What We've Been Working On For You

Governance Update | July to September 2026

Our Board and Committees often check our services, results and plans. They make sure we keep our promises to customers.

Here are some important things they talked about and decided during the last three months.

Vision	Mission	Promise
Places to be proud of	The basics, done well	We listen, and deliver what matters to you

Homes: Safe and well-maintained homes, reliable repairs and long-term sustainability

Keeping Homes Safe, Dry & Healthy

What we looked at (*Audit and Risk Committee in July and Board in September)*

Members checked how LHP deals with damp and mould. The check found that LHP had good rules and training. However, some records were missing or unclear, and parts of the planning needed to improve.

What members asked or decided

Members were worried because earlier reports said the work was going well, but the check found problems with records and safety checks. They asked for regular checks so problems are found and shared sooner. They also asked if LHP is ready for Awaab's Law and if damp and mould are being found and fixed quickly. New checks and reports are being used to help keep customers safe.

What this means for you

Clear records and checks help LHP prove that damp and mould problems are fixed on time. They also show that the work has really been done.

What happens next

LHP will continue improving damp and mould processes, reporting and oversight.

Building More Homes

What we looked at (*Board in July)*

The Board looked at plans to build more affordable homes at Holton-le-Clay. They checked how the homes would be paid for, where more homes could be built and what people and tools would be needed.

What members asked or decided

Members asked about the four-year programme, rising costs and competition for new development and were informed that the agreement with the developer was based on a fixed price.

What this means for you

This plan will help LHP provide more affordable homes. A set price makes the building contract clearer. Members will keep checking the wider building programme.

What happens next

Members will receive further updates on development opportunities and recommendations will be brought back to the Board as plans develop.

Improving Our Repairs Service

What we looked at *(Customer Focus Committee in August and Board in July and September)*

Members looked at the repairs improvement plan, repairs still waiting to be done and empty homes. Things were getting better, but old repairs, empty jobs, busy times of year and poor updates were still causing problems.

What we heard from customers

Customers said they were unhappy about delays, missed or cancelled visits, workers having to come back and not getting enough updates. They often said repairs staff were helpful and professional. This showed that the main problem was the way the whole repairs service worked.

What members asked or decided

Members asked for figures that match, clearer reports about older repairs and better information about how customers are affected. They also asked LHP to check whether repairs are fixed properly on the first visit. They saw progress but kept the current improvement plan.

Members looked at feedback from different groups of customers, including disabled customers and younger customers. They discussed how services can better meet different needs and reviewed plans to improve repairs, communication and technology.

What this means for you

LHP is working through older repairs and improving planning, supplies and updates. Customers should keep seeing a better service. Results may go up and down, so members will check that the improvements last.

What happens next

Future reports will show how many old repairs are left, how often repairs are fixed on the first visit, how customers are affected, whether there are enough workers and whether LHP is ready for new laws.

Customers: Independence, transparent communication, customer influence and personalised services

Listening and Improving Services

What we looked at *(Customer Focus Committee in August and Board in September)*

Members looked at what customers had told LHP through complaints and other feedback. Members checked that LHP was following the Housing Ombudsman Complaint Handling Code. This sets out how complaints should be handled fairly and within the right timescales.

What we heard from customers

Customers said they want clearer communications, simpler information, less jargon, and regular updates. Repairs remain the biggest cause of complaints, and customers want it to be easier to understand how complaints are handled and what happens next.

What members asked or decided

Members were pleased to see that complaint handling had improved, but agreed there was still more to do. They asked LHP to learn more from complaints, especially around repairs, and use this learning to help improve services.

What this means for you

You should see clearer information, better communication, and services that continue to improve based on customer feedback. If something goes wrong, LHP wants to put it right quickly, fairly and learn from the experience to improve services.

What happens next

Members will keep checking customer happiness, complaints, repairs and feedback, and complaint handling will continue to be checked against the Housing Ombudsman Complaint Handling Code. LHP will also work with customers to make information about its Complaints Policy easier to understand..

How we have delivered for customers

What we looked at *(Customer Focus Committee in August and Board in September)*

Members looked at LHP's Annual Report to Customers. The report explains how LHP has performed, what has gone well and where services still need to improve

What we heard from customers

Customers said they wanted clear and honest information about repairs, complaints, safety, major works and how LHP spends money. Customers also wanted the report to be easy to understand, using plain English, pictures, diagrams and less text. Importantly, they wanted LHP to be open about things that still need to improve, as well as things that are going well.

What members asked or decided

Members asked for information to be clear accurate and easy to understand. They also wanted complaints to be used to learn where services need to improve, especially repairs.

What this means for you

The Annual Report is here to see how LHP is doing with the services that matter to you. Your feedback has helped decide what goes into the report and how the information is presented.

What happens next

Customers will check the report before it is published. LHP will keep improving customer information, checking important services and making sure its actions lead to fairer and better results for everyone.

Making sure our services work for everyone

What we looked at *(Customer Focus Committee in August and Board in September)*

Members looked at LHP's Equality, Diversity and Inclusion Report (EDI). This looks at information about customers and helps LHP understand different needs when planning homes and services. Members hears that LHPs customer information had improved, but there was still more work to do to make the information complete and useful.

What we heard from customers

Customer feedback had been gathered through the Customer Forum. This helped LHP understand customers' different needs and experiences. Customers wanted LHP to keep listening and make sure information was clear and accessible.

What members asked or decided

Members asked LHP to be clear about the difference between how customers prefer to be contacted and what they need to help them communicate. Members agreed that customers' different needs, including disability and accessibility needs, should play a greater part in how future services are designed. The report and action plan for the coming year was approved.

What this means for you

LHP wants its services to work for customers with different needs. The information you share can help LHP understand what support you may need and think about accessibility when services are being planned.

What happens next

LHP will continue to improve the information it holds and use it to help shape services. Future reports will focus more on what difference the work has made for customers, not just what work has been completed.

How Codesign is Making a Difference

What we looked at (*Board in September)*

Board members heard from customers who helped design services or worked as Community Champions. They looked at how customers are helping to shape services and decisions.

What we heard from customers

Customers said taking part helped them understand LHP and help other residents. They felt their ideas made a real difference. Some found it hard to attend meetings, and online meetings could feel less friendly. Younger customers and people with jobs can also find it hard to take part because they are busy.

What members asked or decided

Members talked about making it easier for people to take part. Ideas included community events, schools, local places and short projects about issues customers care about. They agreed that Community Champions should get regular information so they can speak to others with confidence.

What this means for you

Co-design means customers help shape services before final decisions are made. The discussion also showed that people need different and easy ways to take part.

What happens next

LHP will continue to develop different routes for customers to take part and understand barriers before choosing solutions.

Places: Safe shared spaces, neighbourhood investment, local partnerships and effective action

Understanding our Neighbourhoods

What we looked at *(Customer Focus Committee in August and Board in September)*

Members looked at how neighbourhoods are doing and how local information helps set priorities. The West Marsh Place Standard trial collected customer views and tested this way of working.

What we heard from customers

Customers said shared spaces should look cared for. They were worried about untidy areas, long grass, rubbish and dumped waste. Customers and partner groups liked having clearer local action plans.

What members asked or decided

Members noted progress and supported clearer reporting of responsibilities and performance.

What this means for you

Using local facts and listening to customers helps LHP focus on the neighbourhoods that need the most help. It also makes it easier to see what work is being done.

What happens next

LHP plans to use the Place Standard in more neighbourhoods that need support. What LHP learns will be used in local action plans.

Tackling Anti-Social Behaviour

What we looked at *(Customer Focus Committee in August)*

Members looked at and agreed the new Anti-Social Behaviour Policy. It aims to stop problems early, act quickly, support customers who need extra help and care for neighbourhoods.

What we heard from customers

Customers wanted clearer information about what counts as antisocial behaviour, what LHP can do, who is responsible and what support is available. The Customer Forum also asked for help where an issue falls outside LHP's direct role.

What members asked or decided

Members discussed how LHP works with the police and other organisations to tackle anti-social behaviour. They also checked that customers who need extra support can get the help they need.

Members supported simple guides, real examples, easy-to-follow steps and an example action plan. They agreed the policy could go ahead after the changes they asked for were made.

What this means for you

Customers should have clearer expectations about reporting, updates, support and when another organisation may need to act.

What happens next

The policy will be published and supported by colleague guidance, training and customer-friendly information.

Strong foundations: Financial resilience, value for money, good data and supported colleagues

Keeping a Close Eye on Risks

What we looked at *(Audit and Risk Committee in July and Board in September)*

Members looked at the main problems that could affect LHP and the checks used to control them. This included repairs, customer information, online safety, costs and other things that could affect services.

What members asked or decided

Members updated the list of LHP's biggest risks so it was clearer and more useful. They supported extra tests and checks by people outside LHP. They also said good information, online safety and clear proof of progress were important.

What this means for you

Keeping a close eye on risks helps protect services, homes and customer information. It also helps LHP spot problems early, take action sooner and make sure services continue to improve.

What happens next

Members will keep checking the biggest risks, especially repairs, customer information, health and safety, and money pressures. More tests and checks will make sure the safety steps are working and risks are being managed well.

Following the rules that protect customers & colleagues

What we looked at *(Audit and Risk Committee in July and Board in July and September)*

Members checked each year that LHP was following laws and important rules. Most areas were fine, but two needed quick action. These were getting back some costs from leaseholders and showing that advice from the Housing Ombudsman was being used.

What members asked or decided

Members reviewed checks carried out across the organisation and discussed any areas needing improvement. They asked questions to make sure risks are being identified early and action is being taken where needed.

Members said reports must not make a problem needing improvement sound like a law had been broken. They agreed future reports must clearly show the difference. The Board agreed the yearly statement and said LHP had good systems for decisions, risks and checks.

What this means for you

You can be confident that LHP regularly checks whether it is meeting its legal and regulatory responsibilities. These checks help make sure homes are safe, services are fair and customers interests are protected.

What happens next

A further leasehold update was requested, and improvement actions will continue to be monitored.

Managing Money Responsibly

What we looked at *(Audit and Risk Committee in July and Board in July and September)*

Members checked LHP's yearly money report and how money was managed in the first three months of the year. Outside experts found no mistakes or weak checks. Money was mostly being spent as planned, but empty homes, repairs and maintenance were still costing more than expected.

What members asked or decided

Members challenged how empty-home figures were explained and asked for clearer reporting. They also said future communications should show how additional income supports customer outcomes and strategic priorities.

What this means for you

Managing money well helps LHP keep spending money on homes and services, pay back what it has borrowed and deal with rising costs. It also helps make sure money is spent carefully and gives customers good value.

What happens next

Financial performance will continue to be monitored throughout the year. They will keep an eye on the costs of repairs and empty homes, while making sure future investment plans continue to support betters services and outcomes for customers.

Making it Easier to Access Information

What we looked at *(Audit and Risk Committee in July, Customer Focus Committee in August and Board in September)*

Members looked at new rules called the Social Tenant Access to Information Requirements. These rules give customers more rights to see information about how homes and services are managed.

What we heard from customers

Customers said information should be easy to understand, easy to find and available in different formats. They highlighted the importance of printed information, audio and accessible formats, support for people who are not online.

What members asked or decided

Members supported a more open and customer-focused approach to sharing information. They backed plans for a dedicated STAIRs webpage, customer-friendly guides and simpler language.

What this means for you

Customers should find it easier to access information about services, performance, decisions and how LHP is run.

What happens next

LHP will keep telling customers about the new rules, training staff and getting ready for the next stage.

Making Board & Committees Work Better

What we looked at *(Audit and Risk Committee in July and Board in September)*

Members checked how the Board and Committees worked. Feedback showed that customers had more say and decisions were being managed better. It also showed a need to talk more about the future, have stronger checks and keep building good working relationships.

What members asked or decided

Members chose several things to improve. These included clearer reports and checks, helping future Board and Committee members learn their roles, giving customers more ways to take part and checking important issues more closely.

Members agreed that reports should give clearer facts, proof and results. This would help them ask better questions and make sure LHP was doing the right things for customers.

What this means for you

Effective governance supports better challenge, clearer decisions and stronger customer influence.

What happens next

Work to improve will continue. This will include training, clearer reports and checks, and getting ready for an outside review in 2027.

Making sure LHP stays strong

What we looked at *(Audit and Risk Committee in July and Board in September)*

Members looked at how LHP checks that is is safe, well run and using good information to make decisions. Health and Safety reporting had improved. Accidents, near misses and actions taken were being recorded and monitored more clearly. Members also looked at the quality of LHP's data and the check used to spot risks and problems.

What members asked or decided

Members welcomed the better health and safety information but wanted it to be easier to find in future reports. They also wanted stronger checks and clearer evidence to show that LHP's systems and controls were working properly. Future reports should focus more clearly on the main risks, things that are not going to plan and the difference being made for customers

What this means for you

Strong checks help LHP find problems early, improve customer services and make decisions using good information. They also help LHP stay focused on what matters most to customers.

What happens next

Future reports will clearly show where something is going wrong and what is being done to fix it.

Helping Customers & Colleagues Stay Safe

What we looked at *(Board in July)*

Members looked at how LHP was getting ready for future problems, such as very hot weather and other risks that could affect customers, staff and services. They checked how lessons from recent heatwaves were improving plans. Customers who needed more help received extra phone calls and support.

What members asked or decided

Members were pleased with the steps taken to protect customers and colleagues during periods of extreme heat.

What this means for you

LHP is planning ahead for challenges such as extreme weather, helping to keep customers safe and services running smoothly. Extra support can be provided to customers who may be more affected by these events.

What happens next

LHP will keep checking risks and learning from what happens so its plans get stronger. The steps used during the heatwave are now part of everyday health and safety work, so LHP is more ready for future events.

Tracking Work to Improve the Consumer Rating

What we looked at *(Board in July and September)*

Members checked progress on the plan made after the housing regulator's judgement. By September, 25 of the 38 actions were finished. The rest were planned to be finished by March 2027.

What members asked or decided

Members asked future reports to clearly show which actions were fully finished and which still needed checking. They also asked for better checks on fairness and clearer links between different improvement projects.

What this means for you

The action list helps the Board check that improvements are finished, keep working and have proof to show the difference they make.

What happens next

LHP will send a progress update to the housing regulator. Outside reviewers will check the progress, whether LHP is ready and what proof shows that things have improved.

Building a More Sustainable Future

What we looked at *(Board in September)*

The Board looked at LHP's report about saving energy, caring for the environment and plans for the future. LHP was on track for homes to reach the energy rating they needed. However, some certificates were old and plans for some homes had not yet been agreed.

What we heard from customers

Members asked for simple words, clearer numbers, honest reports and a better explanation of how tree planting and other work helped the environment.

What members asked or decided

The Board approved publication subject to amendments and asked for stronger future assurance.

What this means for you

Clear reports help customers understand work on homes, energy and the environment. They also show where plans or proof still need to get better.

What happens next

The report will be changed before it is published. Future reports about homes will show progress more clearly and honestly.

What we're looking at next

Over the next few months, our Board and Committees will be looking at more areas that affect customers, including choosing the next Chair of the Board and developing LHP's Corporate Strategy for 2027 to 2030.

New Corporate Strategy

Customers can register interest in the Corporate Strategy Co-Design Panel.

The Chair recruitment process includes interviews and selection activity during October and November 2026.

Ask LHP

You can meet LHP colleagues online or in person and ask questions about our services. Find out about the latest meeting here: Ask LHP Customer Meetings - Lincolnshire Housing Partnership

Have your say

Where decisions affect customers, we want to understand your views before decisions are made.

You can help by joining a customer group, taking part in surveys or consultations, sharing feedback, or getting involved in customer scrutiny.

Get involved and have your say: Visit Get Involved - Lincolnshire Housing Partnership to find out how you can take part. You can also join **YourVoice** to share your views, answer surveys and find out what is happening in your area.

Want to know more?

You can ask LHP for more information about how decisions are made through **Social Tenants Access to Information Requirements Scheme (STAIRs) - Lincolnshire Housing Partnership**