

## **LTP Project Updates**

LTP continue to work with tenancy services, fire safety assurance, maintenance, business management and resident involvement on a variety of projects.

I will give you a brief overview of the projects we are covering in these areas:

Within tenancy services we are working with Vicky Wilson, Voids Team leader and inspecting one property a week, we have also adapted how we report our findings and have now moved from paper to digital format to speed up the process and ensure information is shared immediately with Vicky.

During the summer months, LTP attended estate inspections at Harts Holme, Birchwood & moorland in the south; Ermine east & west and St Giles in the north and West end, Burton Road/Newport, Tower, Stamp End, City Centre, Highstreet and Manse in the centre. Follow up inspections are due to take place in November/December.

We held our first meeting with Lara Trickett from Business Management on 17<sup>th</sup> July – our recommendations have been shared with relevant officers together with a request for further feedback relating to some complaints.

At a recent LTP meeting the panel assessed the Resident Involvement Strategy action plan and I am pleased to confirm there are no red flags and have awarded actions based on one of the following.

Bronze – Process has started – early stages

Silver – Making good progress

Gold - Full implementation and maintained

LTP are working closely with Phil Longhorn, interim maintenance manager on the schedule of repairs project. We are attending monthly meetings to review performance and are focusing on creating a marketing programme to deliver a consistent message and information to tenants on the benefits of the schedule of repairs project. Gary Hewson – Chairman of HSCC attended a meeting in August and the group discussed how we could enhance tenant experience – as a result, the working group have created a series of Face Book posts scheduled to go out on a six-week cycle to promote and encourage tenants to make an appointment. Below is a copy of a face book on the Resident Involvement page:

Scheduled repairs will take place in St Giles/Monks Road from 15 August - 4 September.

Report your repairs online: [lincoln.gov.uk/council-housing/scheduled-repairs](http://lincoln.gov.uk/council-housing/scheduled-repairs)



We continue to hold our monthly LTP meetings and Darren Turner, Director of Housing attended our last meeting in September to discuss proposed rent cap. Our AGM will take place on Monday 7<sup>th</sup> November and face book posts on both CoLC sites together with LTP members sharing the posts on other community-based pages. We are thrilled to confirm we will be hosting a celebration event on Wednesday 15<sup>th</sup> November acknowledging all the hard work over the last couple of years in creating the LTP constitution at the Guild Hall and the Mayor has accepted our invitation.

All LTP 1-2-1's has been completed by Donna Lyons, Resident Involvement Manager and Caroline Coyle -Fox, Vice Chair of LTP which have provided us with valuable feedback, knowledge and panel aspirations, which will be used to help us expand LTP and mover forward.

LTP have volunteered to assist Donna Lyons, Resident Involvement Manager at the Jarvis and Shuttleworth House fire safety exercise and engagement event. We attended the recent fire safety exercise at Trent View which provided LFR with valuable information – Over thirty fire fighters carried out the training exercise with six fire engines in attendance from across Lincolnshire providing fire fighters will the knowledge, skills and agreed implementational procedures in the event of a major fire.

We are currently working with Keeley Johnson on the Incentive to Downsize and have provided a list of recommendations.

Five LTP members will be attending a free ARCH Conference – The conference offers two workshops on decarbonisation and Fuel poverty/cost of living and in addition to this, three guest speakers; Kate Dodsworth – Director of consumer regulation and Fleur Priest-Stephens - tenant engagement manager for the regulator of social housing, both will be presenting information on the proposed tenant satisfaction measures and regulatory changes and Caritas Charles – Policy and Insight Manager with be addressing resident engagement in building safety.

Further to Jo Crookes presentation at the LTP in July, the panel asked to shadow CS operatives and Mike Asher was the first LTP to shadow. Jo has agreed to duplicate these sessions with LTP members.

Thank you!