

Member Spotlight

December 2024

Lumensol



lumensol





Member Spotlight - Lumensol

We asked Martin Baker, Director of Operations and Transformation Services at Lumensol to share some of the work they are currently doing.

If you'd like to contact Martin about any of the below, click [here](#)

It would be great if you could tell us a little bit about your organisation, what you do and when you started. What you offer to our Landlord member Organisations.

Lumensol are a multi-disciplinary consultancy specialising in Social Housing, providing a range of services to Housing organisations and Local Authorities. These include Strategic guidance on areas of key service delivery such as Procurement, Commercial and Financial support, Data Analytics, redesigning internal resource teams and Operations, and delivery of comprehensive Asset Management activities such as Building Safety, Compliance and Decarbonisation funding & solutions. Lumensol was formed in 2018 and has continued to grow on the back of delivering successful projects and services with a team of 70+ consultants.

When do you feel there has been a time that engagement has made a “real” difference to the services you provide and the people and communities you work in.

As Lumensol is a consultancy supporting client organisations, our impact is through the guidance and services we provide, rather than direct to residents. However, we do undertake resident engagement across several functions and encourage our clients to ensure tenant engagement throughout either the individual project or service transformation. An example of this would be our Procurement team – who incorporate resident engagement through specification panels, tender scoring members, scrutiny contributions and placing tenant requirements in the heart of procurements from individual service streams through fully outsourced R&M and Housing Services models.

Are you currently working or have worked on a great engagement piece of work which you'd like to share with us?

We are currently supporting a London Borough with a significant Transformation programme across several delivery areas of their Housing service. These have included tenant participation in defining service levels and selection of supply chain and are now progressing to a comprehensive Decarbonisation strategy, including funded solutions and hard to treat properties – with tenants actively contributing to effective communications and planning activities. These activities all support preparation for In Depth Assessments undertaken by the Housing Regulator to ensure the provision of homes that are warm, safe and well maintained - and we now offer this service to help ensure residents are being treated fairly and actively involved in this process.

Why did you decide to join Tpas?

If you have any questions regarding this document or if we can help in any other way, call us on **0161 868 3500** or email info@tpas.org.uk



We wanted to ensure that we (our staff) are always aware that tenants are always the recipient, or end customer, to what services we deliver and to ensure that these services consider, respect and deliver for the client's tenants needs, as well as the organisation as a whole.

What would you say are your top resident engagement tips which may inspire others.

We have found that by building in tenant engagement and requirements into service panels, options appraisals for how services will be designed and delivered in the future, tender scoring or scrutiny activities – we can ensure tenants are directly involved and have direct influence. A key part of resident engagement is to be as open and transparent as possible, being clear on what they are participating in designing or determining, or when being consulted on the outcome sought. We find it important to provide all relevant information and in a way that tenants and wider residents groups can access as much, or as little information as they wish – by providing short summary versions and larger, more detailed information for those that prefer greater detail.

What's the one thing you are really proud of in your organisation when it comes to engagement?

One aspect I am really proud of is that we are constantly evolving and increasing our service offering to clients and residents. We provide significant data analytics and reporting that is improving performance and visibility of safety and compliance within residents' homes for both clients and tenants. We are delivering the digital transformation of clients Housing IT systems to enable connected data and a single source of truth approach that will provide tenant self-serve opportunities with improved access to services and property information. This is in turn supporting the future delivery of services aligned to all aspects of the Consumer Standard requirements and their purpose – to protect tenants and improve the services they receive.