

## **Lincoln Tenants Panel (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:

LTP continue to hold quarterly meetings with the Voids Team Leader reviewing void inspections and targets. We have increased the number of voids we are inspecting and pleased to confirm they have all, again surpassed our standards. We are holding further discussions with the Voids Team Leader to establish how we can conduct multiple void inspections with limited disruption to the team. LTP members recently attended a void recharge workshop and provided our recommendations.

The Complaints Review Group continue to hold quarterly meetings – We have no further updates relating to complaints or ASB working groups, our recommendations are being reviewed and the ASB accreditation is still under review, we are expecting an outcome soon.

The Schedule of Repairs (SOR) Working Group have received positive information relating to our performance with repair timescales and would like to thank, Amy Larder, Interim Maintenance Manager. A detailed action plan to enhance and increase the SOR programme on Facebook together with link to in calendar is currently being rolled out. LTP have reviewed latest tenant satisfaction measure progress, reviewed the kitchen and bathroom work programme and confirmed colour choices of kitchen carcasses, worktops and panelling together with style of handles, attended 30 year business plan and estate regeneration workshop to provide our feedback and discuss engagement methods with residents, we have provided a set of questions to form part of the tenant wide consultation due to go out in August, all estate inspections have been attended by LTP members.

LTP continue to represent City of Lincoln Council at Association of Retained Council Housing (ARCH), TPAS (the leading tenant engagement experts) and Social Housing Quality Resident Panel.

Thank You!