

## **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 are pleased to confirm they have all, again surpassed our standards. We have now moved to completing the forms using a digital format to enable the Voids Team Leader to access information immediately. We are continuing to hold further discussions with the Voids Team Leader to establish how we can conduct multiple void inspections with limited disruption to the team.

The Complaints Review Group continue to hold quarterly meetings – We have no further updates relating to complaints. The Anti-Social Behaviour (ASB) Working Group have recently reviewed and tenancy services have implemented our recommendation, we are pleased to confirm City of Lincoln Council (CoLC) has been awarded the ASB accreditation.

The Schedule of Repairs (SOR) Working Group have again received positive information relating to performance with repair timescales. A detailed action plan to enhance and increase the SOR programme on Facebook together with a link in to the calendar has been rolled out. LTP have reviewed the kitchen and bathroom work programme, attended our final 30-year business plan workshop and estate regeneration workshops – we have worked with the Resident Involvement Manager to help create a set of questions to form part of the tenant wide consultation delivered in August and reviewed responses/feedback.

The Investment Working Group are currently reviewing the communal door replacement programme and in the process of creating a satisfaction survey.

LTP have attended virtual training courses on the impact of the Tenant Satisfaction Measures (TSM's) and consumer standards and joined a virtual council tenants forum. LTP continue to represent COLC at Association of Retained Council Housing (ARCH) and Social Housing Quality Resident Panel.

Thank You!