

Tenant Matters

Summer 2026



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Chair's Message



Welcome to the Summer Edition of Tenant Matters.

There's something truly uplifting about the summer months. The lighter evenings, the chance to get outdoors, and the simple pleasure of seeing our rural communities buzzing with life. It is these delights that remind us why these villages and hamlets are such special places to live. Summer brings people together; whether it's a chat over the garden fence, a local event, or simply enjoying nature on our doorstep. We're proud to support communities that flourish in this way.

It's now been six months for me as your Chair and I'm pleased to say we've kept our focus on what matters most: making sure your homes are well maintained, comfortable, and ready for the future. Our Board remains committed to investing in improvements and ensuring every home meets the standards that our residents deserve. From planned upgrades to day to day works that make a real difference, we're continuing to prioritise the quality of your homes. This year we will be investing a massive £2 million into making your homes more energy efficient (please see p10 & 11 for more details).

Our team has also been working hard to deliver friendly, reliable services. Whether arranging repairs, offering support, the Big Door Knock or working closely with local partners, they consistently put residents first and we're incredibly proud of the difference that makes.

As we enjoy the sunshine and look forward to the rest of the year, we will continue to listen to you, invest in your homes, and support our rural communities.

Wishing you all a warm, relaxing, and enjoyable summer.

WELCOME



Leeanne Muntukuri
Resident Engagement Assistant

Hi, I'm Leeanne, I joined Lincs Rural in March 2026 and I am really enjoying settling in. My background is all about supporting people and building trust. I am looking forward to getting to know all of our residents, to help everyone feel happy and supported in their homes.

GOOD LUCK

Olivia Jacklin

Communications Specialist

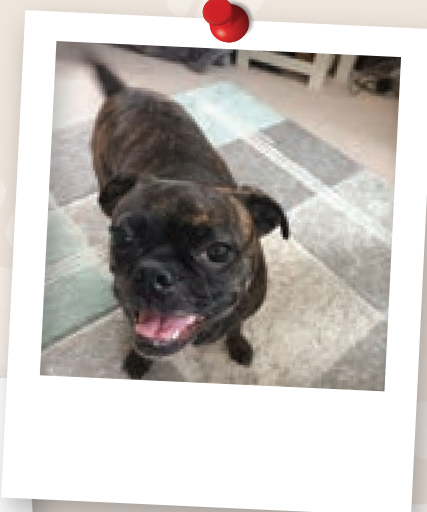
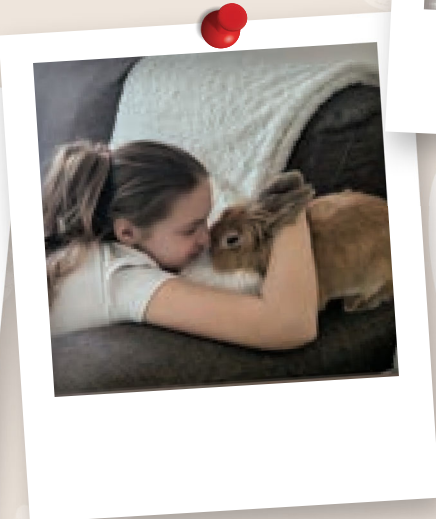
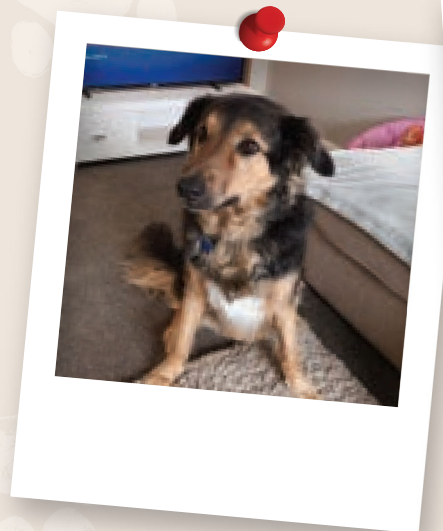
As Olivia begins her maternity leave, we'd like to wish her all the very best as she starts this special new chapter.

She is a valued member of our team and will be greatly missed while she's away. We're so excited for her and her growing family, and we can't wait to welcome her back when the time comes!

Enjoy every moment, Olivia!



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 would like your pet to be featured in the next issue of Tenant Matters, please email your photos to:

residentengagement@lrha.co.uk

GARDENING COMPETITION

Winners 2025

A huge thank you to everyone who took part last year – your hard work and dedication make our communities even more vibrant.

If you didn't enter last year, why not **get involved this summer?** Whether you're proud of your beautiful floral display, a thriving hanging basket, or a garden you've transformed, there's a category for everyone. You could be this year's winner!

Best overall garden

Mr Dent and Mr Gosling



Best container garden

Mr and Mrs Farrell



Best produce garden

Mr and Mrs Bowyer



Enter our Garden Competition for 2026

Do you have a garden you're proud of? Whether you grow beautiful blooms, tasty vegetables, or create stunning displays in pots, we'd love to see it!

This year's competition features three exciting categories:

 **Best Floral Display** – £50 voucher

Awarded to the garden that impresses the most with overall design, planting, health, creativity and care.

 **Best Improved Garden** (before and after pictures) – £45 voucher

Celebrating the biggest improvement using before and after pictures.

 **Best Hanging Basket or Container** – £20 voucher

Perfect for patios or small spaces – show us your most creative and colourful container displays.

Winners in each category will receive a shopping voucher prize and feature in Tenant Matters Magazine.

Whether your garden is large or small, traditional or modern, we encourage everyone to take part.

How to Enter

You can send in your garden photographs, the category you wish to enter and your name and address, by **31 August 2026**.

Email: residentengagement@lrha.co.uk

Please get in touch with the Resident Engagement Team on **01790 754219** if you require any more information, help with what category to enter or taking photos.

Quick Leftover Mini Bread Pizzas

Do your bread-end crusts always get left behind in the bag? Here's a fun and tasty way to use them up before they go stale!

This simple recipe is perfect for little cooks to make with the help of a parent or guardian. Enjoy turning those forgotten crusts into something delicious!

Ingredients

End slices (crusts) from a loaf of bread

Any leftover ingredients you'd like to use up

Tomatoes

Fresh or dried herbs

Grated cheese

A pinch of pepper

Method

1. Preheat your oven to 180°C.
2. Arrange the bread crusts on a baking tray.
3. Spoon the tomatoes over each piece to form a simple base.
4. Add your chosen toppings using any ingredients that need using up.
5. Finish with a sprinkle of herbs, a small amount of grated cheese, and a little pepper for seasoning.
6. Bake in the oven for about 15 minutes, or until the toppings are heated through and the cheese has melted.



THE BIG DOOR KNOCK

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 contact you to arrange one soon.

The 'Big Door Knock' is more than just a visit, it's about strengthening relations, updating information, gathering feedback, prioritising your welfare by addressing welfare & safeguarding concerns, and identifying additional support needs. Whether it's addressing challenges or celebrating successes, we're here to listen, support, and work together.

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

To date, we've visited:

303
Properties

Here's what we found out...

129

Household changes



96

Contact details updated



14

Safeguarding concerns



96

Support needs



60

Properties reported damp and mould



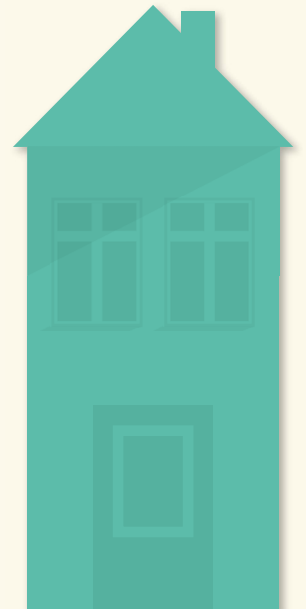
197

Properties required at least one repair reporting



60

ASB concerns raised



Your Home. Your Neighbourhood. Your Voice.

TENANT SATISFACTION MEASURES SURVEY

July-September



Tell us what is working and what we can improve

We're on a mission to make your home the best possible place to live, and your voice is key to this journey!

Your feedback plays a vital role in shaping the services we provide to you. The Tenant Satisfaction Measures survey gives you the opportunity to tell us how we're performing in the areas that matter most — including repairs, communication, safety and overall service delivery. Your responses help us understand what's working well and where we need to focus our efforts. Your responses are carefully reviewed and used to inform our plans, priorities and improvements for the year ahead.

By taking just a few minutes to complete the survey, you can make a real difference to your home and community. Whether your experience has been positive or you feel there is room for improvement, we want to hear from you. Honest feedback helps us take meaningful action and ensures resident voices remain at the heart of decision-making. Every response counts, so please take the opportunity to have your say.

Who are Acuity?

The survey is being carried out on our behalf by Acuity, an independent research company. If you receive a phone call from Acuity inviting you to take part, please be assured this is genuine and not a scam.

If you have any concerns regarding this, please feel free to contact our office on 01790 754219 and select option 3 to speak to a member of the Resident Engagement Team.



Please choose the answer that best reflects your experience. Selecting “Satisfied” or “Dissatisfied” helps us make real improvements.



Staying Independent at Home

Support Is Closer Than You Think

Home is where we feel safest and most comfortable. But as we get older or if our health changes, everyday tasks can become more difficult. The good news is that support is available across Lincolnshire to help you stay safe and independent at home.

Small Changes That Make a Big Difference

Often, maintaining independence doesn't require major building work. Small adaptations can significantly improve safety and confidence around the home.

Simple additions such as:

- Grab rails in bathrooms or by entrances
- Additional handrails on stairs (sometimes called mopstick rails)
- Extra internal rails in hallways or near steps
- Other minor safety improvements

These straightforward adjustments can reduce the risk of falls and make moving around the home easier. In many cases, they are quick to install and free of charge.

When Extra Support is Needed

Sometimes, more tailored support is needed. If you've experienced changes in mobility, balance, or confidence or if you're finding everyday tasks like bathing, cooking, or using the stairs more difficult a professional assessment could make all the difference.

An Occupational Therapist (OT) can assess how you manage daily activities at home and recommend practical solutions to improve safety and independence.

The aim is always to find solutions that work for you and support you to remain independent for as long as possible.



How to Access Support in Lincolnshire

Residents can contact Lincolnshire County Council Adult Social Care directly to request support.

If you're calling on behalf of a family member or friend, you can make a referral for them too as long as they have given their consent.

Asking for support can sometimes feel daunting, but it's an important step toward maintaining independence, not losing it.

Whether you need a simple grab rail or a more detailed assessment, help is available. Taking action early can prevent accidents, reduce stress, and make daily life that little bit easier.

If you think you or someone you care for might benefit from support, don't wait. A simple conversation could make a lasting difference.



01522 782155



Who Is Responsible for Your Repairs?

The Association is responsible for maintaining and repairing your home's plumbing, heating and electrics, as well as the main structure and any additional structures that we provided.

There isn't much that we cannot repair or replace but if damage was caused by accident or negligence the cost may be recharged to you.

Component	LRHA's Responsibility	Your Responsibility
Roofs - including tiles, flashings	✓	✗
Main Drains and Pipes - including guttering, drains	✓	✗
External Walls, Foundations	✓	✗
Windows and Doors - including door locks and letterboxes	✓	✗
Front and Rear Garden Maintenance	✗	✓
Outbuildings and Boundary Fences - Installed by LRHA	✓	✗
Window Sills and Catches	✓	✗
Curtain Poles, Curtains and Blinds	✗	✓
Doors, Door Frames and Handles	✓	✗
Flooring - bathroom/s and kitchen only	✓	✗
Flooring - excluding bathroom/s and kitchen	✗	✓
Internal Decoration - excluding tiles installed by LRHA	✗	✓
Tiles – installed by LRHA	✓	✗
Stairs, Banisters and Handrails	✓	✗
Kitchen Cupboards, Drawers, Worktops, Taps and Extractor Fans	✓	✗
Bathroom Taps, Sink, Toilet, Bath and Shower	✓	✗
Blocked Sink or Toilet	✗	✓
Heating - Including immersion heaters and storage heaters	✓	✗
Boilers, Water Tanks & Cylinders	✓	✗
Electrical Wiring, Sockets and Light Fittings	✓	✗
Light Bulbs	✗	✓
Renewing Smoke/CO Alarms	✓	✗
Replacing Batteries in Smoke/CO Alarms	✗	✓



Powering Greener Homes:







£2 Million Investment in Energy Efficiency

We are launching an exciting new programme to improve the energy efficiency of our homes and support residents in living more comfortably and sustainably. During 2026–2027, we will invest £2 million to upgrade homes that currently have an Energy Performance Certificate (EPC) rating below C.

Why This Matters

An EPC rating measures how energy efficient a home is. Improving homes to EPC C means they are easier to heat, more efficient to run, and better for the environment.

For residents, this can mean:

-  Warmer Homes
-  More efficient heating systems
-  Lower energy use
-  Reduced carbon emissions

Our ambition is clear:

Once the programme is complete, every home in our portfolio is expected to achieve EPC C.

“This investment is part of our long-term commitment to improving homes for residents while supporting a more sustainable future.”

How Homes Will be Improved

Our analysis shows that most homes can reach EPC C through practical, targeted upgrades, rather than major structural work. These include solar panels; heating system upgrades; and a range of smaller improvements such as thermostatic radiator valves; low-energy lighting and loft insulation upgrades.



What to Expect:

Residents will be guided through each stage:

3

Pre-Visit Preparation -

Before work begins, residents will receive reminders and guidance to help prepare their home.

4

Installation Updates -

During installation, we will keep residents informed of progress and key milestones.

2

Booking and Confirmation -

Residents will be able to arrange convenient appointment times and receive confirmation of scheduled works.

5

Handover and Guidance -

Once the work is complete, residents will receive guidance on how to use any new systems.

1

Programme Introduction -

We'll explain the benefits, the types of work planned, and how the process will work.

6

Ongoing Support -

Our team will be available after installation to answer questions and provide support.

A Structured Programme

The upgrades will be delivered through a carefully planned programme using experienced contractors with close supervision and quality checks on the completed works. This ensures we maintain clear oversight, controlled costs, and high-quality installations, while keeping disruption to residents to a minimum.

Key Highlights

- £2 million investment - Supporting energy improvements across the portfolio in 2026–2027.
- 100% EPC C target - All homes are expected to reach EPC C once works are complete.
- Smart, targeted upgrades - Combining solar energy, modern heating, and efficiency improvements.

Resident Q&A

- 1. How do I know which upgrades will be completed?**
You will receive information about which upgrades are planned in advance, and they will be discussed with you.
- 2. Will I need to move out while the work takes place?**
No, the work will take place while residents remain in their homes. We will schedule appointments carefully to minimise disruption.
- 3. How long will installation take?**
This depends on the improvements required, but many upgrades can be completed within a short visit or over a few days.
- 4. Who will supervise the works?**
LRHA's partner organisation will have a Project Manager in place and site visits will be undertaken by the Property Maintenance Officer and Head of Operations throughout the works.
- 5. Will I be shown how new systems work?**
Yes. After installation, our team will provide clear guidance on how to use and get the best performance from any new equipment.

"This programme will help ensure our homes are warmer, more energy efficient, and ready for the future."

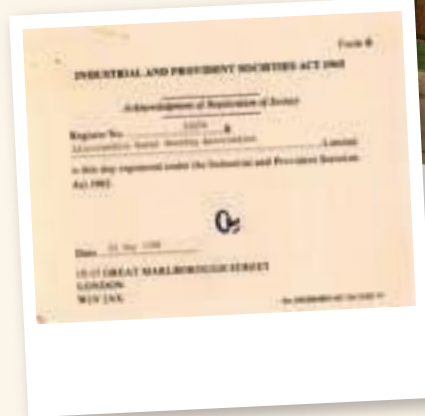
CELEBRATING



Where it All Started

Lincolnshire Rural Housing Association was formed in May 1986 by a group of community spirited volunteers determined to help the needs of rural people.

Mr William Markham was elected as the first chair, Helen Cheesbrough as Treasurer and Peter Mossop as Secretary. It was the culmination of months of effort by a group of people determined to help the needs of rural people.



Markime House



Markime House
1996



Before Markime House
1986-1996

In 2023 the Board considered plans for an office extension, and in 2024 they agreed a plan to improve Markime House by optimising the existing space available. This resulted in LRHA having sufficient space to operate by providing ample space for colleagues, equipment, and records, in addition to:

- A premises that is inclusive and adaptive.
- A premises that enables colleagues to be connected.
- A premises that is flexible and responsive to colleagues and organisational needs.
- An increase in colleague satisfaction, by providing meeting facilities, and kitchen facilities with a seating area.



YEARS

First New Build Homes

The first development was built in 1988 following the results of the housing needs survey.

Edmund Close, Corringham was built for both the needs of family and elderly persons housing. It was decided that there should be a mix of housing on the site, including four bungalows and two bed family houses.

1st



Edmund Close,
Corringham 1988

2nd



Woodman's Court,
Mareham Le Fen 1989

3rd



Browne-Wilkinson Walk,
Holbeach St Marks 1989

4th



Manor Drive,
Halton Hologate 1990

5th



Chestnut Close,
Swaton 1991

LRHA's Founding Principles

The Association's first objective in 1986:

"Provide and manage on a non-profit making basis fair rent housing in rural Lincolnshire for those least able, through a limited income, age or disability to obtain suitable accommodation"

Over the years the Vision and Mission has changed but the ethics of the organisation remain the same.

Our Vision: Working together to enhance the quality of life for current and future residents

Our Mission: To provide good quality homes for rural people in need

Celebrate With Us

Time Capsule Planting

We are pleased to invite all residents to join us in celebrating the 40th anniversary of LRHA.

To mark this significant milestone, we will be hosting a time capsule planting ceremony, creating a lasting tribute to our communities and their history.



10:00am - 12:00pm



Friday 15th May 2026



LRHA Office
Pooles Lane,
Spilsby,
PE23 5EY

The event will include:

- The planting of the time capsule
- Speeches from guests and representatives
- Light refreshments

RSVP

We have limited space at our office so please RSVP by scanning the QR code or:
Call: 01790 754219
Email: residentengagement@lrha.co.uk



All residents are warmly encouraged to attend and take part in this important occasion. We look forward to welcoming you as we celebrate this landmark anniversary together.

Resident Testimonials

Share your views by finishing the following sentences:

- The best thing about living in my home is...
- The biggest change over the last 40 years has been...
- In the next 40 years, I hope...

Our aim is to create a slideshow of residents' responses celebrating the experiences, memories, and hopes of the people who make our community what it is.

Scan the QR code, upload a short video, voice recording or write a response.



Scan me!

[www.lrha.co.uk/
be-a-part-of-our-celebration](http://www.lrha.co.uk/be-a-part-of-our-celebration)

Drawing Competition

To celebrate our communities and inspire the next generation, we're inviting you and your family to take part in our drawing competition!

We are looking forwards to the next 40 years and we want to see your ideas of what your home/neighbourhood will look like. Flying cars? Robots? We want to see what your imagination can create.

How to Enter

Create your futuristic scene using pencils, crayons, paint, or digital drawing tools. Upload your artwork using the QR code above.

Prize & Winner Announcement

A winner will be voted for and chosen at our AGM in September. **The winner will receive a prize!**



Understanding Your Rent Statement



We're here to keep you informed every step of the way.

Your rent statement helps you keep track of the charges and payments on your rent account. We send rent statements out twice a year along with a copy of Tenant Matters. You can request a copy of your rent statement from us at any time and this can be sent by post or email.

REF NO
Your unique tenancy reference number

Ref No:
Date:
Address

DEBIT

This column shows charges added to your account, such as your weekly rent. These amounts increase the balance owed.



DESCRIPTION
This explains the type of transaction. For example:

Total Charge - Your weekly rent charge added to the account.

Payments received - Including Direct Debits, Standing Orders, Allpay and Cash/Cheques.

Housing Benefit / Universal Credit - Payments made towards your rent from benefits (if applicable).

Description	Date	Debit	HB	Payments	Adj'ments	Balance
<i>Total Charge</i>	24/04/26	£90.20	-	-	-	£450.85
<i>Direct Debit</i>	01/04/26	-	-	£90.20	-	£360.65
<i>Universal Credit</i>	31/03/26	-	£180.20	-	-	£180.45

DATE

This shows the date when a charge or payment was applied to your rent account.

PAYMENTS

This column shows any payments made to your account.

BALANCE

This is the running total of your account after each charge or payment is applied.

If the balance shows **AR (Arrears)**, it means there is money still owed on the account.

If the balance shows **PR (Pre-paid)**, it means your account is in credit.



What should you do if something doesn't look right?

If you notice a payment missing, a charge you do not recognise, or you are unsure about your balance, please contact the Income Team via email at finance@lrha.co.uk.

We can check your account and explain any entries on your statement.

Keeping an eye on your rent statement is a simple way to stay on top of your rent and avoid falling behind.



If you ever need help understanding your statement, we are always happy to assist.





JOIN US ON FACEBOOK

to keep up to date with everything that is happening here at LRHA. Stay informed on all the latest news and advice.



Customer Service Contact Details

Our staff are available Monday to Friday excluding Bank Holidays



01790 754219



customerservice@lrha.co.uk



www.lrha.co.uk

Phone Line Hours



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

If you are an LRHA Resident and have an emergency repair out of office times, **please contact our out of hours service on 07483 916770**

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