

Appendix A

PLACE
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To. Customer Services

City of Lincoln Council
City Hall, Beaumont Fee
Lincoln
LN1 1DD

in advance for playing your part in making the housing
and area you live in the best it can possibly be.
Our aim to make Lincoln a better city, a truly great city.
You need to know what this means for you as a tenant. We have
also engaged an independent company, Savills, to explore and
collect important information about our estates over the summer
and this too will feed into developing the 30-year plan.

Thanks

2023 30-Year Business Plan

We want to hear from you and learn what your priorities
are and in what areas you believe we could improve.



Our aim

It's fit-for-purpose & meets the needs of you, our tenants, and the city as a whole.

In the first part of 2023, City of Lincoln Council published its five-year-plan for its Housing Service. Once this was done, we started work on a long-term 30-year plan, which we expect to be adopted by the end of 2023. When devising a plan that will take us beyond 2050 it is essential we ensure it's fit-for-purpose and meets the needs of you, our tenants, and the city as a whole. The main priorities of this 30-year-plan fall into four distinct categories. We will:

- ▶ Continue **delivering and developing** a wide range of high-quality, appropriate housing across the city, while also ensuring we **provide an exceptional repairs service**
- ▶ Commit to the **regeneration of our estates** to ensure current tenants have good-quality, safe housing and our estates are desirable areas to live
- ▶ **Address the challenge of decarbonisation** and ensure we become cleaner and greener in all services we deliver, allowing our tenants to benefit from energy-efficient homes that are affordable to run and benefit the environment
- ▶ Strive to **lower the waiting list** for our properties by providing more housing in the city that are suitable for all needs and personal circumstances

How you can help

In order to deliver our 30-year plan we need to hear from you, our tenants, to inform what else you would like us to focus on above and beyond the four priorities outlined overleaf.

We want to hear from you and learn what your priorities are, and in what areas you believe we could improve. And we want to continue the conversation beyond the 30-year-plan publication date so you have a direct line to us to discuss any issues, any suggestions etc you might have throughout the plan's duration.

As well as taking your comments on board, we have also consulted with Lincoln Tenants' Panel which represents the views and interests of all the council's tenants – as the Panel is made up of tenants themselves.

Win £100

Please send your comments to us (positive or negative) and one lucky person will win £100!



CUT OUT TO POST BACK TO US

We want to hear from you

It is important to us that you understand our plans, why we are doing what we do while also being able to ask questions. Use the QR code, below, (alternatively you can visit ***) and answer the following questions for you and then provide any further information you'd like to share about your experience of being a council tenant in the city of Lincoln:

Please submit by **25 August** / Score **1 (very poor)** to **10 (very good)**

Please rate what it is like to live on your estate/neighbourhood

1 2 3 4 5 6 7 8 9 10

Please tell us the main reasons for this score

How would you rate the paths/green space/play space on your estate/neighbourhood?

1 2 3 4 5 6 7 8 9 10

Are there any problems/issues with this these spaces?

How would you rate the parking arrangements/spaces on your estate/neighborhoods?

1 2 3 4 5 6 7 8 9 10

Are there any problems/issues with this these arrangements/spaces?

How safe do you feel on your estate/neighbourhood?

1 2 3 4 5 6 7 8 9 10

Please tell us the main reasons for this score

If you live in a flat or maisonette, please answer the next few questions:

Please rate the indoor communal area(s) you use

1 2 3 4 5 6 7 8 9 10

Please rate the outdoor communal area(s) you use

1 2 3 4 5 6 7 8 9 10

Are there any problems/issues with these communal spaces?

Final question What are the top 5 improvements you'd like to see on your estate/ neighbourhood?

Name

Email

Telephone



Scan the QR code to submit online

PLEASE DO GET IN TOUCH
Answer the questions and provide us with the feedback. If you are unable to access the form online, you can email your answers to us or post them.

You can email your answers or post back to us

Email customer.services@lincoln.gov.uk

Address City of Lincoln Council, City Hall, Beaumont Fee, Lincoln, LN1 1DD