

Tenant Talk

Lincoln Tenant's Panel (LTP)
in Partnership with



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Lincoln's ambitious future



Competition

On Page 1 you have the opportunity to win one of five £25 Love2Shop vouchers by entering our Word Hunt Competition.

We've given you a list of 10 words that can be found within 10 separate articles throughout the magazine.

To find out more and how to enter read on page 1.

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.

On page 2, we share the latest news from Jasmin Green, where building work has now started on the first homes, including fully wheelchair-accessible bungalows.

Page 3 includes helpful information for tenants who may be thinking about moving to a home that better suits their needs. The Right Home article explains what support may be available, who may be eligible, and who to contact if you would like to discuss your options.

Thank you to everyone who has allowed access to their homes for stock condition surveys and electrical safety checks. These visits help keep homes safe, understand their condition and plan future improvements. You can read more on page 5, including how you can help complete the remaining visits.

On page 8, we highlight the hard work being carried out by LTP, working alongside the council housing service to improve how empty council homes are prepared for new tenants. This work is helping to make homes ready, welcoming, and suitable for the tenants moving in.

On page 11, we share Michael's journey from rough sleeping to recovery and securing a home. His story is a powerful reminder of the difference that safe, stable housing and the right support can make.

It is also important that tenants know their rights. On page 14, we explain where you can access clear information and the latest possession guidance.

There are plenty of opportunities to get involved too. On page 16, we explain how you can join the new play park focus group and share your feedback to help shape future improvements.

Finally, pages 22 and 23 outline how the Housing Estate Regeneration Board is working together to plan improvements across housing estates — and how your ideas can help make our estates better place

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!

SCAN THE QR
CODE BELOW



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Word Hunt Competition

Issue 4



Win One of Five £25 Love 2 Shop Vouchers

Do you want the chance to win £25 Love 2 Shop voucher? We have five £25 Love 2 Shop vouchers up for grabs!

Each of the articles listed below has one hidden word . All you need to do is find them, write them down and send them to us to be entered into the prize draw.

Hidden Words

Below is the list of hidden words contained in the articles . Each article contains one hidden word:

- Size
- Decent
- Tenancies
- Weather
- Probation
- Strategies
- Legal
- Young
- Closure
- Informative

Articles

Below is the list of articles you can find the hidden words in:

- The Voids Process
- Maintenance & Investment Update
- Rough Sleeping
- Right Home
- Ventilation Advice
- Know Your Rights
- Play Park Feedback
- Completed ASB Cases
- Lincoln Tenants Panel Updates
- Estate Regeneration Board

How To Enter

Once you have found all ten words write each word down clearly, along with the article you found it in and page number.

You can send your entry to the Resident Involvement Team by:

Email: tenant.participation@lincoln.gov.uk

Phone: 01522 881188

Post: City of Lincoln Council, City Hall, Beaumont Fee, Lincoln, LN1 1DD.

Don't forget to include your name, address, and contact details so we can contact you if you win.

Entry Date

Please send your completed entries by: 16th October.
Good Luck — and Happy Hunting!

Jasmin Green Update



What's Happening Now

We've now started building the first homes at Jasmin Green, which are our fully wheelchair accessible bungalows. The whole development is still due to be complete by late 2027.

The site will continue to be fenced off until the new homes are finished. Our new Graffiti hoarding is now up – this was commissioned by our contractor Belvin Construction using local graffiti artists IMAGESKOOL. Let us know what you think by scanning this QR code:

There will be some disruption off site too, as we connect the new homes to sewers, water and power supplies. We're working closely with our building contractor to keep this to a minimum.



About Our New Homes

- Fully wheelchair accessible homes – a mix of 1-, 2- and 3-bedroom bungalows and 1-bedroom ground floor flats
- Upper floor 1-bed flats
- A mix of 2-, 3-, 4- and 5-bedroom family homes

Did You Know?

We're building homes on around half of Jasmin Green. Long term, we're planning to make improvements to the rest of the Green and will be asking the community to help us with our future plans. If you want to get involved, please contact us at tenant.participation@lincoln.gov.uk and we'll let you know when this work is starting.

Is Your Home Still Right For You?

Support for City of Lincoln Council tenants who may be thinking about moving to a home that better suits their needs.

Your home should support your day-to-day life, wellbeing and future plans. Over time, your circumstances may change. You may find that you have more space than you need or would benefit from a property that is easier to manage, more accessible, or closer to family, carers, transport, schools, healthcare or local services.

This is the Right Home scheme. Right Home is about finding a home that is the right size, type and location for you now and in the future.



What Does Right Home Mean?

It can mean moving to a smaller home if you have bedrooms, you no longer use, or moving to a different type of property because your health, mobility or support needs have changed. It is not just about the number of bedrooms; it is about whether your home works well for you.

Is Moving Right for You?

- Lower household costs: a more suitable home may help reduce energy bills or make it easier to manage your money.
- Easier everyday living: a home that better matches your needs may be simpler to clean, maintain and move around in.
- Improved wellbeing: moving may help you feel more settled, independent or connected to your local community.
- Better accessibility: a different property may better support mobility, health needs or future care needs.
- Closer to support: you may want to be nearer to family, carers, schools, transport, shops, healthcare or other local services.

Things To Think About

- Think about whether your current home still works well for your everyday life.
- Consider whether a smaller, more accessible home would better suit your needs.
- If you live in a disabled adapted home but no longer need the adaptations would another property suit you better?
- Think about whether being closer to family, carers, transport, schools, healthcare or local services would make daily life easier.
- Consider whether the home will continue to meet your needs in the years ahead.

Support Available

- The council may be able to talk through your housing options with you.
- Practical support may be available to help make a move easier, depending on your circumstances and the scheme criteria.
- In some cases, financial support or other assistance may be considered where a move helps make best use of council homes.
- Support is discretionary and depends on eligibility, property condition, available funding and the council's policies at the time.

Who May Be Eligible?

You may be able to discuss Right Home support if you are a secure council tenant, have one or more bedrooms that are not being used, live in a home that no longer meets your needs, or live in a property with adaptations that are no longer required. The council will consider each case individually and may need to complete a property inspection as part of the process.

What Should I Do Next?

If you think the Right Home scheme could help you, please contact your Housing Officer or the Tenancy and Estates team to talk through your options. You can contact Tenancy and Estates by emailing tenancyandestates@lincoln.gov.uk or calling 01522 873333. You will also need to apply through Lincs Homefinder: <https://www.lincshomefinder.co.uk>. If you cannot apply online, please call Customer Services on 01522 881188 to arrange support.

Investment Updates

Thank you for helping us

Thank you to everyone who has allowed us into their home to complete important stock condition surveys and electrical safety checks. Your support helps us understand the condition of our homes, plan future improvements, and keep tenants safe.

So far, we have completed 89% of stock condition surveys and 97.5% of electrical installation condition reports. We really appreciate everyone who has taken the time to help us reach this point.

These visits give us up-to-date information about your home. This helps us make better decisions about repairs, planned improvement work, energy efficiency upgrades, and long-term investment in council housing. When tenants keep appointments and allow access, it helps reduce delays and unnecessary costs. It also means we can focus our resources where they are needed most.

Stock Condition Surveys

A stock condition survey usually takes less than an hour. We do not need anything from you during the visit other than access to your home.

During the survey, we look at key parts of the home such as kitchens, bathrooms, windows, doors, roofs, walls, floors, and external areas where needed. We also record the age and condition of important building components so we can plan future replacements and improvements.

Electrical Safety Checks

Electrical safety checks help prevent serious risks such as fires or faults and make sure homes continue to meet safety standards. An Electrical Installation Condition Report, or EICR, is carried out every five years and usually takes around two to three hours.

A qualified engineer will check the fixed wiring, consumer unit and electrical outlets. Aaron Services will contact you to arrange your appointment. Please make sure your electric meter has credit, as this is needed to complete the inspection.

What can you do:

Please make sure an adult aged 18 or over is at home at the appointment time. If you need to cancel or rearrange, contact Customer Services as early as possible on 01522 873333. Please help us to complete the remaining visits. If you are contacted about an appointment, please allow access so we can finish this important programme and continue improving homes and services for tenants.

Thank you again to everyone who has already worked with us. Your help makes a real difference.

Investment Updates

Decent Homes Standard Update

The government has announced that a new Decent Homes Standard will be introduced in 2026. This standard sets out the quality that rented homes should meet, including homes owned and managed by local authorities such as the City of Lincoln Council.

It is intended to make sure that tenants live in homes that are safe, warm, well maintained and free from serious hazards.

New Working Group

We have set up a working group to look at what the new standard will mean for our council homes and to plan what work may be needed to make sure our homes meet the requirements. This will include reviewing the condition of our homes, considering future investment needs and identifying any areas where additional planning or resources may be required.

The group includes senior housing and investment officers, staff from resident involvement, and members of the finance team. By bringing together different areas of expertise, the council can take a coordinated approach to understanding the changes, planning future works and considering how any improvements will be funded and delivered.

Warmer, Safer Homes

The new standard will also include Minimum Energy Efficiency Standards, which aim to improve the quality and energy efficiency of rented homes in England.

This is likely to have an important role in helping to reduce heat loss, support warmer homes and contribute to wider environmental aims.

Further guidance is expected, and the council will continue to review the details as they are confirmed.

Tenant Feedback

Tenant feedback will be important as this work develops. We want to make sure that tenants are kept informed and have opportunities to share their views where this can help shape local priorities, communication and future planning.

We will keep tenants updated as more information becomes available. Please look out for future updates on our website, social media pages and in Tenant Talk magazine. We will also share more information about what the changes mean for council tenants once the final requirements and timescales are confirmed.

The Voids Process

Issue 4



How LTP are helping to shape our housing services

We are working with the Lincoln Tenants' Panel (LTP) Void Inspection Group to look at how we can continue improving the way empty council homes are prepared for new tenants.

This is an important example of tenant involvement in action. By sharing their views, asking questions and taking part in inspections, LTP members are helping us shape services around what matters most to tenants: safe, clean and well-prepared homes.

What Is A Void Property?

A void property is a council home that is empty between tenancies. During this time, the council carries out checks, repairs and any necessary work before the home is offered to a new tenant.

The voids process includes ending the previous tenancy, making the property safe, completing repairs, checking standards and arranging the new tenancy sign-up. LTP's involvement gives tenants an opportunity to look at the process and provide feedback from a tenant perspective.

What will LTP Void Inspectors Do?

- LTP Void Inspectors will visit a sample of empty properties with council officers before repair work begins, where it is safe and practical to do so.
- They will look at the condition of the property, whether items or rubbish have been removed, and what learning can be taken from the early stage of the process.
- They will also carry out a post-inspection before sign-up, once the property is ready to let, to consider whether the home meets the expected standard for a new tenant moving in.
- Where appropriate, LTP may observe the sign-up process. This will only happen with the new tenant's agreement and will be for observation only.



How Will They work?

Each quarter, a small number of suitable void properties will be identified for inspection. LTP will select properties at random, and officers will arrange safe access with enough notice to avoid delaying the voids process.

Inspections will take place at key points in the process: first, before repairs are completed, and again when the property is ready to let. This means LTP can see how the property changes during the process and can provide balanced feedback on what is working well and where improvements could be made.

How Will This Improve Services?

Feedback from LTP will be shared with the relevant service areas, including tenancy services, void repairs and void support. This will help us understand the tenant experience, identify learning points and make practical improvements where needed.

By involving tenants directly, we can make sure our services are not only meeting operational requirements but also reflecting the standards and expectations of the people who live in our homes.

Before



After



Tenant involvement makes a difference

The work of the Lincoln Tenants' Panel shows how tenant feedback can support better decision-making and service improvement. Their involvement helps us check standards, challenge processes in a constructive way and make sure tenants' voices are part of shaping housing services for the future.

If you are interested in finding out more about tenant involvement opportunities, please look out for future updates or contact the Resident Involvement Team on tenant.participation@lincoln.gov.uk



Good ventilation is one of the simplest ways to help keep your home healthy. It helps reduce condensation, lowers the risk of damp and mould, and supports a more comfortable living environment. Here are some practical steps you can take, using the ventilation already built into your home.

Why Ventilation Matters

Everyday activities such as cooking, showering, drying clothes indoors and even breathing add moisture to the air. If that moisture cannot escape, it can settle on colder surfaces such as windows, walls and ceilings.

Over time, this may lead to condensation and mould growth, which can affect both your home and your health. Ventilation works by moving damp, stale air out and allowing fresh air to come in.

Most homes have built-in ventilation features that are designed to work together. Using them properly can make a big difference.

Extractor Fans

Extractor fans are usually found in kitchens and bathrooms. They remove moist air from your home, especially after cooking, bathing or showering.

Many newer fans run continuously at a low background speed and automatically boost when they detect higher humidity. If your fan is manual, please switch it on whenever you are cooking or using the bathroom and leave it running for a short time afterwards.

If your fan is not working, or if you do not have one in your kitchen or bathroom, please contact us so we can arrange for it to be checked or installed.



Trickle Vents

Trickle vents are the small vents usually found at the top of window frames. They allow a steady flow of fresh air into your home, even when windows are closed.

This is especially useful in colder months, when windows are opened less often. It can be tempting to close trickle vents to keep heat in but closing them can trap moisture inside and make condensation worse.

Keeping them open all year round helps your home breathe.



Tips to help keep your home ventilated

- Close doors when cooking, bathing or showering. This helps stop moist air spreading into colder rooms, where condensation is more likely to form.
- Wipe down windows and sills if you notice condensation. Removing moisture early makes it easier to prevent mould from developing.
- Leave a small gap around furniture on external walls. This allows air to circulate and helps stop moisture becoming trapped behind wardrobes, sofas or beds.
- Use low background heating during cold weather where possible. A steady, low level of heat can help reduce condensation, especially in rooms that are used less often.
- Avoid drying clothes directly on radiators. If you need to dry clothes indoors, use a clothes airer in a well-ventilated room and keep a window vent open or fan running where available



When To Get In Touch

Good ventilation habits can make a real difference, but they are not a substitute for repairs or maintenance where something is wrong.

If you are following the advice above and still noticing persistent damp, mould or condensation, or if an extractor fan or trickle vent is damaged or not working properly, please report it to us.

The sooner we know, the sooner we can help put things right. Please contact Customer Services on 01522 873333.

What Is Rough Sleeping

Rough sleeping means sleeping outside or in places that are not suitable for living because there is no safe accommodation available. This can include sleeping on the streets, in parks, in cars, or in abandoned buildings.

People who sleep rough often face significant risks, including poor physical and mental health, lack of food and warm clothing, and reduced personal safety. These challenges can make it harder to access services, secure employment, and move towards settled housing.

The City of Lincoln Council is committed to supporting people who are sleeping rough. The dedicated rough sleeping team provides practical help, access to emergency accommodation, and support to move into long-term housing and sustain a life away from the streets.

Michael's Story

Michael's story shows how rough sleeping can become a cycle of homelessness, poor mental health, addiction and offending, but also how the right support can help someone rebuild their life and move towards lasting recovery.

Michael, aged 42, had been homeless for more than six years after a relationship breakdown led to the loss of his tenancy. He initially stayed with friends, but over time he began sleeping rough. During this period, his alcohol and drug use increased and his mental health deteriorated.

Escalation and Prison Sentence

Michael's homelessness became entrenched, with periods spent sleeping in doorways, parks, and temporary shelters. His substance misuse contributed to anti-social behaviour and low-level offending.

Michael received a custodial sentence for offences linked to his addiction. While in prison, he began engaging with substance misuse and mental health support. He was later diagnosed with chronic depression and post-traumatic stress disorder linked to childhood trauma.

Support and Intervention

Six months before his release, prison resettlement staff referred Michael to a homelessness prevention service. A multi-agency support plan was agreed involving housing, probation, mental health services, drug and alcohol support, and a local homelessness charity.

Supported accommodation was arranged for the day of release, giving Michael a safe and stable place to stay and regular access to support workers. Following his release, Michael engaged with recovery services, received medication and therapy, and was supported to rebuild routines, attend appointments, and regain independent living skills.

Recovery Journey

Michael's first year after release included setbacks, including a brief relapse into alcohol use. However, because support was already in place, he was able to access help quickly and maintain his accommodation.

As his confidence grew, Michael began volunteering at a community centre supporting people experiencing homelessness. This helped him rebuild his self-esteem, develop routine, and regain a sense of purpose. After two years in supported accommodation, Michael moved into his own self-contained flat and continued to engage with mental health and recovery support.

Outcome

Michael has now been abstinent from drugs for more than three years, has significantly reduced his alcohol use, maintains his tenancy independently, and volunteers as a peer mentor. His story demonstrates the positive impact of coordinated trauma-informed support, stable accommodation, and access to mental health and addiction services. With the right support at the right time, people experiencing long-term homelessness, offending, addiction, and poor mental health can achieve lasting change.

How To Help

Supporting people who sleep rough is important because everyone deserves a safe place to live. By working together, we can help ensure that everyone in our community has somewhere safe to call home.

If you see someone sleeping rough in Lincoln, please contact the rough sleeping team on 01522 873351 or email lincolnroughsleeping@lincoln.gov.uk.



TPAS Training

We know how important it is for tenant views to be represented, respected and considered when decisions are made about housing services. As tenants, we bring real experience of living in council homes and communities. We make sure decisions are not only based on policies and procedures, but also on what tenants need, experience and value.

We have worked with the council's housing service to help shape policies, strategies and processes. To build on this work, we approached TPAS, recognised as England's leading tenant engagement experts, for support and training. The aim was to strengthen tenant-led scrutiny and make sure we continue to meet the needs of tenants now and in the future.

How TPAS training has benefited us

The TPAS training gave us time to step back, reflect and think about how LTP can be even more effective. It helped us understand the changing housing landscape, including new expectations around tenant involvement, stronger regulation, complaints, transparency and accountability. This has helped us feel more informed, more confident and better prepared to speak up on behalf of tenants.

We will continue to be:

- Stronger Tenant Voice: the training reinforced that tenant views should be central to service improvement, not added at the end of a process.
- Better scrutiny skills: we gained a clearer understanding of how to ask constructive questions, review information and focus on evidence-based recommendations.
- More confidence: the training helped us feel more able to challenge, contribute and take part in discussions with the council's housing service.
- Clearer ways of working: We looked at how sharing power and making decisions together can lead to choices that are fairer for everyone.
- Building as a team: We value different views and make the best use of everyone's strengths.

We are excited to keep working with the council's housing service in a positive and constructive way, while making sure tenants remain at the heart of conversations about housing services.

Resident Involvement

Issue 4



Know Your Rights

At the City of Lincoln Council, we want every tenant to feel safe, listed to, and proud of their home. When you share your ideas or tell us what needs fixing, you help make our homes and estates better for everyone. Your voice helps shape the services you use every day. Understanding your rights is key to feeling confident and empowered and tenants have strong legal protections to ensure homes are safe, secure and well maintained.

The Government regularly updates guidance to strengthen tenant protections, and staying informed helps you make the most of these rights. Housing rules and tenant rights continue to change. These updates ensure you always know what support you are entitled to and how you can influence future changes.

You can visit the official Government website to review updates on:

- New tenant rights announcements
- Changes to safety regulations
- Consultations where tenants can share views

Possession Guidance

Here we have listed below an update on possession guidance and what this may mean to you as a tenant.

Possession is when a landlord asks a tenant to leave their home. Government guidance sets out clear rules to make this process fairer, more transparent, and easier for tenants to understand.

This means:

- Landlords must follow clear rules before asking a tenant to leave.
- Tenants must receive proper notice so they understand what is happening.
- Tenants have the right to ask questions and get support.
- Landlords should listen to tenants and try to resolve the issue first.
- Tenants can get help from advice services if they are worried.

If you need help, are worried about possession action, or want advice, please contact the Tenancy Services team on 01522 873777.

How Tenants Are Helping Shape Social Housing

Issue 4

Did you know that the Chair of the Lincoln Tenants' Panel is currently part of the national Social Housing Resident Panel? (SHRP)

This is important because it means local tenant experiences can be shared as part of national conversations about social housing. These conversations help government and ministers understand what life is really like for tenants, what is working well, and where services need to improve.

What is the SHRP?

The Social Housing Resident Panel brings together social housing tenants from across England so they can share their views directly with government. The panel discusses issues that matter to tenants, including repairs, complaints, landlord communication, anti-social behaviour, accessibility, and the quality of homes and services.

Why Tenant Voices Matter

- **Tenants know their homes and communities best:** your day-to-day experience helps show what services feel like in practice, not just on paper.
- **Listening leads to better decisions:** when tenants are involved early, policies and services are more likely to reflect real needs.
- **Speaking up can help improve services:** tenant feedback can highlight issues with repairs, communication, complaints, safety, accessibility and neighbourhood concerns.
- **Local voices can influence national change:** having a Lincoln Tenants' Panel member involved helps make sure local experiences are part of wider discussions about social housing.
- **Being heard builds trust:** tenants need to know that their views are taken seriously and that feedback can lead to action

How To Get Involved

You do not need to be an expert to have your say. Your experience as a tenant is valuable. By sharing your views, asking questions or raising concerns, you can help shape better housing services for everyone.

Every tenant voice matters. The more tenants are listened to, the stronger and fairer housing services can become. Please get in touch with the Resident Involvement Team at: tenant.participation@lincoln.gov.uk

Play Park Feedback

Issue 4



We Want To Hear From You!

Do you use our play parks in St Giles, Moorland or Ermine?

The council is planning to upgrade play parks in these areas to make them more accessible, welcoming and inclusive for children, young people and families. We are setting up a focus group to help shape these improvements, and we would like tenants, leaseholders and local residents to get involved.

By joining the focus group, you can share what works well, what needs improving and what would make the play parks safer, more inclusive and more enjoyable for everyone. Your views will help us understand the needs of local families and make sure any changes reflect the people who use the spaces most.



Taking part is also a great way to meet other local people, learn more about the planned upgrades and have a say before decisions are made. You do not need any previous experience - just your ideas, local knowledge and willingness to help make a difference.

Feedback from the focus group will be used to help guide the design, equipment choices and accessibility improvements for the play parks. This means your comments could directly influence how the parks look, feel and work for local children and families in the future.

How To Get Involved

If you would like to take part, or simply find out more, please contact us at tenant.participation@lincoln.gov.uk or call us on 01522 881188.

Can't commit to joining the focus group but still want to get involved? Please let us know and we'll contact you about other ways to share your views.

We look forward to hearing from you.



The Neighbourhood Team has had a busy few months. As residents may be aware, the team's current area of focus is the Ermine, both East and West.

The team has been working full time on the Ermine since April, and while the new Neighbourhood Office isn't quite finished, the team already feels well settled in the area.

Recent projects the team has been working on include Ermine Summer Fair, Ermine Community Fund and Ermine News edition three. Find out more below.

Ermine Summer Fair

This year, the Neighbourhood Team funded Alive Church to organise the return of Ermine Summer Fair. It took place on Saturday 18 July on the playing field behind Sudbrooke Drive Community Centre and was a great success.

Activities included inflatables, circus skills sessions, arts and crafts, a community marketplace and face painting, which was very popular. Ermine Exchange Coffee Shop also opened for the afternoon and did a roaring trade. It was great to see so many people from East and West out and about enjoying the day.

The Neighbourhood Team hopes to support the delivery of an Ermine Summer Fair next year as well.



Ermine Community Fund

Earlier this year, the Neighbourhood Team launched a new community fund of £15,000 to kickstart community activity across the Ermine. An outstanding 20 projects applied in total.

To decide which projects received the funding, the Neighbourhood Team held a community voting day at the Ermine Summer Fair. Residents who attended were invited to vote for up to three projects which they thought deserved to be funded. This approach is called participatory budgeting, and it puts the power to make decisions which affect the community in the hands of local people.

Over 250 people voted on the day. The winning projects are as follows: Nosie Academy: Ermine Makes Noise; Ermine Exchange: Summer Holiday Family Activities; Friends of Ermine Library: Community Events and Activities; Children's Links: Ermine Play rangers; St Johns the Baptist: Free Tea Friday, GLL: Healthy Holidays for Families; Green Synergy: Ermine Green Seeds and 22nd Lincoln Brownies: Running Costs.

Keep an eye out for these projects as they get up and running. Events will take place throughout the year. The best way to stay up to date is to follow the We Are Ermine Facebook Page or sign up to receive Ermine News In Brief, a monthly digital newsletter sent out by the Neighbourhood Team. To start receiving the In Brief, please email isobel.gomersall@lincoln.gov.uk



Ermine News

Ermine News is twice yearly newsletter written by the community, for the community with support from the Neighbourhood Team.

Earlier this summer, the Neighbourhood Team delivered the third edition of Ermine News across the estate. It was full of good news stories and featured a summer events calendar. The team is hoping to release a fourth edition in time for Christmas.

Anyone who would like to get involved can email isobel.gomersall@lincoln.gov.uk

Tenant Satisfaction Measures

QUARTER 4 RESULTS

Issue 4

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 Four (2025/26):

7.3 out of 10 tenants (73%) are happy with the service provided by City of Lincoln Council. That is a 4% decrease from last quarter.

Many tenants have told us they have seen positive changes and listed below are the top three rated areas we've scored 80% or higher:

Repairs over the last 12 months – 83%

Safe homes – 81%

Time taken repairs – 80%

What do sentiment questions tell us

In our last edition we explained we have included sentiment questions to help us understand how tenants feel about the services they receive. These aren't yes/no questions - they're open ended, giving residents the chance to explain their experiences in their own words.

What improved this quarter

- Contribution to the neighbourhood
- Safety and maintenance of the home
- Communal areas

All the scores, the comments and the new sentiment questions are important because they help us make real improvements to your homes and services. When many tenants say the same thing, it tells us clearly where we need to act. When scores go up, it shows we're moving in the right direction. When scores go down, it tells us we must do better.

Tenant Satisfaction Measures

QUARTER 4 RESULTS

Issue 4

Our Results



Well-Maintained Home
77%



Listens & Acts
71%



Safe Home
81%



Kept Informed
78%



Repairs Last 12 Months
83%



Fairly & with Respect
81%



Time Taken Repairs
80%



Complaints Handling
38%



Communal Areas
69%



Approach to ASB
70%



Neighbourhood Contribution
78%

Completed ASB Cases

Issue 4

Tenant satisfaction with how we respond to anti-social behaviour (ASB) is improving. We would like to thank everyone who took part in the recent Tenant Satisfaction Measures (TSM) survey. Your feedback is helping us understand what is working well and where we can continue to improve the support we provide to tenants and communities.

Many tenants told us they have noticed positive changes, particularly in the way we handle ASB reports. Tenants told us that:

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

Below are examples of ASB cases where our team has worked with tenants, residents and partner organisations to help resolve serious issues and improve community safety.

Case One

Reports of serious anti-social behaviour including drug dealing, weapons, violence, kidnap, and widespread intimidation were received and an investigation began. The investigation supported by evidence from local residents led to joint working with the Lincolnshire Police and other police forces throughout the East Midlands as well as Rotherham Borough Council in South Yorkshire.

As a result of the investigation an anti-social behaviour injunction was obtained to control and reduce harmful behaviour whilst possession of the property was applied for. Possession was granted in the County Court and the tenant evicted.



Case Two

Possession was granted on a complex case which involved the property being unsuitable for the resident and failed to meet the individual's needs.

Despite our best efforts to resolve the situation with partner agencies, the City of Lincoln Council has a duty to protect the wellbeing of other tenants and the wider community who were highlighting their quality of life drastically improving when this tenant was away from their home.

Case Three

The City of Lincoln Council made a request to have a suspended possession order for rent arrears changed to include the grounds of anti-social behaviour. This request was made following reports of serious anti-social behaviour and reduced the length of the Court process.

If the tenant breaches any of the conditions in the possession order, an application for a warrant date with the bailiffs can be applied for without having to return to court and face further delays. This means residents are not exposed to anti-social behaviour for extended periods of time.

Case Four



A tenant who made their neighbours life unbearable was made the subject of an anti-social behaviour injunction excluding them from their own home without notice giving the neighbours immediate relief and peace of mind.

This type of injunction is only used in the most extreme cases where there is a genuine and likely risk of serious harm to other residents. The tenant was found to have subjected his neighbours to death threats, use of weapons, verbal abuse, substance misuse, and loud music.

This outcome was only possible due to the neighbours incredible support in providing evidence to support the claims. The residents have advised that the area is far happier, peaceful, and harmonious since the previous tenant was removed.

Case Five

We received a flood of complaints that a property was a hotspot for serious and persistent nuisance, involving drug dealing, violent crime, and disorder.

The local community provided incredible evidence which allowed the City of Lincoln Council to request a Closure Order in the Magistrates' Court banning the tenant from returning within 3 months. Possession was granted in the County Court.

Have Your Say

The City of Lincoln Council's Housing Estate Regeneration Programme Board helps plan improvements across council housing estates. It uses evidence, local knowledge, and tenant feedback to decide which projects should be considered and how they can be delivered.

Your views can help highlight estate issues, suggest practical improvements, and shape future priorities for neighbourhoods across the city.



What Does The Board Do?

The board looks at ideas for estate improvements, agrees priorities and monitors approved projects.

Evidence can come from estate inspections, council service requests, councillors, partner organisations and tenant involvement activity, including the Lincoln Tenants' Panel.

What Kind Of Projects?

Examples could include better lighting in an area that feels unsafe, improvements to communal outdoor spaces, or work to tackle repeated problems such as fly-tipping, bin storage or poorly used shared areas.

A proposal should explain the issue, show who is affected, include resident feedback where possible and outline what support or funding may be needed.



Why Your Feedback Matters



Tenants know their estates best. Everyday experience can show where small changes could make a big difference, from improving safety and visibility to making shared spaces more welcoming.

A Lincoln Tenants' Panel representative sits on the board to help make sure residents' views are considered alongside officer evidence and service information.

The board also reports through council governance routes, helping to keep decisions transparent and progress monitored.

Mandy's Experience

Mandy, who represents LTP, sits on the Estate Regeneration Board. Here's what her experience has been like so far:

"I found it very informative to find out where repurposing areas that are no longer useful to local residents can increase the housing for local people, by buying properties or building new homes.

I enjoyed looking at the areas where we have properties we can reuse to help the environment on the different estates across Lincoln and the surrounding areas.

I also enjoyed meeting with members of staff and for me to be able to give a tenants view of living in a Lincoln property. I feel that this will help both council staff and myself understand the importance of what's needed Lincoln wide."



Have An Idea?

Your local knowledge can help shape future regeneration priorities and make neighbourhoods safer, cleaner and more welcoming for everyone.

If you have an idea that could improve your estate, please share it. You can raise suggestions through tenant involvement activities, speak to your councillor, contact customer services on 01522 881188 or email 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:

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

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

Nov-26							
WEEK NO.	M	T	W	T	F	S	S
31							1
32	2	3	4	5	6	7	8
33	9	10	11	12	13	14	15
34	16	17	18	19	20	21	22
35	23	24	25	26	27	28	29
36	30						

Key For The Calendar



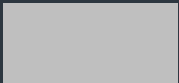
North - Ermine East, Ermine West, Newport & Burton Road



South - Birchwood and Hartsholme



East - St Giles, Stamp End and Tower



Christmas - Priority & Urgent Works Only



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

Keep Updated!

You can keep updated with what's been going on by following us on our Facebook page 'City Of Lincoln Council Resident Involvement'.

We share news about the local area, events we are holding, and things that matter to you as tenants.

We also have our general Facebook Page 'City Of Lincoln Council' where you can get updates on city wide events, advice, news and important information.

You can follow both of our pages by typing in the names of the pages above into the search bar or by simply scanning the QR codes next to this text.

Resident Involvement Facebook Page



City Of Lincoln Council Facebook Page

