

## **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, hold monthly meetings, weekly void inspections, quarterly complaints and ASB complaint reviews, and created additional working groups focusing on tenancy service – gardens, ASB and tenancy sustainment.

Mick Barber continues to attend Social Housing Quality Network Panel and ARCH committee meetings.

All members of LTP have attend the following training and seminars hosted by Four Million Homes and engaged with Tenant Participation Advisory Service ( TPAS ) national involvement week:

- Service Influencers Day - session highlighted tenant reviews , scrutinises, and mystery shopping to improve housing service.
- Community Do-ers Day – These sessions highlighted tenants associations, block and community champions who make a difference in their communities.
- Decision Makers Day – session highlighted techniques used by tenant board members and tenants when making their voices heard as part of their Landlords Governance structure.

LTP organised a joint training workshop with North Kesteven District Council tenants' panel delivered by TPAS focusing on consumer standards and impact of TSM's. LTP also attended the ARCH conference in September.

LTP are working with the Resident Involvement to co-create a digital newsletter/magazine – HOME covering important updates, how to stay connected in communities, tips and advice , updates from Lincoln Tenants Panel (LTP) and more.

LTP have attended their first session on the future of resident involvement and will be co-creating the new menu of involvement.

Thank you.