

Tenant Talk

Lincoln Tenant's Panel (LTP)
in Partnership with



CITY OF
Lincoln
COUNCIL

Together, let's deliver
Lincoln's ambitious future



LTP - Making A Difference!

Annual Tenant Report

Our Annual Tenant Report is now available on our website. You can scan the QR code provided or if you prefer a printed copy, please contact the Resident Involvement Team via email at tenant.participation@lincoln.gov.uk.

You can also visit the web page on:

<https://www.lincoln.gov.uk/View-tenants-annual-reports>



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 really excited to bring you our second edition of Tenant Talk, full of updates, news, and ways you can get involved.

We are proud to support Awaab's Law — Page 2 explains how the council is making sure our homes are safe and repairs are completed quickly. Everyone deserves to live in a decent home, and this is a big step in the right direction.

If you are moving over to Universal Credit, and you are struggling, Katie Esberger, Area Housing Manager (Rents) offers useful advice on page 3.

Let's stay one step ahead of fraud and scams, it is something more and more people are dealing with. Page 6 expands on this and offers simple tips on how to stay safe and what to do if something does not feel right.

We have some good news to share on pages 9 and 10. Tenant satisfaction has increased again, and the latest Quarter 2 Tenant Satisfaction Measures results are in! We want to thank everyone who has given feedback; the council is listening and using your comments to improve services for everyone.

It is great to see people coming together across different parts of our city and making a difference. Pages 15 and 16 looks at the brilliant community work happening in Sincil Bank and Ermine and what this is doing to improve residents' lives.

We know times can be tough, so in this issue we have included a full list of food banks and support services available across Lincoln - see page 18. If you or someone you know needs a bit of help, these places are here for you.

We would love to hear what you think and what you would like to see in our next issue. Please share your feedback, comments, and suggestions by scanning this QR code. You can also email us at: tenant.participation@lincoln.gov.uk.

Happy Reading!

The Editorial Team
Mike, Mick, Caroline & Chantelle

SCAN THE QR
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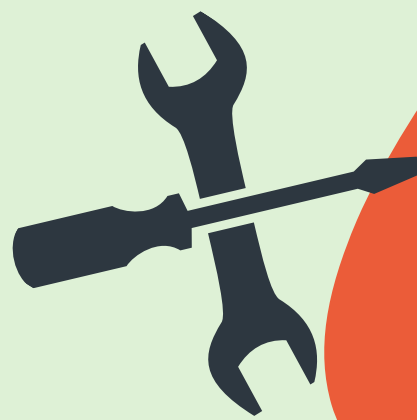
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Make a Difference



Damp & Mould: What You Need to Know

Even a small sign of condensation, damp or mould can be a sign of a defect in your property. Working together we can get these problems addressed rather than waiting until it gets worse.

Types of Damp

- **Rising damp** – moisture from the ground moving up through walls
- **Penetrating damp** – water entering through damaged roofs, walls, or windows
- **Condensation** – warm air hitting cold surfaces and forming water droplets

Contributing Factors

- **Poor ventilation** – blocked air vents or windows that stay shut, broken extractor fans
- **Humidity** – everyday activities like cooking, bathing, and drying clothes
- **Cold homes** – low temperatures, Faulty heating systems and inadequate insulation can lead to condensation
- **Leaks** – water seeping into walls or floors
- **Structure** - defective or poor original design

How You Can Help Prevent Damp

- Open windows regularly to improve airflow
- Use extractor fans and cover pans when cooking
- Dry clothes outside if possible, or in a ventilated room
- Keep your home warm, if you're able to
- Wipe down wet surfaces like windows and kitchen counters
- Vent your tumble dryer to the outside
- Leave bedroom windows slightly open at night
- Keep kitchen and bathroom doors closed to contain moisture
- Leave space between furniture and walls to allow air to circulate

We're Here to Help

We understand that damp and mould can be worrying. That's why we're committed to responding quickly and making sure your home stays safe and comfortable. If you have any concerns, don't wait—get in touch with us today.



Council Supports Awaab's Law

Issue 2

Damp & Mould

Awaab's Law and What it Means for You

We want you to know we are fully supporting Awaab's Law, a new rule that helps protect tenants from unsafe housing conditions like damp and mould.

Awaab's Law was created after a young boy, Awaab Ishak, sadly died because of severe mould in his home. This new law makes sure that councils and other housing providers fix serious problems like damp and mould quickly. The new rules come into force on 27 October 2025.

We have a new policy to keep your home safe and healthy, called our 'Damp, Mould and Condensation Policy'.

What you can expect:

- Emergency problems in your home (like mould or leaks) will be looked at within 24 hours, and urgent repairs will be done quickly.
- Serious issues will be checked within 10 working days, and repairs will start within 5 days after that.

How will this help you:

- Less urgent repairs will now be completed within 12 weeks of the first inspection
- Your home will continue to be well maintained, with more regular checks.
- We're improving how quickly we respond to issues, so you get help sooner.
- We're increasing the number of routine inspections to catch problems early
- Our Staff are receiving extra training to spot and fix issues faster
- You'll get more practical advice on reducing condensation and keeping your home healthy

If you need to report damp & mould:

To report damp, mould, or anything else that could put your home and your health at risk, contact our Customer Services team by calling **01522 873 333** or emailing **customer.services@lincoln.gov.uk**.

Moving to Universal Credit?

We are here to help!

If you currently get any of the following benefits, you may soon get a letter from the Department for Work and Pensions (DWP) asking you to move to Universal Credit (UC):

- **Housing Benefit**
- **Income-related Employment and Support Allowance (ESA)**
- **Income-based Jobseeker's Allowance (JSA)**
- **Income Support**
- **Child Tax Credit (CTC)**
- **Working Tax Credit (WTC)**

We understand this might feel like a big change but you're not alone. The Tenancy Services Rents Team is here to support you every step of the way.

How we can help you

Our team can:

- Explain what Universal Credit (UC) means for your tenancy
- Help you make your UC claim online
- Give you the rent proof DWP needs
- Support you with budgeting while you wait for your first payment
- Ask for direct payments to your rent account if needed

Katie Esberger, Area Housing Manager (Rents) said "We know moving to Universal Credit can feel worrying, especially if you're used to Housing Benefit being paid straight to us. But there is help available. Our team will guide you through the process and make sure your rent stays on track."

If you get a UC migration letter, please contact us straight away Call us on **01522 873333**.

Struggling to pay your rent?

Our Tenancy Services Rents team is here to help - we know that managing money can be tough, especially with the rising costs of living. We have listed below some top tips if your struggling with budgeting for your rent.

- Prioritise your rent – Treat it as your most important bill
- Set up a direct debit – It is easier to stay on track with automatic payments
- Track your spending – Use a notebook or app to see where your money goes
- Plan weekly or monthly budgets – Break down your income and expenses
- Look for savings – Small changes (like switching energy providers or cutting unused subscriptions) can free up money for rent

If you are finding it hard to pay your rent, do not wait to reach out. Ask for help early - we want to help and have trained staff ready to support you.

We offer flexible payment options to make your rent more manageable.

If you are behind, we can also help you get back on track before things get worse.

Already have a repayment plan but cannot keep up? Call us right away so we can help you.

Call 01522 881188 or speak to your housing officer
Call welfare team on 01522 873382 or email welfare@lincoln.gov.uk

Estate Inspection Updates

We’ve officially launched our new Estate Inspection Programme to help keep our neighbourhoods clean, safe, and well-maintained.

Here are our planned estate inspection dates up to January 2026.

Ermine East 03/12/2025	Ermine West 18/12/2025	Stamp End 06/01/2026	St Giles 21/01/2026
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What’s New?

- Inspections will now take place every 3 months
- Larger areas will be split into smaller sections
- Walkabouts will be shorter and more focused

We’ll continue to share inspection dates and updates on our website and social media channels. Keep an eye out for your area’s next inspection!

Anti Social Behaviour Updates

Issue 2



Tenant Satisfaction for anti-social behaviour (ASB) Is on the rise – We'd like to say thank you to everyone who took part in the recent Tenant Satisfaction Measures (TSM) survey. Your feedback is helping us improve how we support you and your community.

Many tenants told us they've seen positive changes—especially when it comes to how we handle anti-social behaviour (ASB). Some residents said:

- They received quick responses to their reports.
- They felt supported during difficult times.
- Their issues were resolved to their satisfaction.

This is great to hear—and shows that the steps we're taking are starting to make a difference, but we know there's still more to do. Some tenants said:

- They felt ignored after reporting ASB.
- Drug activity and disruptive neighbours are still a concern.
- Staff changes made it harder to get consistent support.
- Communication about what action was taken wasn't always clear.

We take this seriously and are already working on ways to respond faster, communicate better, and provide more consistent support. We want you to keep sharing your views as your feedback helps shape the services you rely on.

By working together, we can make our homes and communities safer, stronger, and more supportive for everyone.

Completed Cases



Case One

We began receiving complaints of noxious odours, this was having a major impact on the daily life of neighbours and local residents.

The tenant was served with a multitude of warnings, including a Community Protection Warning, Community Protection Notice to which they failed to adhere to.

The tenant was offered support throughout the entirety of the case yet failed to agree and make changes to their behaviour. A Notice of Seeking Possession was eventually served, and we were granted possession of the address due to the consistent reports of noxious odours.

Case Two



After repeated and deliberate acts of anti-social behaviour including urinating on residents' front doors, verbal abuse and threats, serious physical assaults, criminal damage, violence towards staff, and persistent noise nuisance, life for residents became unbearable.

As a result, this resident has been evicted. This outcome was made possible thanks to the resilience of residents who reported these incidents to the Council and through strong partnership working with Lincolnshire Police.

Case Three

Following long standing problems of damage to property and harassment to nearby residents, we applied for an injunction to protect local tenants and this then resulted in successfully gaining possession of the property.



Did you know you can save money on your internet bill?

Find out if you qualify and how to apply. Broadband providers are offering discounted broadband deals to people who are on certain means-tested benefits.

You may qualify if you receive benefits such as:

- Universal Credit
- Pension Credit
- Income Support
- Jobseeker's Allowance
- Employment and Support Allowance



Each provider has its own rules, so it is worth checking directly with them. Affordable broadband deals are designed to be:

- **Affordable** – lower monthly costs
- **Simple** – usually one speed option
- **Flexible** – short contracts (often 12 months or rolling monthly)
- **Budget-friendly** – no set-up fees or penalties for cancelling early

How to Apply

- You must apply directly to the broadband provider
- You will need to prove you receive benefits
- Your landlord does not apply for you – it is up to you to contact the provider

To qualify for one of these deals, the person named on the broadband account must be the person receiving the benefit.

If you are unsure where to start, Citizens Advice Lincoln and Lindsey can help you understand your options and guide you through the process. You can:

Visit their Facebook page for local drop-in sessions.

Call them on 0808 278 7904.

Visit their website and click on “Get Advice.”

Beware of Loan Sharks & Scams

Issue 2

Let's stay ahead of fraud - together!

Fraud and scams can affect anyone. Whether it is an unexpected phone call, a strange email, or an offer that seems to come just at the right time, scammers are always finding new ways to manipulate people.

Common scams involve criminals pretending to be someone you trust—like your bank, a government agency, or even a family member. They may ask for your personal details because they say they can increase your income, or they might say your money is in danger and you need to move it fast.

They change what they say frequently but their actions are always based on manipulation. In addition to using trust, fraudsters try to create a sense of urgency, wanting you to react without time to think. They may say a deal is in short supply or make you think someone you care about is in trouble.

Simple Ways to Stay Safe:

- **Take a moment:** If something does not feel quite right, it's okay to pause and double-check. Do some research
- **Keep your accounts secure:** Use strong passwords and turn on two-step verification where you can
- **Be aware of common scams and tactics:** From fake deliveries to investment offers, knowing what to look out for can make a big difference
- **Look out for others:** Share tips with friends, family, and neighbours—especially those who might be more vulnerable
- **Tell your bank:** if you have had money stolen you must report it to your bank immediately
- **Report it:** If you think you've been targeted, you can report it to Action Fraud at actionfraud.police.uk or call 0300 123 2040

Together, we can make our community safer.

If you have borrowed money from a loan shark, or if you have been paying back such a loan, you are not in trouble for this. It is the lender who will have committed a criminal offence, not you.

If you or someone you know is affected by illegal money lending, you can contact Stop Loan Sharks for support on 0300 555 2222 or visit www.stoploansharks.co.uk. Live chat is available on the website between 9am and 5pm, Monday to Friday.

Fraudsters rely on their manipulation tactics. But with a little knowledge and a lot of community spirit, we can help protect ourselves and each other.

For more advice and helpful resources, visit stopthinkfraud.campaign.gov.uk

Stay safe this festive season

Christmas is a time for celebration, with homes full of decorations, lights, and visiting family and friends. But many of the things we enjoy during the festive season like fairy lights, candles, and paper decorations can become fire hazards if not used safely.

To help keep you and your loved ones safe, follow these Top 10 Fire Safety Tips:

- Use safe lights – check your Christmas tree lights meet British Safety Standards
- Keep candles away – never place candles near your tree or soft furnishings
- Plan your escape – make sure everyone knows what to do in an emergency
- Decorate safely – decorations can burn easily, so keep them away from heaters and lights
- Do not overload sockets – switch off and unplug lights before bed
- Be careful after drinking – accidents are more likely in the kitchen after alcohol
- Stay alert while cooking – never leave cooking unattended, especially after drinking
- Keep flames out of reach – store candles, lighters, and matches safely away from children
- Check on others – make sure elderly neighbours and relatives are fire safe
- Test your smoke alarms – you should have a working smoke alarm on every level of your home

Candle safety

To reduce the risk of fire, it is safer to use battery-powered candles, especially in homes with children or pets.

If you do use real candles, please follow these important safety tips:

- Never leave a burning candle unattended
- Keep candles away from soft furnishings like curtains and cushions
- Use a proper candle holder on a heat-resistant surface
- Keep candles out of reach of children and animals
- Avoid placing candles near hair or loose clothing
- Always extinguish candles after use
- Store lighters and matches safely out of reach of children
- Never move a lit candle



For more detailed guidance, visit the Lincolnshire County Council's candle safety page: [Candle Safety – Lincolnshire County Council](#).

Asbestos is a natural mineral once widely used in building materials due to its strength, heat resistance, and insulating properties. It was commonly used in homes built between the 1930s and 1990s. However, its use was banned in the UK in 1999 after it was found to pose serious health risks when disturbed.

If your home was built after 1999, it is unlikely to contain asbestos. In older properties, asbestos-containing materials (ACMs) may still be present in:

- Loft and wall insulation
- Roof tiles, gutters, and downpipes
- Water tanks and pipe lagging
- Ceiling coatings (e.g. Artex)
- Floor tiles and adhesives
- Behind fuse boxes and heaters
- Garage roofs, sheds, and external cladding

Asbestos cannot be identified by sight alone—it must be tested in a laboratory. Asbestos is not harmful if it remains undisturbed. The risk arises when materials are damaged, releasing tiny fibres into the air that can be inhaled. These fibres can cause serious health problems over time.

What Should Tenants Do?

- Be aware of where asbestos might be in your home
- Seek permission before starting any DIY or home improvements
- Do not disturb materials that may contain asbestos
- Report any damage to suspected asbestos materials immediately
- Never attempt to clean or repair asbestos yourself

In Case of Emergency - If you accidentally damage or disturb a material that may contain asbestos:

- Stop work immediately
- Leave the area and close the door behind you
- Contact Customer Services right away
- If you have dust or debris on your clothing, stay where you are and wait for help
- Remain calm—trained professionals will assist you

Need Help or Advice? Call Customer Services at **01522 873333** or email asbestos@lincoln.gov.uk

Tenant Satisfaction Measures

QUARTER 2 RESULTS

Issue 2

Your feedback matters

Thank you to everyone who took part in our latest tenant satisfaction survey. Your views help us understand what parts of our landlord service are working well and where we need to improve.

Here is a quick look at what you told us in Quarter 2 (2025/26):

8 out of 10 tenants (80%) are happy with the service provided by City of Lincoln Council. That is a **7% improvement** from last quarter!

Our top three rated areas we scored **80% or higher**:

Safe homes – 80%

Fair and respectful treatment – 81%

Repairs over the last 12 months – 86% (our highest score this quarter!)

Many tenants have told us they've seen positive changes, especially when it comes to how we handle anti-social behaviour (ASB). Some residents said:

- They received quick responses to their reports
- They felt supported during difficult times
- Their issues were resolved to their satisfaction

This is great to hear and shows that the steps we are taking are starting to make a difference, but we know there's still more to do. Some of you told us:

- You felt ignored after reporting ASB
- Drug activity and disruptive neighbours are still a concern
- Staff changes made it harder to get consistent support
- Communication about what action was taken wasn't always clear

We take this seriously and are already working on ways to respond faster, communicate better, and provide more consistent support. We want you to keep sharing your views as your feedback helps shape the services all our tenants rely on.

By working together, we can make our homes and communities safer, stronger, and more supportive for everyone.

Tenant Satisfaction Measures

QUARTER 2 RESULTS

Issue 2

Our Results



Well-Maintained Home
79%



Listens & Acts
68%



Safe Home
80%



Kept Informed
73%



Repairs Last 12 Months
86%



Fairly & with Respect
81%



Time Taken Repairs
74%



Complaints Handling
39%



Communal Areas
77%



Approach to ASB
59%



Neighbourhood Contribution
70%

Electrical Wiring

The Importance of Your 5 - Yearly Electrical Safety Check

It's very important that we carry out essential electrical safety checks in your home. Awaab's Law came into force on the 27th of October and aims to protect tenants by making sure landlords carry out all required health and safety checks. We have been doing this for many years, but Awaab's Law makes this now more important than ever.



One of those checks is making sure your home has an up-to-date Electrical Installation Condition Report (EICR). This is a full inspection of your home's electrical system, carried out every five years.

An inspection takes two to three hours. A qualified electrical engineer will visit your home and inspect:

- The fixed wiring
- The consumer unit
- All electrical outlets

It is very important that you allow the engineer access to your home. Having electrical safety checks will help prevent serious risks such as electrical fires or faults and ensures your home stays compliant with safety standards.

You'll be contacted by Aaron Services to arrange your appointment. Please make sure your electric meter has credit, as this is needed to complete the inspection.



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

Or scan this QR Code.



Stock Condition Surveys

Stock Condition Surveys – Inspections of Your Home

We are carrying out full stock condition surveys on all of our homes, to help plan for future improvements, maintenance and make sure all our tenants' homes are free from hazards. These surveys are quick, simple inspections that check the condition of key parts of your property—like your kitchen, bathroom, roof, windows, and more.

What to Expect:

Each survey takes around 20–30 minutes. A surveyor will look at the inside and outside of your home and take photographs to help us plan future maintenance.

Who Will Visit?

Surveys are carried out by either one of our Project Officers or by our surveying contractor. You'll be contacted in advance to arrange a convenient appointment. All surveyors carry City of Lincoln Council photo ID.

If you're unsure about letting someone in, call Customer Services on 01522 881188 or Investment Team on 01522 873679 to confirm their identity.

Why It Matters:

These surveys will help us keep an up-to-date record of the condition of your home and make sure you don't miss out on the important home improvements included in our 30-year planned maintenance programme. It's also a great chance to raise any repair concerns directly with the surveyor.

Appointments & Missed Visits:

If you've booked an appointment and need to reschedule, please let us know as soon as possible. Repeated missed appointments mean we can't access your home and may result in your home being excluded from our future improvement plans.



What we ask from you

To help us do the job well and safely, please:

- Be home at the time we agreed for the appointment.
- Don't smoke while we're in your home.
- Clear the area where the repair is needed so we can get to it easily.

If you can't make the appointment, let us know as soon as possible so we can book a new time.

Tenants Contents Insurance

Issue 2



We urge all our residents to consider taking out Home Contents Insurance.

Personal belongings and household furniture are not automatically covered by the City of Lincoln Council.

Without insurance, you could face significant financial loss in the event of burglary, theft, fire, flooding, or other unexpected incidents. Home Contents Insurance offers peace of mind and protection for the things that make your house a home.

Are you aware that as a tenant you can take advantage of contents insurance provided through the council? Leaseholders who live in their property can also apply. Insurance is arranged with Royal & Sun Alliance Insurance plc and is available only to the City of Lincoln Council customers. There are two levels of cover, Simple and Simple+ as detailed below.

Simple cover

- Most of your household goods and contents including pedal cycles and computer equipment are insured when in your home.
- They are covered against loss or damage caused by specific events such as theft, fire, or flood.
- Also insured are lost keys, freezer contents, your own legal liability to the public and the cost of alternative accommodation.
- Improvements you made to your home such as fitted kitchens, bathrooms, wardrobes, laminating flooring, patio doors etc (but not greenhouses or conservatories).

Simple plus

- Includes accidental damage cover at varying prices depending on the sum you would like to insure.
- You have the choice of paying weekly, fortnightly, monthly, or annually. How you pay is also your choice.
- You can choose from weekly, fortnightly, or by monthly or annual direct debit.



***Tenants are also encouraged to use comparison sites to explore other insurance providers who may offer competitive rates.**

If you would like more information, contact customer services and they will be able to provide you with the information and application form. Call 01522873333 or visit our website.

Warm Spaces Project

Issue 2

Warm Spaces Project Helps Over 1,000 Lincoln Residents Save on Energy Costs

A new local project is helping Lincoln residents stay warm and save money. This project is run by Cadent Gas and Citizens Advice Lincoln and Lindsey, with support from the City of Lincoln Council.



Since it started in September 2024, the project has helped people save over £100,000 on energy bills by offering free advice, support, and practical tools.

So far the project has also:

- Helped over 1,000 residents.
- Provided advice to 575 people about energy bills, saving energy, and staying safe from carbon monoxide (including free alarms).
- Given 130 people extra help with more serious energy problems.
- Supported 100+ residents to join the Priority Services Register, which gives extra support to vulnerable households (like those with young children or medical needs).
- Helped 100+ people with benefits and income advice.
- Provided 96 residents with debt advice.
- Supported 33 people with housing issues.
- Helped 60 residents struggling with food costs by donating slow cookers and training to help cook low-cost meals and save energy.

Citizens Advice is offering help in community centres, churches, and local hubs across Lincoln. You can find out where they will be each week by visiting their Facebook page.

If you are struggling with energy costs or need advice:

Visit the Citizens Advice Lincoln and Lindsey website (look for the “Get Advice” page)
Or call 0808 278 7904.

This project will run until March 2026, and there are hopes to keep it going even longer.

Sincil Bank - Community Voices Matter

Since moving into their Portland Street office in December 2018, our Neighbourhood Team has been working closely with residents to bring positive change to Sincil Bank.

What has been achieved

- 11 new family homes built on the former Hermit Street Garage site
- Highways improvements, including a new cycle way and planters
- Upgrades to key gateways into the neighbourhood

As well as improving the area physically, the team has worked closely with residents to make a real difference. From their Portland Street Office, they've offered advice and support to nearly 7,000 residents helping with housing, school places and much more.

Dorothy, a Hermit Street resident, shared:

“Support is available every day to help people with a wide range of needs. Whether it's filling out housing applications, applying for school places, or accessing emergency food parcels, the Neighbourhood Team is here to help.

They offer a welcoming space where people can get advice and support, from sorting out paperwork to connecting people with vital services, the team is a trusted part of the community and always happy to lend a hand.”



The team has also worked with local groups to make sure residents have a voice and that community activities continue to thrive.

Anne, who moved to the area in 2013, joined the Maze Matters community group after receiving a local newsletter. It helped her make friends and get involved in projects like: Monthly litter picks, Community art projects (including the colourful “Sincil Banksy” murals!) and volunteering as a Street Champion.

Anne’s journey didn’t stop there — her involvement gave her the confidence and insight to apply for a job at the City of Lincoln Council, where she’s now a Customer Services Assistant and loving it!

Although she has less time for volunteering, Anne still plays a key role in Maze Matters and supports local events whenever she can.



Future Plans at Ermine

The Neighbourhood Team has been actively involved in a range of community projects across the area. In March, the first edition of Ermine News was delivered to most households in both the East and West, highlighting some of the fantastic local activity taking place. A second edition is already in development and will be ready for delivery later this year.

The team is currently exploring options for a local office, which will be a hub where residents can learn more about local projects and find out how to get involved. We hope to share more details on this soon.

The team is working closely with Alive Church and a company called Open Plan to support the development of a Place Shaping Framework for Ermine. This will be a community-led plan that outlines a shared vision for the neighbourhood and will include ideas and recommendations from residents with goals set for the short, medium and long term changes and improvements in the area.

If you’d like more information about the team’s work or want to get involved, please contact:

Neighbourhood Manager Paul Carrick - paul.carrick@lincoln.gov.uk or call 01522 510 157

Food Banks in Lincoln

Support When You Need It Most - If you or someone you know is struggling with food costs, you are not alone, and support is available.

Food banks provide emergency food parcels and essential items to people in crisis. In Lincoln, several organisations work tirelessly to ensure no one goes hungry.

These services are open to anyone in need and can offer a lifeline during difficult times.

Food banks typically provide:

- Tinned and dried foods (soup, pasta, rice, cereal, fruit, etc.)
- Fresh essentials where possible
- Toiletries, sanitary products, and baby supplies
- Friendly, confidential support



Additional Support

- **Free School Meals:** If you have children in low-income households, you may be entitled to free school meals. Call Lincolnshire County Council on 01522 782030 for more information.
- **Healthy Start Scheme:** Pregnant women and parents of children under four can get help to buy milk, fruit, and vegetables. Visit the NHS website or call 0300 330 7010.
- **Lincoln Hygiene Bank:** Provides personal hygiene and household cleaning products to those struggling.

How can you help?

If you're able to donate, local food banks are always in need of:

- Tinned meats, soup, fruit, pasta sauce, rice pudding
- Cereal, rice, instant tea/coffee, UHT milk, fruit juice
- Toiletries, sanitary products, baby supplies, household items

Many supermarkets in Lincoln have collection points, making it easy to donate while you shop. Even small contributions can make a big difference.

Lincoln Foodbank -

Provides three days' worth of nutritionally balanced emergency food and support to local people who are referred in crisis.

Call: 01522 542 166

Website: www.lincoln.foodbank.org.uk

Lincoln Community Larder -

A registered charity aiming to relieve poverty providing basic nutritious food and other essentials to those in need of short-term help.

Call: 01522 569 291

Website: www.lincolnlarder.co.uk

**Lincoln Community Grocery -**

Open to all Lincoln residents, this community grocery helps keep families fed and offers access to more support.

Website: www.communitygrocery.org.uk

Lincolnshire Food Partnership -

Connects people to a range of community support charities, churches, and organisations that can help with emergency food.

Eligibility and referral processes may vary, so it's best to contact the food bank directly or speak to your housing officer for guidance.

ARCH conference

We are proud to be part of the Association of Retained Council Housing (ARCH) – a national organisation that brings together councils who still own and manage their own housing stock.

ARCH works to:

- Represent tenants' voices at a national level
- Share good ideas and practices between councils
- Campaign for fair funding to support safe, affordable, and sustainable homes

Each year, ARCH hosts a Tenants' Conference in different parts of the UK and this year Lincoln was chosen! The event took place at the YMCA Showroom on Tritton Road, and tenants from across the country came together to share their experiences and learn from each other.

We were asked to give a presentation, showing how we work closely with the council to make sure tenants are heard. Raisa, Chantelle, and Mike explained how LTP has helped review 36 policies and procedures, and scrutinised key areas like:

- Anti-social behaviour
- Grounds maintenance
- Complaints handling

We are especially proud of our LTP member Chantelle, who was recognised by ARCH for her volunteering work in the communities.

Tenants also heard from national experts, including:

- A chief data expert from a leading housing data and research company called Housemark
- A senior resident engagement manager from the Regulator of Social Housing
- A deputy director for social housing strategy from the Ministry of Housing, Communities and Local Government

The event was a great success and a brilliant example of how tenants and councils can work together to shape better housing services. We're proud to have showcased all the great things we do for Lincoln, and look forward to working with some of the other councils who have contacted us since the event.

Resident Involvement

Issue 2

Get Involved!

Help Shape the Future of Your Housing Services

Thank you to everyone who's already taken part in Resident Engagement Strategy consultation! Your feedback is helping us make your homes and communities the best they can be.

We're still listening, and we'd love to hear more from you, it's important that the strategy reflects what you want and need.

This strategy will guide how we:

- Share information with you
- Listen to your ideas
- Give you more opportunities to get involved and help improve our services

We've put together a short questionnaire to hear your views. Some of the things we're asking include:

- What are the most important housing services to you?
- How would you prefer us to communicate with you?
- How often would you like updates from us?
- What would make it easier for you to get involved?

So far, here are the top five priorities tenants have told us matter most to them:

- Improving estates and making them safer
- Tackling anti-social behaviour
- Investing in homes and estate improvements
- Building more council homes
- Keeping properties well maintained

Scan the QR code to take the survey — it only takes a few minutes, and your voice really matters.

Let's build this strategy together — by tenants, for tenants.



Let's Talk Tenant Involvement

Meet Tony, our newest panel member who is helping to make a difference.

Ever wondered who's behind the scenes helping to shape the services you receive as a tenant? We sat down with Tony, one of our dedicated Tenant Panel Members, to talk about his role in Lincoln Tenants' Panel and why he's passionate about making sure tenant voices are heard loud and clear.



Q: What made you want to join Lincoln Tenants' Panel?

Tony: "Although I'd lived in my council flat for around 15 years the LTP was not known to me (I was always bad at reading newsletters and the like), but I found myself in email contact over a matter the nature of which I have now forgotten and through conversation ended up having a chat with the Chair and Vice-Chair of LTP who charmingly persuaded me that, in spite of my total lack of knowledge concerning the workings of Lincoln City Council Housing Department, I might still have something to offer through working with the Panel".

Q: What does the scrutiny group actually do?

Tony: "The Panel exists to work on behalf of all of the City Council's tenants and leaseholders. It scrutinises existing or proposed policies and protocols and feeds their observations and opinions to Officers of the Council, usually via email. This process is then followed by a meeting between the Panel and Officers either face-to-face or over Microsoft Teams online, and through friendly discussion, a consensus is reached and the discussed document is then amended by the officers and passed for approval to the relevant council members, both employed and elected. There is an expectation that members of the LTP will commit to around 4 hours per month on average".

Q: What's been the most rewarding part so far?

Tony - "Knowing that in some small way you are contributing to the safety and welfare of your fellow tenants and leaseholders. This must be done in a fair, considered and non-judgemental way and without bias. It continues to be a steep learning curve for me and I am constantly impressed by the depth of relevant knowledge of the other members of the Panel."

Q: Any advice for tenants thinking about getting involved?

Tony - "Make certain your reading glasses prescription is up-to-date! And come with a caring heart and an open mind. "

Join us and make a difference

Would you like to make a positive impact within your 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.

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



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



South - Birchwood and Hartsholme



East - St Giles, Stamp End and Tower



Christmas - Priority & Urgent Works Only



Central - City Centre, West End, Boutham Moor, Bracebridge and Manse