



Ask LHP

Customer Update

**3 November
2026**



Performance Update



Neighbourhood Updates



Key updates from across LHP



Welcome to Ask LHP

Welcome to our online Ask LHP session!

Thanks for signing up to attend our online Ask LHP event. This is your chance to hear directly from our leadership team, and ask us questions about the things that matter the most to you.

This update contains some of the things we've been working on recently, so you can have a read before joining our session.

If you haven't submitted a question when registering, you can send us any questions you have using the **chat function**.

You can also “**request a call in**”, which lets you appear on camera and ask your question directly to your team. Please note if you request a call in and are accepted, you will be seen by all attendees and recorded.





Performance Update

What are TSM's?

Tenant Satisfaction Measures (TSMs) are performance measures that all providers of social housing must report upon in a bid to drive up standards for customers and give them a better understanding of how we are performing as a landlord.

The measures give you improved visibility and the ability to hold us to account when things don't go right. We publish our results annual, like all other housing associations, so customers can compare us against each other.

There are 26 measures in total, and they are split into 2 parts. 14 Management Information measures and 12 Tenant Perception measures, the latter being collected through surveying our customers directly.

The next pages show our TSM results for 2025/26.



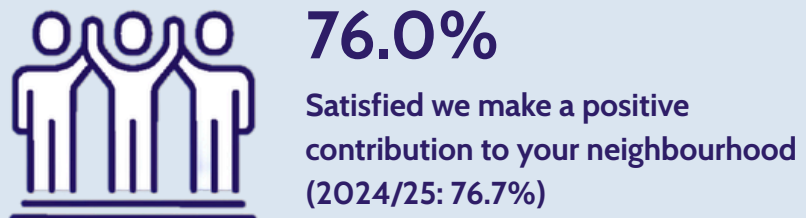
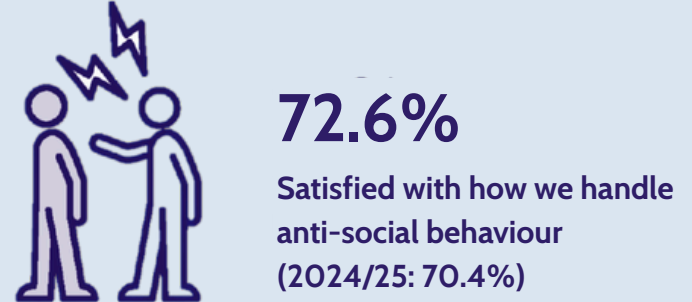
Tenant Satisfaction Measures

2025 - 2026 Financial Year

Overall satisfaction



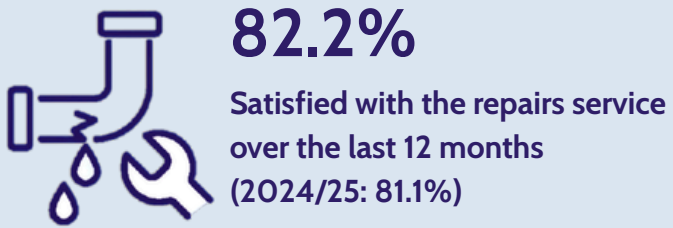
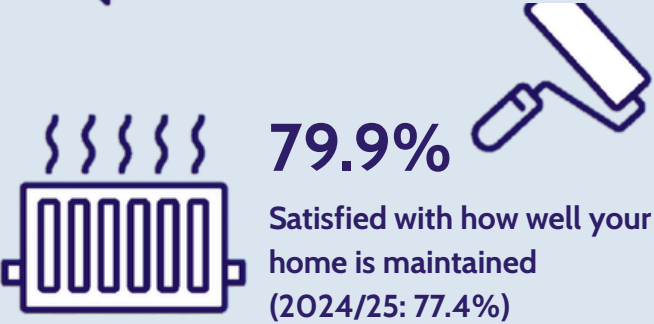
Neighbourhood management



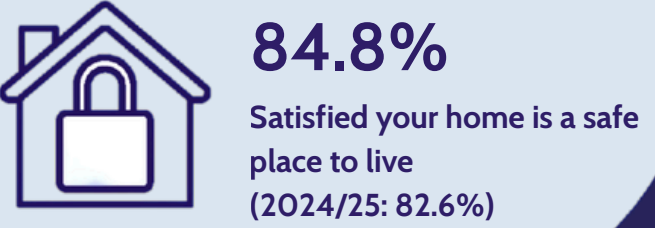
Engagement



Maintaining properties



Building safety



Handling of complaints



Sample size: 1,089 customers

Tenant Satisfaction Measures

2025 - 2026 Financial Year

Safety checks



98.8%

Gas safety checks
(2024/25: 99.2%)



100%

Asbestos safety checks
(2024/25: 100%)



100%

Lift safety checks
(2024/25: 100%)



100%

Fire safety checks
(2024/25: 100%)



100%

Water safety checks
(2024/25: 100%)

Decent Homes Standards



100%

Homes that meet the Decent
Homes Standard
(2024/25: 100%)

Repairs



54.8%

Repairs completed within
target timescale (non-
emergency repairs)
(2024/25: 47.8%)



98.4%

Repairs completed within
target timescale (emergency
repairs)
(2024/25: 99.0%)

Anti-social behaviour



20.1/1000 properties

Anti-social behaviour cases relative to the
size of the landlord (all cases)
(2024/25: 19.3)



0.2/1000 properties

Anti-social behaviour cases relative to the
size of the landlord (hate cases)
(2024/25: 0.1)

Handling of complaints



37.4/1000 properties

Complaints relative to the size of the
landlord (Stage 1)
(2024/25: 31.2)

2.9/1000 properties

Complaints relative to the size of the
landlord (Stage 2)
(2024/25: 2.4)



75.7%

Complaints responded to within
Complaint Handling Code timescales
(Stage 1)
(2024/25: 64.4%)

91.2%

Complaints responded to within
Complaint Handling Code timescales
(Stage 2)
(2024/25: 75.0%)

Sample size: 1,089 customers



Neighbourhood Updates

Your views can help shape what happens in your neighbourhood



Introducing the Place Standard

Tell us what is working well, and what needs to improve where you live.



Your feedback will shape Neighbourhood Action Plans and help us focus resources where they are needed most.



Your views. Your priorities.
Your neighbourhood.



Join your local meeting (North)



East Marsh

First Thursday of every month
11:30am - Elliott House



Nunsthorpe & Bradley Park

Second Tuesday of every month
11am - Oasis Hub



Cleethorpes

Second Thursday of every month
11am - Solomon Court



Willows

Third Wednesday of every month
12pm - Chatteris House



Immingham

Third Thursday of every month
12pm - Pelham Road



Grange & Littlecoats

Fourth Tuesday of every month
1pm - Grange Community Centre



West Marsh

Fourth Thursday of every month
11:30am - Bovill House



Neighbourhood Updates

Your views can help shape what happens in your neighbourhood



Join your local meeting (South)



Frampton, Kirton & Wyberton
First Thursday of every month
10am - The Orchards



Fenside
First Friday of every month
2pm - Hinton Court



Woad Farm & Fishtoft
Second Tuesday of every month
11am - Richmond House



Staniland & Town
Third Thursday of every month
10am - Mayfields



Our Neighbourhood Action Plan Meetings

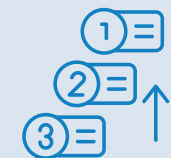
Our Neighbourhood Action Plan meetings bring customers, LHP colleagues and local partners together to:



Share concerns and ideas about where you live.



Work together to improve neighbourhoods.



Help identify local priorities.



Hear updates on what's being done.



Neighbourhood Champions

Grange & Littlecoates
Dave

Nunsthorpe & Bradley Park
Michelle

Woad Farm & Fishtoft
Sean

West Marsh
Sarah, Mia, Marc

Fenside
Lee

East Marsh
Alf, Verena

Immingham
Joy



Could you be a Neighbourhood Champion?
Reach out to info@lincolnshirehp.com





Neighbourhood Updates

Working with customers to improve neighbourhoods, support tenancies, and bring communities together



Local news



Skip it events: Customers and colleagues work together to clear unwanted items & help keep our neighbourhoods tidy.

Mural: Supported the new mural on West Marsh, bringing back pride and a sense of belonging to the community.

Waste Education Open Day: We worked in partnership with Boston Borough Council at a waste education open day, engaging with residents to promote responsible waste disposal, and reduce fly-tipping.

Tunnard Street Community Clean-Up: We attended a community clean-up event at Tunnard Street Car Park, working alongside residents and partners to tackle litter and improve the appearance of the neighbourhood.

Communal Gardens: We have done numerous communal garden refreshes across a number of our schemes.



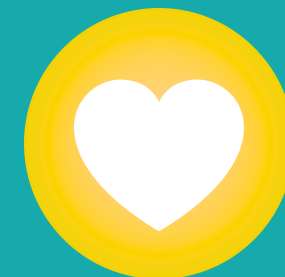
Improving places



Your Street, Your Voice survey
We recently completed the Your Street, Your Voice survey

We're now working with neighbourhood champions and partner organisations to look at the areas that the surveys have flagged as high priority.

We look forward to sharing more updates soon.



What would you like to see near you?

Family events - Community Clean-ups - Place
improvement projects - Something else?



Tackling Anti-Social Behaviour in Grimsby

We know ASB can significantly affect people's wellbeing and how safe they feel. We take reports seriously and work with customers and partners to agree the approach.



When you report ASB



Within 3 working days
We will contact you.



Within 5 working days
Where appropriate, we will speak to the person reportedly causing the ASB.



Assessment
We will assess the risk and impact, take account of your individual circumstances and agree an action plan with you, so you understand what will happen next.



How we can take action

Depending on the circumstances and available evidence:

- Early intervention and support
- Mediation
- Formal warnings and tenancy action
- Acceptable Behaviour Agreements
- Injunctions, possession proceedings and Closure Orders
- Joint action with the police and partners



Recent action

Supported local police forces in securing closure orders.



Dedicated support

The ASB Team investigates reports, supports affected customers, gathers evidence, and coordinates action with neighbourhood colleagues, the police, and other agencies.



Have you experienced anti-social behaviour (ASB)? We want to hear from you!

We're inviting customers to join our ASB co-design sessions in January 2027 to help shape how we respond to anti-social behaviour.

Whether you've reported ASB before or have concerns about how it's handled, your experiences can help us improve:

- Communication – How we listen, respond and keep you updated.
- Support – How we understand the impact ASB has on you and your wellbeing.
- Neighbourhood safety – How we work with customers and partners to help people feel safer.

Your experience. Your voice. Help us shape a better ASB service. Interested in taking part? Let us know during today's session or email asb@lincolnshirehp.com





Repairs Stabilisation Update

The repairs stabilisation project continues to make major improvements in the way we deliver responsive repairs.

In Year 1 of the 2-year project, we introduced a new Target Operating Model, Standardised Operative T&C's and increased operative resource across both regions to reduce our volume of outstanding repairs

Year 2 of the project will see further developments, including:



Planning Stabilisation

Stabilise planning processes, roles, systems and governance



Work in Progress (WIP) Recovery Programme

Reduce the amount of work in progress jobs we have through improves processes, productivity, and governance



Empty Homes Review

Reduce the amount of empty homes we have and get new customers in homes faster



Jewson Partnership Solutions Implementation

Implement our new materials supplier, Jewson Partnership Solutions



Aids & Adaptations

Improve the delivery of aids and adaptations, with easier access



Awaab's Law Phase 2 & 3

Deliver phase 2 and 3 of Awaab's Law and make sure we are fully compliant



Digital Repairs Implementation (Repairs Management System)

Launch a new repairs management system, which helps to improve efficiency



Customer Communication

Improve customer communication and engagement



Asset Management Update

Investing in your homes - now and for the future

Using robust property data to plan long-term renewal and deliver warmer, safer, better-maintained homes



30-year Programme

98,901

planned component replacements
across 26 investment programmes

Including:

- Kitchens
- Bathrooms
- Heating
- Electrical systems
- Windows
- Doors
- Roofs
- External & communal works



Stock condition data

20%

of homes surveyed every year
providing a rolling five-year view of
our stock

Data informs all asset decisions:
priorities, timing, scope and
investment.

£579.6m

current 30-year plan value



SHF Wave 3

£11m

for warmer, efficient homes
£5m government & £6m LHP
investment

801

homes

1,538

measures

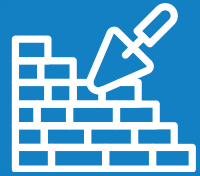
A three-year energy efficiency
programme



What this means for customers



Investment is evidence led and targeted where it is needed most - improving safety, comfort, energy efficiency, and long-term quality.



Growth & Development Update



Our growth ambition

2,350

new homes by 2036
an ambitious 10-year programme



Programme Period
2026 - 2036

Helping meet local housing need and
support LHP's long-term sustainability



Growth strategy

April 2027

planned strategy launch
setting out how LHP will deliver
homes through a range of routes

- Affordable housing
- Acquisitions
- Development
- Partnerships



More for customers

**Growth creates
lasting value**

more homes for people on waiting
lists

- Attracts external investment
- Unlocks grant funding
- Strengthens financial resilience
- Supports continued reinvestment



Building for today - investing for tomorrow

Growth helps provide much-needed
affordable homes while sustaining
investment in existing homes and services.





How To Contact LHP

Our Customer Service Centre is open Monday to Friday from 08:30am to 5:30pm. We're also available 24/7 for emergencies.

Getting in touch with LHP is simple, with a range of options to choose from:



Email us at info@lincolnshirehp.com



Contact us via the **myLHP** app



Message us on Facebook via [@LincolnshireHP](https://www.facebook.com/LincolnshireHP)



Live chat on our website at [lincolnshirehp.com](https://www.lincolnshirehp.com)



Message us on WhatsApp on **0345 604 1472**



Call us on **0345 604 1472**





Questions?

ask
LHP

Your turn to “Ask us
anything”!