



Housing with Care

LACE Matters

Spring Edition

Welcome to the latest edition of LACE Matters – the first of 2021

I very much hope that this newsletter finds you, your family and friends, remaining safe and well during these strange times.

As I write, there is a welcome sense of optimism in the air; a vaccine against Coronavirus, nights are drawing out and snow drops are in bloom. All signs that we can finally look forward to getting out and enjoying the welcome colour that spring brings.

Whilst 2020 proved to be a hard and devastating year for so many, there was also an increased sense of community spirit and resilience, random acts of kindness and support for one another.

This, our first newsletter for 2021, reflects upon the past year and celebrates the community spirit that exists across the Association. Despite the many challenges we face, I am so grateful to you for your support, understanding and donations towards local food banks, a vital service to so many.

Formed in 1964, we remain a small, voluntary, not-for-profit organisation with charitable status specialising in housing and support services for older and vulnerable people across Greater Lincolnshire. Together, our team of dedicated staff work incredibly hard to provide essential services, particularly during these difficult times. I wish to most sincerely thank you for your letters of appreciation and to echo your kind words to our staff, contractors and suppliers for their support over the past year.

I send you our very best wishes for 2021 and very much look forward to seeing you soon. In the meantime, please take care and stay safe.

Very best wishes,

Nick Chambers



Nick Chambers, Chief Executive Officer

In this edition...

A Year Like No Other!

Development plans for 2021

Say hello to our new Property Maintenance Manager!

Charity support

Resident Involvement Group

Resident feedback



A Year Like No Other!

It is safe to say that 2020 wasn't the year we or anyone else expected, and while it's been a difficult year for everyone, we're incredibly proud that we've managed to achieve some great things. In this latest edition of LACE Matters we wanted to take a look back at some of the positive outcomes from last year and acknowledge the support we have received not only from our staff, volunteers and board members but also from our residents.

Official Opening of The Burrows in 2020

We started the year with the official opening of The Burrows, our £4.8m housing development for over 55s in Nettleham, where the handover of Nettleham meant that 82 new homes were completed during 2019.

The development helped us to reach a milestone in our mission to meet the demand for homes that are both affordable and suitable for Greater Lincolnshire's ageing population.

We had a fantastic opening day; children from Nettleham's infant and junior schools – who named the scheme – unveiled a plaque alongside Councillor John Evans, Chairman of Nettleham Parish Council.



A New Look for LACE!

In 2020 we launched our new look website which has been updated to support staff, residents and those looking for a new home.

The website includes a dedicated area for residents, which allows you to make payments online, submit a request for maintenance, access various factsheets, guides, policies and much more.

This has been an important addition for everyone at LACE Housing, particularly throughout lockdown, as it has made things like making payments as easy as possible for residents.

Anyone looking for a new home, can view all our schemes by area or by using the filter options to look at the facilities available and apply online.



Innovative Ways of Working!

As a result of the Government guidelines, we were required to change the normal service of our restaurant facilities at Brick Kiln Place, Olsen Court and Worth Court. Our hospitality team were quickly able to offer a delivery service of hot meals for residents.

The restaurant staff have regularly helped to raise residents' spirits by delivering various treats such as homemade sausage rolls, cinnamon swirls and potato skins filled to the brim with bacon and cheese! These deliveries also meant that residents would not go for long periods of time without seeing a familiar face.

We're extremely grateful to all our hospitality team for their hard work and creativity, as they have continued to find safe ways to ensure that our residents are still able to receive homemade, nutritious meals.



Resident Involvement Group

We always pride ourselves on working closely with our residents and we actively encourage feedback from anyone living in our schemes. In 2019 we introduced our resident involvement groups to engage with those who have agreed to represent all residents to ensure their voices are heard. We have two groups: one group is for residents located in the north of the county and the other is for those living in the south of the county.

We're continuing to work with both groups, even during the current lockdown, to develop tenant scrutiny, continually improve our services and offer value for money to our residents.

If you are a current resident and would like further information regarding the resident involvement group, please contact our Housing Manager Elaine Donaldson on 01522 514444 or email edonaldson@lacehousing.org





Socially Distant Celebrations!

As social distancing guidelines have come into place, we have had to adapt a lot of the social activities we usually organise for our residents and our hospitality and support teams have found great alternative ways to celebrate some of the most important days of the calendar.

Our teams at our three extra care schemes worked hard to ensure the 75th anniversary of VE Day was acknowledged and made as special as possible for our residents. Staff prepared and delivered a plated afternoon tea to all residents at Worth Court in Bourne, Olsen Court in Lincoln and Brick Kiln Place in Grantham.

Residents living at Olsen Court enjoyed a 'fish n chip' lunch wrapped in a special LACE Housing newspaper.

While we were unable to honour Remembrance Day in the traditional way, our hospitality and support teams still marked the event by delivering Remembrance Day-themed cakes to all our residents within our extra care schemes.

Escaping to the Seaside!

Not many of us managed to go on holiday last year. However, we are delighted to announce that as of the 12th April 2021 we will reopen our stunning 4* Holiday apartment in Skegness, government restrictions permitting.

Our holiday apartment has received its 'Good to Go' industry standard certification from Visit England, which approves us as a COVID-secure holiday destination, and with our Covid holiday promise you can book with confidence.

All our residents receive a fantastic 20% off their booking, so why not enjoy a staycation with an association you already know and trust!

To book your holiday please visit www.lacehousing.org and select 'Our services' or contact us on **01522 514444** for more information.



Charitable Work for Good Causes!



2020 continued to be a very charitable year for us; we've seen many of our staff members and residents join together and help some amazing causes. Throughout the year we've been collecting donations for local food banks in Lincoln, Grantham, Skegness and Bourne.

Residents at our Olsen Court scheme in Lincoln raised funds for The Guide Dogs for the Blind Association. A total of £541 was raised thanks to an afternoon tea, a bric-a-brac stall, coffee mornings and raffles before lockdown came into place in March last year.

We are pleased to announce that we'll be continuing to support local food banks across Lincolnshire this year by collecting donations for them as we did throughout 2020.

Residents and staff who wish to donate food items will be able to place them in the collection tub drop-off points at each of our schemes.

A light at the end of the tunnel!

As we came to the end of the year, we were pleased to be finishing on a positive note – and one which is the highlight of 2020.

One of our residents at LACE Housing shared the news of her COVID-19 vaccination – and was one of the first of our residents to be vaccinated. We're looking forward to hearing about more of our residents getting their vaccinations throughout 2021.



Mental Wellbeing Support



Mental health has been of particular concern during the pandemic and to support residents with their mental health, our staff and volunteers introduced regular wellbeing telephone calls to check in with residents each week. During the first lockdown alone, our team made 5,971 phone calls to our residents across the Association.

We continue to offer wellbeing calls. If you would like to receive a weekly call please let a member of our team know, or contact us on **01522 514444**.

Say Hello to Our New Property Maintenance Manager, Paul!



We are delighted to announce that Paul Cooper has joined our team as our new Property Maintenance Manager!

Paul joined us at the beginning of January after seven years as the Head of Property Management for a Lincolnshire-based property management company. Before joining the team, Paul worked as a Division Banking Advisor for RBS for several years.

Paul has a wealth of knowledge and qualifications in managing domestic dwellings and compliance. He will be responsible for overseeing and supporting the delivery of our property and grounds maintenance services.

Talking about his new role, Paul said: "It's such an exciting time to be joining LACE Housing and I look forward to assisting the team in continuing to deliver their goal of providing a high standard of service to all our residents.

"I look forward to meeting you all around the schemes, and please feel free to say hello if you see me about!"

Going Virtual!

Some of our staff have had to adapt to a new way of working to ensure we were still able to provide the very best service for our residents. This has included adopting new video call technology to communicate virtually as a team. Board meetings have also continued throughout the year via video calls and our Board Champion, Karen Seddon made telephone calls to members of the Resident Involvement Group.



Raising a concern

We understand that 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.



New Year, New Developments

During the pandemic, we have continued to review new development opportunities ensuring we continue to deliver much needed affordable housing across Greater Lincolnshire.

We are extremely pleased to announce that we are working on three new housing schemes for over 55s in Scunthorpe, Market Rasen and Lincoln – all of which are set to start on site this year.

A planning application has been submitted to North Lincolnshire Council for the development of our brand new supported living scheme in Scunthorpe.

Local builders, **TG Sowerby Developments**, have been approached to build this supported living scheme and hope to start work on site in June if our planning application is successful.

The development will include 16 new

dwelling, consisting of eight one-bedroom apartments and eight two-bedroom apartments.

A planning application has also been submitted to both West Lindsey District Council and Lincoln City Council – our latest development in Lincoln, located off Nettleham Road.

We hope that work can begin on site in September to construct 24 one-bedroom apartments designed for up to two people.

The site, which is situated approximately 1.8 miles north east of the historic cathedral, castle and Bailgate area of Lincoln, is 2.6 miles from Lincoln city centre and has a variety of nearby amenities including

shops, pubs, restaurants and schools.

We continue to progress with a development of supported housing in Market Rasen, consisting of 22 two-bedroom apartments and 11 two-bedroom bungalows, which will all be available to rent.

Saunders Boston Architects is working on the design elements for all three developments and has previously worked with us on several other projects, including Brighton Place in Washingborough and The Burrows, Nettleham.

2021 is set to be a busy and exciting year for us and we are looking forward to keeping you updated with progress as we continue to provide more homes

Notice for our residents

If your scheme has an internal designated mobility scooter storage area, you may have noticed that we have updated the instructions for the safe use of the roller shutter doors.

We ask that you keep clear of the roller door whilst it is moving and ensure the door is fully up before proceeding. Please do not stop and wait within the marked hazard area directly under the roller door.

The door works on a number of sensors which prevent the door from coming down if someone is directly

underneath it. If one of these sensors was to fail it could lead to injury and possible entrapment. Our roller doors and sensors are serviced twice a year.

We ask you to only use these roller doors when entering or leaving the scheme in a mobility scooter otherwise, please use the main entrance doors at all times.

Calling all photographers

We hope our residents enjoyed receiving your 2021 calendar just before the festive period.

We have already begun the search for photographs to feature in next year's calendar.

We're looking specifically for Lincolnshire-themed images which reflect different seasons throughout the year. If you are a keen photographer, or just like to take the odd snap, we would love to see your photos of landscapes, the beautiful

countryside and coastal areas along with any images of the wildlife found in the county.

We need a selection of images for our Christmas card and calendar. All photos that feature in the finished calendar or on our annual Christmas card will be credited. We would like to feature as many photographers as possible so please do share this appeal with friends and family who you know would be happy to participate.

When submitting your image(s), the only thing we ask is that the photos are a minimum of 300 dpi to ensure they don't distort when printed.

Please send any photos via email to **mvardy@lacehousing.org** by 31st August 2021.



Life at LACE in lockdown



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