



Boston Town Area Committee Meeting 27 November 2025

Anthony Read – Chair of the Board

Shaun Harley – Interim CEO

Mark Coupland – Executive Director of Customers

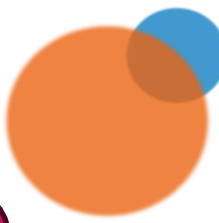


LHP

1. LHP Performance
2. Successes/Challenges
3. Future Plans
4. BTAC Q&A's



Performance



LHP's Customer Service Delivery

Measure	Target	PI
Customer Satisfaction with how their complaint was handled	34%	32%
Customer satisfaction with the way their telephone contact was handled	85%	91%
Percentage of customer calls answered	82%	84.7%
Percentage of contacts resolved at first point of contact	75%	77%
Average time to answer telephone call	05:00	05:49

LHP's Neighbourhoods

Measure	Target	PI
Proportion of customers who report they are satisfied LHP keeps communal areas clean & well maintained	75%	80.91%
Proportion of customers who report they are satisfied LHP makes a positive contribution to the neighbourhood	75%	67.16%
Proportion of customers who are satisfied with LHPs approach to handling anti-social behaviour	70.4%	66.49%
Percentage of customers satisfied with ASB outcome and handling (transactional)	77%	96.15%

"There's been a lot of upgrading work done recently that has improved quality and also always good responding times when making calls to LHP"
Source: Q2 TSMs

"I was struggling with finances and I had a lot of support from LHP."
Source: Q2 TSMs

"I'm satisfied with the way they dealt with my noisy neighbours"
Source: Q2 TSMs

Performance

LHP's Repairs & Empty Homes

Measure	Target	PI
Average re-let time in days of Empty Homes	40.62	47.49
Total number of Empty Homes vacant which are available to let	195	30
Customer satisfaction with condition of new home	80%	76%
Total number of Empty Homes vacant in Boston		28

LHP's Planned Investment Programme

Measure	Target	PI
TP04 Proportion of respondents who report they are satisfied their home is well maintained	82.22	81.82%
TP05 Proportion of respondents who report they are satisfied their home is safe	85.64	86.1%
Current Decent Homes compliance	100%	99.99%

"Everything has been positive, things have been completed in good time."

Source: Q2 TSMs

"Problems on repairs taking too long"

Source: Q2 TSMs

"Whenever there are any issues which need fixing they are dealt with quickly"

Source: Q2 TSMs



LHP Awaabs Law Performance

Measure	Performance
Significant Cases Opened	21
Emergency Cases Opened	89
Investigations complete within 10 working days	100%
Written communication complete within 3 working days	100%
Remedial work commenced within target timescales.	100%
Average investigation duration	3.89
Average time to issue communication	1.5

Note: the above data is taken from a start date of 27th October 2025 when Awaab's Law came into effect.

Boston D&M Performance (past 12 months)	
D&M cases opened	381
Cases closed	354
Currently Open	27

- Our Major Work team are fully resourced and effectively delivering Awaab's Law requirements with minimal sub-contractor dependence.
- Our approach to delivery of Awaab's Law compliance has been vetted by 3rd party experts and has been found to be suitable and sufficient.
- In 26/27 we will continue to invest in sensor technology and development of performance dashboards to enable predictive intervention relating to damp and mould management.

Successes & Challenges



Successes



Repairs Stabilisation & Investment:

£2m programme strengthening delivery & First Time Fix,



Empty Homes:

Significant investment in people & resources to improve re-let times



Complaints Improving:

167% faster resolutions, 100% Ombudsman compliance



Active Neighbourhood Action Plans:

Clear priorities, partner & customer input shaping actions



Customer Contact Strengthened:

Queue transparency & call-back option (20% usage)



Enforcement Route:

Injunctions & Closure Orders where behaviour was severe

Challenges



Environmental Concerns:

Themes around fly tipping, bin usage, overgrown gardens & unkempt areas



Engagement:

Customer engagement in community activities in some areas remains sparse.



Repairs Complaints:

Time taken, communication, contractor quality drives dissatisfaction.



ASB:

Action on some cases takes time, due to evidence thresholds & vulnerability considerations



Communication:

A common thread across dissatisfaction, even when outcomes are positive.

Our Future Plans



Neighbourhoods & Communities:

- Introduce a Place Standard neighbourhood assessment tool to identify where resources and investment need focusing.
- Grow Neighbourhood Champions so every area has local resident involvement.
- Open our Place Improvement Fund to partners and community groups for joint funded local projects.

Customer Experience & Tenancy Sustainability:

- AI discovery through CX1 to provide consistent, efficient customer contact and reduce wasteful admin.
- New analytical income & tenancy sustainability platform to provide early insight and improve outcomes.
- Tenancy Coach Team focused on prevention and integrated support for customers.

Homes & Growth:

- Exploring increased development capacity to deliver new homes in Boston and wider operating areas.
- Continue investing in planned works and infrastructure in Boston Schemes (7,309 component replacements planned in Boston over the next 5 years)
- Investing in sensor technology to begin developing our approach to predictive maintenance withing our homes.

Repairs & Empty Homes:

- New Repairs Target Operating Model, including Emerging Day Live Planning function February 2026
- New Materials Supplier contract and improved van stock improving our Fix First Time rate
- Dynamic Repairs Scheduling System 2026
- Continued reduction in Works in Progress, from 6,500 to 4000 YTD
- Empty Homes Recovery Plan and review of Lettings standard Reduced by 58 empty homes YTD

BTAC Member Questions



Q1. AS WE APPROACH WINTER - *Do you maintain heating systems regularly and have resources in place to carry out quick repairs if tenants have problems?*

Response: Our 30-year investment programme provides for replacement of all heating systems based on age with additional budget capacity available should heating systems need replacing early due to condition. Our annual investment profile includes allowance for 154 full heating systems and 549 boiler only replacements enabling us to maintain decency.

Should a customer's heating breakdown, we will attend to this as a 4-hour emergency and either complete the repair or provide alternative heating should follow on work be necessary. We currently complete 98.24% of emergency jobs on time.

Q2. SPECIAL MEMBERS E MAIL. *Thanks for setting this system up. It seems to work well and complaints seem to be acknowledged and actioned*

Response: We have moved to a centralised case management complaints process this year, investing in additional resources to ensure we respond quickly and provided a single point of contact throughout the complaint cycle. This has seen our compliance to the HOS time scales consistently at 100%, and the average days to complete a complaint was 8.3 in October 2025. Through defined workshops and business partner meetings we utilise all complaint feedback to improve service delivery to our customers.

Q3. FURTHER HOUSING DEVELOPMENTS - *With a housing shortage do you have any plans for building new developments?*

Response: We currently have an approved development capacity of 60 units per year but are in the process of working with board to review our approach to development with aspirations to boost capacity for new build development. We hope to have formal approval of our new programme at the Board meeting in March 26, with a longer term 10-year growth strategy from April 2027.



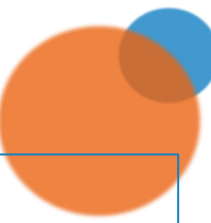
Q4. ANTI SOCIAL BEHAVIOUR...*With overgrown gardens, noise and abuse etc cropping up more what powers do you have to stop this....Solving this problem seems to take time.*

Response:

Some neighbourhood and ASB issues do take time, because we always start with the least intrusive approach and support customers to take responsibility where they can. That might mean mediating between neighbours or helping someone tackle a poor-condition garden. For example, at Park Avenue we used our caretakers to reduce a hedge for a customer with additional needs, and at Middlecott Court we cleared the gardens without recharging due to financial hardship. But where issues persist, we escalate; recharging for contractor clearances or seeking injunctions when behaviour doesn't improve.

We also use formal enforcement for serious ASB. At Ingelow Avenue we secured an Interim Injunction, followed by a Notice Seeking Possession, and later a full Injunction with power of arrest after repeated breaches that resulted in a suspended custodial sentence. And at Wellington Road we obtained a Partial Closure Order preventing anyone other than the tenant entering the property. These steps show the balance: practical support where it resolves the problem, and firm action when customers continue to cause harm to the neighbourhood.

Questions



Q5. WORKING WITH COUNCILLORS - *Do you have any ideas to help us work together more for the sake of our residents?*

Response:

Attending the Neighbourhood Action Plan events is a really strong starting point as they're open to all councillors and give full visibility of local priorities. Beyond that, regular information-sharing is key, letting us know early about issues you're hearing, joining us on targeted walkabouts or customer visits where needed.

Q6. GRASS CUTTING...*Seems to happen less so causes estates to look unkept. What is the policy for how regular this happens please?*

Response: Our grounds maintenance contractors are contracted to complete 14 cuts between April and September, we are however aware that due to the unusually warm period throughout Autumn, resulting in a longer growing season, additional cuts have been required. We have consequently approved 4 additional grass cuts throughout October and November and will be including this allowance in future years as a standard.



Q7. REGULAR MEETINGS-LHP AND BOSTON BOROUGH. *Do you feel it would help develop working relationships etc. if meetings took place. It was good when the old CEO attended a meeting with the Council Leader, Chief Exec and Housing staff...*

Response: Thank you for your suggestion. The CEO would be very happy to meet twice a year with the Council Leader, Chief Executive, and Neighbourhood team. We agree that these meetings would help strengthen working relationships and provide a valuable opportunity for collaboration. We will ensure these meetings are scheduled for 2026.

Q8. Have staff numbers reduced in the last 24 months, as it appears improvement work takes longer to be achieved?

Response: Colleague numbers have increased significantly in the past 12 months with an additional 40 FTE posts in 25/26 when compared to 24/25 and a further 12 FTE posts requested for 26/27. This increase in staff numbers reflects our commitment to our customers ensuring that we continue to deliver our major change programmes currently underway to improve our repairs service and IT/data management across the business.

Q9. Have you added to housing stock? What was numbers say 5 years ago (2020)

Response: In 2020 our total stock number was 12,099 and is currently 12,177, an increase of 78.



Q10. As a company are you on a sound financial setting for next 3 years?

Response:

In brief; yes, we are on a sound financial footing with plans to both repay our Private Placement on term and borrow additional funds over the coming three years. We are actively talking to funders already who are keen to lend to us, as we are not over-stretched and have a clear plan to reinvest in homes and communities and grow. We continue to generate healthy surpluses that provide this strength for the future.

Q11. How many applications have been made to remove tenants in last 12 months?

What is the process used, before any decision is made to remove tenants from a property?

Response:

During the past 12 months we have processed only 5 repossessions, before any action is taken a comprehensive review of each individual circumstances are taken with heads of service, the customer's actions, their engagement with the process and commitment to improve tenancy breaches or arrears management.