

# Tenant Talk



**Let's deliver quality housing  
- Turn to page one**

Lincoln Tenant's Panel (LTP)  
in Partnership with



Together, let's deliver  
Lincoln's ambitious future



## A message from LTP's Editorial Panel

Welcome to Tenant Talk magazine for tenants created by Lincoln Tenants' Panel(LTP) and the Resident Involvement Team!

We are, Mike, Mick, Caroline and Chantelle, a group of tenants from LTP who are enthusiastic about social housing and have worked hard to ensure we are the voice for the tenants of City of Lincoln Council. We are pleased to support City of Lincoln Council's housing service and work together to improve services tenants receive. A year of LTP expands on this, on page 18.

We are pleased to share on page 3 how investment in our current housing stock is increasing year on year and are excited to announce future housing developments on page 1.

Pages 13 and 14 (Our Performance – 2024 -2025) tell you how we track and assess the performance of housing services and deliver value for money. This performance information helps the council monitor progress, focus on areas needing improvement, and support transparency and accountability.

Results from our annual tenant satisfaction survey results 2024 – 2025 on page 15 have highlighted that we need to improve how we share communication and information.

We are working together with the Resident Involvement team to find new ways for tenants to get involved and share feedback to help shape housing services. In this magazine we have introduced "You Said, We Did", and page 16 expands on what the council has done with your feedback so far. On page 20 you will find information about our current vacancies.

Please share your feedback, comments and suggestions on our design of the first edition of Tenant Talk, and tell us about any areas you would like us to cover in our next edition, by scanning this QR code. You can also email us at: [tenant.participation@lincoln.gov.uk](mailto:tenant.participation@lincoln.gov.uk).

Happy Reading!

Mike, Mick, Caroline & Chantelle

LTP Editorial Team & The Resident Involvement Team

SCAN THE QR  
CODE BELOW



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## Boultham Park Road

**New homes at the former Victory pub, Boultham Park Road.**

We're delighted to announce the completion of nine newbuild council homes at Boultham Park Road. These homes were completed at the end of May, housing nine families in priority need.

All nine homes are spacious, with three bedrooms and three bathrooms, solar panels, air source heat pumps and EV charging points. These are the most energy efficient homes we have delivered so far and are the first affordable homes in the city to have an EPC-A energy rating.

All nine homes have been offered for social rent, with help from Homes England who gave us a grant of just over £1 million.

Our new Housing Asset Management Strategy commits us to ensuring all our future new homes have an EPC-A energy rating. Not only does this make our new homes better for the environment; it also means our tenants will have warmer homes with lower energy bills.

Seven of the new homes were let to existing council tenants, with two let directly from our housing register. This has helped us support some of our existing tenants needing another bedroom to move into a bigger home, freeing up homes in our stock for other households that need them.



## Our Purchase and Repair Scheme

Did you know we buy back former council homes? Over time we have lost many homes from our stock through Right to Buy; one way we increase our stock is by buying these homes back through our Purchase and Repair Scheme. When we buyback former council homes, we refurbish them to our letting standard before advertising them through Lincs Homefinder.



## Newbuild Programme

Our next newbuild project will be at Jasmin Green, where we're aiming to build fifty new social/affordable homes. Subject to planning approval, we hope to complete these by late 2027. The homes will include a mix of flats, family homes and bungalows all with a minimum EPC-A energy rating. Many will also be designed with wheelchair access and adaptable features.

If you'd like to receive updates about Jasmin Green, email us at [LTP@lincoln.gov.uk](mailto:LTP@lincoln.gov.uk) and we'll add you to our mailing list.

## Hermit Mews

We recently completed a new development at Hermit Mews, transforming a former garage site into 11 high-quality, sustainable family homes. The official opening took place in December 2024, and all homes are now occupied.



Construction, which began in October 2023, took just over a year. This project, funded by the council and Homes England, marks a significant milestone as the council's first new social rent properties since 2016. "Hermit Mews is a really exciting development with 11 new family homes. These are good quality homes with plenty of energy-saving devices, which will be really beneficial for the families moving in," said Councillor Donald Nannestad, Portfolio Holder for Quality Housing.

The development includes five two-bedroom homes and six three-bedroom homes, all allocated through the council's Lincs Homefinder system. The project also features 31 parking bays and eight garages.

# Investment Updates

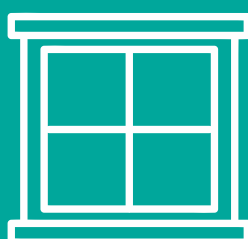
Every year we carry out many improvements to homes across the city to make sure that they are up to a high standard. Last year we made the following planned improvements:



**New Boilers**  
**676**



**Electrical Upgrades**  
**196**



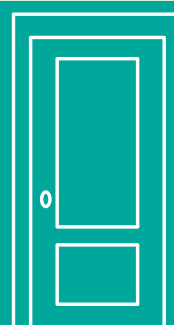
**Windows**  
**320**



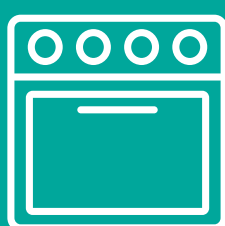
**Bathrooms**  
**196**



**Communal Doors**  
**54**



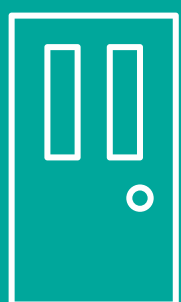
**Other Doors**  
**146**



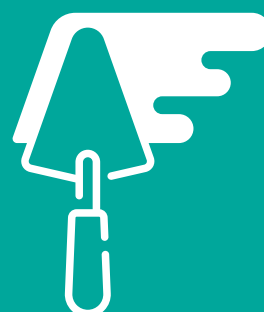
**Kitchens**  
**282**



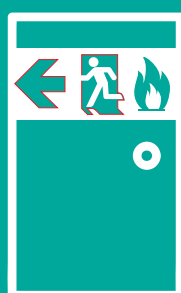
**New Fences**  
**40**



**Front Doors**  
**172**



**Roofs**  
**3**



**Front Fire Doors**  
**111**



**Security Enhancements**  
**24**

# Warm Homes Project

We are proud to launch our Warm Homes Project, a new initiative aimed at tackling fuel poverty, reducing carbon emissions, and improving the energy efficiency of council homes.

The project will see vital insulation and low-carbon heating measures installed in 200 council-owned properties currently rated EPC band D or lower, bringing healthier, warmer, and more affordable homes to hundreds of residents.

The total cost of the project is £3.2 million, which includes improvements to 60 properties fully funded by the council and 140 properties co-funded through the Government's Warm Homes Social Housing Fund (WHSHF) Wave 3 grant, which awarded the council £1.3 million.

Although the council originally applied for grant funding to improve all 200 properties, the oversubscription of the programme meant that funding was approved for only 140. The council will therefore self-fund the remaining 60 properties, ensuring the full programme can still be delivered as planned.

As part of its long-term plan, we aim to ensure all our homes meet EPC band C or above by 2030. This project will help the council take a significant step towards that goal.

The WHSHF co-funded improvements will be delivered in batches of 35 homes per quarter, with each home receiving one or more improvements. These include a range of energy-saving upgrades such as:

- 134 solar PV installations with battery storage
- 60 ventilation improvements
- 57 window replacements
- 48 loft insulation top-ups
- 12 air source heat pumps
- 4 external wall insulations
- 2 cavity wall insulations

The Warm Homes Project supports our Vision 2030 strategy plan and our Housing Revenue Account 30-Year Business Plan, delivering on key objectives around health, housing, and climate action, helping to futureproof homes and deliver long-term value for tenants and the environment.



# Housing Repairs Updates



## Missed Appointments

We're committed to providing an efficient repairs service to all our tenants. To help us do this, it's essential that we're able to access your property at the time of your repair appointment.

We've recently seen an increase in our operatives being unable to gain access to carry out repairs. These missed appointments come at a cost—not just financially, but in terms of time and service delays for all of our tenants.

Last year there were 2172 missed appointments, which is 1086 hours lost.

## Why this matters:

- **Wasted resources** – Each no-access visit costs approximately £30, which is money that could be better invested in improving services or carrying out other essential repairs or planned maintenance works
- **Delays for others** – Missed appointments mean delays for other tenants who are waiting for urgent work to be carried out
- **Rebooking time** – If access isn't granted, repairs need to be rebooked, which extends how long you may need to wait for the issue to be resolved

## What you can do:

- Make sure an adult (18+) is at home at the scheduled appointment time
- If you need to cancel or reschedule, let us know as early as possible by contacting Customer Services on **01522 873333** - We will also contact you to remind you about your appointment
- We're here to help - If there are circumstances that make access difficult, please tell us

We really appreciate your support in helping us reduce these avoidable costs and improve the service for everyone.





## What are Scheduled Repairs?

We have a scheduled repairs timetable for non-urgent repairs like dripping taps or broken cupboards, that we complete during planned visits to your area. We aim to complete scheduled repairs within 9 weeks.

### Why this system works for you:

- Fewer Missed Appointments: our teams work in different areas at set times, making it easier to keep to scheduled plans
- One Visit Fixes: we plan our repairs so the right tools and materials are on hand
- Reliable Service: you'll know exactly when we're working in your area
- More convenient: we can do multiple repairs in one visit

We also prioritise repairs for vulnerable tenants to make sure their needs are met quickly. For more information please call 01522 873333.

We've put our Scheduled Repairs Calendar on the back of this magazine, so you can see when we're in your area.



## Gas & Electrical Checks

### Why Gas and Electrical Safety Checks are Important

Keeping your home's gas and electrical systems in good condition is crucial for your safety. We need to visit your home every year to conduct a Gas Safety Inspection and every 5 years to conduct an Electrical Installation Condition Report (EICR) the inspections take around 2-3 hours.

### When our contractor visits your home, they will:

- Check the condition of the fixed wiring within your property
- Inspect the consumer unit and all outlets
- Check your boiler and any other gas appliances
- Check there are no gas leaks

To ensure the safety of you and those around you, please allow access to complete these safety checks. If you have pre payment metres, please make sure they have credit as we need this to perform the service.

From January 2025, you will see some changes in the branding of our engineers' uniforms and vans as they transition from Aaron Services to Sureserve Compliance. Please rest assured, it will still be the same local teams delivering our services and supporting you in your homes.



## Fire Safety This Summer

### Summer BBQ Safety Tips

As the summer season approaches, many of us look forward to enjoying outdoor barbecues with family and friends. To ensure your BBQs are safe and enjoyable, here are some essential tips:



#### 1. Location Matters

- Always place your BBQ on a flat, stable surface away from any flammable materials such as trees, fences, or sheds
- Make sure your BBQ is positioned in a well-ventilated area to avoid the buildup of smoke
- **Important:** BBQs are not allowed on balconies due to the increased risk of fire and other safety concerns

#### 2. Lighting Your BBQ

- Use only approved fire starters or charcoal lighting fluid. Never use petrol or other flammable liquids
- Allow the charcoal to become white-hot before starting to cook, ensuring it is fully ignited

#### 3. Cooking Safely

- Keep children and pets away from the BBQ area to prevent accidents
- Use long-handled tools to avoid burns and wear protective gloves if necessary
- Ensure meat is cooked thoroughly to avoid foodborne illnesses and use a meat thermometer to check internal temperatures

#### 4. Handling Emergencies

- Keep a bucket of water, sand, or a fire extinguisher nearby in case of emergencies
- If a fire does occur, do not attempt to move the BBQ. Instead, extinguish the flames using the appropriate method

#### 5. Cleaning Up

- Allow the BBQ to cool completely before cleaning
- Dispose of ashes safely by placing them in a metal container, and never dispose of hot ashes in plastic bins

For more detailed information and guidelines, please visit the following government websites:

- [www.london-fire.gov.uk/safety](http://www.london-fire.gov.uk/safety)
- [www.gov.uk/government/publications/fire-safety-outdoors](http://www.gov.uk/government/publications/fire-safety-outdoors)

Stay safe and enjoy your summer BBQs!

# Electrical Safety

Most electrical fires are caused by overloaded sockets, faulty electrics, appliances, and wiring.

**You can help prevent fires by making sure you follow the recommendations below:**

- Only buy an appliance if it has a British or European safety mark on it
- Unplug appliances at night or when you're not using them (unless they're designed to be left on all the time, like your fridge and freezer)
- Only use appliances like dishwashers, washing machines and tumble dryers when you're at home and awake
- Keep appliances clean and in good working order to prevent them from causing a fire
- Don't put anything in the microwave that is made of metal or has a metallic finish or parts
- Keep electrics (leads and appliances) away from water
- Charge appliances like laptops and phones on a hard surface like a table. Only charge them when you're awake and in the house
- Keep your laptop on a hard surface when it's in use or switched on
- Don't put items on top of electrical equipment, cables or lamps.

Here is what the safety mark should look like:

**UK  
CA**

## Avoid Overloading Plug Sockets

Plug sockets are essential for powering our devices and appliances. However, overloading them can lead to overheating and could cause a fire.

### Safety Guidelines:

- 1. One plug per socket:** ensure that only one device is plugged into each socket. If extra sockets are needed, use an extension lead but avoid overloading it.
- 2. Inspect plugs and wires:** regularly check that plugs and wires are in good condition and free from damage.
- 3. Unplug when not in use:** turn off and unplug devices when they are not in use to prevent overheating.
- 4. Use the correct type of plug:** always use the correct type of plug for your appliances.

By following these guidelines, you can help prevent electrical fires and ensure a safer home environment.

**For more information, please refer to our website.**

## Estate Inspections

We run yearly estate inspections where staff from our housing teams, tenant representatives, and councillors walk around our areas looking at the overall condition and noting any issues or opportunities for improvements.

We recently reviewed this process in partnership with the Lincoln Tenants Panel, who have put forward some improvements. This year we will be changing from yearly inspections to inspecting our neighbourhoods every three months, splitting the larger areas down into smaller ones. We plan to be out on our estates more regularly, make our inspections shorter and more thorough, and make sure estate management is more of a continual process.

We are just finalising these changes, and we will be organising some inspection dates in the next few weeks. We will share this information on our website.

Some examples of improvements made following last year's inspections are:

- A bike shelter was installed at Shuttleworth House
- Bollards were installed behind Chelmsford Street to stop parking on grassed areas
- Large amounts of fly tipping across the city were picked up & cleared within a week
- 101 repairs were raised across our estates

We are also working on a programme of larger estate improvements, and will share further details with you soon.



## Garden Assistance Scheme

We offer a discretionary scheme for helping some tenants, with no-one else to help them, to maintain their gardens due to age or disability. The scheme is limited to grass and hedge cutting between March and October.

This scheme is now heavily oversubscribed, and we unfortunately cannot accept any new applications for the service for at least the next 12 months. Those tenants who are already receiving the service will continue to receive it this year.



If you are struggling with your garden and need some extra help, you can still contact other services such as **Age UK gardening services**, on **0345 556 4144**, and **Wellbeing Lincs**, on **01522 782 140**.

We are continuing to review this scheme in partnership with the Lincoln Tenants Panel.

## Communal Areas

We take our fire safety responsibilities seriously, but we need the help of all tenants to help us do this.

It is important that any items or rubbish must not be stored in communal or shared areas because they are at risk of catching fire, blocking escape routes or creating trip hazards for people trying to leave.

Rubbish needs to be taken straight to bins provided and bulky waste items taken to the tip. You can also use the council's bulky waste collection service. All your belongings need to either be stored in your property or a shed if you have one.

If items are left in communal areas, you will be asked to remove the hazard. If items aren't removed, you will be charged the cost of disposal.

If you see items left in your communal areas, you should report the problem to your Housing Officer either by emailing [tenancyandstates@lincoln.gov.uk](mailto:tenancyandstates@lincoln.gov.uk) or ringing **01522 881188**

## ASB Updates

We've listened to your feedback about anti-social behaviour (ASB) and made some changes. Last year, you told us that our way of handling ASB wasn't clear or quick enough. We teamed up with the Lincoln Tenants' Panel (LTP) to make things better.

We have looked closely at how we deal with ASB and found ways to improve, using feedback from the annual Tenant Satisfaction Measures surveys (TSMs). Working alongside LTP, we have highlighted the challenges tenants face when reporting ASB and set out a clear roadmap for change.

Now, our ASB service has been restructured within Tenancy Services to offer a more streamlined, tenant focused approach, with clearer processes, better communication, and a commitment to supporting tenants through what often can be an upsetting experience.

We're committed to making sure our services meet your needs and we remain committed to working with tenants to make sure our services support you the right way.

# Consultations

## Tenancy Agreement

### Important News About Your Tenancy Agreement

We are reviewing our Tenancy Agreement, and will be making some changes. This is a very important document that tells you and the Council what you both need to do and what happens if someone breaks the rules.

### Why are we making changes?

Our current Tenancy Agreement has been used since 2015. We need to update it because some rules and good practices have changed.

The new Tenancy Agreement will be easier to read and understand because we have made the information clearer and put it in a better order.

### What happens next?

We will be asking all tenants with an introductory or secure tenancy agreement about these changes.

If you are an introductory or secure tenant, you will receive a consultation pack in the post this summer, which includes more information about the process. The consultation will last for 56 days, giving you time to tell us what you think about the new Tenancy Agreement.

Your feedback is really important. We want to hear what you think, and will read all your comments. We may make some changes based on what you tell us, and will then send you another letter with the final Tenancy Agreement and the date it will start.

It is very important to read the consultation pack and tell us your thoughts because this will be your new Tenancy Agreement.

### Where can you find more information?

All the consultation information and documents will be on our website at [www.lincoln.gov.uk](http://www.lincoln.gov.uk) when the consultation starts.

### Need help?

If you need help with the consultation or filling out the survey, you can call the Housing Strategy Team at 01522 881188 or email them at [Tenancyagreementconsultation@lincoln.gov.uk](mailto:Tenancyagreementconsultation@lincoln.gov.uk).



# Resident Engagement Strategy

## We Want to Hear From You!

We want to make our homes and communities the best they can be. To do this, we need your help! We are creating a new Resident Engagement Strategy, this strategy will set out how we will share information, listen to your ideas, and give you opportunities to help make our services better.

## How can you help?

If you have any ideas or suggestions about resident engagement, we want to know what you think.

Email us at [tenant.participation@lincoln.gov.uk](mailto:tenant.participation@lincoln.gov.uk), or scan the QR code to fill out a questionnaire. You can also contact us by post.

Please scan this QR code to fill out the questionnaire on the Resident Engagement Strategy.



# Allocations Policy

## Important News about Housing Allocations

We are also reviewing our Housing Allocations Policy to make some changes. This is another very important document that tells how we decide who gets housing help and when. It sets out what laws we have to follow when we help people with housing, and how we decide who is eligible to bid for our homes.

## What's happening

If you are currently asking for housing help from the council, and are registered on Lincs Homefinder, we will contact you in the summer to ask for your thoughts on the changes. Please help us by reading our new draft policy and telling us what you think. We need your feedback to help shape how we look at all housing applications in the future.

## Where can you find more information?

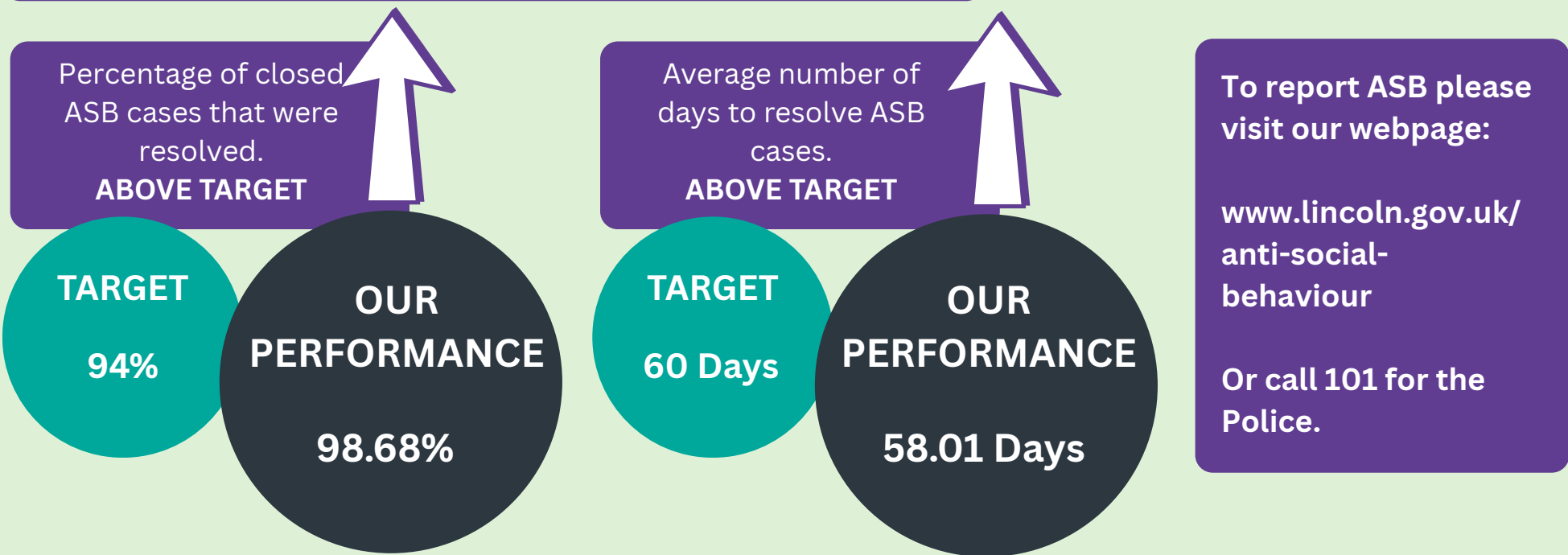
The consultation information and documents will also be on our website at [www.lincoln.gov.uk](http://www.lincoln.gov.uk) during the consultation period. Even if you are not currently asking for housing help, you can still give us feedback and we still want to hear from you.

## Need help giving us feedback?

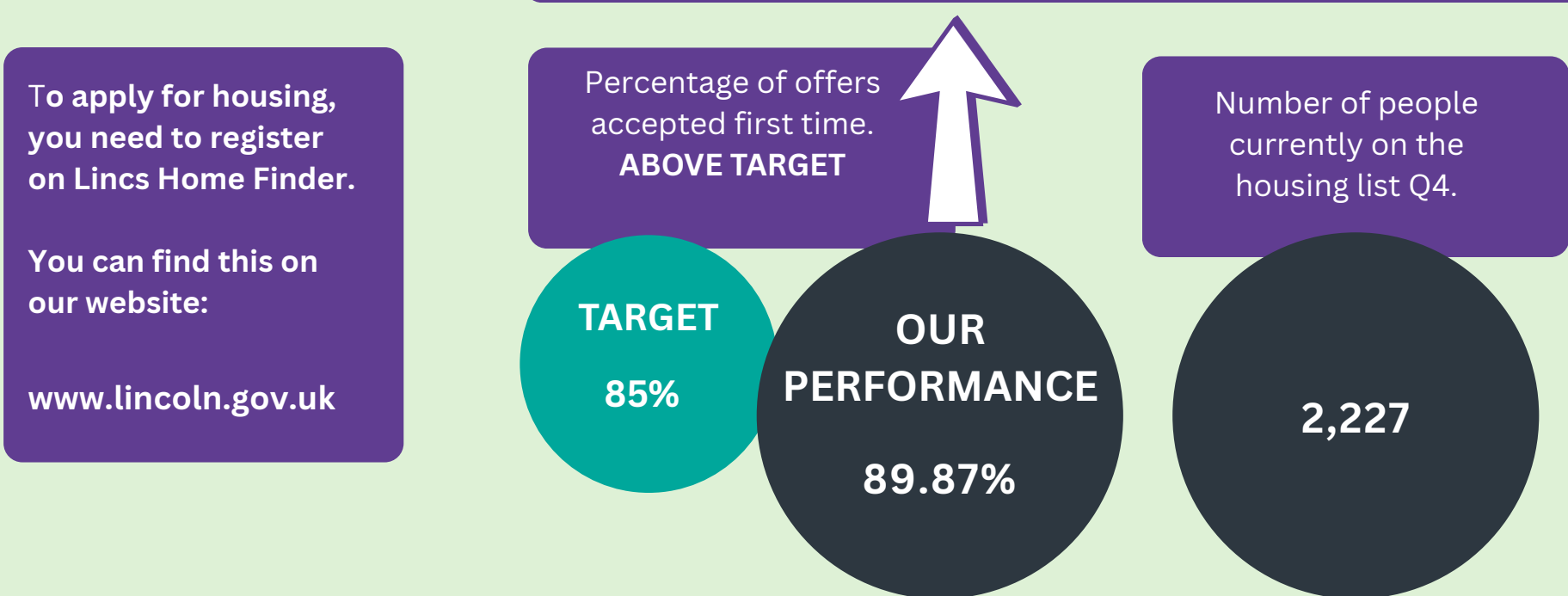
If you would like to take part and need help sending us your views, please call our Housing Strategy Team on 01522 881188, or email them at [Allocationspolicyconsultation@lincoln.gov.uk](mailto:Allocationspolicyconsultation@lincoln.gov.uk)

We use Performance Indicators (PIs) to monitor and improve our performance. This helps us understand the quality of the services we provide to all our tenants. Here are some of our performance information for 2024/25:

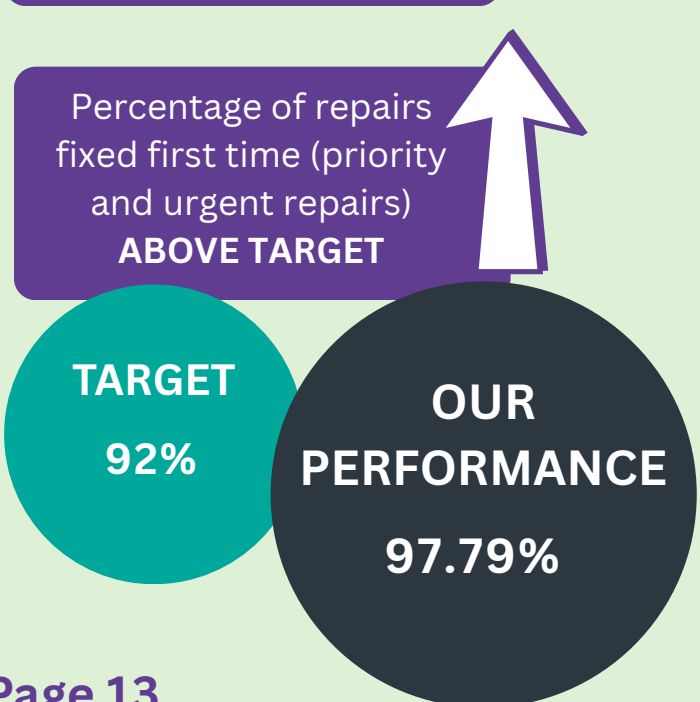
## Anti Social Behaviour



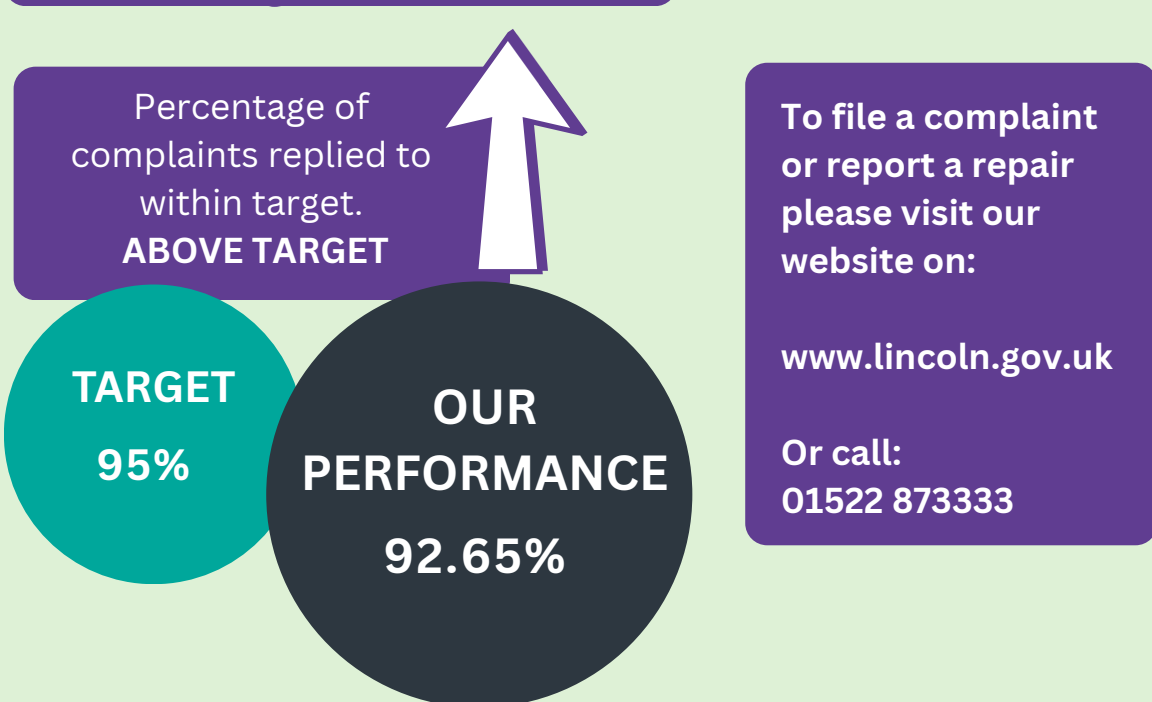
## Housing Allocations



## Repairs



## Complaints





## Rent

Rent collected as a proportion to rent owed.  
**ABOVE TARGET**

**TARGET**  
97.5%

**OUR PERFORMANCE**  
99.07%

Struggling with rent?  
Please get in touch with our welfare team on:

welfare@lincoln.gov.uk

Or call on:

01522 873382

## Energy

Percentage of properties at SAP rating C or above.  
**ABOVE TARGET**

**OUR PERFORMANCE**  
94.87%

## Decent Homes

Percentage of council properties that are not at the 'decent homes standard'  
**ABOVE TARGET**

**TARGET**  
1%

**OUR PERFORMANCE**  
0.26%

## Rent Loss

Percentage of rent lost through dwelling being vacant  
**BELOW TARGET**

**TARGET**  
1%

**OUR PERFORMANCE**  
1.4%

## Re-Lets

Average re-let time calendar days for all dwellings. (excluding major works)  
**BELOW TARGET**

**TARGET**  
36 days

**OUR PERFORMANCE**  
45.71 days

Average re-let time calendar days for all dwellings. (including major works)  
**BELOW TARGET**

**TARGET**  
42 days

**OUR PERFORMANCE**  
52.23 days

# Tenant Satisfaction Measures 2024-25 Results

## What are they?

The Regulator of Social Housing requires all landlords to collect and publish Tenant Satisfaction Measures (TSMs). The tenants that are surveyed are chosen at random and we'd like to thank all tenants who took part in our TSM surveys.

Here are our key TSM results from 2024/25. For more information, please visit our website: [www.lincoln.gov.uk](http://www.lincoln.gov.uk) then go to the Resident Involvement Page.

## Our Results



Well-Maintained Home  
70%



Listens & Acts  
56%



Safe Home  
75%



Kept Informed  
71%



Repairs Last 12 Months  
73%



Fairly & with Respect  
78%



Time Taken Repairs  
66%



Complaints Handling  
44%



Communal Areas  
72%



Approach to ASB  
55%



Neighbourhood Contribution  
65%



Gas Safety Checks  
99.87%



Fire Risk Assessments  
100%



Asbestos Checks  
100%



Water Safety Checks  
100%



Lift Safety Checks  
100%

# You Said

# We Did

You said: Some tenants are dissatisfied with how we handle ASB

We did: We've worked with LTP to improve how we deal with ASB, and will share further updates on these changes through this magazine, our digital newsletter and social media

You said: Some tenants are dissatisfied with how we handle complaints

We did: We've improved our complaints process, including response times and the quality of responses

You said: Some tenants are concerned about how damp and mould is tackled in their homes

We did: We've created a new Damp and Mould Policy and implemented a campaign to raise awareness of the Policy and how we will comply with Awaab's Law

## Works In Progress

In response to tenants' TSM feedback, we are currently working to reduce call wait times for people contacting us on the Housing number. We are also reviewing our Scheduled Repairs service to reduce the amount of time tenants wait for non-emergency repairs. We'll tell you more about this in our next issue.

# Lincoln Tenants Panel

Issue 1

We (LTP) are a group of tenants and leaseholders from across the city that aim to ensure your views are represented and considered when decisions are made. We meet to discuss current issues that are affecting you and to monitor and review the council's service delivery and performance.

It has been an exciting and busy time for us, working with the resident involvement team, tenancy services, investment, and housing repairs service in 2024 - please see our achievements for the year on the next page.

Mick Barber, Chair of the LTP explains why LTP is important:

“We have worked hard to ensure we are the voice for the tenants of City of Lincoln Council - working together with the City of Lincoln Council housing service, LTP's recommendations have been implemented to enhance the services tenants receive. We are looking forward to a busy 2025 and have helped create the new Resident Engagement Strategy. We currently have some vacancies on the LTP – If you would like to help us to make a difference, please email [LTP@lincoln.gov.uk](mailto:LTP@lincoln.gov.uk) We look forward to hearing from you!”



# A Year Of LTP

Issue 1

We (LTP) have helped develop the council's 30-year Housing Business Plan. This includes the four strategic workstreams that make up the business plan. We will continue to work on this plan with the council to help shape the delivery of improvements to our homes and estates.

We have worked with the fire safety assurance team and Lincolnshire Fire and Rescue to deliver engaging exercises about high rise fire safety to Trent View, Shuttleworth House, and Jarvis House.

We have worked with tenancy services to get House Mark accreditation for our ASB procedures.

We have co-created the new menu of involvement with the Resident Involvement team.

We are now working more closely with tenants from other social housing landlords and national housing organisations to share ideas and learn from each other. Some of the groups we are working with include TPAS, ARCH, and the Social Housing Quality Resident Panel.

We have completed three scrutiny review of areas within Tenancy Services:

- Grounds Maintenance
- Anti-Social Behaviour Procedures
- Tenancy Sustainment.

We have increased the number of tenants who inspect our void properties.

We chair the council's quarterly Anti-Social Behaviour (ASB) complaints quality assurance reviews.

We continue to work with council officers to review the City of Lincoln Council's housing services.

We have an estate inspection review group that focuses on actions identified from the annual estate inspections.

We chair quarterly complaint's quality assurance reviews.

We have created a digital newsletter and magazine editorial team.

We have reviewed and made recommendations on several policies. Recent examples are:

- Pet Policy
- Tenancy Agreement
- Asset Management Strategy

We proudly represented LTP in partnership with the council at the recent opening of the new housing development at Jasmine Green.

## Get Involved!

Do you want to improve your housing service for you and all tenants and leaseholders? Do you want your voice to be heard and have your view represented to receive a service that is approved by you? Would you like to get involved and improve your skills?

Resident involvement offers you a way for you as the tenant or leaseholder to put forward your ideas and suggestions to improve your housing service.

We understand that you may not have the time to join one of our groups, but that doesn't mean you can't still get involved. You can still have your say through the comfort of your home as it's your opinion that matters the most.

## What's in it for me?

Resident involvement is a really good way for you to help influence and improve our housing services. If you feel like you have something to offer, whether it be ideas, opinions or your time, we want to hear from you.

If you do have time, we have numerous groups you can join. Besides the opportunity to influence decisions, resident involvement gives you the opportunity to learn new skills including:

- Influencing decisions
- Communication skills
- Negotiation skills
- Organisation skills
- Training in housing
- Writing skills
- Team working
- Experience for your CV, which will be useful in other areas of employment

It is also a chance to meet other residents in the community, exchange ideas and make new friends.

Whatever you want to do, we will make sure we provide you with the necessary training.

If you reach a certain level of involvement, you may also become eligible for a voucher.

## We Want You To:



Have a choice that matters.



Help improve housing services for everyone.



Hold the council to account.



Feel empowered through learning new skills.



Empower communities through involvement.

## Join Us and Make a Difference

Would you like to make a positive impact within our community? We need people like you to help shape our services.

We're looking for enthusiastic tenants to join our specialised working groups. Here are the opportunities where you can get involved:

- Lincoln Tenants Panel (LTP): contribute your ideas to enhance our housing services.
- Anti-Social Behaviour Complaints Working Group: work with us to create a safer and friendlier community.
- Gardening Working Group: help shape our garden services.
- Website Working Group: help us make our website more user-friendly and informative.
- Building Safety Working Group

If any of these opportunities sound interesting to you, we would be delighted to have you join us! Please scan and complete our online form, select your preferred group, and we will be in touch.

You can also contact our Resident Involvement team at:  
[tenant.participation@lincoln.gov.uk](mailto:tenant.participation@lincoln.gov.uk)



## High Rise Fire Safety Group

Are you a tenant in a high rise flat?  
 Would you like to have a say?  
 We have a new high rise fire safety working group, and we want your feedback.

To find out more, contact Resident Involvement via:

Email: [tenant.participation@lincoln.gov.uk](mailto:tenant.participation@lincoln.gov.uk)

Or scan this QR Code.



# Scheduled Repairs Calendar

We're in your neighbourhood every nine weeks for your scheduled repairs, here is our current calendar:

Jun-25							
WEEK NO.	M	T	W	T	F	S	S
9							1
10	2	3	4	5	6	7	8
11	9	10	11	12	13	14	15
12	16	17	18	19	20	21	22
13	23	24	25	26	27	28	29
14	30						

Jul-25							
WEEK NO.	M	T	W	T	F	S	S
14		1	2	3	4	5	6
15	7	8	9	10	11	12	13
16	14	15	16	17	18	19	20
17	21	22	23	24	25	26	27
18	28	29	30	31			

Aug-25							
WEEK NO.	M	T	W	T	F	S	S
18					1	2	3
19	4	5	6	7	8	9	10
20	11	12	13	14	15	16	17
21	18	19	20	21	22	23	24
22	25	26	27	28	29	30	31

Sep-25							
WEEK NO.	M	T	W	T	F	S	S
23	1	2	3	4	5	6	7
24	8	9	10	11	12	13	14
25	15	16	17	18	19	20	21
26	22	23	24	25	26	27	28
27	29	30					

Oct-25							
WEEK NO.	M	T	W	T	F	S	S
27			1	2	3	4	5
28	6	7	8	9	10	11	12
29	13	14	15	16	17	18	19
30	20	21	22	23	24	25	26
31	27	28	29	30	31		

Nov-25							
WEEK NO.	M	T	W	T	F	S	S
31						1	2
32	3	4	5	6	7	8	9
33	10	11	12	13	14	15	16
34	17	18	19	20	21	22	23
35	24	25	26	27	28	29	30

Dec-25							
WEEK NO.	M	T	W	T	F	S	S
36	1	2	3	4	5	6	7
37	8	9	10	11	12	13	14
38	15	16	17	18	19	20	21
39	22	23	24	25	26	27	28
40	29	30	31				

Jan-26							
WEEK NO.	M	T	W	T	F	S	S
40				1	2	3	4
41	5	6	7	8	9	10	11
42	12	13	14	15	16	17	18
43	19	20	21	22	23	24	25
44	26	27	28	29	30	31	

Feb-26							
WEEK NO.	M	T	W	T	F	S	S
44							1
45	2	3	4	5	6	7	8
46	9	10	11	12	13	14	15
47	16	17	18	19	20	21	22
48	23	24	25	26	27	28	

Mar-26							
WEEK NO.	M	T	W	T	F	S	S
48							1
49	2	3	4	5	6	7	8
50	9	10	11	12	13	14	15
51	16	17	18	19	20	21	22
52	23	24	25	26	27	28	29
1	30	31					

Apr-26							
WEEK NO.	M	T	W	T	F	S	S
1			1	2	3	4	5
2	6	7	8	9	10	11	12
3	13	14	15	16	17	18	19
4	20	21	22	23	24	25	26
5	27	28	29	30			

May-26							
WEEK NO.	M	T	W	T	F	S	S
5					1	2	3
6	4	5	6	7	8	9	10
7	11	12	13	14	15	16	17
8	18	19	20	21	22	23	24
9	25	26	27	28	29	30	31

## Key For The Calendar

- North - Ermine East, Ermine West, Newport & Burton Road
- East - St Giles, Stamp End and Tower
- Central - City Centre, West End, Boutham Moor, Bracebridge and Manse
- South - Birchwood and Hartsholme
- Christmas - Priority & Urgent Works Only