

Lincoln Tenants' Panel Project Update

Lincoln Tenants Panel (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 the Void Support Officer from the Voids Team and have agreed to change the format of inspecting voids – All LTP will attend a refresher voids inspection training programme on 1st March 2023 and attend a quarterly working group to review voids process to enhance the process and to put forward recommendations. All voids inspected are of high quality and meet all requirements ready to let.

We continue to review the complaints process and our third review will take place on 28th February 2023. We have requested recommendations shared with relevant officers together with a request for further feedback relating to some complaints and the format used.

LTP are working closely with the 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.

We have posted on our Face Book Page eight schedule repairs posts to promote and encourage tenants to make an appointment. We are in the process of working with the Communications Manager and the Interim Maintenance Manager looking at how we can share information regarding damp and mould with our tenants.

We continue to hold our monthly LTP meetings.

Debbie Rousseau continues to represent City of Lincoln Council (COLC) on the Association of Retained Council Housing (ARCH) committee.

LTP members continue to work with the Tenancy Services Manager and Area Housing Managers on the ASB accreditation and have recommended quarterly meetings to review ASB cases – the first review will take place in March 2023.

In November, I attended the Social Housing Quality Register Panel (SHQR) launch event which highlighted how the Resident Panel will run over the next 12 months, providing the panel with opportunities to discuss topics. The SHQR panel will focus on one of the chosen topics, "how complaints are managed by landlords and the Housing Ombudsman" via the online community, this is a platform used to share experiences of social housing and thoughts about related government policies, ensuring and enabling us to have direct communication with the Department for Levelling Up, Housing and Communities (DLUHC) and help drive change for the future. The online community will involve a mixture of activities, questions and discussions on an aspect of the social housing quality programme. Our next online panel meeting is in March 2023. Thank You!