

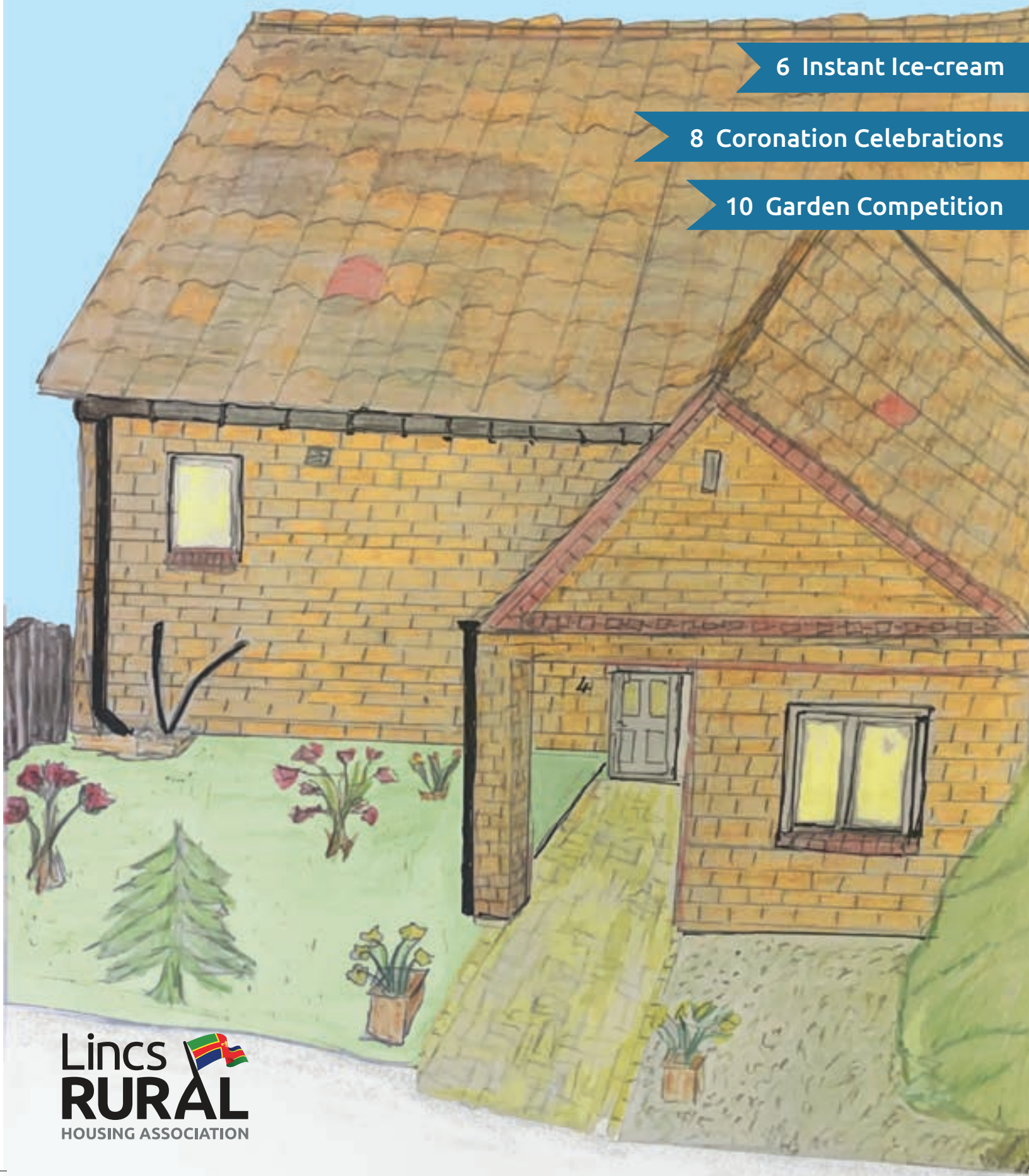
Tenant Matters

Summer 2023

6 Instant Ice-cream

8 Coronation Celebrations

10 Garden Competition



Chair's message

This year LRHA's calendar is all about showing us what a beautiful county Lincolnshire is. With the current rise in the cost of living, we have all been feeling the pinch over the last couple of years, but hopefully the calendar gives some great ideas for days out that can be completely free.

When I used to drive around the county I sometimes looked at the signposts to villages that I had never heard of or that sounded interesting, I also found myself sat in traffic or at junctions looking at the countryside and noticing signs to public footpaths and byways that head away through the beautiful landscape. I made myself a promise that one day I would take the time to get out of the car and go and explore some of these places and rights of way.

I have now made that promise come true with the help of our new dog, Missy. As she has got older we are now able to go for longer walks, so with my trusty OS map I have had the pleasure of walking parts of the Viking Way, Roman Roads and green lanes going back to the time of the Knights Templar (very Da Vinci Code) and all of this within 10 miles of my home.

I have seen lots of wildlife from deer to voles, swans to wrens, definitely a case of all creatures great and small. I have been able to see the changes in the landscape as the seasons come and go and of course in all weathers.



One of the added benefits of being outside in the great outdoors is that you also meet some very interesting people; bird watchers, cyclists, ramblers and fellow dog walkers. It is always nice to be able to stop and pass the time of day with someone. I had not expected the sociable side of dog walking and Missy certainly appreciates the extra amount of fuss that she receives.

So when we are walking along and see a tailback of traffic, I am very grateful that I am not stuck in it and that I am very lucky to be able to get out and about in our wonderful area.



LRHA House Drawing Competition



We had some fantastic entries to our home drawing competition, here are a couple of our favourites! Thank you to everyone who entered.

We are here to **HELP**

Completed support grants

31



How have we helped?

Mobility aids **2**

New flooring **9**

Essential white goods **7**

Rent arrears cleared **8**

Help with outstanding energy bills **5**

£14,000

Has been spent in 2022/23 between 31 households.

Applications are reviewed by the Resident Engagement Team. Applicants must provide proof that bills cannot be paid or be in severe need of an appliance/item. All residents who apply will be treated with respect and confidentiality.

If you or someone you know might benefit from the Resident Support Fund, please contact the Resident Engagement Team.



Repairs Priority and Times

LRHA are prioritising repairs and maintenance in residents' homes based on seriousness and allocate different timescales to making things right.

When determining response times, we will take into account the specific circumstances of the household, for example whether there are young children, elderly people or occupants with a disability. Only emergency works will be carried out outside normal working hours. Some emergency repairs may have to be temporarily resolved or made safe until the following day.

Emergency

To be responded to within 24 hours

Any disrepair that causes an immediate threat to the safety, security or health and safety of occupants or members of the public.

Examples include:

- Major water leaks and flooding
- Total loss of electrical supply / major fault
- Total loss of water supply
- Security risk to the property
- Major loss of heating and/or loss of hot water in a cold spell
- Damage caused by racial or other forms of harassment
- Threatened or actual collapse of any part of the structure

Urgent

To be responded to within 7 working days (unless estimates or tenders are required)

Any disrepair that is causing serious inconvenience to the occupants or likely to cause further problems to the property.

Examples include:

- Failed showers (if the only means of washing)
- Loss of hot water in summer months
- Minor plumbing (e.g. a leak that can be contained)
- Minor electrical supply faults

Routine

To be responded to within 56 working days

Any disrepair that is not urgent or an emergency.

Examples include:

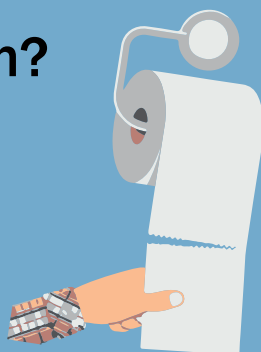
- Tap repairs
- Light fitting repairs
- Repairs to doors and windows
- Minor fencing repairs
- Flooring repairs (including vinyl covering)
- Replacing or repairing hinges
- Replacing extractor fans
- Repairs to broken kitchen components
- Repairs to broken bathroom components
- Broken tiling
- External and internal wall repairs
- Garage door repairs
- Minor repairs to gutters
- Minor leaking roofs



To flush, or not to flush

What can I flush?

- Toilet Paper



What can't I flush?

- 'Flushable' Wipes
- Nappies
- Sanitary Wear
- Animal Foul



Disposal of 'flushable' wipes down the toilet could account for up to 93% of blockages in the UK and so far no wet wipe products labelled as flushable have passed the water industry's disintegration tests.

(www.plumbcare.com)



Spilsby Christian Fellowship

LRHA recently made a donation to the Spilsby Christian Fellowship. With this donation they were able to buy a large amount of food which will be sorted into food parcels for those in need. The Christian Fellowship is a large part of the Spilsby community and rely on donations to help those in need. You do not need a referral to use their foodbank and they have their own set of requirements. If you would like more information about what they do in the community you can follow them on Facebook @SpilsbyChristianFellowship



Decarbonisation

LRHA's Board of Management formally adopted the Decarbonisation Strategy at their meeting on 8 December 2022. The strategy was developed in co-operation with The Carbon Trust and provides a road map to achieving the net zero target by 2050.

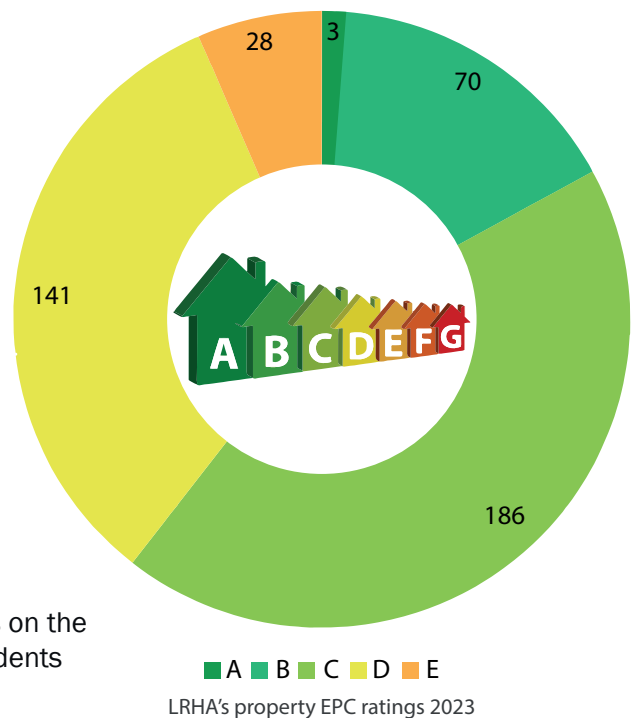
Another key target is for all homes owned by LRHA to achieve an Energy Performance Certificate (EPC) rating of C by 2028, and an A rating by 2050.

Over the past two years we have been gathering data on our properties with EPC inspections, and the cost to run them for our residents with The Big Energy Survey. The next two years will see an independent inspection of each home to establish current condition, upon which we will base the long term investment plan.

The recent investment has seen six developments have their PVCU windows and doors upgraded; electric night storage heaters upgraded on three developments; poor rated gas and oil boilers replaced with higher efficiency models and widespread loft insulation top ups. A group of residents have joined the Air Source Heat Pump Group which will test this form of heating, establishing running costs and ease of use.

The Resident Representatives Network will receive regular updates on the progress with delivering the Decarbonisation Strategy and any residents who have questions or ideas can contact Andy Haime (Head of Operations).

This group will be active in 2024 feeding back on their individual and group resident experience of this renewable technology that is seen as a critical component in the UK Government's Net Zero Strategy.



Home Grown Tomatoes for your Summer Salads

You don't need a large garden or green house to grow your own tomatoes. They are simple to grow in pots, growbags or containers anywhere sunny. This can be your patio or any sunny spot in your garden or yard. A small pot tomato plant usually grows to between 1 & 3 feet and once grown can produce lots of fruit.

Steps for growing container tomatoes

- Choose a large pot or container. This can be plastic, clay, stone or even metal.
- Make sure the container has plenty of drainage.
- Use bought compost in the pot – soil will not work as it will not provide enough drainage.
- There are many varieties of tomato plants specifically suited to containers and some even for hanging baskets.
- Tomatoes need nutrients to grow – an easy way to provide this is to mix a slow release fertilizer in at time of potting- 4/6 weeks after planting fertilise again.
- Give them sunshine. Place pots/containers on the south or west of your garden.
- Water every day – the best time is morning. When hot, water both morning and late afternoon. Water at base only rather than getting leaves wet.
- Give tomatoes their space & support – let air circulate around them and support with trellis or stakes and tie or weave the stems as they grow.
- Enjoy your summer salads with your home-grown tomatoes!

Instant Vanilla Ice Cream Recipe

Ingredients

300ml Semi-skimmed milk
1tbsp caster sugar
¼ tsp vanilla extract
1kg ice
6 tbsp rock salt
Hundreds and thousands/Sprinkles

You will need

2 medium zip-seal bags
1 large zip-seal bag
sticky tape

THE SCIENCE BIT
Under normal circumstances, water freezes at 0C. But adding salt to the ice lowers the temperature to -10C, meaning the milk freezes in minutes.



STEP 1

Place the milk, sugar and vanilla into the doubled-up medium zip-seal bags. Close and secure with sticky tape if the seal isn't strong. Tip the ice and salt into the large bag, then place the smaller bags inside the larger one, and seal well.

STEP 2

You will need to keep the bags moving for 10-15 mins to freeze the milk. Gently throw the bag from hand to hand or take turns shaking it – it's a good idea to wear gloves to keep your hands warm! Remove the ice-cream bag, open and scoop into bowls. Sprinkle with hundreds & thousands.



Find your local food bank



LRHA properties

Food Bank

For more information on foodbanks or a full list of Lincolnshire agencies, please visit our website. www.lrha.co.uk



Coronation Events across Lincolnshire



LRHA donated £500 to the Great Gonerby Parish Council to go towards the cost of their coronation event as well as future events. This money will also be put towards purchasing commemorative mugs for the children of the parish.

The Great Gonerby Parish Council raised £1,600 on the day to go towards future community events. Volunteers hosted games and raised a further £120 from these which went to the Cleft Lip & Palate charity.





LRHA put together an activity pack for all our residents. This is still free to download on our website www.lrha.co.uk. Pictured below are some of our residents enjoying a coronation feast and colouring away!



If you have held any coronation events and are a resident of LRHA please feel free to send us your pictures, we love to see them!

Garden competition 2023

If you are proud of your gardening skills, or have noticed your neighbour's lovely garden, we want to hear all about it, by entering our gardening competition 2023!

To enter simply send us a couple of photos of your garden and include your address.

Email: customerservices@lrha.co.uk

Facebook: lincs rural housing association

Last entries: 22nd September 2023

We have three categories to enter into:

- Best Overall Garden - £50 voucher
- Best Produce Garden - £40 voucher
- Best Container Garden - £25 voucher

Only one entry per resident

You must be a resident of LRHA

Last year's garden competition pictures



Artists corner

“I started drawing in 2019 purely because I wanted a new hobby, I started by following a few YouTube videos and went from there, I started with animals and progressed on to portraits as I improved. I started small A4 size and now most of the work I do is in A2 so I can work in higher detail.”



Ben, Halton Hologate, Spilsby

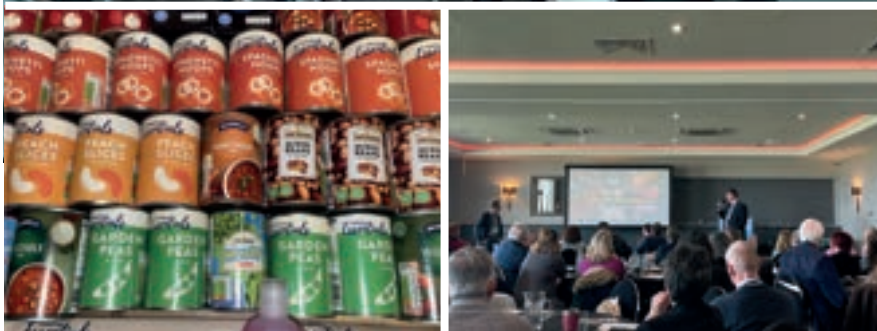
If you are an artist or crafter and want your work showcased in Tenant Matters, please send your pictures into olivia@lrha.co.uk

Lincolnshire Financial Inclusion Partnership Conference



The Resident Engagement Assistant, Leah and Communications Specialist, Olivia attended the Lincolnshire Financial and Inclusion Partnership Conference in February.

There were numerous speakers on the day from local charities like His Church and The Trussells Trust as well as financial wellbeing companies such as the Money and Pensions Service, Responsible Credit and Notts & Lincs Credit Union. A lot of useful information and contacts were made on the day and we hope to pool all this together to help all our residents.



Prior to the event, it was asked if attendees could bring certain items to go towards Boston Foodbank and HIS Church. LRHA donated a total of 50 items ranging from Shampoos, Preserved Milk, Tinned Vegetables/ Fish/Fruit, Pasta and much more.



LRHA Local Offer 2023/24

Relationships

We will visit all new residents to ensure they have settled in



Communication

LRHA will update you on new and upcoming projects using your chosen method of communication



Voice and Influence

We will produce a 'You said, We did' page in our Tenants Matters to show the work we are doing following your feedback.



Accountability

We will hold 4 Resident Representative meetings a year. These will be attended by senior staff, board members and will include an open session with the CEO.



Quality

We will triage all Damp, Mould and Condensation reports into Red, Amber and Green. Those in Red will be inspected within 14 working days, Amber within 28 days and Green within 56 days.



When things go wrong

We will deal with your concerns before they progress into a formal complaint.



Healthy mind, healthy body

In a cost-of-living crisis, we're always thinking of ways to take care of our money. So much so that it's easy to forget to take care of ourselves.

There's one very simple thing we can do for starters – drinking more water. About 60% of our body is made up of water but many of us don't drink enough of the stuff. This means we won't function at our best. Another really easy habit to get into is heading outside for some daylight in the morning. This helps to trigger the hormones that encourage good sleep. So we should start thinking about bedtime in the morning!

And if we can combine it with getting close to nature, then that's even better for us.



We're better at speaking about mental health these days. Laughing doesn't just mean we're having a good time, it also means we take in more oxygen and have a rush of endorphins (happy hormones). It can also lower our heart rate and blood pressure and help our muscles to relax. It's thought it may ease pain as well.

Stress can build up in our bodies over time. And it's not good for us. But doing things like stretching or having a bath can help us get rid of tension. Studies also show that writing down three things every day that have gone well (and it doesn't matter how small they are) can really help with our wellbeing and stress levels. And many GPs and community health workers now offer social prescribing. This means they refer us to services that are not strictly medical but could boost our health. It could be things like art, gardening or cookery.



You Said We Did



Your feedback makes a difference to the way we deliver our services. Some of the recent improvements we have made by listening to your views are below...

You Said

What can you do for those who might be struggling with damp and mould in their homes?

We Did

We investigated, found problems with the process and created a more robust system. This system flags when email responses have been missed. We have created and published lots of useful information on how to reduce damp and condensation.

You Said

LRHA lack communication when it comes to follow up visits and completing repair jobs.

We Did

We try to rebook second visits and follow up for completion within 2 weeks of the first attendance. We are continuing to improve this further and will continue to monitor satisfaction in this area.

You Said

What can you do for residents whose first language is not English?

We Did

We have implemented a language converter onto the website to help those who might be struggling.

You Said

All communications to residents should be easy to understand and free from jargon

We Did

Our staff are being made aware of how to communicate clearly and effectively in all communications to residents.

You Said

You were unhappy with the customer service you received.

We Did

We have a new telephone system which enables us to record our calls and use them to coach our staff in order to give you the best experience when speaking to us.



Dementia UK Time For A Cuppa



LRHA whipped up a baking treat for Dementia UK's biggest fundraiser of the year, Time for a Cuppa. Colleagues, residents, friends and family came together and raised an incredible £129.16 which will go towards funding more specialist dementia nurses.

Someone develops dementia every three minutes in the UK – that's the time it takes to boil a kettle. Dementia UK's specialist nurses, known as Admiral Nurses, provide life-changing advice and support, to anyone affected by dementia. But with rising numbers of families impacted by the condition, thousands of people are not getting the support they need.

Thank you to everyone who attended and donated to this great charity.

£129.16 raised for Dementia UK

CAN YOU NAME THESE FAMOUS ACTORS?

1

"Sully" goes to "Philadelphia" with a volleyball named Wilson. Can you name this actor that everyone loves?

2

This actress says goodbye to Porpoise Spit, is mum to a boy who sees dead people, and mom to a little girl who really wants to be in a beauty pageant. Who is this Australian actress?

3

Before he coached tributes during "The Hunger Games" or was a mass murderer with his girlfriend Mallory, this actor played a bartender on TV. Who is this versatile American actor?

4

She's played a tempestuous mutant and received an Oscar for playing a widow who becomes the lover of a racist. What is the name of this stunning actress?

5

Consider the iconic roles of Steve Biko, Malcolm X, and Rubin 'Hurricane' Carter. Only one master actor can tackle these roles. Can you name him?

6

Fighting zombies with Columbus, Tallahassee and Little Rock. Fighting for the attention of Queen Anne. Fighting for the role of a lifetime in "La La Land." Which red haired actress does a lot of fighting?

7

An aging actor in a far off land who just can't sleep might be visited by 3 ghosts at Christmas time or live the same day over and over and over. Who is this hilarious actor?

8

She likes to look after other people's children but she doesn't like responding to a whistle. She wins all the children and even all the adults over with her magic and her love of music. Who is this iconic actress with the beautiful singing voice?

9

A very shy teenager at a strict all male boarding school, a witty slacker with a bad attitude who falls for a girl named Lelaina, and a tortured priest. Who plays these parts?

10

She plays a rich young woman who falls in love with a poor man in a real tearjerker of a movie based on a book by Nicholas Sparks, a really mean girl, and a wife who loves competing in games with her husband. Who is this Canadian actress?

Answers to the quiz can be found on our website www.lrha.co.uk



Repairs facts

Average costs for planned works & responsive repairs

Bathroom replacements **£3,500** Approx

Kitchen replacements **£7,500** Approx

Responsive repairs per visit **£135.23** Approx
LRHA Property Maintenance

Responsive repairs per visit **£171.34** Approx
Approved Contractors



Repairs completed in 2022/23

Property Maintenance Service

1,108 repair jobs

Contractor Repairs

460 repair jobs

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

To keep up to date with new information follow us on social media



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

Markime House • Pooles Lane • SPILSBY • Lincolnshire • PE23 5EY
customerservices@lrha.co.uk • 01790 754219 • www.lrha.co.uk