

Lee Housing Association Newsletter October 2011

ANTI SOCIAL BEHAVIOUR EVICTIONS SWAN HOUSE

Lee HA was successful in evicting two tenants in Swan House in August 2011. The two tenants and their visitors contributed to significant amounts of anti social behaviour, ASB, incidents on the estate including noise nuisance, damage to property and the use of drugs. Working closely with the Ponders End Safer Neighbourhood Team of the Metropolitan Police and with the London Borough of Enfield Anti Social behaviour team we will ensure that tenants who persistently cause incidents of ASB face possession proceedings. The CCTV cameras on the Swan House estate have also assisted with the reduction in incidents of serious ASB and crime. Tenants are reminded of their tenancy obligations with regards to anti social behaviour including NO noise nuisance or drug abuse.



Anti Social Behaviour Includes:

**NOISE NUISANCE
HARASSMENT
DRUG USE OR DEALING
DOMESTIC VIOLENCE
DRUNKENNESS
PET NUISANCE
UNSANITARY CONDITIONS**

RESIDENTS PANEL MEETING

Lee HA holds four residents panel meetings each year. It is an opportunity for residents to contribute to the running of the organisation and to give Lee HA some useful

feedback which helps us to improve your services .

In the year to March 2012 we will hold four residents panel meetings with tenants giving us very useful

feedback which we will use to improve service delivery. The next meetings for the year to March 2012 will be held on: 12th Dec 2011. 19th Mar 2012.

Rent

Payments

- Lee HA rent arrears are still high in comparison with other housing associations. 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 take a robust approach to tenants that do not pay their rent. This can lead ultimately to action being taken against you which could mean you lose your home.
- If you are having financial problems please do not hesitate to contact us. We are here to help.

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TENANTS IN CREDIT (PAY YOUR RENT IN ADVANCE)

Lee HA hold 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 4 2010:11 (March 2011) was Josephine Otoo a tenant at Swan House.

Pay your rent in advance and it could be you. Please contact your Housing Officer if you wish to make standing order payments.



Josephine Otoo with Paul Burnham, Housing Officer



Paul Hazel, Lee HA resident receives prize draw hamper from Isil Pekoz, Maintenance/Finance Administrator.

RESIDENTS RECEPTION (SUMMER BARBECUE)

Lee HA held a residents reception (summer barbecue) in the front Swan House car park on Wednesday 3rd August 2011. The event was attended by board members, staff and 24 residents. We would like to take this opportunity to thank all residents who attended the event. We will obtain feedback from board members, staff and residents with a view to addressing issues of concern and improving the annual event.



James Simpson and Ian Martin, Lee HA Board Members



Anthony Ogbue, Housing Services Manager with Francis Katakwe, Lee HA board member and Anastasios Tsalinas, Lee HA resident .

Low Carbon Heating System at Swan & Gilda House to achieve a 70% saving in energy costs

Lee HA is in the advance staged of completing the installation of a radical heating system at Swan House and then we will move on to Gilda Avenue.

From tenants flats the heating system looks like any other central heating system with radiators and traditional control.

The heating system however does not have a traditional boiler; it has a new form of power supply called air source heat pumps. Our contractor, Ensigna, and our mechanical engineer who designed the heating system chose Daikin Altherma heat pumps which have a co-efficiency of performance (COP) of over 3, this means for every 1 kilowatt of electricity input 3 kilowatts of heat is obtained. Installing this new system has been a real challenge for our tenants as all 176 tenancies are occupied, this has meant tenants having to provide access (early in the morning); cope with noise, dust and not have access to some of the facilities in their flats.

Ensigna our contractors have had real challenges on many occasions in gaining access and some times (early in the morning) our tenants have not been the most polite – Ensigna have had experience in working in occupied properties and this has helped to establish relationships with our tenants and as a consequence the installation is still on target. Lee HA's staff have played their part too in getting this new system installed, they have sent letters and text messages to tenants telling them when access is required and on occasions they have attended the flat (sometimes at 8am) to ensure access is provided.

All this effort and co-operation means that the programme is still on target for completion e.g. Swan House end of October and Gilda Avenue end of December 2011.

The main reason for a new system is that it was a 30 year old under-floor electric heating system; it had no thermostatic control and was either on or off, consequently when tenants got too hot they opened the window.

The new heating system will have thermostatic controls on the air source heat pumps and on every radiator. As part of the project we are also installing new thermostatic controls on our megaflo hot water system.

We anticipate that we will save about 70% or £19,300 per year. We will also make a real contribution to our environment by reducing carbon emission by 126 tons per annum.

With over 10 kilometres of pipe work, radiators and 4 air source heat pumps the system will have cost over 1 million pounds to install, however with the savings anticipated it will have paid for itself in about 20 years time.

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 the number of resident panel meetings in the year. Our performance at the end of June 2011 has seen improvements on the previous quarters performance.

Rent arrears were 6.91% at the end of June 2011 which is better than 7.48% at the end of March 2011.

This means that 6.91% of all the rent we could have collected from our current tenants is still owing.

Our **lettings** took an average of 38 days to let a property. This is slightly worse than the previous quarters performance of 36.5 days.

Our performance on maintenance has remained good this quarter.

Maintenance Response Times:

Emergency Repairs: 100%

Urgent Repairs: 97.3% Routine Repairs: 96.4%.

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 under the tenants information section.

RENT PAYMENTS AT BANK

Lee HA residents can make rent payments at any Barclays bank branch over the counter. Make your payments to Lee Housing Association Ltd.

Sort Code: 202977;

Account Number: 80599344.

Please note that you need to include your tenant reference on the payment slip or the payment may not be posted onto your rent account. Contact the office on 0208 8050548 if you do not have your reference number.

<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>Turkish <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>Somali <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>Albanian <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 উদ্দেশ্যিত ঠিকানায় পাঠিয়ে দিন।</p> <p>Bengali <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>French <input type="checkbox"/></p>
<p>برای دریافت نسخه ای از این جزوه بزبان خود، لطفاً یک خانه را علامت زده و با ذکر نام و نشانی خود آنرا به نشانی مندرج ارسال دارید.</p> <p>Fari <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>Greek <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 această la adresa indicată.</p> <p>Romanian <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>Polish <input type="checkbox"/></p>
<p>Other language</p> <input type="text"/>	<p>Tape <input type="checkbox"/></p> <p>CD <input type="checkbox"/></p>

Lee Housing Association office hours are:

Monday 9.30am to 8pm

Tuesday, Wednesday, Thursday 9.30am to 4pm

Fridays 9.30am to 1pm.

Please note that the office will be closed on Friday 23rd and Friday 30th December 2011.

Resident feedback

We value your views so please let us know:

- How we can improve the website?
- How can we improve the newsletter?
- What would you like to hear about ?
- Drop your comments in the suggestion box at reception or;
- Come and talk to us.

Contact Us.

Telephone: 020 8805 0548

E-mail: reception@leeha.co.uk

Website: www.leeha.co.uk

For 'Out of Hours' (emergency) repairs
phone Linbrook on 079 7113 6781

Please note that the 'Out of Hours' service should only be used for emergency repairs. Please wait until the next working day if possible and contact the office.

Lee HA Complaints Received 2011

In the three months between April and June 2011 Lee HA received 2 formal complaints. These were in relation to:

- Time it took to resolve an ASB case (1)
- Access to Lee HA property (1)

Lee HA officers resolved both complaints in favour of the complainant (that is the tenant or applicant). We will ensure that we learn from the complaints we receive with a view to improving the way we work.

A summary of the complaints policy is available at reception and a copy of the full policy is available on request.

