friday 28 August, 11:00am to 1:00pm, featuring support from the Tenancy Sustainment team**

We're looking forward to continuing to connect with more customers and we will share dates for later in the year. Keep your eyes peeled on Facebook, Your Voice and in the next edition of the magazine.



Upcoming events this summer



Pelham Road community planting event, Thursday 16 July, 10:00am - 2:00pm, Communal Room, Pelham Road Communal Scheme, Immingham

Join us for a day of gardening where we'll be tidying up the communal outdoor space around our Pelham Road scheme in Immingham. We'll be weeding the flower beds, litter-picking and planting new flowers and shrubs to bring a welcome splash of colour.



Love Park, family fun day, Friday 31 July, 10:00am - 2:00pm, Homestead Park, Church Lane, Immingham

Join us for our "Love Park" community fun day. This free, family-friendly event is a great opportunity to bring people together and enjoy the local park, with activities including a bouncy castle, interactive games, arts and crafts and more! Come along for a fun, welcoming day for all ages!



West Marsh skip community clean-up day, Friday 7 August, 10:00am - 2:00pm, Naseby Drive, West Marsh, Grimsby

Join us for a day of community clean up action – we'll have skips available for any unwanted items, as well as litter-picking activities to help tidy up the area. All equipment will be provided, and everyone is welcome to take part. Come along, meet your neighbours, and help make West Marsh a place to be proud of!



Elliott House community planting event, Wednesday 26 August, 10:00am - 2:00pm, Elliott House, East Marsh, Grimsby

Breathe a breath of fresh air into your communal garden! Join LHP colleagues and neighbours to bring a new lease of life to the community garden at Elliott House. Help us to create a safe and welcoming space that everyone can enjoy together.

Come along to our Ask LHP Events: Customer Meetings and Walkabouts

Last year, we held a series of Customer Meetings, where you could come along and “Ask LHP” anything you liked. We held these events both online and in person, at different times, to give customers the opportunity to attend, and we gathered feedback after every meeting we held and took action on what you shared.

We’re pleased to announce that building on the feedback we received, we’ve planned in a series of **Ask LHP** events for the next 12 months ahead!

The **Ask LHP** events will be held roughly every 6 weeks. We’ll host 3 different types of event, across Lincolnshire, giving you a range of ways to attend and speak to us at times that suit you. You can come along to one of the following:

- **Ask LHP Meetings (in person):** held at a local community space or in one of our communal lounges. Meet LHP colleagues from a range of different teams and ask any questions you’d like.
- **Ask LHP Meetings (online):** for those who prefer to join an online session, we’ll be holding online meetings where you can attend from the comfort of your home and share any opinions, ideas or ask questions.
- **Ask LHP Walkabouts (in person):** held in and around the local area, we’ll have a short walk around the neighbourhood, chatting with customers along the way, You’re welcome to come along for the walk, or grab us as we walk past your house - we’ll have members of our leadership team for you to talk to, alongside colleagues from different LHP teams.

Check out the schedule for the first set of **Ask LHP** events happening this summer. We’ll share the next set of events happening through the Autumn and Winter in our next edition. All dates will be on Your Voice and we will be sharing them on Facebook too.



Ask LHP in-person meeting, Wednesday 26 July, 10am - 12pm, Valentine Close, Boston

Ask LHP in-person walkabout, Wednesday 16 September, 2pm - 4pm, starting our walk from West Marsh Community Centre

Ask LHP online meeting, Tuesday 3 November, 6pm - 7pm (Link and details to be shared nearer the time).

Customer Service Excellence Accreditation: A national first for LHP!

LHP has become the first organisation in the UK to be assessed and successfully awarded the new updated quality framework for the Customer Service Excellence Standard. We are super proud of this achievement.

What does this mean?

In simple terms, LHP is externally assessed to check how we're performing against 5 key areas, which includes:

- Customer insight
- Leadership and commitment
- Information and access
- Service delivery
- Connecting with customers

This is an annual audit against the national quality framework for the Customer Service Excellence (CSE) accreditation. At LHP, we've been assessed against the CSE framework for 6 years, but 2026 marks the first year under the new updated framework.

This achievement is particularly significant as the revised standard has become more focused, evidence-led and closely aligned to the Consumer Standards. The assessment places a greater emphasis on demonstrating outcomes, customer influence and organisational accountability, making these results an even stronger endorsement of the way LHP delivers services.

While the results themselves are something to celebrate, what really stood out to Richard Adkins, our CSE Assessor, was the way customer insight is embedded throughout the organisation. **Richard said: "customer voices are influencing decisions at every level"**.

Rather than relying on one or two engagement activities, LHP was recognised for gathering customer feedback through multiple ways and using that to shape services, policies and decision-making. From [Neighbourhood Action Plans](#), [Neighbourhood Champions](#) to our Place Standard assessments, [RentSense](#), Customer Forums, WhatsApp communities and AI-enabled insight through CXone.

The nine Compliance Plus ratings recognised our strengths in understanding customers, strategic engagement, consultation and co-design, customer satisfaction, customer-centred services, policy development, digital engagement, community engagement and benchmarking. We also had two Emerging Strengths and just one Partial Compliance.

Becoming the first organisation nationally to complete this element of the Excellence Standard is a reflection of the collective efforts of colleagues, customers and partners working together to ensure our services are shaped by what matters most to the people who live in our homes and communities. Thank you to everyone that took part.





LHP Dementia Day Service

Memory Lane

Our Dementia Day Service is a safe and enjoyable experience offering an opportunity for carers to take a rest or otherwise use the time.

**Every Tuesday and Thursday, held at Mayfields,
Broadfield Lane, Boston**

We offer:

- Full or part-day service
Full day: 10am - 4pm
Half day: 10am - 2pm or 12pm - 4pm
- Staff trained in dementia care
- Secure and peaceful environment
- Time, patience and understanding
- Gentle exercise
- Activities designed to engage and stimulate
- A nutritious two-course lunch
- Refreshments throughout the day

FIRST SESSION IS FREE

(attended with carer)

Full day session: £60.83 | Half a day session (4 hours): £42.03

Contact Telecare Support Team for more information

 01205 318588  memorylane@lincolnshirehp.com

Safer neighbourhoods start with speaking up

Everyone deserves to feel safe and comfortable in their home and neighbourhood. If you're experiencing anti-social behaviour (ASB), please tell us. The sooner we know about a problem, the sooner we can work with you and our partners to help put things right.

What is anti-social behaviour?

Anti-social behaviour is conduct that causes, or is likely to cause, harassment, alarm, distress, nuisance or annoyance to other people. It can make people feel unsafe in their homes or neighbourhoods. Examples include:

- Excessive noise
- Verbal abuse, harassment and/or threatening behaviour
- Criminal Activity

Our team can help customers understand what is and isn't anti-social behaviour and work with them to find the most appropriate solution.

Susan Sendall, Anti-Social Behaviour & Safeguarding Manager, said: "The most important thing you can do if you're experiencing anti-social behaviour is tell us about it. We can't tackle issues that we don't know about. Every report helps us understand what's happening in our neighbourhoods and gives us the opportunity to support those affected and take action where needed. Together, we can help make our communities safer and more enjoyable places to live."

Why reporting matters

Many people wait before reporting problems, hoping they'll improve on their own. But every report helps us build a clearer picture of what's happening. While one incident may not always be enough for formal action, repeated reports can provide the evidence needed to tackle persistent problems. When you report ASB, we'll:

- Listen to what's happening
- Agree next steps with you
- Keep you updated
- Work with partners, including the Police and local authorities, where needed

Making a difference in our neighbourhoods

We work hard to resolve issues as early as possible, but where necessary we'll take stronger action to protect customers and communities.

Safer neighbourhoods start with speaking up

Here are just a few examples of action on ASB

Haycroft Street, Grimsby – Protecting colleagues and customers

Following threatening behaviour towards members of our team, we secured a court injunction to prevent further incidents and protect customers, colleagues, contractors. If the customer breaches the Injunction this may result in immediate arrest due to the Power of Arrest attached to the Order.

Ingelow Avenue, Boston – Tackling persistent anti-social behaviour

After ongoing reports from neighbours and sustained work with the household, we secured a suspended possession order, giving the customer one final opportunity to comply with their tenancy conditions and to ensure their behaviour was not impacting on other customers and their right to live peacefully in their homes.

Taverner Road, Boston – Working with the Police

Working alongside Lincolnshire Police, we supported action that resulted in a court-approved closure order on a property linked to serious anti-social behaviour and suspected criminal activity. The action has helped improve safety and reassurance for our customers in that area.

The Closure Order prohibits all individuals from entering the property, with the exception of authorised Lincolnshire Housing Partnership representatives. Any person found breaching the order is liable to arrest. These examples show why reporting concerns matters. Every report helps us build evidence and take action where it's needed.

Our approach is always proportionate and focused on achieving the best outcome for those affected.

How to Report ASB

If you are experiencing anti-social behaviour, please report it to us as soon as possible. You can:

- Contact 0345 604 1472
- Speak to your Neighbourhood Officer
- Report concerns through our website or myLHP app
- Email info@lincolnshirehp.com

We will contact you within three working days to discuss your report and how we can support you. If there is an immediate risk to life, a crime in progress, or you feel unsafe, always contact the Police on 999. Together, we can help keep our neighbourhoods safe, welcoming and places to be proud of.

Staying cyber aware this summer

Phishing emails and online scams are becoming increasingly sophisticated, often looking remarkably convincing at first glance. But with a few simple checks, you can reduce the risk of being caught out.

Some key tips to help you stay safe and confident when using your email:

Check the sender's name and email address

All emails have a name and email address associated with them near the top of the message. Make sure it's someone you know and that the email address matches what you'd expect. If anything looks unusual, contact the person directly via a different method to confirm it's genuine.

Assess the content carefully

Legitimate emails will usually be relevant to you. If the message feels out of character, contains poor spelling or grammar, or asks for urgent action, take a moment to review it critically. Trust your instincts; if it doesn't seem right, it probably isn't.

Be wary of links and attachments

Links are one of the most common tools used in phishing attempts. Avoid clicking on anything that urges you to "act now," claims you've won something, or offers deals that seem unusually generous. Suspicious attachments should also be treated with extreme caution.

Emails sent directly from LHP will almost always come from a '@lincolnshirehp.com' address. If you ever have doubts - no matter how small - please contact info@lincolnshirehp.com or contact us via the web chat on our website and one of our team can help. It's always better to check than to risk getting caught out, a quick check now can save a lot of trouble later.



Your Street, Your Voice: How our Place Officers are delivering improvements across communities

Our Place Officers, Lee Westerman and Georgia Berry, are delivering improvements across local neighbourhoods, working closely with customers and other local residents to create safer, greener and more welcoming communities.

In West Marsh, a recent project has seen the replacement of missing and damaged communal washing lines. The newly installed facilities now provide customers with improved access to outdoor drying space, enhancing day-to-day living conditions.

Following direct feedback from customers, a new bike rack has been installed at one of the blocks. This offers secure and convenient cycle storage while encouraging sustainable travel choices.

Looking ahead, new planters will be installed in Immingham during July 2026. As well as improving the appearance of the area, these planters are designed to help reduce vehicle-related anti-social behaviour and promote a safer environment for residents. Local children and families will help us care for the flowers, building a strong sense of community pride.

In partnership with Immingham Town Council, we are planning to develop a biodiversity site; the green space will include benches, trees and wildflowers, creating a relaxing environment for the community. Future plans include the addition of a wildlife house, bird boxes and hedgehog habitats to further enhance local biodiversity.

Between April and May 2026, Place Officers carried out engagement work in West Marsh as part of Your Street, Your Voice initiative.

More than 160 responses were received from customers, providing valuable insight into their experiences and the priorities within the neighbourhood.



Your Street, Your Voice: How our Place Officers are delivering improvements across communities

This feedback will directly inform future projects and investment, ensuring that resident voices remain central to decision-making.

Place Officer, Lee Westerman said: “It’s really important that we listen to our customers and act on what they tell us. The improvements we’re delivering are shaped directly by their feedback, helping us to create safer, more practical and enjoyable neighbourhoods.”

Georgia Berry, who is also a Place Officer, added: “Working closely with the community allows us to build trust and deliver projects that really matter to people. We’re particularly excited about the biodiversity site, which will provide a welcoming green space for everyone to enjoy.”

Over the coming months, Place Officers will continue visiting neighbourhoods across both the Grimsby and Boston areas, making sure customers remain at the heart of decision-making and help to shape future improvements.



Mobility Scooters and fire safety: please contact us first

Mobility scooters can make a huge difference in helping people stay independent and connected to their community. However, mobility scooters and their lithium-ion batteries can present a serious fire risk if they are stored or charged incorrectly.

Fires involving mobility scooters and batteries can spread quickly, especially if scooters are stored in hallways, communal areas or near escape routes. This can place customers, visitors and neighbouring homes at risk.

That's why we ask all customers to contact LHP before bringing a mobility scooter into their home or building.

This applies whether the scooter will be stored:

- inside your home
- in a mobility scooter store
- in a shed, garage or garden area
- outside a property or building

By contacting us first, we can help you find the safest storage and charging option for your home and circumstances, while helping to reduce fire risks and keep escape routes clear for everyone.

Please remember that mobility scooters must not be stored or charged in communal areas such as corridors, stairwells, landings or shared entrances.

Battery and charging safety tips

Lithium-ion batteries can become dangerous if they are damaged, overcharged or used incorrectly.

To help keep you and your neighbours safe:

- only use the charger supplied by the manufacturer
- avoid using extension leads
- do not leave batteries charging overnight or unattended
- unplug the charger once charging is complete
- keep batteries and chargers away from exits and walkways
- stop using the battery immediately if you notice overheating, smoke, unusual smells or damage
- make sure smoke alarms are fitted and tested regularly

If you already have a mobility scooter and have not yet spoken to us, please get in touch so we can support you with the right arrangements.

To discuss your mobility scooter and safe storage options, contact us on:

✉ info@lincolnshirehp.com

☎ 0345 604 1472

You can also read our [Mobility Scooter Policy](#) on our website.



The right tools to do the job: the latest from our Repairs Service

We have been keeping you updated regularly about the changes we're making to improve our repairs service. This edition we want to talk about tools.

Previously at LHP, we dealt with several suppliers to get the things we need to complete repairs in your home - from basic tools, materials to complete jobs, and specialist equipment.

This didn't work very well, and meant sometimes our operatives would turn up to complete a job at your home, only to find they didn't have the right stuff in the back of their van to do the work.

We're pleased to share that we're overhauling the way we get tools and materials, and are now getting started with Jewson Partnership Solutions - our new materials supplier.

Jewson Partnership Solutions will provide our repairs operatives with everything they need to complete jobs to a high quality and quickly. They provide access to a wide range of equipment, and are opening stores in both Grimsby and Boston for our colleagues to access materials whenever they need.

These changes will help us to deliver repairs more efficiently - with more jobs completed first time, and less delays waiting for tools or materials. We're really excited to see the benefits this new partnership will bring to customers, as we work hard to make sure we're investing in delivering a great repairs service.

June saw us get started, with a range of new Makita tools. Our repairs colleagues were delighted to receive some much needed new equipment, which is already being put to good use.



"It's great for me because I had 3 different makes of tool, which meant that I was charging 3 different batteries, some of which were getting past their use date. I now have the same tools as everyone else and only need one charger for one type of battery"



"It will be great to get to a job now and be able to carry out those first time fixes, without having to worry about trying to hire some of the basic equipment we need to carry out our jobs"



"I'm grateful to receive new tools from LHP, investing in the workforce makes it easier and more efficient to deliver the best results for our customers"

Join one of our Co-Design Panels

We're setting up four co-design panels and we'd love LHP customers to join. A co-design panel is a chance for customers to shape and change the way we do things for everyone. If this sounds like something you'd be interested in, read on to learn more about the panels we have on offer!

Choose the panel that's right for you



Customer Information Panel

Help us make our information clearer and easier to find, across the website, social media, newsletters, magazines and reports.



Repairs Service Panel

Share your experience of repairs and help us improve how we book, communicate and complete work, and how we put things right when they go wrong.



Empty Homes Panel

Share your experience of moving into a new home and help us agree what "good" looks like for the quality of our homes before they're let.



Organisational Strategy Panel

Have your say on the bigger picture. Help shape our priorities and future plans so our strategy reflects what matters most to customers.

When we'll meet:

One full day a month, 10am to 3pm, over five to six months, with a mix of online and in person. Tell us what suits you and we'll do our best to fit around you.

How it works:

One full day a month, 10am to 3pm, over five to six months, with a mix of online and in person. Tell us what suits you and we'll do our best to fit around you.

Interested? Get in touch!



getinvolved@lincolnshirehp.com

How shared ownership works with LHP

Shared Ownership is a flexible and affordable way to step onto the property ladder with LHP. It's ideal for a range of people, including first-time buyers, single parents, lower-income households, someone rebuilding after life changes, and so many more! The scheme allows you to purchase a percentage of one of our homes while paying rent on the remaining share that we continue to own. This means you don't have to fund the full value of the property upfront, making homeownership far more accessible for many people.

Under the scheme, you typically purchase between 25% and 75% of the property at the start. LHP retains ownership of the rest, and you pay a subsidised rent on the portion you don't yet own. This combination reduces the size of the mortgage you need and lowers the overall cost compared with buying outright.

Buying options:

- A mortgage on the share you choose to buy
- Savings – Many people use their savings or a smaller deposit to purchase their initial share, making this a more manageable first step into owning a home, especially for first-time buyers or those returning to the market

Other charges:

- Rent on the share retained by LHP
- Service charges, where applicable (such as buildings insurance, administration and communal management fees)

One of the key benefits of Shared Ownership is the ability to increase your share over time, a process known as “staircasing.” As your circumstances change, you can buy additional shares in the property, gradually reducing the amount of rent you pay. If you choose to, you can continue staircasing until you eventually own 100% of your home, at which point you will no longer pay rent to LHP.

It's easy to get started. [Head to our website to complete our online application form](#), and a member of our team will be in touch to guide you through the next steps and see if Shared Ownership is right for you.



All About STAIRs - The Social Tenant Access to Information Requirements

We are committed to making sure you feel informed and empowered in your home. Following the Social Housing (Regulation) Act 2023, we are introducing a new standard for how we share information with you, known as STAIRs (Social Tenant Access to Information Requirements). This means we are opening up our books and our processes more than ever before.

Over the next few months, we will be working closely with our Customer Forum to make sure the information we provide is exactly what you need. Whether it's how we spend our budget or how we're performing on repairs, we want you to have the facts at your fingertips. Stay tuned for more updates on how you can get involved.

We will soon be launching our new Publication Scheme on the LHP website. This will be a dedicated space where you can see exactly how LHP is run. You will be able to find everything from our senior leadership structure and how we spend service charge income, to our latest health and safety performance data. It will share links to key information and a simple form that allows you to request information from us that isn't already available.

We want to move away from "need to know" to "always available". By making this information public, we're held accountable for the eservices we provide. We are currently updating our website to make this easy to find, even on a mobile phone, so you're never more than a few clicks away from the answers you need.



Complaints Corner: Putting customers first



Celebrating three years of customer complaints panel

I'm Hollie, the customer experience manager for LHP. Complaints corner is where we share the latest news from customer experience at LHP, and what our customer complaints panel have been working on recently.

The complaints panel has been working for three years now, and I wanted to express my gratitude to the customer panel members who have dedicated their time, experience and honest feedback.

Our quarterly meetings are a highlight of my job at LHP. Their insights have influenced changes to complaints handling, customer communications, policies and service improvements across the organisation.

Thank you to every panel member for their commitment, enthusiasm and willingness to challenge LHP to do better. I value their role in helping us learning from complaints and to deliver better outcomes for all our customers.



Customer Complaints Handbook

At our April meeting, we reviewed and approved the newly updated customer complaints handbook that customers helped co-design. The handbook has been developed to explain the complaints process in plain English, helping customers to understand what they can expect when they make a complaint, what their rights are and how they will be supported throughout the process.

We reviewed the content to ensure it was clear, accessible and genuinely useful from a customer perspective. Having customers involved in the process of designing the handbook and signing it off gives confidence that LHP cares about what you say and helps support a transparent complaints process.

The customer complaint handbook will be available by the end of July 2026.

Complaints Corner: Putting customers first



You said, we're doing

LHP has been reviewing the Aids and Adaptations process. There was a co-design session with customers who had been through the major works aids and adaptations process. This was to understand their experience and listen to their feedback on what went well and where improvements could be made.

This feedback has been invaluable in providing key insight that has been used to produce the Aids and Adaptations Handbook. This will be provided to all customers going through the major works adaptations to ensure that customers understand the process and where they can seek help and support for along the way.

The new process and handbook are due to be rolled out by the next customer magazine, and we'll keep you updated.

**We need you:
Help improve
LHP!**



Your voice matters at LHP

Could you help shape the future of our services?

We're looking for LHP customers to join our **Customer Focus Committee** as Independent Committee Members.

What you'll do:

- Join online meetings
- Read papers
- Share your opinions

You'll only be needed max 2 days a month, and you'll be paid **£2,951 per year plus expenses.**

You don't need:

- Experience being on a board or committee
- Formal qualifications
- To be confident with technology

We will provide:

- Full training and support
- A buddy to help you settle in
- IT equipment & training if needed
- Flexible support based on your needs

We need you: Help improve LHP!



What would I actually do?

You'll help us look at:

- Customer experience
- Complaints and feedback
- Service performance
- Whether we are listening to customers
- How we communicate with customers

This role is about helping shape bigger decisions and improvements across LHP.

You will not be expected to deal with individual complaints or day-to-day service issues.

Hear from current customer members

Watch short videos from customers already involved and hear what the role is really like.



Apply now: <https://www.lincolnshirehp.com/careers/committee-recruitment/>
Questions? Contact: recruitment@lincolnshirehp.com



Contact us

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