

Tenant Matters

Summer 2021

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Welcome from our Chairman Lesley Robinson

I think it is safe to say that the last year has been somewhat of a rollercoaster ride for everyone, with some lows but some highs as well.

The pandemic and people's reactions to it have shown that we are resilient both as individuals and collectively; things that we would not have previously contemplated as being run of the mill have become the "new normal", human beings are great at adapting.

To illustrate this, one of our board members, Professor Ridley, prepared a training session for staff and board members on the "Kaizen Philosophy". If your Japanese is as woeful as mine, then like me you won't know what this means. It means "good change". I like my routine and find order comforting, change can fill me with dread. Following the training I have been challenging myself to embrace change and to think why I do something, rather than just doing it because that is the way I have always done it. I have found it to be liberating, taking a break from my old routines.

Lincs Rural will shortly be going through a period of change with John Howes taking his well-deserved retirement. John has been at the helm for nearly two decades, and no one on the board or staff have known the organisation without him being there. We of course have been planning for John's retirement for some time now, and John has been a key part of this. This newsletter therefore seems to be the appropriate time to let everyone know that we are pleased to announce that John's replacement is Rachael Fullwood. Rachael joins us from another



social housing provider where she was a financial director and she will be re-locating to Lincolnshire.

I am sure that we will all be very sorry to see John retire and would like to take this opportunity to thank him for his sterling work throughout his time with us. As one door closes another one opens and therefore we are excited to see Rachael join us, to build upon the strong position that we are in. This brings me back to the "good change"; Rachael will bring us new ideas and thoughts, and we are confident that this will be a positive and exciting time for us.



Hi, I'm Lilyrose, one of the Maintenance Managers here at Lincs Rural. You may have spoken to me before; I have been off for a while on maternity leave.

I have recently had my baby girl, Elsie-Grace, so I have spent the last 11 months enjoying being a Mamma, but I am very happy to be back at work now!

HEY! We care about YOU!!

The Ministry for Housing, Communities & Local Government has released the latest national housing statistics, including about the 10% of housing association homes. 16% of residents such as yourselves reported '**an increased feeling of loneliness and isolation either often or always**'. It is a really shocking and worrying impact of the pandemic.

This could be you or 69 of your fellow residents.

We all have to look out for each other, more now than ever, so please let Katie know if you would like to be added to the list to receive a visit when one of our members of staff are on site. You are not alone, and all of the Lincs Rural staff are here to help if you need us.

Katie can be contacted on **07483 449620** or **katie@lrha.co.uk**



Resident Lockdown Achievements

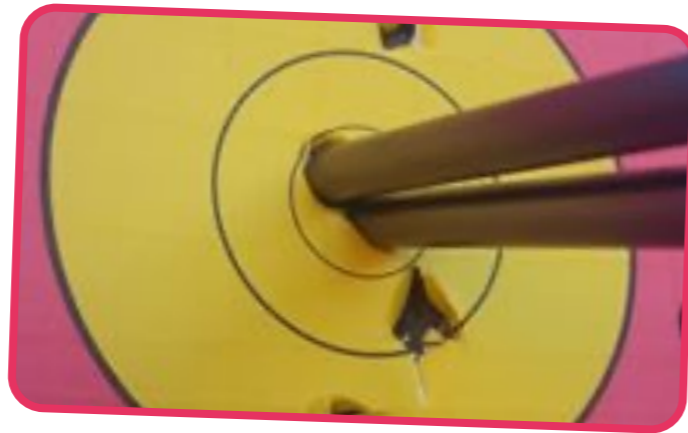
Richard is the Resident Representative from Great Hale, and he has been keeping very busy during lockdown. This is his story.

'I take part in Archery, shooting from my wheelchair, and have entered a number of competitions before lockdown stopped all that. I fire a Compound Bow as a standard Recurve Bow interferes with my wheelchair.



Before we were forced into lockdown, I was training to attempt two Guinness World Records. The heaviest vehicle pulled by a standard wheelchair, and the heaviest vehicle pulled over 100m by a standard wheelchair. Not only did lockdown interfere with my training, it meant I could not arrange surveyors to measure the flatness of the course or people to measure the weight of the vehicle I would be attempting to pull etc.

Just before the New Year, the Volvo car club I am a member of, had a post-Christmas breakfast



meeting at Frankie and Bennies in Lincoln and we had a practice run, in unfavourable conditions, slope, camber and a damp track. I did manage to pull a Volvo C70 weighing in at around 1.9 metric tonnes with a driver and passenger over 50 yards, raising funds for both the British Heart Foundation and the MS Society.

The targets set by Guinness World Records are well below the vehicle weight I pulled. The record attempt is now on hold so I can get back to training and I plan to attempt to pull a bare chassis Volvo FL512 truck tipping the scales at 4 metric tonnes, not just setting a record, but making sure it stays set for some time to come.'



Our Online Community

Over the past three years we have developed the Resident Representatives Network and increased the level of interaction, seeking resident views on the quality of services provided.

With that in mind we have had to do things very differently over the past year, one of which was to create a resident online community.

It has been a great way for people to meet and have a chat about what's important while remaining safe and sound at home. We have been talking about a variety of different things during our get togethers including;

- **Responsive repairs and planned maintenance services;**
- **Communication;**
- **Energy Efficiency; and**
- **Changing energy provider.**

Meeting online has been successful, and encouraged some people to get involved who may have been reluctant previously, because of travel and/or time issues. You don't have to have lots of IT experience or equipment to join us, and full support will be given.

Once restrictions are lifted, we look forward to meeting you all again face-to-face, but we hope to continue with our online community, as it has proved so beneficial.

If you would like to be involved and take part at these meetings, please contact Katie Taylor, Tenancy Manager at katie@lrha.co.uk.



Be #ScamAware

It's more important than ever to help protect people against scams, as the Coronavirus pandemic has meant more people are facing issues – from employment and debt, to housing and health – resulting in more people being in vulnerable situations. The 2021 Scams Awareness Month takes place in June and is supported by Citizens Advice who offer crucial advice on recognising and reporting scams.

TOP TIPS

- Be suspicious if you're contacted out of the blue, even if it's from a name you recognise
- If it sounds too good to be true it probably is
- Never send money to someone you've never met
- Never give out your bank details unless you are certain you can trust the person contacting you
- Don't be rushed – you never need to make a decision straight away and if you feel pressured say “no”
- Suspect a scam? Hang up, wait five minutes to clear the line or use another phone to call
- Don't suffer in silence – speak out about scams

For more information on a range of scams, how they operate and how to protect yourself please visit www.citizensadvice.org.uk/about-us/our-work/campaigns/current_campaigns/scams-awareness-month/



Energy Efficiency

A few small changes can help you save energy in your home and help reduce your carbon foot print.

DID YOU KNOW?

- Eating **less meat** and recycling can reduce your Carbon Footprint by 25%.
- A fridge uses the **most electricity** within a standard household.
- A smart meter **does not** directly improve the energy efficiency of a household.
- China has the **highest energy** consumption in the World, where as UK is 12th.
- Iceland has the highest electricity consumption in the World, but produces the **least amount of CO2**.



TOP TIPS FOR SAVING ENERGY

1. Switch all plug sockets off when not in use.
2. Using a Power Down Plug can save you energy for appliances not being used.
3. Washing your clothes on a cooler wash can save you money by the load, as the machine draws less power.



Fraud Aware

Anyone can be affected by fraud. Lincs Rural had an incident where our bank details had been used to set up an account with British Gas.

£25 was taken out of our bank and it goes to show that we all need to be vigilant. Luckily, the amount has been refunded and the British Gas account closed. British Gas told us that they are seeing this happen more and more!

We have reported the incident to Action Fraud to investigate and they are using the information we have provided to help implement prevention strategies.



Thank You and Good-bye

Twenty years ago John Howes joined Lincs Rural as the new Chief Executive. Little did he know then, about how many Residents, Staff and Board Members he would meet, how many new homes he would build and how many meetings he would attend!

Many of you will recognise the homes that John worked so hard to achieve.



Franklin Gardens
Spilsby 2004

St Swithin's Close
Bicker 2006



Unity Gardens
Long Sutton 2009

Varsity Rise
Grimoldby 2009

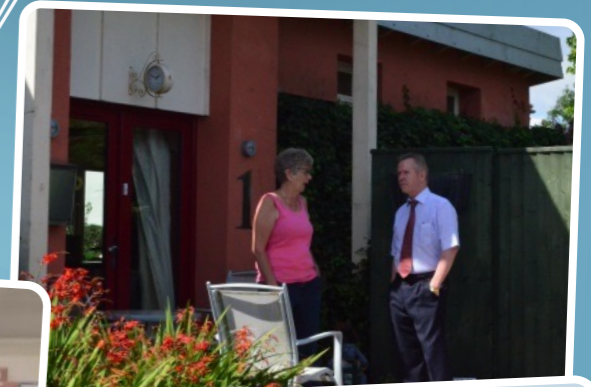


Blackberry Way
Wilsford 2015

Maurice Chappell Way
Pinchbeck 2015



Church Street
Spilsby 2016



Thank you

Throughout his time at Lincs Rural, John has always kept his focus on being there for our Residents, always having time to speak to everyone and getting involved with their communities.

To be able to achieve so much for the Residents, John has developed an outstanding team of Staff and Board Members, recognised by the highest accolade from Investors In People – Platinum status - one of only a hundred organisations worldwide to be awarded this.

So on behalf of the Residents, Staff and Board Members, we send a huge thank you to John for dedicating the last twenty years to Lincs Rural, for contributing so much to the community and for supporting so many individuals.



Recycling at home

Top items that people wrongly think can be recycled

- Hand soap pump dispenser tops
- Kitchen roll
- Non-paper gift wrap
- Coffee cups
- Plastic bags
- Tissues
- Wine glasses
- Glass cookware
- Window glass
- Straws
- Greasy takeaway pizza boxes
- Soft plastic/laminated foil packaging such as pet food and baby food pouches
- Photo paper
- Nail varnish bottles
- Crisp packets
- Post-it notes
- Shampoo bottles and food containers that have not been rinsed
- Tissue boxes where the plastic insert has not been removed
- Plastic toys
- Mirrors
- Cutlery
- Pots and pans



Top items that people do not know they can recycle

- Kitchen foil and foil trays that are used but still clean
- Empty deodorant aerosols and hairspray with the plastic cap
- Empty surface cleaner bottle with the trigger spray
- Metal lids
- Empty bleach bottles
- Aluminum tubes such as tomato puree (with the plastic cap removed)
- Envelopes with windows



And lastly on a very topical note



- Used face coverings of any kind or Personal Protective Equipment (PPE), such as gloves must not be put into the recycling bin.
- For more information about disposing of face coverings and other PPE, please visit GOV.uk.

For more information please check www.recyclenow.com or with your local authorities

5 A DAY

tips for getting five portions of fruit and veg each day



Fruit and veg are a source of vitamins, minerals and fibre which may help reduce the risk of diseases like heart disease and some cancers. We all know that it's important for us to eat a variety of at least five portions of fruit and veg each day, but how many of us actually manage it?

Luckily, it can be easier than you think to get your 5 A DAY. The great thing is that you don't need to make a big change to your diet or do without the foods you love.

It doesn't have to be expensive!

You can keep the costs down by buying canned fruit and veg, which doesn't go off as quickly. Choose canned fruit in its own juice – it's healthier than fruit in sugary syrup. Or try canned veg in water with no added salt or sugar.



Frozen is even handier, as you can use what you need and put it back in the freezer! And buying fresh fruit and veg when it's in season is usually cheaper too. Local markets can be great places to pick up fresh and tasty produce at really good prices.

Just add a portion of veg here, sprinkle a portion of fruit there – and you'll hit your 5 A DAY before you know it!





Simple ways to stay active

In our last issue, we wrote about looking after our mental health and how we should invest in it, just like our physical health. Being physically active, getting enough sleep, and eating or drinking the right things is just as important for your mind as they are for your muscles. Getting active is not just about going to the gym; there are many activities that can get you out of the house for some fresh air and are physically active at the same time;

Walking

This is one of the best forms of exercise because it's free and accessible to most people. Walking stimulates the heart, lungs and circulation. Now we are easing out of lockdown, having a socially distanced walk with a friend is perfect for your mental and physical well being.

Jogging

If you are just starting out, you should build up speed gradually, starting off at a slow manageable pace. Thousands of people have learned to run using the NHS Couch to 5K podcast (myself included). This is designed to get beginners running 5K in 9 weeks and involves jogging and walking intervals.

Swimming

This activity exercises the whole body and is good for all age groups. Swimming is a low impact activity that can help improve your strength, stamina and cardiovascular health. Local pools are now opening again for lessons if you are a beginner or want to improve your swimming. Alternatively, book a slot at your local pool for a socially distanced swim with your family or friends for a fun activity.

Cycling

This aerobic exercise works your lower body and cardiovascular system. You can again, make this a social activity by riding with family or friends. It is fun and a great way to explore Lincolnshire.

Gardening

Digging in the dirt, planting flowers and vegetables, weeding, raking leaves and all that goes with it, works the muscles and is just as much a work out as any!

Home exercises

Although the sun is coming out, we do live in England so we are guaranteed a rainy day or two at some point. There are many simple home exercises that can be done with a bit of space in the front room. Smart TV's are a great for finding free home work outs for any age range – something I personally did with the kids during lockdown...ranging from Disney yoga to high intensity work outs – there is something for everyone!



Welcome to our new Chief Executive

Rachael Fullwood

Rachael will be joining Lincs Rural as Chief Executive on 1 June, bringing over 12 years senior management experience in the housing sector.

A Chartered Member of the Chartered Institute of Housing, Rachael began her housing career in Shropshire with a small specialist rural association; and more recently in Staffordshire with a mid-sized urban association. Rachael has gained experience in rural and urban business planning, housing policy, service delivery, customer engagement and customer satisfaction, housing management, community investment, finance, funding, risk management, assurance, legislation, governance and regulation.

Rachael told Tenant Matters 'I am delighted to have been offered the position at Lincs Rural; and am looking forward to joining what is evidently

a talented, professional and committed team who have a steadfast commitment to serving our customers. My aim is to build on the excellent achievements achieved by the Team under the leadership of John; working with my colleagues and investing in and supporting the staff and governing members to deliver great outcomes for our customers. I look forward to helping Lincs Rural embrace future challenges and deliver on its mission and values.'



Safeguarding Adults and Children

If you believe that a child or adult may be a victim of neglect, abuse or cruelty don't keep it to yourself, call Lincolnshire County Council's Customer Service Centre on **01522 782155**. They will offer advice and pass your concerns on to trained officers who will take the relevant action.

Everybody has a role to play in safeguarding and promoting the welfare of adults, children and young people.

Abuse can happen where people are living, or, perhaps, where they go during the day. It may be noticed outside the home in a more public setting. Children or older persons may be abused in a family or in an institutional or community setting; by those known to them or more rarely by a stranger. They may be abused by an adult or adults or by another child or children.

The main signs of abuse

There are many indications that something could be wrong.

This could include:

- Unexplained injuries such as bruising
- Weight loss
- Very low self esteem
- A sudden change in behaviour.

Different types of abuse

Abuse can vary for adults and children, and may include:

- Physical abuse hitting, burning, or otherwise causing physical harm to a child or adult
- Sexual abuse forcing or enticing someone to take part in sexual activities
- Neglect persistent failure to meet someone's (particularly children's or older persons) basic physical and / or psychological needs, such as failure to provide adequate food, clothing and shelter
- Emotional abuse persistent emotional maltreatment such as witnessing domestic abuse

If you believe that a child or adult may be a victim of neglect, abuse or cruelty call:

Children's safeguarding - 01522 782111
(Monday to Friday, 8.00am to 6.00pm)

Adults safeguarding - 01522 782155 (Monday to Friday, 8.00am to 6.00pm) or 01522 782333 (outside office hours)

Dog Quiz



- 1 Which common physical characteristic does the chow share with giraffes, polar bears, and Jersey cattle?
- 2 Which small breed of domestic dog is also known as the Frenchie?
- 3 Which dog, bred from the old English bulldog and Bullenbeisser, was originally used for bear baiting?
- 4 First bred in Germany as a water dog, which dog is the national dog of France?
- 5 Which breed of dog, also known as the Lion Dog, is known for its snoring?
- 6 What breed of dog is Snoopy?
- 7 The Great St. Bernard Pass is the third highest road pass in which country?
- 8 What was the name of the dog act that won Britain's Got Talent in 2015?
- 9 What was the poetical name of the dog in the animated television series Jamie and the Magic Torch?
- 10 Since 1991, the dog show Crufts has been held in which British city?

Answers can be found on our website



Resident Lockdown Stories

Sam the Resident Representative from New Bolingbroke, made cakes for the residents of Kings Close.

What a lovely gesture!



Customer Service Contact Details

Our staff are available

Monday to Friday from 8.30am to 5.00pm

Telephone 01790 754219

customerservices@lrha.co.uk

www.lrha.co.uk



If you are a Lincs Rural tenant and have an emergency repair when the office is closed, ***please contact our out of hours repairs service on 07483 916770.***

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