

# Lace Matters



December 2024



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# A message from the CEO

Welcome to this Christmas and final edition of Lace Matters for 2024.

This year has been a year in which we have celebrated 60 years specialising in housing and support services for older and vulnerable people across Lincolnshire.

Despite the number of years, our priority remains, to ensure that the services we provide are of a high standard, delivered through a strong brand, service excellence and meaningful partnerships. The success of which undoubtedly is as a result of our team of staff who I am incredibly proud to be part of. It is as a result of their ongoing energy, enthusiasm and determination that ensures that we provide homes that are safe, secure and support independent living.

2024 began with an independent survey, the outcome of which resulted in a 93% overall satisfaction in the services we provide.

The year saw the official opening of Collinson Court and subsequent award for building excellence.

Our ongoing partnerships with the District Council, County Council and Homes England ensured that the development of our fourth Housing with Extra Care scheme in Lincolnshire remained in accordance with programme.

Planned refurbishment of our existing schemes has and continues to be equally important to us and this year Olsen Court in Lincoln was no different and welcomed by residents.



Finally, improvements in resident engagement and ensuring that our housing is both a safe place to live and work was and continues to be a priority.

In addition to the above, I encourage you to look out for more detailed information regarding our performance, to be reported later in the year.

In the meantime, on behalf of the Association I wish to most sincerely thank you for all your support over the past year and to wish you and your family a very Merry Christmas and a Happy and Prosperous New Year.

*Nick Chambers*



Gary →



## Service with a smile

Our Business Analyst, Gary Falkinder, celebrates over 20 years' service. Gary, who is based at Lace House in Lincoln, joined our finance team in 2003 and has subsequently been an integral part of our support team. Gary, who is known for his sense of humour is 'on tour' across the Association with his 1964 quiz. Congratulations Gary.



## Celebrating 60 years

In September Staff, volunteers and members of our Board celebrated our 60th Anniversary with a meal at Doddington Hall. Amazing 60th Anniversary cakes were provided our catering teams at Worth Court and Olsen Court and concluded with a 1964 quiz led by Gary. The quiz was so successful that Gary is now 'on tour' enabling residents from across the Association to take part.



In recognition of our 60th Birthday, there was an eight page editorial in the October edition of the Lincolnshire Life Magazine and to mark the occasion, goodie bags were circulated to all staff and residents.

## Calendar 2025

We know how valued our annual Calendar is so look out for our 2025 edition in December.

## Website

We are pleased to announce that we have appointed 'Root Studio' to design our new website to be launched during April 2025. Following this, we will be refreshing our Brochure. In the meantime, we will be producing a temporary information leaflet.



## Visitors from the South

During October we were joined by representatives from other Small Housing Associations of a similar nature to LACE from as far as London and Portsmouth. The two day visit included visits to Roman Gate Court, Olsen Court, Brighton Place and the construction site of Diamond Place in Welton. Day one ended with a guided tour around the historic part of Lincoln and a meal at the Wig and Mitre.

A big thank you goes to all staff and residents who supported the visit. As a result, our visitors made their way home very impressed.



## Our Values



### Excellence

By encouraging best practice and strive to deliver quality services to the highest possible standard.



### Diversity

Treat everyone with the respect and dignity that we all deserve.



### Openness

Encourage an honest and open culture without fear of judgement.



### Potential

Empower everyone to achieve their potential.



### Innovative

Together seek to be creative exploring new ways of working.



### Integrity

Ensure that our actions are for the right reasons.

# Roofscape Design Awards 2024

Designed by Acord Timber Engineering, the trussed roof at Diamond Place is one of the largest to be built in the UK for many years. This was both recognised and awarded 'Best Commercial Project' at this year's Roofscape Design Awards. The roof stands at nearly 5 metres high and 16 metres long.

## New Board Members

We are delighted to welcome Ian Penn, Sophie Gibbs and Jeffery Ridley onto our Board. Together, they bring a wide range of skills, knowledge and experience.

Following their appointment, they joined other members of our Board during October visiting staff and residents at Worth Court, Olsen Court, Brick Kiln Place and Diamond Place. They wish to thank everyone for the hospitality.

Read all about it in this week's issue!

# Lace News

## HUGE ROOF AT WELTON WINS TRUSS AWARD

The impressive roof at the Welton Extra Care Scheme was recognised at the Trussed Rafter Association's, Roofscape Design Awards 2024, winning Best Commercial Project.

Designed by Acorn Timber Engineering it covers almost 3,500sqm of the roof surface and used 2,500 manufactured items.

As one of the largest trussed roofs built in the UK for some years, it stands nearly five metres high and 16 metres long.

Built in four different sections it sits on the main blocks that will house 62 apartments R G Carter are delivering for client LACE Housing.



"Excellent application with detailed and appropriate information provided. Impressive scale with the technical and logistical challenges that were brought due to the size of the trussed rafters. This project needed numerous design solutions to achieve the overall design that was achieved with excellence."

- Judging Panel  
Trussed Rafter Association



## Best Small Social Housing Development 2024

We are delighted to announce that Collinson Court has been awarded 'Best Small Social Housing Development' at this year's LABC Building Excellence Awards. They now will be considered at the Grand Final on the 25th January at Grosvenor House in London.



# Diamond Place approaches completion

**Thanks to the support of West Lindsey District Council, Lincolnshire County Council and Homes England, Diamond Place is on schedule to complete in readiness for occupancy during February 2025.**

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Diamond Place is our latest development of Housing with Extra Care in Lincolnshire and marks our 60th Anniversary. Housing with Extra Care is designed for those who have an assessed and planned care need, commissioned by the county council and a support need, met by our Housing Management and Support team. Built to a high specification, our latest addition of Housing with Extra Care provides an environment designed to enable residents to feel safe, secure and help with feelings of loneliness and isolation. It also enables older people to continue to live within the community in which they are familiar.

**“Diamond Place offers furnished seating areas, a restaurant, assisted bathing, a mobility scooter recharging store, meeting rooms, and multi-use communal spaces.”**



Diamond Place is located within the popular village of Welton and within reach of a wide range of amenities. The 62 one bedroom apartments are at an affordable rent and offer a wide range of communal facilities including furnished seating areas, a restaurant, assisted bathing, a mobility scooter recharging store, meeting rooms, and multi-use communal spaces, plus landscaped areas including an area in which residents are encouraged to grow their own plants and vegetables. The scheme is also surrounded by the development of 10 two bedroom bungalows available on a shared ownership basis.

If you would like to know more about Diamond Place you can visit:

**[lacehousing.org/new-developments/diamond-place-welton-by-lincoln](https://lacehousing.org/new-developments/diamond-place-welton-by-lincoln)**

or email a member of our team on:

**[housing@lacehousing.org](mailto:housing@lacehousing.org)**

# Opening Times

Please note that the opening times of Lace House over the festive period is:

**Tuesday 24<sup>th</sup> December 2024**  
9.00am to 1.00pm

**Wednesday 25<sup>th</sup> December to 1<sup>st</sup> January 2025**  
Closed

**Thursday 2<sup>nd</sup> January 2025**  
9.00am to 1.00pm

In the event of a property maintenance emergency and you are a tenant, please telephone **01522 514444** and follow the instructions. If you live in one of our Housing with Extra Care Schemes you can activate your emergency alarm system for further assistance.

# Who's who



**Nick Chambers**  
Chief Executive Officer



**Anne Graves**  
Director of Operations



**Phil Wilks**  
Head of Assets



**Emma Ward**  
Head of Housing



**Tracey Warren**  
Extra Care Manager



**Regan Musson**  
Housing Manager



**Paul Cooper**  
Facilities Manager



**Harrison Fort**  
Property & Grounds Technician



**Dave Brown**  
Property & Maintenance Technician



**Damian Smith**  
Property & Grounds Technician



**James Flack**  
Property & Grounds Technician



**Neil Potts**  
Property & Grounds Technician



**Lucy Dickenson-Fogg**  
Finance Officer



**Gary Falkinder**  
Business Analyst



**Tiffany Cooper**  
Data Administrator

# How to contact us

Call **01522 514444** and select your option:

**Option 1** Housing

**Option 2** Repairs/property and maintenance

**Option 3** Finance

**Option 4** HR/Payroll

**Option 5** Enquiries

If you are a tenant and wish to report a property maintenance emergency, please telephone **01522 514444** and follow the instructions. If you live in one of our Housing with Extra Care Schemes you can activate your emergency alarm system for further assistance.

To report a nonemergency issue email [repairs@lacehousing.org](mailto:repairs@lacehousing.org)

Keep up with our news as it happens by following us on social media:

@LACEHousing  
 @LACEHousing  
 @lacehousing7051



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