

Chance for Lincolnshire Housing Partnership customers to have their voices heard

Thursday 29 August, 2019

Lincolnshire Housing Partnership (LHP) is looking for its customers to become part of the decision-making process at the social landlord.

Applications are now open to join LHP's Service Improvement and Scrutiny Panel. The panel is a chance for LHP customers to get involved with the housing provider, and have their voices heard.

Diane Johnson, Area Housing Manager at LHP, is encouraging customers to express an interest in joining the panels.

She said: *"At LHP we are committed to making sure that our customers receive excellent service but it is a two-way process.*

"We are looking for tenants who will work with us to improve services for all tenants and residents of our areas.

"It means we will share information and ideas with the panel, and in turn, we will listen and act on suggestions and comments.

"We are dedicated to one vision...Great Homes, Strong Communities."

Meetings are held at hours to suit carers, parents and guardians, and you can also earn shopping vouchers for taking part.

Dave McGuire from Grimsby is currently Chair of the Service Improvement and Scrutiny Panel and he spoke about the research that customers put into providing feedback to LHP.

"We are the eyes and ears of the customer and represent them in the company," he said.

"The communication stream between the customer and LHP is a two-way one; we don't use the panels to complain about things that we are not happy about.

"We look at performance data and analyse trends, hear things in the communities we live in, and we bring that information into the organisation.

"And then we report back to customers on what LHP can do with their concerns, but also what we can do better to support LHP."

For more information on the Service Improvement and Scrutiny Panel, or to apply to be a panel member, please visit www.lincolnshirehp.com or call 0345 604 1472; the closing date for applications is Sunday 1 September.

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