



Housing with Care

Welcome to the latest edition of LACE Matters – the 1st of 2022

At the time of writing, Spring has sprung. Daffodils provide a vibrant yellow bloom; Crocus flowers bring a blanket of colour to the ground and blossom covers the trees.

Spring is a time of hope for the year ahead and there is no greater need than now. Every day we watch the tragic events in Ukraine unfold and our thoughts and prayers go out to all those affected at this time. It is difficult to envisage what the outcome will be but we hope that the actions of Russia will end and that people can return to their homes and rebuild their lives in peace.

Spring is also a time for growth. Building works continue to make good progress in Scunthorpe and Lincoln. To be completed during Spring 2023, together they will

provide 40 much needed new homes for older people.

With Covid 19 restrictions now lifted, we have begun to reintroduce activities and events across the Association. However, the health and wellbeing of our residents, visitors, staff and volunteers remains important to us. Therefore, we will continue to take a cautious approach and prepare for further restrictions, should they be applied in the future.

Thank you so much for your support and understanding and I very much look forward to see you soon.

Very best wishes,

Nick Chambers



Nick Chambers - Chief Executive Officer

In this edition...

New Board members

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New Board members

We are delighted to announce that following a successful recruitment campaign, we have appointed the following four new members onto our Board:



Mrs. Sarah Turner



Mrs. Carol Liggins



Mr James Wilson



Mrs. Elizabeth Devlin

Together, they bring a wide range of skills and experience including Housing, Health, Banking and Construction. We offer Sarah, Carol, James and Beth a warm welcome and

very much hope that they enjoy their time with us.

Do look out for members of our Board of Management, who will be visiting our schemes over the coming months.

Living with Covid

Now that the final restrictions of Covid-19 have been lifted, we can reflect upon how hard we have all worked over the past 2 years to

keep each other safe. As we learn to live with Covid-19, our priority to keep residents, visitors, staff and volunteers' safe remains.

Our staff will continue to follow our 'Safe Systems of Work'. The wearing of face coverings in communal

areas and residents' apartments will continue and we will encourage outside and virtual meetings where possible. However, if face to face meetings do take place inside, staff are advised to ensure the area is well ventilated.

Bringing our teams back together!

Plans are underway for our staff to get back together socially, following the Covid pandemic.

Our first circular walk of the year, weather permitting, will be a 9 ½ mile walk starting in the town of Market Rasen on Saturday 23rd April. We will make our way, joining the Viking Way, to All Saints' (the Ramblers' Church) in Walesby where we will enjoy our packed lunch overlooking some of the best views across Lincolnshire. We will return to Market Rasen along the edge of the Lincolnshire Wolds and through Willingham Woods.

We are also holding a family fun day,

weather permitting, on Saturday 11th June 2022 at Sutton on Sea. The

day has been designed to allow staff and their families to meet up, bring a picnic and enjoy a fun packed day together, not to mention a paddle in the sea!!!



Lincolnshire Show 2022

We are pleased to announce that once again we will be present at this year's Lincolnshire Show to take place on the 22nd and 23rd June 2022. The show returns after two years of cancellations due to the Covid-19 pandemic.

Together with Age UK Lincoln and South Lincolnshire, St Barnabas Hospice and Lincolnshire Housing Partnership, you will be able to find us on Eighth Avenue, Stand 11. This is a great opportunity to showcase the work of the Association within the communities of Lincolnshire.



Support for those experiencing loneliness

During the Pandemic one of the most significant challenges has been the ever-increasing level of loneliness and isolation experienced by our residents, a situation that our colleagues at Age UK are responding to, offering support to those in need.

If you or anyone you know is experiencing loneliness at this

time, please do not hesitate to contact one of our partner organisations for support. You can either contact Age UK Lincoln and South Lincolnshire on 03455 564 144 or Age UK Lindsey on 01507 524242. Together, they offer a wide range of support services in the places in which we provide homes.



Forthcoming events for residents



With the final restrictions of Covid-19 now lifted, our hospitality team is starting to plan future events, focusing on bringing residents, staff and volunteers together to help promote Wellbeing and Mindfulness.



Over the forthcoming months our team will be planning various events to be held within your community. Look out for further information on your notice boards, including celebration plans in recognition of Her Majesty Queen Elizabeth II Platinum Jubilee.

Spring menu taster sessions

Our Hospitality team know how important it is to not just have high quality and nutritious food available in our restaurants, but to also include variety.

With this in mind, our hospitality teams are hosting four-course mini taster session, with a Spring Theme, for residents at our Housing with Extra Care Schemes during April.

Here are just some of the item's residents will be tasting:

Cream of Asparagus Soup

Spring Chicken Salad with a Lemon and Garlic Dressing

Mini Lamb Meatballs with Spring Greens

Rhubarb and Ginger Syllabuv

We hope that the event will be a great success and we look forward to seeing the new items on the menu very soon!

Support Ukraine UK

Following an appeal in aid of charity 'Support Ukraine UK', we have donated over 30 fire blankets. In addition, to show solidarity for the people of Ukraine, Chris Barrett, our Grounds Maintenance Supervisor, planted yellow and blue Primroses at Navigation Court and a white Primrose to symbolise peace.



St Barnabas Hospice

St Barnabas Hospice are recruiting for volunteers to support their 26 Charity Shops located across Lincolnshire. If you are interested or would like further information, please call them on 01522 518221 or email volunteering@stbarnabashospice.co.uk for more details.

St Barnabas have volunteers from the age of 14 up to 95. Volunteering, as part of a team, helps to raise funds towards their Hospice care in Lincolnshire and can also combat loneliness by meeting new people and making new friends.

A recruitment poster for St Barnabas Hospice. It features the hospice logo (a heart over a blue wave) and the text 'CAN YOU HELP? We need new volunteers to support our retail team helping raise vital funds for the Hospice'. Below the text are four photographs of smiling volunteers: a young man with pink hair, a woman with glasses, a woman with dark hair, and a woman with short dark hair. All are wearing blue lanyards with the St Barnabas logo.

St Barnabas
Hospice • Care • Support

CAN YOU HELP?

We need **new volunteers** to support our retail team helping **raise vital funds** for the Hospice



Skegness Holiday Apartment

We are pleased to announce that we are receiving much interest in our purpose-built holiday apartment at Chapman Court in Skegness.

If you are thinking of booking a summer break away, we would encourage you to book sooner rather than later to avoid disappointment.

To book your well earned break away, please visit www.lacehousing.org and visit the 'services' section or call us on 01522 514444 Monday to Friday 9.00am to 1.00pm.

VisitEngland
★★★★
SELF CATERING

WE'RE GOOD TO GO
VISITENGLAND

Chapman Court Holiday Apartment Skegness
Designed with comfort in mind

Ideally situated close to the seafront and within easy reach of local amenities our apartment is perfect for your short break away.

The apartment is centrally heated and comprises of a fully furnished lounge, fully equipped kitchen-diner, a twin bedroom and bathroom with shower.

Booking available to anyone over age 55

To take a virtual tour of our apartment or make a booking please visit www.lacehousing.org or call 01522 514444.

LACE
Housing with Care

40 New Homes Underway

Work is now well under way at our development sites in Scunthorpe and Lincoln. Both foundations have been completed and the perimeter blockwork is progressing well.

Collinson Court consists of 16 one and two-bedroom apartments on Willoughby Road in Scunthorpe and Roman Gate Court will offer 24 one-bedroom apartments on the outskirts of the City

of Lincoln. Both schemes will be completed during Spring 2023.

You can follow the progress of the schemes via our website or by following us on Facebook and Twitter @lacehousing

To register your interest for either of the schemes, please email housing@lacehousing.org or telephone 01522 514444 Monday to Friday 9.00am to 1.00pm.



Online payment security is changing

It has been great to see that more payments are being made through our online payment option, via our website. These payments require authorisation due to the change in online security. You may have already found this when making purchases on other websites.

What are the new steps to online security?

To help keep you, and your bank accounts, safe from fraud when using your debit or credit cards to shop online, banks will now ask you more often to confirm its really you making the payment. All banks and retailers are preparing for these extra checks as part of a Payment Service Regulations.

How banks will check it's really you making the payment?

Either through:

Your Mobile Banking app – you will be automatically prompted to authorise payments through the app; or

Using your phone – your bank will send you a code to your mobile or landline, make sure your bank has your current mobile and/or landline number.

If your bank can't confirm it's you making the payment, using one of these ways, you won't be able to shop online for these transactions and it will be declined.

If you require any further information, or wish to discuss what payment options are available, please contact a member of our Finance team on 01522 514444 Monday to Friday 9.00am to 1.00pm.

Chapman Court seating area

Residents came together during the winter to paint four wooden benches located in the outdoor communal area at Chapman Court. Chris Barrett, Grounds Maintenance supervisor, supplied the paint whilst residents supplied the enthusiasm. With all the sea air, the benches soon get weathered. The support of residents ensures that the benches are well maintained for everyone to enjoy.



Planned works for 2022

At the end of each year Phil Wilks, our Asset Manager, and Paul Cooper, Maintenance Manager, budget for the planned works due to be carried out in the following year. Identified works during 2022 include: -

- electrical testing at Olsen Court No. 1-38, Almond House, Kathleen Court, Richmond House and Sewell Court,
- internal re-decoration at Chapman Court,
- and redecoration and interior review of Olsen Court 1-38.

In addition, we will be working on a number of long-term projects that we consider to be key business priorities for us over the coming years, including: -

- establishing the implications for our hardwired telecare systems as we transition to digital connectivity as a result of the future analogue switch-off,
- establishing a baseline for future environmental and net-zero carbon commitments,
- and maintaining our ongoing health and safety commitments associated to changes in building and fire safety obligations.

Responding to Repairs

With the increasing cost of living we understand that times are challenging for many people right now. We will continue to do everything we can to keep our costs as low as possible.

As an Association we are beginning to experience similar challenges and it has become evident to our Property Maintenance Service that spare parts are not as readily available and that overall costs have increased as a result of labour and material shortages and inflated energy and shipping fees.

Therefore we ask that you bear with us in the event that we do experience a delay in resolving your maintenance issue. The likelihood is that the cause of the delay will be for reasons beyond our control. However, we can assure you that we will keep you informed where this is the case and will, through our contacts and our contractor support, do everything we can to limit any inconvenience that may be caused.

We thank you for your support.

2023 Calendar

We are delighted to be able to work alongside members of the Dunholme Camera Club for next year's LACE Calendar.

The Calendar will contain images that reflect upon 'Life in Lincolnshire' and will feature local wildlife and Lincolnshire scenery and landmarks.

Dunholme Camera Club was established by Grahame Dunkin just over 25 years ago and has over 45 members. For more information, view members galleries or to join the group please visit www.dunholmecameraclub.co.uk



Raising a Concern

We understand from time-to-time residents may have concerns regarding the service they receive from us. In the unlikely event that is the case, we encourage our residents to raise any concerns with a member of our staff, in order that we can quickly respond and resolve any issues.

If residents feel that their concern has not been responded to and resolved there are several ways in which they can get in touch with us. They can either write to us or complete a form online via our website or they can speak with a member of our

team by calling 01522 514444 Monday to Friday between 9am and 1pm.

In the first instance we will deal with any complaints informally, unless requested otherwise.

Our complaints factsheet, which summarises our complaints policy and provides more information on our approach to complaint handling, is available to view on our website at www.lacehousing.org. Alternatively, residents can request a copy from a member of our team.

Please note that we are a member of the Housing Ombudsman and follow its complaints code.

Getting Involved

Volunteering

Being a volunteer is not a full time commitment, being able to offer just a few hours can really make a difference to a neighbour or a resident at another scheme. Volunteering with us can include supporting community events, fund raising, supporting a day trip and much more.

Resident Involvement Group

Throughout 2021 we have continued to work closely with our residents and have been actively encouraging feedback from anyone living within our schemes. Formed in 2019, the Residents Involvement Group (RIG) provides

a real opportunity to develop tenant scrutiny and continuously improve our services, enabling us to offer Value for Money to our residents.

Our RIG meetings are held virtually 4 times a year and we offer all residents full guidance on how to set up Zoom on a tablet, smart phone or computer.

If you are a current resident and would like further information regarding the RIG, or if you, or anyone else you know, are interested in becoming a volunteer please contact our Specialist Housing Manager Emma Ward on 01522 514444 or email eward@lacehousing.org





How to contact us over the May Bank Holiday and the Queens Platinum Jubilee

Please note that our registered office, LACE House, will close for May Bank Holiday at 1.00pm on Friday 29th April 2022 and re-open at 9.00am on Tuesday 2nd May 2022. The office will also close for the Queens Platinum Jubilee at 1.00pm on Wednesday 1st June, reopening on Monday 6th June from 9.00am.

If you are a tenant and wish to report a property maintenance emergency during this time, please activate your emergency call system or call 01522 514444 and press option one to speak to our on-call member of staff.

All non-emergency repairs can be reported via our website, just visit www.lacehousing.org and click on the 'report a repair' button on the top right-hand side.

www.lacehousing.org

 LACEHousing •  @LACEHousing

You can also find us on our You Tube channel and LinkedIn

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