



Housing with Care

LACE Matters

Autumn / Winter 2018

These are exciting times for us

Welcome to the latest edition of LACE Matters, for the autumn and winter of 2018

2018 has proven to be a busy year for us, further improvements and the development of 82 new homes has demanded much resource and I am indebted to our team of staff and volunteers who go beyond the call of duty. Whilst our team is small, their energy, integrity and determination to achieve the very best for our residents is outstanding and I am most grateful for the comments and letters of appreciation received throughout the year.

Now in our 55th year, we are a housing association with a social purpose. Recognised by the Prime Minister, the purpose of a housing association such as LACE is to make homes available, affordable and in the right place. Following decades of neglect, the Prime

Minister announced that she has made it her personal mission to place housing at the top of the political agenda by securing future investment and long term certainty. It is for this reason that we are able to continue to develop more homes and provide additional services for older people within this great county of ours, a county with an ever increasing ageing population.

As the nights draw in and we prepare for our end of year annual awards and presentation evening, I would like to take this opportunity to sincerely thank you for your support over the past year and for raising funds in aid of our chosen charity LIVES.

Nick Chambers



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LACE Gives It Some Welly for Charity

On Friday 18th May our Chief Executive Nick Chambers and a small but dedicated group of fundraisers mounted their bikes and rode from LACE House in Lincoln to the RNLI station in Skegness.

The 50-mile cycle ride was just one of 50 challenges being tackled by Nick ahead of his 50th birthday celebrations, to raise money for Skegness RNLI's in shore lifeboat and LIVES – our charity of the year.

Headed up by Nick, the now infamous five included Lincs Independent Living Partnership colleagues Chris Wheway from St Barnabas Lincolnshire Hospice and Murray McDonald from Lincolnshire Housing Partnership (formerly Boston Mayflower), plus Tracey Morrison and Chris Vardy on behalf of LACE Housing.

Along the route, which took them just under five hours to complete, the team took it in turns to transport one of the RNLI's yellow welly boots on their backs as part of the charity's East Coast Welly Relay – a journey from Aldeburgh to Cleethorpes.



LACE Housing Tackles Lincoln 10K for LIVES

As you are well aware, we Brits have experienced every extreme of weather this year and the extra long and harsh winter forced organisers to postpone the Lincoln 10K race in March.

It then took place instead during the infamous heatwave, on Sunday 1st July, and our team of 13 runners bravely sweated it out to raise money for LIVES.

Nick, who completed the race as another of his 50 challenges, was joined by six colleagues and representatives of LACE Housing, plus six friends and supporters from Lincolnshire firms Longhurst Group, Lincoln Energy Surveys and the NHS.

Abseiling for LIVES

We were invited to take part, as one of Nick's 50 challenges, in a 98 foot abseil inside the bell tower at Lincoln Cathedral in July. This was arguably one of the most challenging yet owing to Nicks fear of heights!

On Saturday 28th July, Asset Officer Phil Wilks, Phil's wife Sam, friend of LACE Housing Hazel Ashmore and Nick ventured up to the bell tower before making there daring descent.

Once the quartet had made it safely back down to the ground, Nick vowed never to do it again. They then made their way to the local pub for a celebratory – and well deserved – drink.

Congratulations to everyone who took part in the challenge.



Our Trio of New Developments is Taking Shape



As you may already know, our three new developments are under way thanks in part to a successful £3.7m grant from the government's Homes England as part of its Shared Ownership and Affordable Homes Programme.

We held official turf cutting ceremonies for each one, marking the start on site in Washingborough on 2nd May and in Ingham and Nettleham on 17th July.

All three schemes are now taking shape and are still on track for 2019 occupancy thanks to the hard work of the Lindum Group, Thornton-Firkin and Longhurst teams.

As of 13th August, roof tiling on the six one-bedroom and six two-bedroom apartments was almost complete and the first-floor windows were due to become watertight later that week.

The village of Ingham is situated just 10 miles north of Lincoln and boasts two village greens – the larger of which is one of the most impressive in Lincolnshire.

Amenities include a village hall, tennis court and a shop, plus three pubs: The Black Horse, The Inn on the Green and The Windmill.

This development, just like all LACE Housing schemes, is designed to enable more older people to remain within the

communities they have grown up in and maintain links with their friends and family while enjoying quality facilities.

To find out more about our Ingham development, please contact us on 01522 514444.

Meanwhile, in Washingborough on 14th August, foundations and brickwork had been completed on the 26 two-bedroom apartments, and brickwork on the eight two-bedroom bungalows was 60% complete.

Things are also starting to take shape on the 14 two-bedroom bungalows and 22 two-bedroom apartments in Nettleham.

As detailed in the previous issue of LACE Matters, these new homes are being created in partnership with West Lindsey and North Kesteven district councils and will be available to rent or buy as part of a shared ownership scheme.

You can find out more about them on our website via: lacehousing.org/new-developments

Mundys to Handle Nettleham and Washingborough Bungalows

We're delighted to be working alongside Mundys on our new developments in Nettleham and Washingborough. We have previously worked with them on several developments in Lincolnshire over the years and have built up a great working relationship.

The original firm, Mundy & Co, was founded in 1898. The now Senior Partner, Simon Bentley, and former fellow Partner, Philip Barnatt, took

over the company in 1996, inheriting a small management department and survey and commercial sections.

The new partnership rebranded as Mundys retained all departments, but also set up a specialised residential estate agency. The Mundys sales and lettings departments have now flourished into an award-winning estate agency and have gone from strength to strength, recruiting experienced and highly trained staff

to offer the highest customer service.

The team at Mundys feel that these new properties will be very popular and will offer a great opportunity for local people.

Please contact Phillip Derby at Mundys on 01522 556092 if you have any questions or queries regarding the purchase of our bungalows.



Kevin Goes for Gold



In the summer, our Director of Finance Kevin White, went to Barcelona for the Grand Masters Hockey World Cup. Kevin, a keen hockey player, is part of the England Over 60s squad and plays in midfield.

After they trumped Germany 3-0 in the semi-final, the England team faced reigning world champions the Netherlands in the final.

Both teams had a number of world-class players, and the game played out as most expected

with the technically superior Netherlands taking the lead in the first half.

But the second half was a different story as the fitness and speed of the England side came into play and a number of clear chances were created to level the scores but were not converted.

The large crowd was cheering on both sides as the match reached a tense finish, in which the Netherlands hung on to the goal advantage to win the gold medals.

Meet Our New Business Analyst

Congratulations to Gary Falkinder, who recently became our dedicated business analyst.

Gary has been working for us since 2003, beginning his career at LACE Housing as a finance trainee and working hard over the years to develop our rent accounting system.

In his new role, he analyses our processes to help identify opportunities for us to improve our service offer; we're always exploring ways in which our departments can work more closely together to deliver better outcomes for our tenants and the association, and that's where Gary comes in.

He investigates how well we're doing – identifying areas on which we can improve – and compares that with our historic results and other similar organisations.

A business consists of its processes, its people and its rules, and Gary's role as business analyst is to understand all three.

Our policies are written and developed by our Operations Manager Anne Graves, and Gary is required to provide the tools to ensure they are implemented as intended.

Gary is a valued member of our team and we are delighted to have access to his expertise.



Meet the Team

Since the start of the year we've recruited 10 new members of staff who have joined our teams across Lincolnshire.

A warm welcome goes to:

Chris Barrett

Property and Maintenance Assistant

Elaine Donaldson

Housing Support Officer

Kelly Sayle

Hospitality Assistant at Brick Kiln Place

Michaela Roberts

Hospitality Assistant at Brick Kiln Place

Matthew Hird

Hospitality Assistant at Olsen Court

Paula Hill

Support Co-ordinator at Olsen Court

Lyndsey Potts

Support Co-ordinator in Olsen Court

Amanda Porter

Support Co-ordinator at Worth Court

Joe Warren

Summer placement Administrative Assistant at LACE House

Charlotte Mason

Summer placement Administrative Assistant at LACE House

Please look out for them at our schemes as they deliver our high standards of care and support.



Volunteering at St Barnabas

Nick Chambers spent a day volunteering with our LILP colleagues St Barnabas Lincolnshire Hospice in July.

He received a guided tour of the charity's Cardinal Road unit from Dane, before spending time supporting Lee with deliveries to Boston and a collection from Sibsey.

Nick returned to help sort through books and spent the end of the day with the marketing team.

The volunteering day was not only one of Nick's 50 challenges, but it also gave him an opportunity to find out more about a day in the life of a St Barnabas volunteer.

The Lincolnshire Health Awards are Back!



LINCS
INDEPENDENT
LIVING
PARTNERSHIP

QUALITY CARE AND
SUPPORT SERVICES
ACROSS LINCOLNSHIRE

We're delighted to confirm that the Lincs Independent Living Partnership (LILP) will be supporting the Lincolnshire Health Awards for a second year.

Age UK Lincoln & South Lincolnshire, Lincolnshire Housing Partnership, LACE Housing, Lincolnshire Home Independence Agency and St Barnabas work together to make up LILP.

As a consortium, we have developed several services, including the Hospital Avoidance Response Team (HART)

and Memory Lane dementia day service, to enhance the health, safety and wellbeing of the more vulnerable members of Lincolnshire communities.

Because of our close links with so many healthcare facilities in the county, LILP members felt that sponsoring the Lincolnshire Health

Awards would offer an opportunity to celebrate some of the dedicated unsung heroes who go the extra mile for their patients. By sponsoring the Support Staff of the Year award LILP will champion outstanding members of backroom staff, including porters, administrators, secretaries, chaplains, caterers or housekeepers.

Skegness Holiday Retreat Receives Four-Star Rating

Development Plans

In April, we were celebrating when our holiday apartment was awarded a four-star rating from Visit England.

The self-contained one-bedroom apartment, which is part of the Chapman Court development of affordable housing for older people in Skegness, is for over 55s and was officially opened in September 2017.

After an assessment from a Visit England representative, it was given an overall quality score of 82% which equates to four stars.

The assessment considered all aspects of the self-catering accommodation including the exterior, public areas and the management and efficiency.

The apartment's highest score was awarded for its overall cleanliness, with the assessor praising the attention to detail and describing the bathroom as "pristine".

It was recognised by the assessor as being a "home from home", ideally located close to the seafront, within one mile of local amenities.

For more information about the holiday apartment at Chapman Court on Scarbrough Road in Skegness, including how to book, visit: lacehousing.org/holiday-accommodation.



Our schemes are full of extraordinary residents from a variety of backgrounds, many of whom have lived in Lincolnshire all their lives.

We recently grabbed a cup of tea with a couple of residents from our Grantham and Bourne schemes, to find out more about them.



The Entertainer

Shirley Thomas and her husband Malc have been residents of Brick Kiln Place for the past four years. Having lived in Grantham from childhood, Shirley was keen to remain in the area, especially as her and Malc's family live nearby.

Never one to sit still for long, Shirley, who had a career in retail, has been the Chair of the Entertainment Committee for the last two years.

Shirley and her small but dedicated committee organise events and

arrange for musicians, dancers and comedians to keep the residents entertained, with around three big events taking place each month.

It can be difficult to please everyone all of the time and the weather often has a part to play when Shirley organises events in the grounds of Brick Kiln Place, but seeing her fellow residents enjoying themselves makes it all worthwhile.

Thanks for all your hard work Shirley!

The LILP 2019 Calendar is On its Way

Earlier this year, we called for artists to get involved in the Lincs Independent Living Partnership (LILP) Overcoming Loneliness calendar art competition. We were delighted with the response and each LILP organisation received some fantastic entries, which were all worthy of a place in the 2019 calendar.

The final 12 were selected by Nick, LILP Chairman, and the top three were showcased at the Lincolnshire Show, where the public chose an overall winning entry, which will also feature on the front cover.

One of the LILP calendar finalists, whose painting of a greenfinch feeding its young made it into the calendar, is Francis Addelese, a resident at our Worth Court scheme in Bourne.

Francis, who has lived with us for the last five years, enjoyed art at school and since being diagnosed with dementia has used it as a tool for relaxation and an outlet for his creativity.

As a member of the Art for All group, which takes place for two hours each Monday (during term time) at Blake House, Francis regularly meets up with other artists to paint using oils, watercolours and – his favourite – acrylics.

Taking inspiration from his own life as well as scenes in magazines and books, he is well known for adding his own elements to a piece and has a reputation for hiding a ladybird within his work, where possible.

His greenfinch, which will be included in the calendar, is one of a series of paintings which depict birds in spring, summer, autumn and winter.

Well done on securing a place in the LILP 2019 calendar Francis!



Property Maintenance Update – Electronic Repairs Reporting

Last year we advised you that our property maintenance team would be trialling the use of tablet PCs while undertaking their day-to-day response repair duties.

We are pleased to report that, after a bit of a delay, our electronic system for monitoring and reporting repairs will soon be fully functional.

If you have access to the internet and wish to report a repair online, please feel free to follow the link on our website. Otherwise, please continue

to report any issues in the same way as you do now, whether that be by contacting LACE Housing Central Services directly or via your on-site scheme support staff.

Whether you report your repair issue online, over the telephone or in person, please try to provide as much information as possible regarding the location, nature and extent of the problem as this helps our team greatly with their initial response.

Out-of-Hours Emergencies

LACE Housing's office hours are 9am to 4:30pm, Monday to Friday. If you are a tenant and wish to report a property maintenance emergency outside of these hours, please activate your call system or contact us on 01522 514444 and select the option to be diverted to an on-call member of staff.

Please note, our out-of-hours service is only available for maintenance

emergencies which present a danger to your health or safety, or which pose a risk of serious damage to the building or your property.

If you wish to speak to a member of staff from LACE House about a non-emergency maintenance matter or any other issues, please contact us during our normal working hours.

Fire Safety in the Home

Our new residents will now receive a copy of the Fire Safety booklet produced by the Ministry of Housing, Communities and Local Government.

If you wish to view a copy of the booklet, which contains lots of advice around fire safety in your own home, please visit the news page on our website:

lacehousing.org/news

Privacy Policy

We updated the Privacy Policy for LACE Housing earlier this year to account for the changes to data protection legislation and internal procedures. If you would like to read the policy, it is available on our website at **www.lacehousing.org**. Alternatively, if you would like a paper copy sending to you, please contact us on **01522 514444**.

Time for a Mini Break?

Whether you prefer an active or relaxed holiday, our Chapman Court holiday apartment is in an ideal location from which you can explore the historic seaside town of Skegness, or watch the world go by as you get lost in your favourite book, during a weekend break or week away.

The self-contained one-bedroom apartment is available for couples and singles over 55 and has been designed with comfort in mind, enabling guests to sit back and relax during their holiday.

Skegness boasts award-winning sandy beaches, great attractions and a range of facilities to suit all ages along its promenade and seafront.

Booking is available to anyone over the age of 55. The secondary guest must be over the age of 16 years.

For more details about the apartment, including availability and prices, please visit **www.lacehousing.org/holiday-accommodation** or call our helpful team on **01522 514444**.



Get in Touch

LACE Matters is now issued twice a year, but we always have lots going on across our schemes each week.

To keep up with LACE Housing news as it happens follow us on social media; like our Facebook page [f facebook.com/LACEHousing](https://www.facebook.com/LACEHousing) and follow us on Twitter [🐦 @LACEHousing](https://twitter.com/LACEHousing).

If you spot yourself featured in the photos or updates, please feel free to share them with your family and friends via social media or comment with your feedback on the activity. We really enjoy hearing from you.

Dates for the Diary 2018 / 2019

Friends of LACE Housing Meeting	12th November	7pm	Lace House
Awards and Presentation Evening	30th November	7pm	The Double Tree Hotel, Lincoln.

Resident Meetings (Senior Officers in attendance)

Tenant

Brick Kiln Place	Tuesday 8th May	11.00am	Brick Kiln Place
Worth Court	Wednesday 9th May	11.00am	Worth Court
Chapman Court	Tuesday 21st May	1.30pm	The Store House
Olsen Court	Wednesday 22nd May	10.00am	Olsen Court
Almond House	Wednesday 22nd May	2.00pm	The Bentley Hotel, North Hykeham, Lincoln
Kathleen Court	Wednesday 22nd May	2.00pm	The Bentley Hotel, North Hykeham, Lincoln
Jubilee Court	Wednesday 22nd May	2.00pm	The Bentley Hotel, North Hykeham, Lincoln
Navigation Court	Wednesday 22nd May	2.00pm	The Bentley Hotel, North Hykeham, Lincoln
Richmond House	Wednesday 22nd May	2.00pm	The Bentley Hotel, North Hykeham, Lincoln
Ingham	Wednesday 22nd May	2.00pm	The Bentley Hotel, North Hykeham, Lincoln
Lauriston Court	Thursday 23rd May	1.00pm	Lauriston Court

Leaseholder

Jubilee Court	Tuesday 30th April	2.30pm	Lace House, Meeting Room 2
Olsen Court	Wednesday 1st May	10.30am	Lace House, Meeting Room 2
Brick Kiln Place	Wednesday 1st May	2.30pm	Brick Kiln Place, Grantham
Sewell Court	Thursday 2nd May	11.00am	Lace House, Meeting Room 2
Navigation Court	Thursday 2nd May	2.30pm	The Tea Room, 26a Bridge Street, Saxilby
Conisborough Close	Tuesday 8th May	1.30pm	Lauriston Court

Friends of LACE Housing (commencing 7.00pm)

Mon 7th January	Hobbies Room, Phase 3 Olsen Court
Mon 4th March	Hobbies Room, Phase 3 Olsen Court
Mon 13th May	Hobbies Room, Phase 3 Olsen Court
Mon 8th July	Hobbies Room, Phase 3 Olsen Court
Mon 11th November	Hobbies Room, Phase 3 Olsen Court

Other Key Events

Thurs 4th April	3.00pm	Opening Ceremony	Lincoln Road, Ingham
Wed 19th June	All Day	Lincolnshire Show	Showground
Thurs 20th June	All Day	Lincolnshire Show	Showground
TBC September	3.00pm	Opening Ceremony	Church Hill, Washingborough
TBC November	3.00pm	Opening Ceremony	Deepdale Lane, Nettleham
Fri 29th November	7.00pm	20th Awards & Presentation Evening	TBC

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