

## **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 to review service areas - The Complaints and ASB Review Group continue to implement recommendations and we have seen a positive impact on complaint processes and procedures. The Investment Working Groups – communal doors, kitchen and bathroom have recently attended a meeting with contractors and I am pleased to confirm we are on target with installations of kitchens/bathrooms/communal doors, and we have implemented a robust tenant journey ensuring we communicate on a regular basis. The working group have been tasked to create a satisfaction survey for current investment installations. The Schedule of Repairs (SOR) Working Group have again received positive information relating to performance with repair timescales and damp and mould procedures.

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 I am pleased to confirm they have all, again surpassed our standards.

LTP have reviewed the following:

- 1) Caretaker Review for low and high rise
- 2) Tenancy agreement review
- 3) Pet Policy
- 4) Aids and Adaptations Policy

We have recently conducted a recruitment campaign and have recruited a new member who joined in January.

Thank you.