

# Lee Housing Association Newsletter December 2009

## TENANTS RECEPTION

Lee HA held a tenants reception on the 23rd September 2009 at Vincent House, Ponders End EN3. We would like to say thank you to all those tenants who attended and gave us feedback on the services that we provide. We will endeavour to use the information obtained to improve the services that we offer.

24 tenants, thirteen board members, members of staff and some shareholders attended the meeting which provided an opportunity for all parties to meet and discuss issues of concern. Feedback received from tenants with regards to the event was generally positive.

Lee HA will hold a tenant reception once a year, and would like to ask that tenants come along and assist us in improving the services we provide.

## Residents Panel Meeting

Lee Housing Association holds four resident panel meetings each year. This is an opportunity for tenants to input in the process of developing policies and procedures, and to give Lee HA useful feedback which we can use to improve the services we deliver. **The meetings for the year to March 2010 will be held on the**



Lee HA Housing Officer and tenant



Lee HA Housing Administrator and tenant

## 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.

### Inside this issue:

|                             |   |
|-----------------------------|---|
| Tenants Reception           | 1 |
| Residents Panel Meeting     | 1 |
| Polices and Procedures      | 1 |
| Find and Compare Landlords  | 2 |
| Key Performance Indicators  | 3 |
| Planned Maintenance 2009:10 | 3 |
| Office Closing Times        | 4 |

**26th October 2009, 14th December 2009 and on the 29th March 2010.** A prize draw of all attendees during the year to March 2010 will be held at the March 2010 meeting with two tenants winning a £25 Tesco voucher.

## TSA: FIND AND COMPARE LANDLORDS

The tenants services authority is the regulator of housing associations.

They have recently launched a website which allows you to find and compare landlords in your area.

This tool allows you to find social landlords in your area, using a postcode. You will also be able to compare average rent levels of housing associations locally, and satisfaction levels overall and with repairs. Please visit the website on:

[www.tenantservicesauthority.org](http://www.tenantservicesauthority.org)

## TRAINING OPPORTUNITIES COME TO ENFIELD

Are you between 18 – 24 and have been receiving Job Seekers Allowance for 39 weeks? Do you want the opportunity of a 26 week work experience placement and be paid at minimum wage? Would you like a **FREE** laptop and the opportunity to study 5 on-line courses of your choice? If so, please contact Bev Burden by e-mail [b.burden@htcic.org](mailto:b.burden@htcic.org)

He will need to know your NI number to check your eligibility for the project. There are 100+ fantastic work experience opportunities available with local employers in a variety of sectors – retail, logistics, creative, manufacturing

## 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 2009:10 (September 2009) was a tenant at Alma Road.

Pay your rent in advance in line with your tenancy agreement, keeping your rent account in credit, and it could be you.

## Policies and Procedures

Lee HA has revised its Allocations and Resident Selection policy to:

- Make it more focussed;
- Provide details of how we let properties; and
- Give Officers clear guidance on the processes involved.

If you would like a copy of this policy 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](mailto:reception@leeha.co.uk)

## Repairs Satisfaction Survey Questionnaire

Lee Housing Association currently send a repair satisfaction form to all tenants that report a repair.

The feedback form assists us in ensuring that the repairs and maintenance service that we provide is efficient.

Please can you complete the form if one is sent out to you, further to your report of a repair.

A quarterly prize draw is held with one tenant selected at random winning £50.

## Pay Your Rent By Standing Order

Pay your rent by standing order for one full year, and Lee HA will credit your rent account with £20.

Paying by standing order allows you to have a guarantee that your rent is paid, without continuously having to come into our offices.

If you would like to take up this payment option please can you contact your Housing Officer on 020 8805 0548

---

## Planned Maintenance Programme 2009:10

Lee Housing Association has developed a planned maintenance programme for the new financial year commencing in April 2009.

In the year to March 2010, we need to ensure that we carry out works to our properties to ensure that we meet the governments decent homes standard by 2010.

We have completed installing new kitchens in five properties and will commence with works to bathrooms in ten properties in January 2010.

We will also be commencing a window replacement programme in seven properties in January 2010. Boilers and water heaters in twenty eight properties will also be replaced with this programme also commencing in January 2010.

If you would like to know more about the decent homes standard, or the planned maintenance programme for the year, please contact your Housing Officer on 020 8805 0548.

Please also contact your Housing Officer if you would like Lee HA to consider carrying out some works in your property in next years programme.

## Tenant Services Authority National Standards for Social Housing

The tenants services authority, TSA, is the regulator of housing associations. They are introducing a new standard which will apply from spring 2010 that all housing associations will be expected to meet. The standards cover six key areas.

The six areas include a tenant involvement and empowerment standard; a home standard; a tenancy standard; a neighbourhood and community standard; a value for money standard; and a governance and financial viability standard.

The TSA will place an emphasis on discussions between landlords and tenants with the aim being an improvement in the quality of services delivered.

## 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 June 2009 has been better than the previous quarters performance in some areas, but not as good in other areas.

**Rent arrears** were 6.99% at the end of September 2009 which is not as good as 5.46% at the end of June 2009.

This means that 6.99% of all the rent we could have collected from our current tenants is still owing.

Our **lettings** took an average of 26.8 days to let a property. This is not as good as the previous quarters performance of 23.8 days.

Our performance on maintenance has remained good this quarter.

Maintenance Response Times:

Emergency Repairs: 100%

Urgent Repairs: 97.48%

Routine Repairs: 98.13%.

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

**You can find performance information for the last three years on our website: [www.leeha.co.uk](http://www.leeha.co.uk) under the tenants information section.**

# 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.**

## Resident 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.

|   |   |   |
|---|---|---|
| <p>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</p>  | <p>Bu belgenin kendi dilinizde bir örneğini edinmek için kutulardan birini <input type="checkbox"/> işaretleyiniz, adınızı ve adresinizi yazdıktan sonra aşağıdaki adrese yollayınız.</p> <p><b>Turkish</b> <input type="checkbox"/></p>                          |   |
| <p>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.</p> <p><b>Somali</b> <input type="checkbox"/></p>      | <p>Që të merrni një kopje të kësaj në gjuhën tuaj, ju lutem shënoje shenjën në një kator <input type="checkbox"/>. shakruajeni emrin dhe adresën tuaj dhe e dërgoni këtë në adresën e paraqitur</p> <p><b>Albanian</b> <input type="checkbox"/></p>               |   |
| <p>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 উদ্দেশিত ঠিকানায় পাঠিয়ে দিন।</p> <p><b>Bengali</b> <input type="checkbox"/></p>                     | <p>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.</p> <p><b>French</b> <input type="checkbox"/></p> |   |
| <p>برای دریافت نسخه ای از این جزوه بزبان خود، لطفاً يك خانه را علامت زده و با ذکر نام و نشانی خود آنرا به نشانی مندرج ارسال دارید.</p> <p><b>Fari</b> <input type="checkbox"/></p>  | <p>Για να αποκτήσετε αντίγραφο στη γλώσσα σας, σημειώστε το αντίστοιχο κουτάκι με <input type="checkbox"/>. γράψτε το ονοματεπώνυμο και τη διεύθυνση σας και στείλτε το παρόν στην παρακάτω διεύθυνση</p> <p><b>Greek</b> <input type="checkbox"/></p>            |   |
| <p>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.</p> <p><b>Romanian</b> <input type="checkbox"/></p> | <p>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.</p> <p><b>Polish</b> <input type="checkbox"/></p>                  |   |
| <p><b>Other language</b><br/><input type="text"/></p>   | <p><b>Tape</b> <input type="checkbox"/></p>   | <p><b>CD</b> <input type="checkbox"/></p> |

## Contact Us.

Telephone: 020 8805 0548

E mail: reception@leeha.co.uk

Website: www.leeha.co.uk

Our website has been updated recently.

## Out of hours (Emergency) Repairs:

**Linbrooks : 07971136781**

### Xmas 2009 - Office Closure Times:

**Please note that the Lee HA office will be closed on the following days over the Christmas period 2009:**

**Thursday 24th December 2009 CLOSED**

**Friday 25th December 2009 CLOSED**

**Monday 28th December 2009 CLOSED**

**Thursday 31st December 2009 CLOSED**

**Friday 1st January 2010 CLOSED**