

LHP Customer Magazine

Autumn 2026

LHP Lincolnshire
Housing
Partnership



Contents

Welcome from our CEO	3
Our latest reports and performance Data	4
Join our Ask LHP meetings	7
West Marsh community clean-up	8
Freshening Fenside	9
Making homes more energy efficient	10
Shaping our Corporate Strategy	13
Complaints corner	14
Supporting customers financially	15
Awwab's Law update	17
Finding information just got easier	18
Help us name the LHP Magazine	19
Getting involved	20
Digital Switchover	23

A welcome from our CEO:

Simon Parkes

Hello,

Welcome to our Autumn magazine.

I'm pleased to share this edition with you, which includes updates on our performance, support for customers, community events and the work we're doing to improve homes and services.

In this edition, you'll find updates on our latest reports, our Tenant Satisfaction Measures and how we're performing as your landlord. We're also sharing about our upcoming Ask LHP meetings, and some of the work happening in our communities, from clean-up days in West Marsh and Fenside, to support available through our Memory Lane services.

You can also read about how we're improving homes to make them warmer and more energy efficient, the support our teams can offer if you're worried about money, and important information about the digital switchover for landline phones and telecare equipment.

Since joining LHP, I've been listening to customers and colleagues to better understand what matters most to you. Your views help us improve, and I want to make sure we keep putting customers at the heart of what we do. Please take part in the survey we are doing about the LHP Corporate Strategy, I need you to tell me what you want us to focus on for the future. See page 13 for all the information.

Thank you for taking the time to read the magazine. I hope you find it useful, and I encourage you to keep sharing your feedback and getting involved.

Simon Parkes
Chief Executive



Our latest reports and performance Data

On the LHP website, we sharing our latest reports – our **Customer Annual Report** and **Financial Statements**.

If you've ever wondered exactly how LHP spends its money, our Financial Statements explain this in detail.

Our Customer Annual Report gives you a snapshot summary of everything LHP has worked on over the last financial year. It goes into detail about the projects we've been working on, the changes we've made, our progress, and our difficulties.

[You can read the 2026 Financial Statements by clicking here.](#)

[You can read the Customer Annual Reports by clicking here.](#)

Our 2026 Customer Annual Report is launching in Autumn 2026 - keep an eye out for it on the above page.

Alongside our Customer Annual Report and Financial Statements, as a social housing provider, we're required to report our **Tenant Satisfaction Measures** – TSMs for short – every year.

Tenant Satisfaction Measures (TSMs) are performance measures that all providers of social housing must report on. They're designed to drive up standards for customers and give you a better understanding of how we are performing as a landlord.

We report two types of measures. The first is management information measures, which report on things like safety checks and how quickly repairs are completed. The second is perception measures, which are collected by surveying customers directly.

The measures are designed to give you improved visibility on how we're performing and the ability to hold us to account when things don't go right. Each landlord is required to publish their results annually, meaning you can compare LHP against others.

We're pleased to share the **third year** of our TSM results:

Tenant Satisfaction Measures

2025 - 2026 Financial Year

Overall satisfaction



Maintaining properties



Building safety



Handling of complaints



Engagement



Neighbourhood management



LHP Lincolnshire Housing Partnership

Sample size: 1,089 customers

Tenant Satisfaction Management Measures

2025 - 2026 Financial Year

Safety checks



98.8%

Gas safety checks



100%

Asbestos safety checks



100%

Lift safety checks



100%

Fire safety checks



100%

Water safety checks

Decent Homes Standards



100%

Homes that meet the Decent Homes Standard

Repairs



54.8%

Repairs completed within target timescale (non-emergency repairs)



98.4%

Repairs completed within target timescale (emergency repairs)

Anti-social behaviour



20.1/1000 properties

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



0.2/1000 properties

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

Handling of complaints



37.4/1000 properties

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

2.9/1000 properties

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



75.7%

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

91.2%

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

LHP Lincolnshire Housing Partnership

Sample size: 1,089 customers



LHP Lincolnshire
Housing
Partnership

Memory Lane Cafe

Dementia information and support morning

Join us for a free cuppa



Friendly, informal advice



Learn about dementia and local
support services



Have a chat



No booking needed, drop in anytime

First Wednesday of every month
10am - 12pm
Mayfields, Broadfield Lane, Boston,
PE21 8GH



01205 318588



memorylane@lincolnshirehp.com

Join our Ask LHP meetings

In July, we brought back the chance to Ask LHP Anything with our Ask LHP meetings. The first of a new series of meetings held roughly every 6 weeks, we met customers in Valentine Close, Woad Farm, Boston. A big thank you to everyone who joined us!

It was great to spend time with you, hear about what matters most in your community and talk about what it is like being an LHP customer.

There was plenty to talk about on the day. Customers spoke to us about how much they value their local community, the importance of knowing who their Neighbourhood Officer is, support with maintaining gardens and fences, and events happening in the local area.

Our Tenancy Support team was on hand to talk about rent and the support available with the cost of living, while colleagues from Repairs were able to look at repairs customers had already reported, provide updates and offer advice.

There was also a welcome delivery while we were there – a new cooker for the community centre – which we know will make a real difference to the activities taking place there.

Our next Ask LHP customer in person meeting will take place in Grimsby and we'd love for you to come along:

 **Wednesday 16 September**
 **2pm–4pm**
 **West Marsh Community Centre**

Colleagues from across LHP will be there, including our Customer Service, Repairs, Anti-Social Behaviour and Tenancy Support teams, alongside members of our Executive Leadership Team.

You don't need to have a particular issue or question to come along. It's an opportunity to meet us, tell us what it's like living in your home and community, ask questions, raise something that's important to you or simply find out more about the support and services available from LHP. We hope to see you there!

If you're planning to come along, please let us know by registering on this form. It helps us know how many people to expect – and, importantly, make sure we have enough refreshments!

Following this, our third Ask LHP meeting will be held online, allowing you to join from anywhere:

 **Tuesday 3 November**
 **6pm–7pm**
 **Online – Details to be confirmed**

We'll share more details on how to join our online meeting closer to the date. You can view the details on upcoming Ask LHP events on our website, plus keep an eye on our social media for the latest updates.

ask
LHP



Litter picking and skip filling - West Marsh community clean-up

We had a successful community clean-up event in West Marsh over the summer.

Based around the **Naseby Drive** area, the event combined litter picking with a skip clean-up, significantly improving the local area with two skips being filled to the brim!

Our skip days are a brilliant way to give the local community a **safe and accessible** way to dispose of bulky household waste that is often difficult or costly to remove.

We had some outstanding volunteers, including lots of **LHP colleagues, customers, children and members of the local refugee community**, who spent a significant amount of time helping to litter pick and clear back overgrown vegetation.

Two of our **Neighbourhood Champions**, Sonny and Sarah joined in the clean-up and they spoke to other customers and local residents about ways they can get involved with the work LHP does and how they can feedback and influence decisions.

Sarah, Neighbourhood Champion for West Marsh, said:

“Today has been brilliant, especially seeing young people getting involved and taking pride in the areas where they live. It’s been great to see LHP out in the community, meeting residents and building connections. As a Neighbourhood Champion, I’ve spoken with lots of local people who were keen to learn more about what we’re doing and how they can get involved.”



Independent Councillor, Les Bonner, also came along to help and show his support, he said: “It’s fantastic to see so many members of the community coming together to make a positive difference on Naseby Drive. The area has been looking a little neglected recently, so it’s been great to work alongside such dedicated people, including members of the local refugee community, who have worked incredibly hard to help tackle fly tipping today.”

With a significant amount of waste having been removed, the area is now noticeably cleaner and much more welcoming, demonstrating the value of working together to bring pride to our communities. LHP Neighbourhood Officer, Adam Bailey, said:

“Filling two skips shows just how much can be achieved when the community comes together. From clearing out rubbish, to getting stuck into litter picking, the difference has been incredible. Seeing local families and volunteers work side by side made the day a huge success.”

A big thank you to everyone who gave their time and effort to help make the day such a success!



Freshening up Fantastic Fenside

Another great summer event in Boston, saw a large skip generously donated by **Premier Pests**, and six industrial sized bins donated by **Brothertoft Builders**, which we managed to fill up!

We were joined by customers, other local residents, representatives from **Lincolnshire County Council** and members of **MP Richard Tice's team** to support litter picks around the area, as well as our **LHP Fenside Neighbourhood Champion, Lee**. It was great to have so many people together to make a difference.

While working on the clean-up, we discovered a property that needed extra help in removing a large amount of waste from its garden, it was all hands-on deck and we got it cleared. This not only helped the home in question, but also the wider community as a large amount of visible waste was cleared.

We know not everyone in our communities are able to move large items or pick up heavy bags, so to make sure the clean-up was accessible and inclusive for everyone, regardless of mobility, LHP colleagues knocked on doors and offered assistance, helping customers move items to the skip if they were unable to do so themselves.

Jason Cuthbert, LHP 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 because 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!



Why we're improving homes to be more energy efficient

We know energy bills are a real concern for many households. That's why we're investing in energy-saving improvements to help make homes warmer, more efficient and more affordable to run.

An Energy Performance Certificate (EPC), measures how energy efficient a home is from A to G, with A being the most efficient. The government has set a target for social rented homes to reach EPC C by 2030. Reaching EPC C means a home should waste less energy and be easier to heat than homes with lower ratings.

The main aim of this work is to support customers and help reduce the risk of fuel poverty. Nobody should have to choose between heating their home and paying for other essentials. By making changes to the home like improving insulation, installing solar panels, upgrading ventilation, or introducing low-carbon heating where suitable, we want to help customers use less energy and feel more comfortable at home.



Some homes may receive solar panels to generate electricity from daylight. Others may benefit from loft insulation to keep heat in, ventilation improvements to manage moisture and airflow, or air source heat pumps to provide efficient heating and hot water. The exact improvements will depend on the home and what will make the biggest difference.

If your home is selected, we will contact you with more information and explain what the work involves. We understand that having work done at home can feel inconvenient, but these upgrades are designed to benefit you now and in the future. By working together, we can make homes warmer, greener and more affordable to live in.

Support for energy bills

The Government's **£150 Warm Home Discount** will be available to eligible households this year. This is a one-off £150 paid toward your energy bill. Your energy supplier will automatically apply this to your bill (you won't receive the money) if you qualify.

To qualify, you or your partner must have been named on your energy bill by 23 August 2026 (as suppliers were using customer records from that date to determine eligibility). Your household must also be in receipt of one of the following benefits:

- Housing Benefit
- Income-related Employment and Support Allowance
- Pension Credit
- Universal Credit

The Government have also committed to removing VAT from domestic electricity bills from 1 October 2026.

If you have any questions about the Warm Home Discount or you were not named on an energy bill by 23 August 2026, **contact your energy supplier** who can give you more information and support.



What should LHP focus on in the future? Help us shape our new Corporate Strategy

We're exploring what success could look and feel like by 2030 for LHP and our customers, and we'd like to hear what you think.

We're developing our new Corporate Strategy for 2027–2030, our plan for what we want to achieve over the next three years and we want our customers to help shape it.

Thank you if you have already filled in the survey. We had previously shared it on email, on our website and on our Facebook page.

There is still time to tell us what you think as the survey doesn't close until **30 September**.

Our short survey asks what matters most to you, what you think we should focus on and whether there's anything important we've missed. We're asking you to look ahead to 2030. This isn't about rating LHP today, it's about what you think we should aim to achieve in the future.

To take the survey, just scan the QR code below or [click here to visit our form](#).



If you need help to complete the survey, or need it in another format, please contact us and we'll help you take part. You can call us: 0345 604 1472



Complaints Corner: Putting customers first

Our Customer Experience Manager, Hollie, shares the latest updates from our complaints panel.



Complaints Policy Review

We're updating our Complaints Policy. After a routine compliance review by the Housing Ombudsman Service, 22 recommendations were made to improve the language and context of our Complaints Policy. The ombudsman were pleased to see us take on board the recommendations and stressed the importance of making the policy accessible to everyone.

The updated policy will make the 2 stage complaints process clearer, so that you can be assured of what to expect when you wish to make a complaint. The new policy will be published at the end of September.



Complaint Themes

The Panel reviewed the complaints we received between April and June (173 stage 1 and 17 stage 2). Repairs and planning services accounted for around 70% of stage 1 complaints (120), with recurring concerns about repair delays, damp and mould, fencing, door-entry systems, scaffolding, and external works.

They were pleased to hear that customer satisfaction with complaint handling reached 56.1% (of 268 surveyed)—its highest quarterly level in three years. Customers particularly recognised the care and empathy shown by the customer experience team. This follows almost a year of the case management approach that sees customers supported throughout their complaint investigation by one dedicated officer.

All customers who have had a stage 1 or 2 complaint are given the option of a telephone survey. Only 26 customers provided feedback at the end of the complaints process. We want to encourage more customers to provide feedback via LHP's survey partner, Acuity. Customer feedback and insight is vital to continued improvement of the complaints process.



Hollie
Customer Experience Manager



Use of AI (Artificial Intelligence) in complaints

We've heard about more customers across the country using AI to make complaints and communicate with complaints officers. Another social landlord reported that investigations where customers used AI can increase response times by 30% due to the complexity and lack of context that AI responses provide.

We understand that AI can be a helpful and support accessibility tool, but that it isn't always accurate and does not understand specific context. We're working on customer guidance on how to best use AI to help with complaints and other communications so that customers can still utilise the tool, but in a way that will support a complaints process rather than working against it.

Please remember the best way to resolving a complaint is by working with our complaints officers, who are here to guide you through every step of making a complaint.

More than just a tree: finding support that changed a family's life

A conversation about removing a tree uncovered thousands of pounds in financial support and made a real difference to one family's day-to-day life.

When one of our Neighbourhood Officers, Lisa, learned that a customer was struggling financially, they referred them to our Tenancy Sustainment Team. By taking the time to understand the customer's circumstances, Lisa identified that they may be entitled to Attendance Allowance.

Although the initial application and reconsideration were unsuccessful, Lisa continued to support the customer throughout the process, helping with forms, gathering evidence and ensuring everything was submitted correctly. Her determination resulted in a successful appeal, securing more than £11,600 in backdated payments and an additional £1,000 every four weeks in ongoing income.

The difference it's made

For this family, the impact has been about much more than money.

Living with health conditions had led to extra costs at home, while a loved one had been unable to leave the house for a significant amount of time. Like many families, they were feeling the pressure of rising household and heating bills, causing worry and stress about how they would manage.

The extra income has taken away much of that financial pressure and given the family peace of mind. Instead of constantly worrying about bills and increasing costs, they can feel more confident about managing day-to-day expenses and focus on enjoying time together.



More than just a tree: finding support that changed a family's life

One of the biggest differences has been the purchase of a wheelchair. After spending two years mostly confined to the house, their loved one can now get outside, spend time in the garden and enjoy days out with family. Something as simple as being able to get outdoors again has made a huge difference to their quality of life.

The additional support has given the family more choice too. They now have the option to pay for help with gardening when needed, reducing their reliance on relatives and making it easier to keep on top of things around the home.

"We could not fault the service at all. Having someone we could trust to guide us through the process removed a significant source of worry during an already challenging time."

Could you be missing out on financial support?

Many people are unaware of the financial support they may be entitled to, especially if they are living with a health condition, disability or caring responsibilities.

Our Tenancy Sustainment Team can help with benefit checks, applications and accessing additional support.

If you're worried about money or would like to find out what support may be available, please get in touch. We may be able to help you access the support you're entitled to.

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Call us on **0345 604 1472**



Via live chat on **lincolnshirehp.com**



Contact us via the myLHP app



Speak to your **Income Officer** or any **LHP** colleague



Email us: **MoneySupportService@lincolnshirehp.com**

Awaab's Law Update: How we respond to hazards in your home

From November, we're extending the way we respond to potential hazards in your home and at LHP we're going further than the law requires.

Awaab's Law was introduced to make sure social landlords act quickly when serious hazards are identified in customers' homes.

The first phase came into effect in October 2025 and introduced strict timescales for responding to significant damp and mould and emergency hazards.

What is changing in November?

From 30 November 2026, Phase 2 of Awaab's Law comes into force, extending these requirements to a much wider range of potential hazards, including:

- Excess cold or heat
- Electrical hazards
- Fire and explosion risks
- Unsafe stairs, floors and other fall hazards
- Structural problems
- Domestic and personal hygiene hazards, including issues involving pests, sanitation and food safety.

In 2027, there will be a requirement to implement phase 3. But at LHP, we have decided not to wait until 2027 for Phase 3 and we will be covering that alongside phase 2 from November.

From November, we will also apply our Awaab's Law approach to the additional hazards due to be introduced nationally under Phase 3 in 2027. This means customers will benefit from the enhanced approach around a year earlier than required.

What does this mean for you?

If you tell us about something in your home that could present a serious risk to your health or safety, we will assess the information you give us to understand the level of risk and what action is needed.

Where something is identified as an emergency hazard, we will investigate and take action to make it safe within 24 hours.

For other hazards which may present a significant risk, we will investigate them within the timescales set by Awaab's Law, keep you informed about what we find and explain what action we are going to take. We will always consider your individual circumstances and the people living in your home when assessing the potential risk.

Please tell us if something isn't right

You know your home better than anyone. If you are concerned that something in your home could affect your health or safety, please report it to us.



Call us on **0345 604 1472**



Live chat on our website at lincolnshirehp.com



Complete the **Report It** form at lincolnshirehp.com



Contact us via the **myLHP** app

Give us as much information as you can about the problem and tell us if there is anything about your circumstances, or those of someone living with you, that could mean the problem presents a greater risk. Our commitment is simple: we want every LHP customer to have a safe home, and where something could put you or your family at risk, we want to know about it and act quickly.

Introducing The Social Tenant

Access to Information Requirements

The Social Tenant Access to Information Requirements (STAIRs) are new legal requirements that make it easier for social housing tenants to access information about their landlord and the services they provide.

We've launched our new STAIRs webpage, which includes our Publication Scheme. The Publication Scheme explains the information we routinely publish and where you can find it.

From April 2027, if the information you need isn't already published, you'll be able to make a request under STAIRs.

[Visit our website to view the STAIRs webpage and Publication Scheme.](#)



Help us choose a new name for the LHP Magazine!

After feedback from our involved customers that our customer magazine name – “**Our House, Your Home**” – was due for a refresh, we’ve decided it’s time to choose a new name. **We need your help!**

We’re looking for suggestions on **what to name the LHP Customer Magazine**. If you have an idea for a new name for the magazine, just send it to us via email to:

communications@lincolnshirehp.com

Subject: LHP Magazine Name Idea

We’ll gather all the suggestions and pick a short list of the best options, which we’ll share in our Winter Magazine (hitting doorsteps in December), and ask you to vote on your favourite. In our Spring 2027 Magazine, we’ll launch with the brand-new name as chosen by you!

If you make it to our shortlist, you’ll win a prize of a £10 Amazon voucher – and the creator of the winning title will win a grand prize of a £50 Amazon voucher!

Send in your suggestions now and look out for the vote in our Winter Magazine to see if you’ve made the shortlist and vote for your favourite title!



Get Involved at LHP

How your voice matters

Customers helping to design better services

Customers are working alongside LHP colleagues to help us improve our services and there are still opportunities for you to get involved. Thank you to all our customers who have already been involved and have been working with us, giving us insight into what life is like as a LHP customer and how we can make it better.

Earlier this year, we launched a series of **customer co-design panels**. Co-design is about involving customers in developing services, rather than simply asking for feedback once decisions have already been made.

Our panels are looking at repairs, empty homes and the information we provide to customers. Over the coming months, we'll also be asking customers to help shape our new Corporate Strategy for 2027–2030 (Following the survey we sent all customers in September 2026).

Improving your repairs service

Our **Repairs Co-design Panel** is following the whole repairs journey to understand what works well and where we can make things better.

Customers have been working with LHP so we can look at the customer experience. Customers have also been learning about what we do behind the scenes and the steps our colleagues must go through too. The topics have covered what happens when you report a repair, how appointments are scheduled, the experience of having the repair carried out and how we communicate with you along the way.

The group is also helping us look at the text messages customers receive about repairs, including what information is useful and when customers want to receive it.

In October, customers will look at materials and van stock. November will see our Fix it Lab, before the panel brings everything together at a repair journey Summit in December.

Making empty homes better

Our **Empty Homes Co-design Panel** is looking at what happens before a home is let to a new customer.

Customers are helping us understand what a good-quality empty home should look and feel like, what standards are important when someone moves into their new home and how we should check and maintain those standards.

The panel will continue meeting until the end of the year.

Giving you the information you need

Our **Customer Information Plan Co-design Panel** is helping us make the information we provide clearer, more useful and easier to access.

So far, customers have talked to us about the information that matters most to them and the things LHP should prioritise communicating. They've also taken a closer look at our Customer Annual Report, website and social media and told us what works and what could be better.

Next, we'll be turning our attention to this very magazine and other publications we send customers both in hardcopy and online, looking at the information you want and how we can make them more useful. We will then create our Customer Information Plan.

Co-designing our customer committee

Over the past six months and across four co-design sessions, our co-opted Independent Customer Committee Members have helped to revamp the committee and recruit new customers. Together, they have:

- Shaped the purpose and identity of the Committee, including renaming it the Customer Focus Committee to better reflect its role.
- Made sure that the Committee focuses on the issues that matter most to customers.
- Made the role of a committee member clearer, more practical and easier to understand.
- Designed support arrangements, including the buddy system and IT support, to help new members feel confident from day one.
- Improved how meetings work by creating pre-committee sessions that help members prepare, ask questions and contribute with confidence.
- Designed a 12-month development programme focused on building real governance skills, including understanding performance, risk and reports.
- Shaped recruitment materials and communications so future customers can better understand the opportunity and what the role is really like.



Help shape LHP's future

To help us develop our new Corporate Strategy for 2027 - 2030 we are setting up a **Corporate Strategy Customer Co-design Panel**, giving customers the chance to work more closely with us as the new strategy develops.

We're asking customers to think ahead to 2030: what would you like it to be like to live in an LHP home and be an LHP customer? Thank you to everyone who filled in our short Customer survey in September. If you want to get more involved, get in touch to join the Co-design.

Could you be one of our co-designers?

You don't need any special knowledge or experience to take part. We want to hear from customers with different experiences and perspectives.

Our co-design sessions are a mixture of in-person and online meetings, and if you need transport to attend an in-person session, we can arrange a taxi for you.

Whether you're interested in repairs, empty homes, customer information or helping shape LHP's future, we'd love to hear from you.

To get involved, email getinvolved@lincolnshirehp.com.



Digital switchover – moving landline phones from analogue to digital

The UK's phone network is changing, with traditional analogue landlines being replaced by digital technology. This means from January 2027, traditional analogue phonelines will no longer work.

For most people, the change should be straightforward. Your phone provider will contact you about the switchover and explain what you need to do. If you have broadband, this may simply mean plugging your home phone into your broadband router instead of the socket on the wall.

However, some equipment that uses a traditional phone line may also be affected, including personal alarms and telecare equipment, fire and security alarms, and other connected devices.

What is LHP doing?

We've been preparing for the switchover and checking the services and equipment that we are responsible for.

Where LHP is responsible for a phone line, we have been contacting affected customers to explain what is changing and what it means for them. We've also been working to make sure important equipment in our buildings and schemes, including lifts, fire alarms and other systems, will continue to work following the switchover.

Do you use our Lincolnshire Telecare Service?

If you use Lincolnshire Telecare Service, it is particularly important that your equipment is ready for the move to the digital phone network.

The good news is that we have already upgraded more than 1,000 customers to new equipment and we're continuing to work through the remaining upgrades ahead of the switchover.

If you haven't had your upgrade yet, please don't leave it until the last minute. Getting your equipment upgraded will help make sure your telecare service continues to work and you can keep receiving the support you rely on.

You don't need to wait for us to contact you. You can arrange your Digital Upgrade by:

- Calling Lincolnshire Telecare Service on 01205 318588 and we'll arrange an appointment with you.
- Pressing your telecare pendant button to speak to the team and arrange your upgrade.

Our team will talk you through the process and help make the change as straightforward as possible.



Digital switchover – moving landline phones from analogue to digital



What else do I need to do?

Look out for information from your phone provider about when your own landline will change and follow any instructions they give you.

If you have other equipment connected to your phone line that isn't provided by LHP, such as a personal alarm or security system, check with the company that provides it to make sure it will continue to work on a digital line.

It's also important to remember that digital landlines may not work during a power cut. If you rely on your landline to make emergency calls and don't have another way to call for help, tell your phone provider so they can advise you about the support available.

There's no need to worry about the switchover, but please don't ignore it. Look out for information from your phone provider and LHP, and if you're a Lincolnshire Telecare Service customer who hasn't yet been upgraded, get in touch with us on 01205 318588.



Contact us

 0345 604 1472

 info@lincolnshirehp.com

 [@LincolnshireHP](https://www.facebook.com/LincolnshireHP)

Write to us

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26 Chantry Lane

Grimsby

DN31 2LJ

Chantry House

3 Lincoln Lane

Boston

PE21 8RU

Lincolnshire Housing Partnership Limited is registered as a charitable Community Benefit Society under the Co-operative and Community Benefit Societies Act 2014 with registered number: 7748.

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