

Lee Housing Association Newsletter December 2008

STAFF NEWS

Dear Resident,

We are delighted to inform you of the appointment of Annette Henry our new Housing Management Volunteer. Annette Henry started work with Lee HA on the 6th October 2008.

She will assist Lee HA with housing management duties and this opportunity will enable her obtain useful housing management experience.



Annette Henry
Housing Management Volunteer

LEE HOUSING ASSOCIATIONS OFFICE

We have improved our offices and made it fully accessible to people with disabilities. We are now wheelchair accessible, we have a bell if you need assistance, and we have a hearing loop.

If you think that we can do more to improve your comfort and access to our services, please let us know.

RENTAL PAYMENTS

- *Lee HA rent arrears are still high in comparison with the average in the sector. Rent arrears have however recently reduced, and we would like to thank those tenants who consistently pay their rent.*
- *Your rent provides us with income to repair your homes and maintain them in a decent condition.*
- *We will continue to take a robust approach to deal with tenants that do not pay and failure to pay your rent could lead to action taken against you, which could ultimately lead to you losing your home.*
- *We are here to help, so please do not hesitate to contact us.*

Residents Panel Meeting

All tenants are invited to the Lee Housing Association resident panel meeting. It is your opportunity to give us some feedback about your tenancy, the quality of service we provide, maintenance issues and be consulted on policies.

We will be holding a residents panel meeting on

Monday 15th December 08 at 6.00pm, at Lee Housing Associations Offices.

The agenda will include our Complaints Policy, information leaflets, the sign up checklist and tenants training.

A prize draw of all attendees during the year to March 2009 will take place, with two winners getting a £25 Tesco voucher, which can be spent in your local Tesco.

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TENANTS IN CREDIT (PAY YOUR RENT IN ADVANCE)

Lee HA have a quarterly prize draw at the end of each quarter, with one tenant winning a £100 cash prize. The winner of the prize draw at the end of quarter 2 2008:09 (September 2008) was Ruqiya Juma a tenant at Fillebrook Avenue.

Pay your rent in advance in line with your tenancy agreement, keeping your rent account in credit, and you could be the next winner. The next prize draw will be held at the end of quarter 3, December 2008.



Ruqiya Juma, Fillebrook Avenue Tenant. Winner of Prize Draw September 2008 with Richard Newbold, Housing Officer, Lee HA

POLICIES AND PROCEDURES

Some of Lee HA policies have recently been reviewed or approved.

The following policies were recently approved by Lee HAs board:

the asbestos policy, the squatters and unauthorised occupants policy and the suggestions, compliments and complaints policy.

If you would like a copy of any of these policies please contact the Lee HA office. If you would like a copy of the customer care charter please contact the Lee HA office on 020 8805 0548 or e mail reception@leeha.co.uk

RETURN OF FURNITURE AND KEYS TO LEE HA

FURNITURE

It has come to our attention recently that some of our tenants in shared accommodation are discarding furniture provided by the association. We are delighted that some tenants are upgrading their furniture improving the properties, however throwing out furniture we provide is wasteful and could result in increasing your service charge.

Please let us know if you have furniture you no longer need and we will arrange to take it off you.

KEYS

Similarly, we would like to ask that you return old keys to Lee HA when a lock change is carried out. We carry out lock changes when for example a tenant loses their key, or a tenant abandons a room. Please could you ensure that you return your old keys, as it is possible for us to re-use these keys. Lee HA has to pay for keys to be cut, so you will be assisting us to save money if you return the old keys to us.

RESIDENT INVOLVEMENT

(TRAINING)

Lee HA are committed to the training of residents in resident involvement activity. Last year five tenants attended a training course on residents involvement.

If you would like to attend a training course sponsored by Lee HA please contact Anthony Ogbue, Housing Services Manager on 020 8805 0548. Courses currently being considered include Housing Finance and Equality and Diversity.

Planned Maintenance Programme 2008:09

Car Parking at Swan House

Lee Housing Associations planned maintenance programme is designed to improve its accommodation, meet the governments decent homes standard and improve the environment where our properties are located.

Over the next month or two we will commence with the renewal of bathrooms and washing facilities in 12 properties. Due to budgetary constraints we have had to cut back on some of this years programme. Please contact the Maintenance Manager if you would like to obtain details of the amendments to the programme.

Thanks to your cooperation we have managed to complete 100% of our gas servicing programme. We have also carried out an independent test of 10% of those that were serviced.

Car parking controls were introduced in Swan House on the 1st July 2008.

Some residents complimented Lee HA on the introduction of the service which has led to a reduction of the number of cars parked on the estate.

A number of Swan House residents have however complained about several issues in relation to the current parking scheme.

Lee HA Officers reviewed the operation of the scheme. From the 3rd November 2008, permits have been issued from the Lee HA offices, and amendments were made to the parking control scheme. Please contact the office if you would like details of the operation of the scheme or if you would like to apply for a resident or visitors permit.

A review of the service will be carried out in January 2009, so please feedback any comments you may have.

KEY PERFORMANCE INDICATORS

We currently monitor our performance on a number of key areas of operation including rent arrears collection, lettings, maintenance response times and number of resident panel meetings in the year.

Our performance at the end of September 2008 has not been as good as the previous quarters performance.

Rent arrears were 6.92% at the end of September 2008 which is not as good as 6.43% at the end of June 2008.

This means that 6.92% of all the rent we could have collected from our current tenants is still owing.

Our **lettings** took an average of 26days to let a property. This is not as good as the previous quarters performance of 15 days.

Our performance on maintenance has remained good this quarter.

Maintenance Response Times:

Emergency Repairs: 100%

Urgent Repairs: 97.03%

Routine Repairs: 98.96%.

This represents the percentage of repairs completed within target response times of 24hrs, 5days and 20 days respectively.

LEE HOUSING

GENERAL OFFICE OPENING HOURS

The offices of Lee Housing Association are normally open:

Monday 9.30am to 8pm Tuesday, Wednesday, Thursday 9.30am to 4pm Fridays 9.30am to 1pm.

RESIDENTS FEEDBACK

- We value your views,
- Please let us know,
- How can we improve the newsletter?
- What would you like to hear about in the Lee Housing Association newsletter?
- Drop your comments in the suggestion box at reception or come and talk to us.

To get a copy of this in your language please tick one box <input type="checkbox"/> , write your name and address and send this to the address shown	Bu belgenin kendi dilinizde bir örneğini edinmek için kutulardan birini <input type="checkbox"/> işaretleyiniz, adınızı ve adresinizi yazdıktan sonra aşağıdaki adrese yollayınız. Turkish <input type="checkbox"/>
Si aad u hesho nuqul ama koobi luqaddaada ku qoran fadlan hal sanduuq sax <input type="checkbox"/> , oo soo qor magacaaga iyo cinwaankaaga dibna ugu soo dir cinwaanka hoosta lagu muujiyey. Somali <input type="checkbox"/>	Që të merrni një kopje të kësaj në gjuhën tuaj, ju lutem shënoje shenjën në një katror <input type="checkbox"/> , shakruajeni emrin dhe adresën tuaj dhe e dërgoni këtë në adresën e paraqitur Albanian <input type="checkbox"/>
এটির একটি কপি আপনার নিজের ভাষায় পেতে চাইলে অনুগ্রহ করে একটি বাক্সে টিক চিহ্ন দিন <input type="checkbox"/> , আপনার নাম ও ঠিকানা লিখুন এবং এটি উল্লেখিত ঠিকানায় পাঠিয়ে দিন। Bengali <input type="checkbox"/>	Pour obtenir un exemplaire de ce document dans votre langue, il vous suffit de cocher la case indiquée <input type="checkbox"/> , de préciser vos nom et adresse et de renvoyer le tout à l'adresse indiquée. French <input type="checkbox"/>
برای دریافت نسخه ای از این جزوه بزبان خود، لطفاً يك خانه را علامت زده و با ذکر نام و نشانی خود آتراً به نشانی مندرج ارسال دارید. Fari <input type="checkbox"/>	Για να αποκτήσετε αντίγραφο στη γλώσσα σας, σημειώστε το αντίστοιχο κουτάκι με <input type="checkbox"/> , γράψτε το ονοματεπώνυμο και τη διεύθυνσή σας και στείλτε το παρόν στην παρακάτω διεύθυνση Greek <input type="checkbox"/>
Pentru a putea obține această copie în limba dvs. vă rugăm să bifați în locul prevăzut <input type="checkbox"/> , să indicați numele și adresa dvs. și să expediați aceasta la adresa indicată. Romanian <input type="checkbox"/>	Aby otrzymać egzemplarz w swoim języku, należy zaznaczyć to w odpowiedniej kratce <input type="checkbox"/> , podać imię i nazwisko oraz swój adres i wysłać zamówienie na wskazany tu adres. Polish <input type="checkbox"/>
Other language <input type="text"/>	Tape <input type="checkbox"/> CD <input type="checkbox"/>

CONTACT US

Telephone: 020 8805 0548; Visit our website @ www.leeha.co.uk

Our website has been updated recently, so please have a look and tell us what you think.

Send us an e mail: reception@leeha.co.uk

Out of hours (Emergency) Repairs: 01992768913

OFFICE CLOSING TIMES XMAS 2008

"Please note that the office will be closed on the following days over the Christmas period"

Wednesday 24th December 2008

Thursday 25th December 2008 (Bank Holiday)

Friday 26th December 2008 (Bank Holiday)

And

Wednesday 31st December 2008

Thursday 1st January 2009 (Bank Holiday)

