

# COMMUNITY HEROES

CALENDAR

2025

Lincs  
**RURAL**  
HOUSING ASSOCIATION



# **LRHA's Social Purpose**

**To support people connected to rural communities and in need of a home, through the provision and maintenance of affordable and sustainable homes for life.**



# LRHA welcomes you to its 2024 calendar

LRHA is proud to take this opportunity to shine a light on some of our community heroes who are using their talents to create opportunities for themselves and for others. Their commitment and acts of kindness, whether as an individual or a part of a community group are celebrated throughout this calendar.

The staff have again devised the theme of this calendar and wanted to build on the 2024 calendar which showed LRHA's passion for supporting our communities and showcased some of the fantastic community spirit, and those trying to bring about change and support one another.

The 2025 calendar highlights the people in our communities who volunteer services to others, embracing the sense of community.

We give a massive thank you to all of these extraordinary people who have shown that in the words of Coretta Scott King

“the greatness of a community is most accurately measured by the compassionate actions of its members”.

These wonderful examples have inspired us to become community heroes in waiting... we need your help to do this, please email [olivia@lrha.co.uk](mailto:olivia@lrha.co.uk)

We hope you enjoy the Calendar and Annual Review and would like to thank Olivia for all of her wonderful work on all of the designs....well done!

Rachael Fullwood  
Chief Executive



# Important information

LRHA aims to deliver quality services in line with our 'values', which are to be Innovative, Caring and Excellent as we 'Prioritise the needs of residents as key stakeholders'. Although people's perception of value and quality of service varies, resident opinion is highly regarded and monitored regularly by the Board of Management.



01790 754219



customerservices@lrha.co.uk



repairs@lrha.co.uk



www.lrha.co.uk

To report emergencies outside office hours, or on Bank Holidays,  
call: 07483 916770

Views, opinions and suggestions can also be sent on  
Facebook at Lincs Rural Housing Association



## Important for your safety

### IF YOU THINK YOU CAN SMELL GAS:

Call National Grid Gas on 0800 111 999;  
Put out any naked flames or cigarettes;  
Do not switch anything electrical on or off – even a light switch can cause a  
spark; and  
Get everyone out of the property until it is made safe.  
Further advice is available on [www.nationalgrid.com](http://www.nationalgrid.com)

### FIRE SAFETY:

Check smoke detectors weekly;  
Close internal doors at night; and  
In the event of a fire, evacuate the property immediately and call 999 from a safe  
distance.

**Volunteering at British Divers  
Marine Life Rescue**



I volunteer for the **British Divers Marine Life Rescue**. Anyone can volunteer having gone through a short training session (and you don't need to be a diver). Seals often haul out simply to rest...often all is required is to keep people and dogs away from them. However, sometimes they need hospitalisation, rehydration, or medication; sometimes they need cutting free from fishing gear or plastic hoops. They look cute but they are wild animals and can give a very nasty bite.

If you find a stranded seal or if you want to find out how you can help out in many ways, please visit <https://bdmlr.org.uk/>

**John Baker  
Board Member**

# JANUARY

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1 New Year's Day	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25 Burns Night	26
27	28	29	30	31		

## How did LRHA produce social value?

Social value is the term used to describe the additional value created in delivery of a service, which has a wider community or public benefit. Provision of secure tenancies for high quality affordable homes and related support and advice services are provided by LRHA. A home provides shelter, warmth and safety which are fundamental human needs. The benefits of having a safe and secure home are wide ranging and can assist with healthy, happy family environments that enable improved well-being, educational and working achievement. The Association's specialism of providing affordable housing in smaller villages and hamlets supports 'people networks' to deliver LRHA's Vision of 'Helping to Maintain Sustainable Rural Communities'.

A sample of the Association's social value activities over the year delivered over **£4.4m** of social value.

Social Value Activity	Outcome	Value of Activity	Source of value / workings
<b>Day to day activities</b>			
Added value provided by the Association's day to day activities	Providing quality homes and services to residents	£4,222,934	NHF Local Economic Impact Calculator
<b>Resident financial status</b>			
Benefit, Universal Credit and budgeting support provided to 29 residents including home visits, Resident Support Fund applications and award of Discretionary Housing Payments. 27 of these residents hold a clear rent account at the year end.	Able to pay for housing	£198,369	HACT Social Value Bank
<b>Resident Engagement</b>			
Resident Representative meetings are held regularly with 14 active members	Active in Tenant groups	£27,720	HACT Social Value Bank
<b>Training</b>			
All members of staff undertook training to improve skills for their role	General training for job	£16,286	HACT Social Value Bank
<b>Assessed value of social activities for 2023/24</b>		<b>£4,465,309</b>	

**Did you know...**

Hedgehogs in the UK have declined by 50% since the turn of the century. This decline is due mainly to pesticide use, habitat loss due to urban development, and increased badger populations, which are natural predators of hedgehogs.



I am Amanda and I run Peppers Help For Hedgehogs. We are a small centre dedicated to helping rescue and rehabilitate wild hedgehogs. I run this mostly on my own with the help of my partner at our home. I got into rescue by accident after my partner found a baby hedgehog a few years ago. This led to me volunteering and fostering for my local rescue until it closed. I then set up on my own with my own Facebook page (**Peppers Help For Hedgehogs**). I use my page to educate people on hedgehogs, mainly what to do if they find a poorly one, what to feed them and how to encourage them into their gardens. I do this around my full-time job. Most of the hedgehogs I get in are very poorly and require weeks or even months of treatments before being well enough to be released. I love what I do and its very rewarding to get them well and to see them get released back out into the wild.

**Gary and Amanda  
Staff Member**

# FEBRUARY

Mon	Tue	Wed	Thu	Fri	Sat	Sun
					1	2
3	4	5	6	7	8	9
10	11	12	13	14 Valentines Day	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

# LRHA's Key Performance

Resident participation and scrutiny are encouraged by the Board to assist with shaping and improving services. TSM resident groups are being developed to complement the work by the Resident Representatives Network. The TSM Groups update will be reported to the Board going forward. The Board appointed a Resident Member onto the Operations Committee in 2023 and onto the Board in 2024.

Resident involvement and satisfaction levels illustrate significant achievement against the Corporate Strategy objective 'Residents First – Deliver high quality, resident driven services by working with residents to influence planning and decision making'. The results shown in the table below are from the Tenant Satisfaction Measures which was undertaken in 2023.



**84%** Overall Satisfaction



**82%** Well maintained home



**67%** Anti social behaviour



**91%** Safe home



**87%** Easy to deal with



**83%** Repairs - Last 12 months



**74%** Listens & Acts



**75%** Time taken Last repair



**80%** Keeps you informed



**74%** Repairs Overall satisfaction



**87%** Treats fairly & with respect



**71%** Communal areas clean & well maintained



**44%** Complaints handling



**69%** Positive contribution to neighbourhood



**65%** Promoters

Full report available on our website



I started this charity event to memorialise our grandfather Barrie Johnson. He was a hugely influential figure in my life so the drive to do this event was huge!

Getting it off the ground was surprisingly easy, I thought this would be the hardest part given that the lads haven't played together or barely seen each other in 20 years, but as soon as I explained my idea they were all in.

Gramps had an influence on them all. At some stage in their childhood, he would have taken each one to a junior football match or tournament somewhere in the country and failing that, they would have certainly seen him every week, rain or shine on the touchline cheering them on. This is a testament to how well thought of he was.

Once the team, opposition, time and date of the event were finalised, the rest fell into place quite smoothly, it's amazing what people will do for charity.

The event grew in the second year, and we tried something different still involving football. This year the event held on August 3rd will see even more success.

Gramps would hate the thought of something in his name but I hope it would bring him immense pride in seeing what has been achieved because of him and the amount of money that has been raised for the British Heart Foundation.

Liam and family  
Resident of  
Great Hale

**Charity Football match  
to raise money for the  
British Heart Foundation**

# MARCH

Mon

Tue

Wed

Thu

Fri

Sat

Sun

						1 St David's Day	2
3	4 Shrove Tuesday	5	6	7	8	9	
10	11	12	13	14	15	16	
17 St Patrick's Day	18	19	20	21	22	23	
24	25	26	27	28	29	30 Daylight Saving Time Starts Mothers Day	
31							

## LRHA and Value for Money

The 'Finance' Strategic Objective requires 'Manage our business and resources responsibly by demonstrating value for money services that meet residents needs'

Achieving value for money is important as every pound of rent collected should deliver the maximum result, which is not automatically achieved, or must not be left to chance. Value for money relies on high governance and management performance to deliver effective strategy, to ensure effective decision making maximises the use of every pound spent.

The Regulator of Social Housing has selected nine value for money metrics to be reported detailed below.

The results illustrate a reduction in reinvestment compared to the previous year which is a result of delays in the planned maintenance programme due to staff shortages within the Maintenance Team and no additional properties purchased during the year. The reduced level of planned and major repair works has also had an impact on LRHA's headline social housing cost per unit, operating margin and return on capital employed.

	LRHA 2022/23	LRHA 2023/24		Median of Benchmark Group (Prior Year)	Median National Smaller HA's (Prior Year)
Reinvestment %	3.63%	1.19%	●	3.75%	3.98%
New Supply Delivered %	0.5%	0.0%	●	0.37%	0.0%
New Supply (non-social housing) %	0.0%	0.0%		0.0%	0.0%
Gearing %	21%	20%	●	31%	15%
EBITDA MRI Interest Cover %	78%	238 %	●	162%	168%
Headline Social Housing Cost per Unit	£4,649	£3,839	●	£4,528	£5,178
Operating Margin (Social Housing Lettings Only) %	13%	25%	●	24%	13%
Operating Margin (Overall) %	14%	28%	●	22%	13%
Return on Capital Employed	1.56%	3.05%	●	2%	1.85%



In 2022 I opened Potterhanworth Scout Group. There was very little in the village for young people and I saw a need for such activity.

Since we opened the group, we have grown from strength to strength and now 65 young people aged between 4 and 14 take part in our weekly activities as well as participating in the other events and opportunities that we provide for them.

I have ensured that the group has formed a strong bond with the village church and other village groups and we have taken responsibility for maintaining the village war memorial garden and village planters, keeping Potterhanworth looking neat and tidy for the residents.

I have helped local young children to have many opportunities that they may not have had otherwise and I know from feedback received from parents that the group is benefitting from the confidence and development of our members, with some already achieving things they never knew they could.

**Volunteer for Potterhanworth Scout Group**



**Amanda  
Resident of  
Potterhanworth**

**APRIL**

Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18 Good Friday	19	20 Easter Sunday
21 Easter Monday	22	23 St George's Day	24	25	26	27
28	29	30				

This summary illustrates the financial performance for the period 1 April 2023 to 31 March 2024.

## Financial Statements

### Statement of Comprehensive Income For the Year Ending 31 March 2024

	2024	2023	
	£	£	
Turnover	2,637,753	2,393,001	Note 1
Operating Costs	(1,903,111)	(2,047,912)	Note 2
Gain on disposal of tangible fixed assets	-	46,636	Note 3
<b>Operating Surplus</b>	<b>734,642</b>	<b>391,725</b>	
Interest receivable	179	35	
Interest payable and similar charges	(359,051)	(383,707)	Note 4
<b>Surplus before Tax</b>	<b>375,770</b>	<b>8,053</b>	
Taxation	(31,281)	(6,889)	
<b>Total Comprehensive Income for the year</b>	<b>344,489</b>	<b>1,164</b>	
Actuarial losses in respect of pension scheme	(67,000)	(62,000)	
<b>Other comprehensive income for the year after tax</b>	<b>277,489</b>	<b>(60,836)</b>	Note 5

Note 1 – Income received as rent and other income on properties managed  
 Note 2 – Money spent on managing and repairing properties, office costs and paying staff  
 Note 3 – Surplus made on sale of fixed assets  
 Note 4 – Total interest paid on loans and loan fees  
 Note 5 – (Loss) / Surplus reinvested into the business

### Statement of Financial Position as at 31 March 2024

	2024	2023	
	£	£	
<b>Assets</b>			
Properties	23,209,710	23,453,632	
Other Fixed Assets	84,338	97,868	Note 1
Cash and Debtors (Net current Assets)	761,943	771,496	Note 2
Amounts falling due after more than one year	(16,154,502)	(16,696,575)	
Pension – defined benefit liability	(283,000)	(289,000)	
Other provisions	(24,690)	(21,109)	
<b>Total</b>	<b>7,593,799</b>	<b>7,316,312</b>	
<b>Reserves</b>			
Non-equity share capital	32	34	
Income and Expenditure Reserves	7,593,767	7,316,278	
<b>Total</b>	<b>7,593,799</b>	<b>7,316,312</b>	

Note 1 – Computer equipment, vehicles and office furniture etc.  
 Note 2 – Difference between bank balances, prepayments, money due and money owed falling due within one year.  
 The above is an extract from the full accounts in the Annual Report audited by Beever and Struthers' for which an unqualified management report was received.



**Dawn  
Resident of  
Pinchbeck**

We try to organise at least three big events a year for Sue Ryder with our Charity bingo nights. They are always very successful. We do one at Easter, another at Christmas and we also do a mad hatters tea party in July. I really enjoy doing these events with my friends and together we have raised a massive **£10,000**. But it doesn't stop there, I run bingo every Wednesday where we play a fun game called last man standing and the money raised from this goes to the Sue Ryder charity and the Women's refuge. I also make a cake themed to each event and this gets raffled off, and the proceeds go to buying prizes for our events. All this I do for free so every penny raised goes to the Charity. We love doing it and for such a good cause.

**BINGO!**



**Rasied £10,000  
for Sue Ryder**

**MAY**

Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1	2	3	4
5 Early May Bank Holiday	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26 Spring Bank Holiday	27	28	29	30	31	

# LRHA's Properties



**2 Bed** Total - 253  
inc shared ownership

**3 Bed** Total - 173  
inc shared ownership

**4 Bed** Total - 2

**TOTAL** 428

I volunteer at Spilsby Christian Fellowship serving the community in several ways. I help out in the food bank, where I keep the food store organised, sort/put away the collection of surplus foods and put together food parcels ready for collection. I organise the school uniform bank which is open on Friday mornings, and this allows the community to access good quality school uniform at donation cost.

As well as these roles, I run the Wednesday morning toddler session for babies to pre-school children and the Friday youth group sessions. Our aim is to support the community in all the above ways and to provide a friendly warm welcome and offer support/advice where able.

I have been trained to be a mellow bumps facilitator which means we have trained and now deliver this course to pregnant mums. We started this 3 weeks ago and have a small group of 4 parents to be. "Mellow" a national acclaimed antenatal preparation course lasts 6 weeks and is specifically just for mums to be. As a trained facilitator we are delivering this to mums to be from around 20 to 30 weeks gestation and will look at developing a relationship with their baby before birth, baby development and their emotional well-being. It gives them a great opportunity to meet some other mums to be too.

I've had the opportunity to do the "Make It Real" course with Judith where we are now both trained to aid the community in sessions for pre-school children and the main aim of this is to raise early achievement in literacy in a fun way and encourage them to do this at home. We plan on starting this in September.

**Volunteer at Spilsby Christian Fellowship**



**Vicki  
Resident of  
Franklin Gardens**

**JUNE**

Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15 Father's Day
16	17	18	19	20	21 Summer Solstice	22
23	24	25	26	27	28	29
30						

## Approach to improving energy efficiency

LRHA worked with the Carbon Trust to develop a Decarbonisation Strategy in 2022, this strategy was adopted by the Board of Management in December 2022. It provides the road map to achieving net zero carbon emissions over the next 30 years.

To deliver the Decarbonisation Strategy, will mean reviewing and adapting our approach across every area of the business operation. In terms of our homes, we must understand in detail the condition of the properties, what investment is required to improve the performance of each home in terms of energy efficiency and in total for the property portfolio overall.

In 2023, the work to deliver the strategy began, it is being achieved by a partnership with Trademark Property Services Ltd, who will be completing Stock Condition Inspections and Retrofit Assessments. The Retrofit Assessments involve a series of steps to evaluate the structure identifying opportunity for improvement, upgrade or modification to enhance energy efficiency, compliance and overall performance.

While the inspection programme is completed, investment continues via planned maintenance with two developments of homes having new PVCu windows and doors, and new storage heaters in 2023. The challenge ahead is difficult and timeframes may need to be amended in the future, but this work is critical to our residents and the future of small rural communities across Lincolnshire.

## DHS and H&S Legislation

The approach to asset management at LRHA, our intent in all maintenance and repair activities on each of the homes in the property portfolio, is to ensure the safety of our residents, ensuring we comply with all legal and regulatory responsibilities and provide high quality service.

The Decent Homes Standard (DHS) is a technical standard for housing association properties across England to meet. It is important to LRHA that all of our homes achieve the DHS and property visits by maintenance staff including stock condition surveys are used to check compliance with the standard.

We plan our maintenance and repairs activities to ensure the standard is met or exceeded in all homes. It is a minimum standard and has distinct limitations, for example in relation to environmental works and energy efficiency. We aim to exceed this standard with a focus on resident financial health, environmental sustainability and warm, healthy homes.

The management of health and safety in our different roles as a maintenance contractor, landlord and employer is supported by BrightSafe, and the knowledge and skills of our experienced staff internally. It is critical to LRHA that all stakeholders affected by our range of operational activities are safe throughout the duration of the works being completed.

If our Property Maintenance Technicians are working in your home undertaking a bathroom or fitted kitchen refurbishment, we will always assess any risks and discuss our actions with you ahead of time. It is important that the process is safe, a positive experience for residents and provide high quality work.

Hi, I'm Emma!  
 I volunteer at the New Life Community Church and Well-being Hub 2-3 times a week during term time. Myself and the other workers/volunteers are there to help people in many different ways, whether it's a need to use the food bank, coming in to meet new people and beat loneliness, or being signposted to mental health support in our area, amongst many other services available. I found the centre when I was in need around 6 years ago and the help I received was amazing, so I wanted to get involved and give back to the community.



**Emma  
 Resident  
 of Spilsby**

**Volunteer at  
 New Life, Spilsby**

# JULY

Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

## Headline Performance at LRHA

Corporate Strategy performance and achievement is detailed in the Annual Report.

The Board regularly monitors key performance indicators (KPI's) throughout the year. Particularly strong performance was delivered in income recovery, back-to-back lettings, and low voids, which reinforced financial viability and the 'Finance' Objective.

At the end of the financial year all properties available for letting were occupied. There were 15 re-lets during 2023/24, one of which incurred a void period of two weeks in total. This provides evidence that the use of assets has been significantly maximised, particularly taking account of the rent collected.

Rent arrears net of Housing Benefit and Universal Credit at year end were 0.72%, again placing LRHA amongst the highest achievers in the sector. Staff focus was on assisting residents to sustain their tenancy. The Tenant Satisfaction Survey results further illustrate significant achievement with 11 out of 12 responses being in the top quartile when compared to peers.

The Association's ongoing compliance with the founding principle 'to be of benefit to rural communities' in May 1986 ensures residents are at the heart of LRHA. Assisting residents to sustain their tenancy during a difficult year was important and there were no evictions.

Strong performance against repair KPIs, the high level of investment in maintenance, the development of the decarbonisation strategy and the commencement of stock condition surveys and retrofit assessments for all properties evidences delivery of the Homes Objective.

The Regulator of Social Housing requires housing associations to 'ensure effective governance arrangements that deliver their aims, objectives and intended outcomes for Tenants and potential Tenants in an effective, transparent and accountable manner'. Our Board and Committee Membership comprise of people with diverse backgrounds and attributes, having regard to the diversity of the communities LRHA serves. They include people with direct lived experience of, or particular insight into the communities served by LRHA. The results of the Board and Committees 360 Degree Appraisal of its group performance illustrated high standards of governance, and achievement of the 'Governance' Objective.

Continued commitment to the Investors in People (IIP) framework, achievement of the IIP Gold award in September 2022, the development of the People Strategy and staff survey results illustrate achievement of the 'Continuous Improvement' Objective.

In July 2024 the Board agreed the following three strategic priorities:

- Priority 1 – Growth
- Priority 2 – Investment in existing stock
- Priority 3 – Collaborative opportunities

The Business Plan is being revised following the Board's decision.



Following a short period in the nursing profession, when Chris moved into management of community services in the charity sector, he wanted to continue to give back to the front line and, therefore, joined East Midlands Ambulance Service. Chris has been a Community First Responder (CFR) for over 10 years. CFRs are trained by the Ambulance Service and dedicate their free time voluntarily to saving lives in their local community. CFRs are trained and dispatched by East Midlands Ambulance Service. All of our CFRs carry equipment, including a defibrillator and oxygen, together with equipment to manage an airway or clinically assess a patient and respond to their immediate needs.

Chris, along with other experienced CFRs, has undergone additional training to administer drugs in critical situations such as severe asthma attacks and for pain management. They are also equipped to handle traumatic injuries like falls, burns, and cuts. This diverse skill set ensures that they can provide comprehensive care in a variety of emergency situations.

Chris played a pivotal role in the establishment of the Trent District CFR group. This group was formed in response to the growing need for emergency response in a large geographical area, encompassing most of Nottingham City and Rushcliffe. Just like the Ambulance Service, CFRs, including Chris, are ready to respond to any patient, anywhere, regardless of age. This initiative reflects the community's proactive approach to ensuring the care and well-being of its residents.

“ Our role is to save lives, and so wherever we are the closest resource, we will support the Ambulance Service in answering a call for help. That said, most of our calls are to incidents in the towns and villages in our area. It is, therefore our families, friends, neighbours and colleagues who benefit from the care we provide. ”



**Chris  
LRHA Board  
Member**

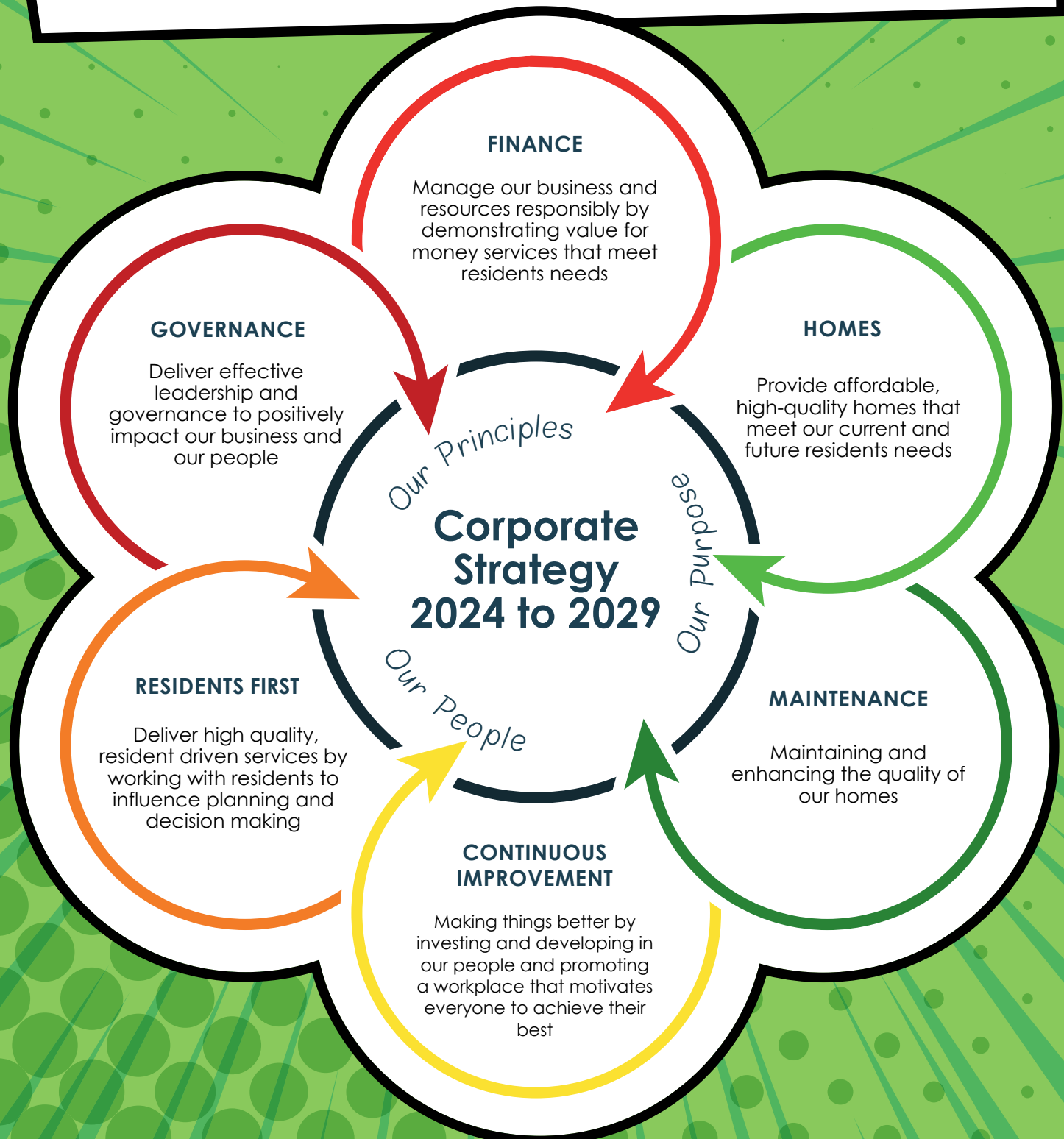
**Community first responder for East Midlands Ambulance Service**

# AUGUST

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25 August Bank Holiday	26	27	28	29	30	31

# LRHA Strategy

The Board of Management's objective is to maximise delivery of the Corporate Strategy whilst sustaining long term viability and providing Value for Money (VfM). The Corporate Strategy relies on continued governance effectiveness, taking account of statutory and regulatory compliance, and ensuring debt servicing and operating costs are sustainable. The Corporate Strategy seeks to ensure existing properties are well maintained and achieve decarbonisation targets where financially viable and practically possible, whilst the development and acquisition of additional affordable homes is maximised.





My volunteering has changed over time, I previously volunteered with young offenders but my volunteer activities are now centred around growing and donating food from my allotment. When we have the inevitable glut of produce our allotment association supports a "Crop Drop" scheme that takes our fruit and vegetables and distributes them to local residents in the area via food banks, food clubs and local schools, assisting more than 200 families every week. The crop drop scheme allows people access to more fresh fruit and vegetables as well as the opportunity to try different types of produce that they may never have tried.

This has now developed into helping people become involved in the growing of their own vegetables as we help to make raised beds and plant fruit, vegetables and herbs in communal areas for anyone to pick and use. The local community are asked to keep an eye on the beds with some light weeding and watering and in so doing we have seen that there is the added benefit that this community involvement helps to combat loneliness and has got neighbours talking while weeding, watering and picking.

**What could be better than this; fresh air, light exercise, the opportunity to chat and meet people, followed by the chance to pick your own fresh fruit, vegetables and herbs followed by a tasty home cooked meal from your labours.**



**Lesley Robinson  
Chair of LRHA**

**Volunteer donating food from community allotments**

# SEPTEMBER

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

# LRHA's Governance Team

## Board of management



**Lesley Robinson**

Chair  
3rd term ends  
2025



**Kevin Hornsby**

Deputy Chair  
1st term ends  
2025



**John Baker**



**Clare Harrington**



**Drew Cook**

2nd term ends  
2025



**Rachael Fullwood**

Chief  
Executive



**Hugh Unwin**

1st term ends  
2025



**Nicholas Doyle**

1st term ends  
2025



**Alex Fury**

1st term ends  
2025



**Christopher Rennison**

1st term ends  
2025



**Robert Anderson**

3rd term ends  
2026



**Christine Paxton**

1st term ends  
2025

## Remuneration & Nominations Committee



**Drew Cook**

Chair



**Lesley Robinson**



**Christopher Rennison**

## Audit & Risk Committee



**Robert Anderson**

Chair



**Drew Cook**



**Alex Fury**



**John Baker**

## Operations Committee



**Christine Paxton**

Chair



**Clare Harrington**

Deputy Chair



**Jonathan Lovelle**

Independent



**Kevin Hornsby**



**Hugh Unwin**

1st term ends  
2025



I have worked for a lot of different voluntary groups and charities over the years. I have recently joined the Patient Participation Group (PPG) at Branston Surgery in the last few months. The PPG is a group of patients who volunteer to be the voice of the patients. They work alongside the practice to support, offer advice and ensure the patient's voice is heard. I am also a School Governor of the village primary school and have done this since 2012. I am now on the Chair of Governors. This role is primarily to support the school and provide strategic direction.

As well as being Governor at the primary school, I have recently been appointed Governor at the local secondary school too.

I have Previously been part of a local charitable foundation within the village.

**Richard  
Resident  
Potterhanworth**



# OCTOBER

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26 Daylight Saving Time Ends
27	28	29	30	31 Halloween		

# LRHA's Staff Structure



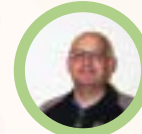
**Chief Executive**  
Rachael Fullwood



**Deputy Chief Executive & Secretary**  
Michelle Turner



**Executive & Governance Assistant**  
Sam Riggall



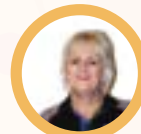
**Head of Operations**  
Andy Haime



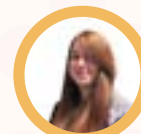
**Income Manager**  
Marji Scott



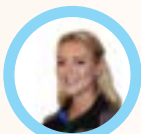
**Finance Officer**  
Helen Sorby



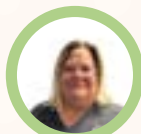
**Resident Engagement Manager**  
Katie Taylor



**Resident Engagement Assistant**  
Samantha Jarvis



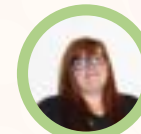
**Communications Specialist/  
Finance Support**  
Olivia Apletree



**Operations Support**  
Trudi Wood



**Property Maintenance Assistant**



**Housing Repairs Co-ordinator**  
Keyleigh Fountain



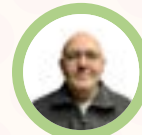
**Executive Support**  
Jane Allewell



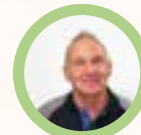
**Executive Support**  
Lee Hynes



**Maintenance Technician**  
Darren Wilson



**Maintenance Technician**  
Gary Boughen



**Maintenance Technician**  
Terry Jollands

Hi, my name is David Bruce and I am the founder of Bro Pro UK. Bro Pro is a men's mental health & wellbeing project. We opened our doors 4 years ago in Spilsby at the New Life Centre. We now offer meetings all over the county, in more than 15 locations too.

Bro Pro UK is a safe place for men to meet, socialise and talk. You can come for support, signposting into services or simply have fun and make new friends.

All our locations can be found at [www.haylincolnshire.co.uk](http://www.haylincolnshire.co.uk) as well as 100s of other wellbeing groups/projects across Lincolnshire.



**David  
Resident of Spilsby**

**BRO  
PRO  
UK**

**Founder of Bro Pro UK**

# NOVEMBER

Mon	Tue	Wed	Thu	Fri	Sat	Sun
					1	2
3	4	5 Guy Fawke's Night	6	7	8	9
10	11 Remembrance day	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30 St. Andrew's Day

# LRHA's 2023/2024 Annual Review

We have a 'social heart and business head'; that is, we are a commercially minded organisation, which also recognises social value. We have an organisation-wide dedication to maintaining financial sustainability. We demonstrate empathy with our residents and deliver a relational rather than transactional way of working with residents. We have a commitment to an intelligence-led approach in terms of priorities and effort, with an ability to capture efficiencies that don't negatively impact on residents wherever possible.

An affordable, healthy home is the foundation for a decent life. It's about more than just a roof over your head, having a home allows us to put down roots in a community. It's the stable foundation we all need to build our lives. LRHA's strategy seeks to enable access to homes in rural communities for people unable to afford a property on the open market.

The lack of homes for local people has severe impacts on rural communities, rural businesses, and the economy in rural areas and is considered a key contributor to the current labour shortages in agriculture, tourism, and hospitality.

There are many significant challenges to the sustainability of rural communities, including high and increasing house prices, low wages, seasonal rental, high levels of second home ownership, education challenges, an ageing population, and limits in digital and physical connectivity.

The challenges in rural communities push people out of communities they know and love, house prices in the countryside have increased at close to twice the rate compared to urban areas with an average house costing 16 times more than the average income. The above challenges mean that many people in rural areas leave for urban areas against their will, or experience homelessness, at which point their needs are higher.

Our properties offer long-term stability in rural areas, where life is more expensive and work can often be insecure and seasonal; and above all allow our residents to plan for their future. Our properties can often allow our residents to live much closer to their family, friends, and workplace; as well as providing some with a route out of cramped low quality conditions in the private rented sector and transforming their mental and physical health.

By giving our residents the ability to put down roots, our properties help sustain communities and create a community that is both diverse and closely-knit. And with the right to stay in their homes for years, residents have the chance to get to know their neighbours and become a real part of the community, helping to sustain local amenities like primary schools, shops, post offices, and even pubs stay open, maintaining a flourishing sense of community spirit. This is why social housing is so important to LRHA's vision for thriving and sustainable rural communities, and why we are proud to be a specialist rural housing provider.

# COMMUNITY HEROES

**IN WAITING...**

**Contact us if we can help you make a difference in your community**

**Contact  
olivia@lrha.co.uk**

## DECEMBER

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21 Winter Solstice
22	23	24 Christmas Eve	25 Christmas Day	26 Boxing Day	27	28
29	30	31 New Year's Eve				

# LRHA's 2023/2024 Annual Review

This Annual Review is a summarised version of the Annual Report, which is the detailed account of LRHA's operations and activities throughout the financial year ended 31 March 2024.

LRHA, as other housing associations, has a significant impact, and is accountable and responsible to the communities served. The Annual Review and Report illustrates how LRHA has contributed social value, or non-financial positive impacts, to rural communities and people.

LRHA is a specialist housing association created in 1986 for the 'benefit of the community', and in particular local rural communities; to provide affordable housing for rural people in need. LRHA has remained an independent organisation, strictly observing the founding principles by development, ownership, and management of homes. After more than 37 years LRHA's founding principle, overall objective, and social purpose remains the same.

LRHA are socially motivated, we are steadfast in our commitment to ensuring our residents are at the heart of what we do and upholding our beliefs of being an organisation who is innovative, caring, and excellent at our work. LRHA's Mission is 'To Provide Energy Efficient Homes for Rural People in Need', with a Vision of 'Helping to Maintain Sustainable Rural Communities'.

# CALENDAR

2026

## January

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

## February

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

## March

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

# ANNUAL Review

2025

