

# Tenant Matters

Winter 2025

Lincs  
**RURAL**  
HOUSING ASSOCIATION





# WELCOME TO OUR NEW CHAIR

**“Above all, I’m here to listen, to learn, and to work alongside you”**

I’m delighted to step into the role of LRHA Chair at such a pivotal time for rural housing. Having grown up in social housing, I understand first-hand the life-changing impact that a safe, comfortable home can have, and that experience has shaped my entire career in housing.

What initially drew me to LRHA is our commitment to putting residents at the heart of everything we do. I also recognise that small, rural communities face unique challenges, and I’m eager to bring my experience to help us address them together.

My priorities are clear: to deliver much-needed new homes, to invest in the quality and sustainability of the homes we already have, and to ensure our residents feel safe, supported, and proud of their communities. Above all, I’m here to listen, to learn, and to work alongside you to strengthen and grow communities we can all be proud of.

I would like to sincerely thank Lesley for nearly a decade of dedicated leadership — her contribution has been truly inspiring. I also warmly congratulate Christine Paxton on her appointment as Deputy Chair. Looking ahead, I’m excited to work closely with our CEO, Rachael Fullwood, with the Board, our team, and, most importantly, with you, our residents.

Kevin Hornsby  
Chair





## Pets Corner

We've really enjoyed visiting your homes during our Big Door Knock visits, and we just couldn't ignore your beautiful pets!



If you want your pet to be featured in the next issue of Tenant Matters, please send your photos in to [residentengagement@lrha.co.uk](mailto:residentengagement@lrha.co.uk)

## Garden Competition Winners

We've received an incredible number of entries this year from over 30 different properties!

This year, participants could enter in one of three categories, and each winner received a shopping voucher.

A huge thank you to everyone who took part and shared their photos – choosing the winners was no easy task, as the standard was truly impressive!



### Best Overall Garden

Holmes Road, Stickney  
Mr Dent & Mr Gosling



### Best Container Garden

Lime Grove, Goxhill  
Mr & Mrs Farrell



### Best Produce Garden

Unity Gardens, Long Sutton  
Mr & Mrs Bowyer

# THE BIG DOOR KNOCK

## Have you had your visit?

Our team have been busy over the last few months visiting your homes. We are making our way around all properties so don't worry if you haven't had your visit yet, we will call you to arrange one soon.

So far, we've had some great conversations and valuable feedback, and we want to keep building on that. To date, we've visited:

114

Properties

Since we have started we have found the following...

43

Household changes



36

Contact details updated



37

Support needs



7

Safeguarding concerns



67

Properties where we have identified repairs



23

Properties with cases of damp and mould



34

Anti-social behaviour concerns raised



THE  
BIG  
DOOR  
KNOCK

The Big Door Knock is just one of the ways we're working to make sure every resident feels heard and supported. We look forward to speaking with more of you soon – so when you hear that knock, it's just us, reaching out to say hello!



# Protect What Matters

While LRHA is responsible for insuring the building you live in, it's important to remember that your belongings are not covered under this policy. Contents insurance helps protect your possessions if the unexpected happens — such as fire, flooding, theft, or accidental damage.

Damage caused by things like burst pipes, storms, or even a neighbour's fire can affect your home. Unfortunately, without contents insurance, you'd be responsible for paying to replace your items.

## What is Contents Insurance

Contents insurance covers the cost of repairing or replacing your personal belongings if they are damaged, destroyed, or stolen. This includes items like:

- Furniture and electricals (TVs, fridges, sofas)
- Clothing and jewellery
- Mobile phones, tablets, and laptops

Imagine the cost of replacing everything in your home — it adds up quickly. Contents insurance gives you peace of mind and financial support when you might need it most.

## Things to Consider

When choosing a policy, check:

- **What's included** (accidental damage, theft, water damage, etc.)
- **What's excluded** (wear and tear, damage from pets, etc.)
- **Excess costs** (what you pay towards a claim)
- Whether you need to cover **high-value items** separately



# Red Flags: Recognising Domestic Abuse

Domestic abuse can happen to anyone and it is not just physical violence. The Domestic Abuse Act 2021 states that behaviour should be considered abusive if it consists of any of the following:

- physical or sexual abuse
- violent or threatening behaviour
- controlling or coercive behaviour
- economic abuse
- psychological or emotional abuse

It may be a pattern of behaviour, but even one incident counts – there is never an excuse. Abuse is about power and control, and often develops gradually after an initially loving start.

## Red Flags – It's Not Okay If They:

- Show jealousy or constantly monitor your movements
- Love bomb you with over-the-top gifts or affection early on
- Try to isolate you from friends and family
- Have a short temper that makes you walk on eggshells
- Gaslight you by twisting facts or calling you irrational
- Manipulate you with guilt (“If you loved me, you would...”)
- Show cruelty to animals or use pets to control you

## Getting Help

Support is available for anyone affected or concerned about someone else. Reaching out doesn't mean you have to leave immediately – or at all – it's your choice.



Available Support:



**Lincolnshire Domestic Abuse Partnership**



**National Domestic Abuse helpline**



**Domestic Abuse & Animal Cruelty Support**



**Men's Advice Line**



Trademark Property Services Ltd are completing an independent condition inspection on all LRHA homes in 2025/26. The inspection takes around two hours and will include an energy assessment of your home.

You will be contacted by Jordana Lloyd (TPS Operations Manager) to book a mutually convenient appointment for the inspection to be completed.

The property information will be used to devise a plan for the future upgrades to your home. It is critical to LRHA's 30 Year Investment Plan and the ongoing work to improve the energy efficiency of all LRHA homes.

If you have any questions, please contact Andy.

Hi, i'm  
Brad

Hi, i'm  
David

Hi, i'm  
Jordana



**The inspection of your home will be completed by Brad.**

 01790 754219 option 1

 [Andy@lrha.co.uk](mailto:Andy@lrha.co.uk)

## Join Our Housing Waiting List

We are actively seeking new applicants to join our housing waiting list, particularly those with a connection to their Parish or surrounding areas. A local connection may include:

- Living in the area for six out of the last 12 months, or three years out of the last five years;
- Close family connections in the village ('close' means parents, children, brothers or sisters);
- Working in the local area (this excludes casual or

## Global Recognition for LRHA

### Lincolnshire Rural Housing Association awarded Platinum Accreditation by Investors in People.

*Highest recognition for excellence in supporting people and communities.*

Investors in People is delighted to award Lincolnshire Rural Housing Association (LRHA) 'We invest in people, platinum accreditation.' Platinum is the highest level of accreditation possible to achieve on our 'We invest in people accreditation.'

**7% of Investors in People's 50,000 accredited organisations around the world have achieved Platinum.**

This Platinum award shows that LRHA's people-first approach is embedded throughout the organisation — with everyone, from the Chief Executive and board members to staff, playing their part in our success and always seeking ways to improve.

Founded in 1986, LRHA provides and manages over 430 high-quality affordable homes in rural Lincolnshire. With a strong social purpose, LRHA is committed to "Helping to Maintain Sustainable Rural Communities" by offering energy-efficient homes for rural people in need, while ensuring residents feel supported, listened to, and involved in shaping the services they receive.

Paul Devoy, CEO of Investors in People, said: "We'd like to congratulate Lincolnshire Rural Housing Association. Platinum accreditation on We invest in people is a remarkable effort for any organisation, and places LRHA in fine company with a host of organisations that understand the value of people."

We believe that the success of your organisation begins and ends with people. If we make work better for everyone, we make work better for every organisation. And if we do that... we make society stronger, healthier and happier.

# WE'RE PLATINUM



**INVESTORS IN PEOPLE®**  
We invest in people Platinum





*"We are incredibly proud to have achieved Investors in People Platinum accreditation; this is a truly special milestone for us. For a small rural housing association like ours, it shows that when we work together valuing and supporting one another we can achieve something remarkable.*

*It recognises the commitment, passion, dedication and care our staff put in every day, whose hard work ensures we continue to support one another and improve the lives of our residents; and that we are an organisation of choice both for the people who live in our homes and for those who choose to work here.*

*Housing is about more than bricks and mortar it's about creating safe, warm homes where people can live, grow, and thrive. We take pride in the fact that our residents are telling us they are already seeing improvements. That feedback is encouraging, but it also reminds us that there is still more to do, Platinum proves we are on the right path."*

Rachael Fullwood  
Chief Executive



**INVESTORS IN PEOPLE®**  
We invest in people **Platinum**

**We did it!**  
Officially accredited by Investors in People.  
Because we **make work better.**

# Dealing with Damp, Mould & Condensation



## How to deal with black mould

If you have black mould in your home, please notify LRHA straightaway via **01790 754219** or **Repairs@lrha.co.uk**

You will be asked about the location of the mould and to provide pictures via your smartphone if that is possible.

You can remove by wiping the affected areas with mould removal spray yourself, and you should always check the manufacturer's instructions. LRHA will visit to inspect and investigate the causes of the mould growth enabling us to rectify the issues and prevent reoccurrence.

## REDUCE CONDENSATION THROUGH H.I.V.E

# H

### HEATING

Try to keep temperatures in all rooms to above 18°C when you are using them – this will reduce condensation forming.

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# I

### INSULATION

This will stop heat escaping through walls, ceilings and windows, making it easier and cheaper to keep the home warm:

- Lay carpet with a thick underlay to insulate floors
  - Hang thick, heavy lined curtains during the winter to insulate your windows
  - Consider door curtains and draft excluders, if necessary
- 

# V

### VENTILATION

This will allow moisture-filled air to escape and be replaced with fresh air. Make sure vents and airbricks are not covered or blocked, use the extractor fans installed.

A good habit is to open up your windows on either side of your home in the morning for a short time allowing moist air to escape and to repeat this once in the early evening.

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# E

### EXCESS MOISTURE

Use extractor fans that are installed, be aware of shutting doors while showering or cooking, put lids on pots and pans when cooking, avoid drying washing indoors, if possible.

Consider using a dehumidifier in rooms which are prone to condensation or in rooms where you dry washing.



# Stay Scam Aware

There have been reports of individuals falsely claiming to be Housing Association representatives in and around Lincolnshire who are engaging in doorstep scams where they are asking for cash payments for jobs to be completed.

LRHA will **never** ask you to provide cash payments for jobs to be completed and our colleagues are required to wear ID badges at all times when out and about working in our communities.

If you have any questions regarding the authenticity of an ID badge, please call the office on: 01790 754219 (Option 5) where we will be able to confirm if an ID is genuine.

Where we use a third-party approved contractor to complete works on our behalf, you will be provided with their details prior to the appointment and they will carry ID on their person.

**Please remain vigilant and report any interactions you believe not to be genuine.**

Please feel free to cut out this poster and stick it to your door, it may not be much, but it might be enough to deter a scammer.

The Digital Markets, Competition  
and Consumers Act 2024

# WARNING

## We do not deal with uninvited traders

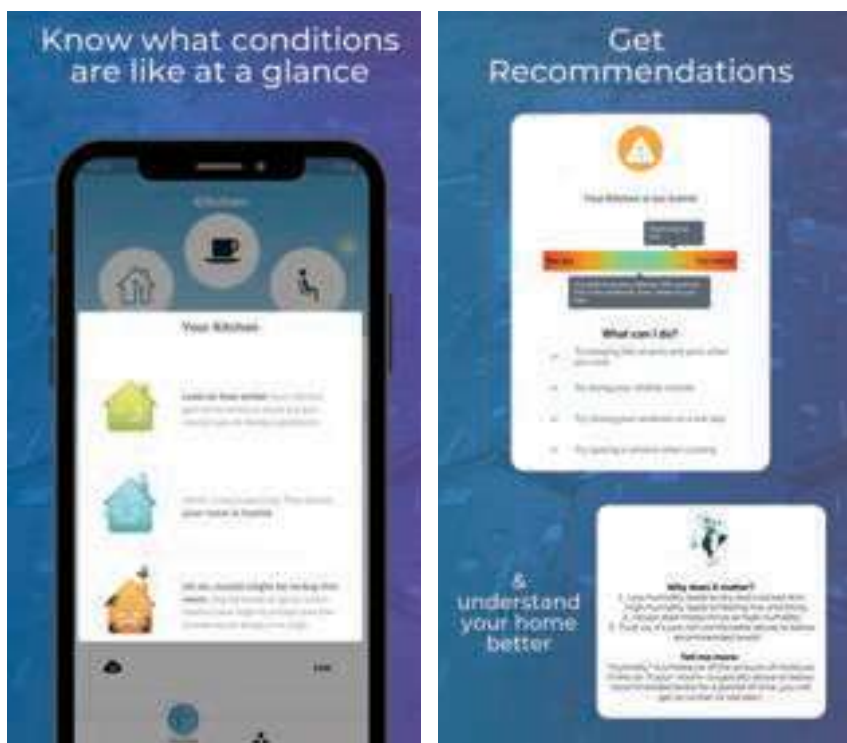
## PLEASE LEAVE AND DO NOT RETURN

Failure to do so is a  
criminal offence



Stick this outside your front door

## Aico Environmental Sensor Project.



From April 2026, LRHA will be piloting Aico's new environmental sensor in a cross-section of homes. This new sensor will be linked to the Aico Smoke Alarms system that we are currently installing across a number of properties. Designed to monitor air quality, damp, and humidity, these sensors will provide residents with actionable insights to help maintain a safer and more comfortable living environment.

Each participating household will be offered access to the Resident App, a convenient tool packed with practical tips and advice on how to reduce the chances of damp and mould growth from the comfort of your home. Through the app, residents can track environmental conditions in real time, receive notifications if levels of humidity or air quality change, and access guidance on simple steps to improve ventilation and maintain a healthier home environment.

The introduction of these sensors complements our ongoing efforts to ensure that every home is safe, comfortable, and energy efficient. By combining smoke detection with environmental monitoring, we are taking a proactive approach to both safety and wellbeing, helping to prevent potential issues before they arise.

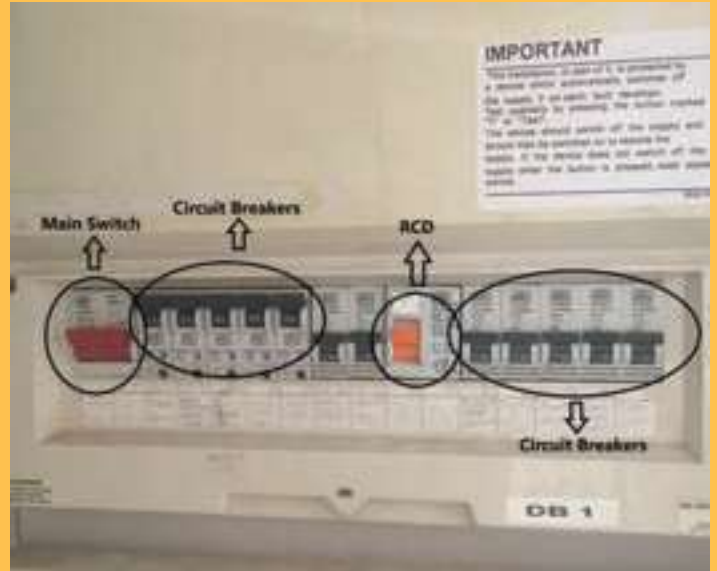


# What To Do If Your Fuse Board Trips

It's never convenient when the lights suddenly go out or your sockets stop working — but don't panic! A tripped fuse board (also known as a consumer unit) is a common household issue and usually nothing to worry about. It's designed to protect you and your home by cutting off the power when there's a fault or overload. Understanding how to safely check and reset your fuse board can save you time and worry.

The steps below can help you to pin point an issue:

1. Locate the fuse box: open the cover.
2. Check the switches: Look for any switches in the "down" position, which indicates they've tripped.
3. Switch back to "on": Move any tripped switches back to the "up" or "on" position.
4. If a circuit doesn't reset: Unplug everything and try turning the sockets back on one item at a time again. If it still trips, a faulty appliance is the likely cause.
5. If the safety switch (RCD) trips: Turn off all the circuit breaker switches, then try resetting the main safety switch. If it resets successfully, turn the smaller switches back on one at a time until the main switch trips again — this will show which circuit is causing the problem.
6. If the fault persists: contact the repairs department.



## Free Childcare for Working Parents:

Support Available for Social Housing Residents

If you are a working parent, you may be entitled to 30 hours of free childcare per week for your child through the Free Childcare for Working Parents scheme. This support can help you stay in work or return to work, while reducing the cost of childcare.

### Who Can Apply?

To be eligible for the scheme, you (and your partner, if you have one) must:

- Be in paid work, or about to start a new job
- Earn above a minimum income threshold
- Have a valid National Insurance number
- Live in England
- Your child must be aged between 9 months and 4 years old

### What Kind of Childcare Is Covered?

You can only use registered childcare providers, including:

- Nurseries
- Playschemes
- Childminders
- Schools

These providers must be Ofsted-registered or meet official standards to qualify for funding.

### How to Apply

You can apply for free childcare from when your child is 23 weeks old. Here is how:

1. Set up a childcare account through the government website
2. Once approved, you will receive an 11-digit code
3. Give this code to your chosen childcare provider



### Additional Help You Might Be Entitled To

As a social housing tenant, you may also be eligible for:

- **Tax-Free Childcare** – up to £2,000 a year per child
- **Universal Credit for childcare** – up to 85% of childcare costs

*Please note: You cannot receive both Tax-Free Childcare and Universal Credit childcare at the same time.*

# Make Your Own 3D Paper Snowflakes

## You will need:

- 6 sheets of paper
- Scissors
- Glue, glue dots or staples
- Ribbon or string to hang



If your paper isn't square, fold one corner over and cut away the remaining rectangle.



Place the paper on a flat surface with the fold at the top.



Fold your paper again, leaving the crease down the right hand side.



Cut 3 or 4 diagonal lines from the top towards the crease, making sure that you don't cut all the way through.



Unfold the paper and lay it flat.



Take the two corners of the central square and secure them with a staple or glue, to form a tube shape.



Flip your paper over and form another tube with the next two corners.



Continue to flip your paper over and form tubes until your shape looks something like this. Repeat the above steps with the 5 remaining sheets of paper.



Take 3 of your shapes and attach them together at one end. It might be easiest to staple them. Then attach them at the widest part of the shape. Repeat with the three remaining shapes.



Fix the two halves of your snowflake together and thread a ribbon or string through the top section to form a hanging loop.



## Gingerbread People Recipe

### Ingredients

- 350g plain flour
- 1 tsp bicarbonate of soda
- 2 tsp ground ginger
- 1 tsp ground cinnamon
- 125g butter
- 175g light soft brown sugar
- 1 egg
- 4 tbsp golden syrup

### To decorate

- water icing
- cake decorations or raisins

### Method

1. Sift together the flour, bicarbonate of soda, ginger and cinnamon into a bowl. Add the butter and blend until the mix looks like breadcrumbs. Stir in the sugar.
2. Lightly beat the egg and golden syrup together, add to the bowl and mix until the mixture clumps together.
3. Tip the dough out, knead briefly until smooth, wrap in cling film and leave to chill in the fridge for 15 minutes.
4. Preheat the oven to 180C/160C Fan/Gas 4. Line two baking trays with baking paper.
5. Roll the dough out to a 0.5cm thickness on a lightly floured surface. Using cutters, cut out the gingerbread people shapes and place on the baking tray, leaving a gap between them.
6. Bake for 12–15 minutes, or until lightly golden-brown. Leave on the tray for 10 minutes and then move to a wire rack to finish cooling.
7. When cooled, decorate with icing and cake decorations, if using.

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**UK Christmas number 1's**

- 1 Snow is falling ...
- 2 Baby if you've got to go away ...
- 3 Are you hanging up a stocking on your wall ...
- 4 Is this the real life ...
- 5 It's Christmas time, there's no need to be afraid ...
- 6 A ray of hope flickers in the sky ...
- 7 Mary's boy child Jesus Christ was born on Christmas Day ...
- 8 I found a love for me ...
- 9 The child is a king, the carollers sing ...
- 10 Long time ago in Bethlehem ...

[illegible]



Save **BIG** on your shopping this Christmas



Save up to 30% on a wide variety of shops this Christmas



Phone line  
opening times



Monday	8.30am - 4pm
Tuesday	8.30am - 4pm
Wednesday	8.30am - 12.30pm
Thursday	8.30am - 12.30pm
Friday	8.30am - 4pm

## Customer Service Contact Details

*Our staff are available Monday to Friday excluding bank holidays*

☎ 01790 754219

✉ customerservices@lrha.co.uk

🌐 www.lrha.co.uk

### Christmas Opening Hours

Wednesday 24th December 8.30am to 12pm	Monday 29th December CLOSED
Thursday 25th December CLOSED	Tuesday 30th December CLOSED
Friday 26th December CLOSED	Wednesday 31st December CLOSED
Saturday 27th December CLOSED	Thursday 1st January CLOSED
Sunday 28th December CLOSED	Friday 2nd January CLOSED

**Please note if you have an emergency repair within these hours, please call the out of hours phone on 07483 916770**

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