

# Lee Housing Association Newsletter September 2009

## ANTI SOCIAL BEHAVIOUR

Lee HA has recently experienced an increase in anti social behaviour on the Swan House estate. Anti social behaviour includes noise nuisance, intimidation and harassment, threatening behaviour and physical attacks. Working in partnership with the local safer Neighbourhood team of the Metropolitan police, we will look to ensure that our tenants and their visitors have a safe and peaceable environment in Swan House and all our properties.

We would like to take this opportunity to remind tenants to stop perpetrating incidents of anti social behaviour and note that you are responsible for the behaviour of your visitors. Lee Housing association will take legal action against tenants responsible which could lead to tenants losing their homes (eviction).

## 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**

## Tenants Survey

Lee Housing Association will be carrying out a survey of all residents in the months of October and November 2009. The survey will be carried out by Feedback (National Housing Federation).

The survey gives you the opportunity to tell us how you feel we are performing in the key areas like maintenance, allocations and lettings and rent.

Please could you assist us by completing and returning the survey as soon as you receive it. A prize draw of surveys completed by the closing date will be held with three tenants winning a £50 prize.

**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.

## 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.*

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## Kitchen Worktops

We have noticed that several kitchen work tops have been damaged by tenants in some of our properties.

Some of the kitchens have recently been installed by Lee Housing Association at a considerable cost, and it a waste of resources if damage is carried out by tenants soon after the completion of works to improve our properties. Please can you ensure that you do not put hot pots and pans on the kitchen worktops when you are cooking.

Help us to look after our properties.

## Lee HA Move On Scheme

From October 2009, Lee Housing Association will be working in partnership with the London Borough of Enfield to provide move on accommodation from one of the local authority supported housing schemes.

This will enable the local authority to free up space that is required to house individuals with support needs.

The individuals referred to Lee Housing Association from the supported housing scheme will be ready to live independently having lived in supported housing for some time and been supported to develop a range of independent living skills.

## 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 1 2009:10 (June 2009) was a tenant at Shelters Yard.

## Policies and Procedures

Lee HA has revised its rent Collection and Arrears policy to:

- Make it more focussed;
- Improve rent collection; 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

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## 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 will soon commence with works to bathrooms in ten properties and kitchens in five properties.

We will also be carrying out internal decorations to communal areas in six properties.

Other works included in this years programme include works to fencing, windows and tree surgery at some our properties.

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.

## Lee Housing Association Tenant Services Authority Judgement August 2009

We are delighted to tell you that our regulator the 'Tenant Services Authority' have issued a judgement that says Lee HA:

- Is managed well by its board;
- Providing a good service to its tenants; and
- Financially healthy.

The Chief Executive with the contribution that has been made by the board, staff and tenants has significantly improved Lee HA over the past four years. If you would like a copy of the report please visit our website [www.leeha.co.uk](http://www.leeha.co.uk) or pop into the office and ask for one.

## 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 5.46% at the end of June 2009 which is better than 6.16% at the end of March 2009.

This means that 5.46% of all the rent we could have collected from our current tenants is still owing.

Our **lettings** took an average of 23.8 days to let a property. This is not as good as the previous quarters performance of 19 days.

Our performance on maintenance has remained good this quarter.

Maintenance Response Times:

Emergency Repairs: 100%

Urgent Repairs: 96%

Routine Repairs: 99%.

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 katorr <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 στείλετε 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></p> <input type="text"/>	<p><b>Tape</b> <input type="checkbox"/></p> <p><b>CD</b> <input type="checkbox"/></p>

## Contact Us

Telephone: 020 8805 0548; Visit our website @ [www.leeha.co.uk](http://www.leeha.co.uk)

Our website has been updated recently, so please have a look

## 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**