

Tenant Talk

Lincoln Tenant's Panel (LTP)
in Partnership with



Together, let's deliver
Lincoln's ambitious future



New Homes - Jasmin Green

Competition

On Page One 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 one.

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.

We're excited to launch our brand new Word Hunt Competition, with five £25 Love To Shop vouchers waiting to be won. On page one, ten words are hidden in this magazine. Find them write then down, and send then to us to be entered into the prize draw. Good luck!

Page 7 provides important guidance about access to properties. It explains how the lack of access can impact both you and the City Of Lincoln Council, and how you can help us ensure we are able to gain access to your home when required.

On page 8, we share important information about communal doors safety, including why communal doors must remain closed and securely locked at all times.

We are pleased on page 9 to highlight the hard work carried out by LTP, where we have reviewed five policies from the Tenancy Services team.

Our Resident Involvement article on page 10 explains how young people can get involved in our new Youth Panel. This is part of our ongoing commitment to working with tenants and ensuring we hear the voices of all of our tenants.

Fire Safety is extremely important to us. On page 13, we share kitchen fire safety advice, including guidance on deep fat frying and what to do if your pan catches fire.

Finally, pages 15 and 16 outline the results of our quarterly Tenant Satisfaction Surveys.

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



CITY OF
Lincoln
COUNCIL

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Lincoln's ambitious future



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Word Hunt Competition

Issue 3



Win One of Five £25 Love 2 Shop Vouchers

We're excited to launch our brand-new Word Hunt Competition, and we have five £25 Love to 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:

- Treated
- Washing
- Tackle
- Co-designing
- Magistrates
- Hoarding
- Loft
- Regulator
- Tamper
- Operatives

Articles

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

- Communal Door Safety
- Missed Appointments
- Lincoln Tenants Panel
- Fire Safety In The Kitchen
- Resident Involvement - Youth Panel
- Fly Tipping Advice
- Completed ASB Cases
- Jasmin Green Update
- Investment Update - Warm Homes
- Tenancy Services Update - Bed Bugs

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: Friday the 5th of June 2026.

Good Luck — and Happy Hunting!

Housing Services 2026 Profiling Surveys

Issue 3

We are inviting all our tenants to take part in the Housing Services Profiling Survey 2026. Taking part helps us keep your information accurate and up to date. It also helps us understand you and your household better. This means we can continue to offer the right services and support for your needs. We have appointed Acuity Research Practice, who already carry out our Tenant Satisfaction Survey calls, to contact tenants by phone. Calls from Acuity will come from **01522 447036** between the hours of **9am and 8pm Monday to Friday** and between the hours of **10am and 6pm on Saturdays**.

The information you give us helps us to contact you in the way you prefer, provide the right support for you and your household, and meet our duties around equality, diversity and inclusion. It also helps us respond quickly if there are serious issues in your home, such as damp or mould, as part of our legal duties under Awaab's Law.

We will ask questions to help keep our records up to date and understand if you need any extra support.

This includes:

- Your contact details
- Who lives in your household
- How you prefer us to contact you
- Any communication or accessibility needs
- Information about your circumstances
- Equality and disability information
- Any support needs
- Emergency contact details (next of kin)

Some questions may feel personal, you do not have to answer every question. You can skip questions or choose "prefer not to say".

Is my information safe?

Yes, your information is stored secure and managed in line with UK GDPR and the Data Protection Act . Your information will only be used to manage your tenancy and improve our housing services. You have the right to ask for a copy of the information we hold about you, to update your information and stop taking part at any time.

What happens if I don't take part?

We strongly encourage all tenants to take part. If you do not complete the survey - we may not contact you in the best way, you may miss important information and we may not be able to offer you the right support.

Thank you for your help!

Jasmin Green Update

Issue 3



Residents were invited to attend an information evening hosted by City of Lincoln Council to learn more about the new council homes development at Jasmin Green.

The session was held at St Luke and St Martin's Church on Jasmin Road and allowed local residents to speak with council officers and representatives from contractor Belvin Construction about the scheme, ask questions and share their views.



The homes are being designed to be highly energy-efficient, with features including air-source heat pumps, solar panels with battery storage, electric vehicle charging points, and enhanced insulation.

The development will also include landscaping, tree planting and sustainable drainage features, while maintaining public pedestrian links through the site once construction is complete. All trees remaining on the site have been protected throughout the build, with a significant number of new trees set to be planted as part of the development

During the event, residents were also provided with information about the fencing currently in place around the site. The fencing has been installed to protect both the public and contractors during construction and will also help reduce dust and noise as work progresses.

Different types of fencing are used in different areas of the site for safety and construction purposes, and the council is currently exploring improvements including additional lighting and the potential to display further information and images about the development on the solid hoarding.



Our Proposed New Homes

Our proposed development at Jasmin Green will provide 50 new homes including:

- Fully wheelchair accessible homes – a mix of one, two and three bedroom bungalows and one bedroom ground floor flats
- Upper floor one bed flats
- A mix of two, three, four and five bedroom family homes

We're currently writing our Local Lettings Plan for Jasmin Green, which will set out how these new homes will be allocated. You will find more updates on Jasmin Green in future issues of this magazine, on our website and on our social media.



What's Happening Now

We are getting the site ready for development. Residents may have noticed that part of Jasmin Green has been fenced off since February.

The first stage of work will be building the access road into the site. Once this is complete, construction of the proposed new homes will begin. There may also be some temporary disruption outside the site while connections are made to water, sewer, and power services.

We are working closely with our building contractor to keep any disruption to a minimum. Clear information about the development, including updates and any temporary diversions, will be displayed on the site fencing in the coming weeks.

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.

Maintenance & Investment Updates

Issue 3

Warm Homes

In 2025, we launched the Warm Homes Project and have completed improvements to 115 properties, including:

- Solar PV and battery storage, helping tenants generate and store renewable energy to reduce electricity bills
- Air source heat pumps in homes without existing heating systems, providing clean, renewable heating—especially effective when combined with solar PV
- Loft insulation and thermally efficient windows, installed where needed to improve thermal comfort and further cut heating costs

We are on track to complete improvements to at least 200 properties before the end of the project in September 2026.



We spoke to Lorraine Compton, a tenant who recently had new solar panels installed.

Q: Before the panels were fitted, what concerns did you have?

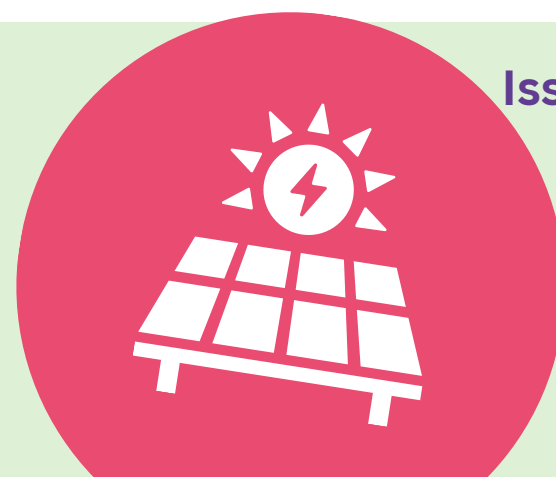
Lorraine: My only concern was how it would work on saving me money on my electric bills.

Q: How did you find the installation process?

Lorraine: I found it very easy, the contractors were very clean and tidy.

Q: Have you noticed any changes to your electricity bills?

Lorraine: I have a fixed tariff; however, I was paying approximately £90 a month, and that has now gone down to around £60 a month.



Q: How does it feel, knowing you're helping the environment by using renewable energy?

Lorraine: It makes me feel very happy, and I'm glad that I'm able to help the environment.

Q: What would you say to other people who might be unsure about having solar panels installed?

Lorraine: Get it done, it's not been a problem to get it installed, your bills go down and I've found the whole process very easy.

Q: Why did you decide to have these fitted?

Lorraine: I was recommended them by the council to help benefit my Energy Performance in my home.

Q: When was the work done and when did you start to see a benefit?

Lorraine: The work was done in September, and I've been able to see the benefits straight away, I've been using less on other tariffs as well as electricity. For example, I have a smart meter and the kettle would usually use 78p worth of energy, it now only uses 40p.

Q: How do you feel now - are you glad you had them installed?

Lorraine: Very happy that I got them installed.

Missed Appointments

We're committed to providing an efficient 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 appointment.

We've recently seen an increase in our operatives being unable to gain access to carry out essential works, including repairs, gas safety inspections, stock condition surveys, and electrical installation condition reports.

These missed appointments come at a cost, not just financially, but in terms of time and service delays for all our tenants.

Did you know

- In December there were **343** no access/ tenant refusal visits, this adds up to approximately **171** lost hours and financially cost the authority approximately **£8,575**
- In January there were **317** no access/tenant refusal, this adds up to **158.5** lost hours and financially cost the authority approx. **£7,925**
- In February there were **364** no access/ tenant refusal figures, this adds up to **182** lost hours and financially cost the authority approx. **£7,280**

Not only does this create unnecessary costs, but it also reduces the number of appointment slots available for tenants who genuinely need repairs, causing longer delays for everyone.

Our contractor, Sureserve Compliance Central, responsible for gas safety checks and electrical inspections, reported the following between 1 December and 28 February 2026:

- **659** no-access visits for Annual Gas Safety Checks
- **236** no-access visits for Scheduled Repairs
- **157** no-access visits for Electrical Installation Condition Reports

This resulted in costs to Sureserve of:

- **£6,713.21** for electrical no-access visits
- **£38,064.35** for gas safety and repair no-access visits

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.

Communal Doors Safety

Issue 3

Communal doors and shared spaces play a vital role in keeping your homes safe, secure, and welcoming. We want every tenant to feel confident that their building is protected and you're a key part of making that happen.

Here's how you can help keep your block safe for everyone.

Why Communal Door Safety Matters



The main entrance door to your building isn't just a way in and out - it's an important way to help keep everyone safe. By using it responsibly, you can help protect your neighbours, your home, and yourself.

For your safety and security please:

- **Keep the communal entrance door closed and locked** - This prevents unwanted visitors from entering the building
- **Never prop the door open or tamper with the locking mechanism** - Even a short time with the door unsecured can put the whole building at risk
- **Avoid letting in anyone you don't recognise or who isn't authorised** - If someone is supposed to be there, they will have their own access

Following these steps helps reduce:

- **Anti Social Behaviour** - Unsecured doors can allow people to wander in, causing nuisance or disturbance
- **Fire risks, including arson** - One of the biggest preventable dangers in communal buildings is unauthorised entry leading to deliberate fire-setting



Keep Your Escape Route Clear

If you live in a flat or in a building with a shared stairwell or corridor, remember to **keep them clear** from obstructions and fire hazards such as bikes, prams or scooters.

This is your **escape route** and must remain clear in case of an emergency.



Policy Reviews

Over the past couple of months, we've had a particularly busy and productive period working closely with Tenancy Services to review the following policies:

- Mutual Exchange, Assignment and Sub-letting Policy
- Management of Communal Areas Policy
- Right Home Transfer Incentive Policy
- Mobility Aids (battery charged) Policy
- Access Policy

Our sessions with Tenancy Services allowed us to take a detailed look at each policy, offer meaningful feedback, and make sure the needs and experiences of tenants are reflected throughout. Our focus during these sessions was the Access Policy and the Mobility Aids (battery charged) Policy.

Access Policy

The purpose of this policy is to outline how the council will use the range of options available to meet its health and safety responsibilities, comply with the standards set by the Regulator of Social Housing, and safeguard tenants when access to a property is difficult.

We agreed with the policy and recommended that the council carries out communication with tenants to highlight the importance of granting access. You can find more about this in the magazine on page 7.

Mobility Aids (battery charged) Policy

This policy provides guidance on the safe use and storage of battery-powered mobility aids, explains how tenants can request permission from the council, and promotes responsible ownership.

We reviewed the policy and agreed with its content. We suggested creating a one-page summary for all tenants to ensure the key information is clear and accessible.

Moving Forward

LTP has been asked to help create summary documents for all five policies listed above. Our aim is to develop simple, accessible, and easy-to-understand information that can be shared with all tenants.

Resident Involvement

Issue 3



Join Our New Youth Panel

Help Shape the Future of Your Housing Services.

We're excited to launch a Youth Panel for young tenants and leaseholders aged between 16 – 25 years who want to share their ideas and help improve our homes and communities.

The Youth Panel will bring together young residents from across our neighbourhoods to share their views, raise issues that matter to them, and influence the decisions that affect their homes and surroundings. It will be a safe, supportive space where young people can:

- Share views on housing services
- Help design community projects and events
- Tell us how we can better communicate with young people

Meetings will be friendly, flexible, and supported by the Resident Involvement Team.

We'll be working closely with local schools, colleges, youth groups, and community organisations to ensure the Youth Panel is representative of our neighbourhoods. Whether you're passionate about your community, curious about how housing services work, or simply want your voice to be heard, you can get involved.

With support from the Resident Involvement Team, panel members will take part in a range of activities, including:

- Sharing their experiences of housing services, helping us understand what works well and what needs to change.
- Working together on projects, such as events, local improvements, and ideas that make neighbourhoods better for young tenants.
- Shaping how we communicate, helping us improve the way we connect with and engage young tenants and leaseholders.

Why Join?

- Have your voice heard
- Influence real change
- Build skills and confidence
- Help shape services for young residents

If you're a young tenant or leaseholder aged between 16 to 25 years old who wants to get involved, please contact tenant.participation@lincoln.gov.uk

Bed Bugs

Bed bugs have become an increasing concern in homes and communities across the UK, and many tenants are understandably worried about how to spot them and what to do if they appear. Although they can be distressing, it's important to remember that bed bugs are a common issue, they can affect any type of home, and an infestation is not a sign of poor hygiene or cleanliness.

Signs of Bed Bugs

Bed bugs are crawling parasites that spread easily on clothing, luggage, furniture, and bedding. They are usually found in bedrooms, hiding in cracks around beds, furniture, skirting boards, and wallpaper. Bed bugs don't transmit serious diseases, but their bites can cause significant irritation. Bites often appear as hard white bumps, which can help distinguish them from the red marks caused by flea bites.

How to control an infestation

Once you know you have bed bugs, you need to keep them contained so you can get rid of them. A quick and easy way to trap bed bugs is with your vacuum. Run the vacuum over any possible hiding places daily including your:

- Bed and mattress
- Skirting boards
- Carpets

Once you have vacuumed:

- Seal up the vacuumed contents into a plastic bag and throw it away in your wheelie bin.
- Then thoroughly clean out the vacuum.
- Seal up all your linens and affected clothes including cushions, throws and any other soft furnishings in plastic bags until you can wash them.
- Then put them on the highest possible temperature setting in the washer and dryer (at least 60 degrees). If an item can't be washed, put it in the dryer for 30 minutes at the highest heat setting for the garment or item.
- Do not remove items to another room as this will spread the infestation.
- Anything that can't be treated in the washer and dryer, place in a plastic bag. Leave it in the room until you can contact a Pest Control Service and a treatment has been booked.
- Do not sleep in another bedroom as this will spread the infestation. Repeat the above steps if necessary.

Completed ASB Cases

Issue 3



Case One

Screaming in the street, fighting, shouting, extensive substance abuse, loud music, assault of emergency workers and threats to harm other residents resulted in a tenant becoming subject to an Anti-Social Behaviour Injunction and possession proceedings leading to eviction.

The support provided by our partners at Lincolnshire Police was a key factor in our legal action being successful, allowing the local community to live in peace.

Case Two



Residents contacted us to report large numbers of visitors attending a property to buy drugs. The reports including witnessing violent incidents with weapons, people under the influence of substances, vandalism, and frequent Police presence. The tenants reported that the rear door to the building had been screwed shut leaving them at risk of fire and was only unscrewed when drug deliveries were made after which it was screwed shut again.

The Housing ASB Team applied for a Closure Order in the Magistrates Court due to the impact upon the local community, and this was granted at the end of November 2025, initially for a period of 3 months. During the time the property was closed and an application was made to the County Court to end the tenancy and return the property to our control. This was granted in early March 2026.

Case Three

A tenant has been evicted after threatening a neighbour with a knife. After the tenant was prosecuted and found guilty, we were able to seek the eviction of this tenant. Tenants and residents have a right to live peacefully within their homes.



Kitchen and Cooking Fire Safety

Over the past 12 months kitchen and cooking related fires have been the main reported causes of house fires across the councils housing stock.

To minimise fire risks in the kitchen and when cooking, follow these top tips:

- Never leave cooking unattended on the hob or grill: if you need to step away from the kitchen, turn off the heat to avoid potential fires.
- Avoid cooking when tired or impaired: if you're exhausted, have been drinking alcohol, or are on medication that makes you drowsy, it's safer to skip cooking.
- Be mindful of loose clothing: loose clothing can easily catch fire. Avoid leaning over a hot hob and keep tea towels and cloths away from the cooker and hob.
- Keep your cooking area clean: regularly clean the oven, hob, cooker hood, extractor fan, and grill. accumulated fat and grease can ignite and cause a fire.
- Double-check appliances are turned off: ensure that the cooker and hob are switched off when you finish cooking.
- Maintain toasters properly: keep toasters clean and avoid placing them under kitchen cabinets or near anything that could catch fire.
- Avoid metal in the microwave: never put metal objects in the microwave as they can cause sparks or fires.
- Supervise children and pets: always keep an eye on children and pets in the kitchen. Keep matches and lighters out of their reach and ensure saucepan handles are positioned away from the edge of the stove.

Deep Fat Frying

It is safer to use a thermostatically-controlled deep fat fryer to cook chips or use the oven.

If you choose to deep fat fry:

- Never fill a chip pan more than a third full of oil
- Turn off the heat and leave the oil to cool if it starts to smoke



If your pan catches fire

- Don't tackle the fire yourself and don't try to move the pan.
- Never throw water or over a fire as it could explode and create a fireball.
- Turn off the heat, to stop the fire from growing, but only if it's safe to do so.
- Leave the room, close the door, get everyone out of your home and stay out. Then call 999 for the emergency services.

For more information on home fire safety visit the Lincolnshire Fire and Rescue website on www.lincolnshire.gov.uk/home-fire-safety.

Fire Safety Roadshows

Issue 3

Coming May 2026

We are pleased to announce that we will be holding a series of Fire Safety Roadshows in May 2026 across all three of our high-rise blocks. Invitations will be sent to tenants and leaseholders living in our high-rise buildings, inviting them to attend one of these events.

The roadshows are designed to support residents, strengthen awareness, and ensure everyone feels confident about fire safety in their buildings.

Fire safety is a shared responsibility, and we are committed to keeping residents informed, empowered, and involved. These roadshows aim to:

- Increase awareness of the safety measures in place
- Provide clear, practical advice
- Strengthen communication between residents and the housing team
- Support a safer, more informed community in each high-rise block

Our Fire Safety Team will be on hand to explain the measures in place within your building, how they work, and what you can do to keep your home and neighbours safe. This includes guidance on evacuation procedures, fire doors, alarm systems, and safe use of communal areas.

We want you to share your views, ask questions, report any issues you have noticed, and seek clarification on anything related to fire safety.

We will also explain the different ways residents can play an active role in fire safety, such as joining resident safety groups, reporting concerns, or becoming more familiar with safety checks and responsibilities within your block.



Roadshow Dates

Shuttleworth House

Tuesday 12 May
4PM - 6PM

Trent View

Wednesday 13 May
4PM - 6PM

Jarvis House

Thursday 14 May
4PM - 6PM

Tenant Satisfaction Measures

QUARTER 3 RESULTS

Issue 3

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 Three (2025/26):

7.7 out of 10 tenants (77%) are happy with the service provided by City of Lincoln Council. That is a **3% decrease** from last quarter.

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

Fair and respectful treatment – 80%
Well Maintained Home - 81%
Safe homes – 83%
Repairs over the last 12 months – 83%

Introduction of sentiment questions

In our surveys, 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.

How will the extra sentiment questions help us

- Hear your voice more clearly - you can tell us what is working well and what isn't.
- Understand the reasons behind your scores - It's not just about numbers - your comments explain *why* you feel a certain way.
- Spot common themes - when many tenants mention the same issue, we know where we need to focus our efforts.

How will we use this information

- Identify common issues
- Understand the reason behind dissatisfaction
- Improve communication
- Strengthen how we respond to requests
- Shape future services
- Track progress over time

Tenant Satisfaction Measures

QUARTER 3 RESULTS

Issue 3

Our Results



Well-Maintained Home
81%



Listens & Acts
61%



Safe Home
83%



Kept Informed
76%



Repairs Last 12 Months
83%



Fairly & with Respect
80%



Time Taken Repairs
75%



Complaints Handling
42%



Communal Areas
74%



Approach to ASB
58%



Neighbourhood
Contribution
72%

Ermine Community Partnership

The Neighbourhood Team continue to support improvements on both Ermine East and West. The team are currently based at Ermine Library each Tuesday and Wednesday whilst they search for a base in the area. They are supporting the development of Ermine Community Partnership who will be responsible for overseeing improvements in the area. The Partnership is now chaired by Narissa, a local resident.

We met with Narissa to find out about her role as Chair, and you can find out more on the page opposite.

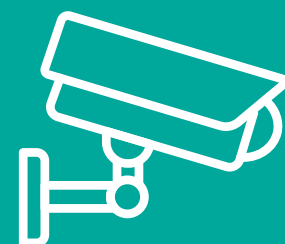


The Partnership has allocated £15,000 to support community projects. Residents of Ermine East and West have been asked to identify the key priorities for the area. Once known, the team will work with partners and community representatives to develop a number of projects – residents will then be asked to vote on which projects they would like to see happen in the area. The voting day will take place at an event during the summer and will be advertised locally.

Work So Far

The team have funded the installation of CCTV cameras to cover the shops on Woodhall Drive. This was in response to some of the teams early engagement work.

Support has been provided to the School Council at Ermine Academy. The Council recently held one of their meetings at the Guildhall and regular meetings are taking place to discuss how young people can influence improvements in the area. Pupils from Ermine Academy and Our Lady of Lincoln Catholic Primary School are developing a logo for the Partnership and this will be launched in the summer.



Get Involved!

If you would like more information on the work of the team or if you would like to be involved, then please contact Paul Carrick on:

Phone: (01522) 510 157

Email: paul.carrick@lincoln.gov.uk

Meet Narissa

Q: How long have you lived in the area?

Narissa: I have lived on the Ermine for eight to nine years now, but have lived within Lincoln for 14 years.

Q: When did you get involved in community activity?

Narissa: I was involved a lot when I was attending university, I was then working full time and started my own business in 2016. Then 4 years ago I got involved with the library, and working with Rooted Arts. I also run the Ermine Make Club and we did an event at the library for Halloween where we had a costume swap and offered free costumes to those that couldn't afford them.

Q: What were your thoughts when you were first asked to attend a meeting about the neighbourhood?

Narissa: I was excited to be able to help the community, I now enjoy the positivity from the group and that everybody is there to help make positive changes to the community.

Q: What is it like being the chair?

Narissa: I was nervous at first, but I feel I've now settled in to the role, as I said it's a very good group who are all very positive.

Q: what are your goals for the next couple of years?

Narissa: I want to work with the community more and help to get the most out of the Ermine area, and potentially launch an art youth group within Ermine.



New Grounds Maintenance Contractor - Krinkels

Krinkels UK has been awarded an eight-year contract to deliver grounds maintenance services across the city, starting in September 2026.

This new contract supports the council's aim to keep Lincoln's parks and green spaces well maintained, while also improving environmental sustainability and community benefits.

Krinkels UK will be responsible for all parks, green spaces, and street-scene greenery across Lincoln.

Residents and tenants can expect better-quality grounds maintenance, with more environmentally friendly methods that help protect wildlife and reduce carbon emissions.



The contract focuses on:

- Sustainable and eco-friendly practices
- Innovation in how green spaces are managed
- Planning maintenance more effectively
- Supporting local jobs and apprenticeships
- Delivering social value for the city

We have highlighted below some of the changes we've made to the contract:

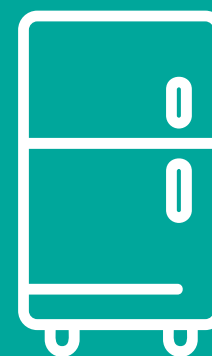
Garden Assistance Scheme (GAS)

- Grass cutting - 7 times a year
- Hedge cutting - twice a year, with the option to increase if needed

Communal Areas

- Grass cutting - increased to 17 times a year
- Cut and Collect - added to support wildflower and re-wilding areas.
- Moss removal - once a year.
- Hard-surface sweeping - every quarter





What is Fly Tipping?

Fly-tipping is becoming a growing concern, creating challenges for residents and the services that support them. Fly-tipping is the illegal dumping of large items or waste on public roads, land, into rivers and inside and outside spaces in and around your home. This could include large household appliances like washing machines, general household rubbish or garden waste.

It costs the council thousands of pounds every year to clear waste and items that have been left in public or shared communal spaces. This is money that could be spent on providing other services to tenants and residents.



Problems Caused by Fly Tipping

It is important not to leave rubbish or other items in spaces around your home for a number of reasons:

- It increases the fire risk to your home and the homes of neighbours if it is flammable
- It causes obstruction if you need to evacuate the building
- It can attract pests, such as rats
- It is unpleasant to look at, makes homes and areas look uncared for and rundown and attracts more fly tipping to an area

How To Help

Any tenants identified as dumping rubbish will be charged for the cost of clearing it and depending on the level of fly tipping, may also face fines.

If there is rubbish being dumped around your homes and communal areas, you need to report it to the council. You can do this online at [Report flytipping – City of Lincoln Council](#), emailing customer.services@lincoln.gov.uk or ringing the council on (01522) 881188.



Scheduled Repairs Calendar

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

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

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

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

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

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



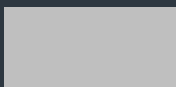
North - Ermine East, Ermine West, Newport & Burton Road



South - Birchwood and Hartsholme



East - St Giles, Stamp End and Tower



Christmas - Priority & Urgent Works Only



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