

Lee Housing Association Newsletter July 2011

SWAN HOUSE & GILDA AVENUE HEATING REPLACEMENT

Lee HA has commenced works to replace the heating systems in Swan House and Gilda Avenue. We received just under £1million funding to carry out these works from the Homes and Communities Agency.

Work in Swan House commenced in the first week of May 2011, and works in Gilda Avenue are scheduled to commence in October 2011.

The new heating system will give residents a lot more control over the heating in the flats and rooms, and will lead to savings in the heating bill which will be passed onto residents via the service charge. A residents meeting was held in April 2011 to discuss the programme, with attendance by contractors, Lee HA staff and 8 Lee HA residents.



Swan House Property with new radiator installed

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:

22nd August 2011.

26th Sept 2011.

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 3 2010:11 (December 2010) was Sasha Byrne 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.

RESIDENTS RECEPTION (SUMMER BARBECUE)

Lee HA will be holding a residents reception (summer barbecue) in the front Swan House car park on Wednesday 3rd August 2011 from 6pm. The reception offers residents the chance to meet board members and staff of Lee HA giving them useful feedback on the service we provide.

The reception also serves as a social event, with food and drinks provided on the day. We hope to see you there.



HOUSING OFFICER QUIET TIME FROM JUNE/JULY 2011

Lee Housing Association recently carried out a restructure of the housing management team with a view to improving performance in key areas of operation including Income collection and Allocations and lettings. From the 1st May 2011 Richard Newbold has been the Housing Officer (Income) responsible for all matters relating to rent for all of Lee HAs properties.

Please note that Richard Newbold will not be available to tenants on Wednesdays as he will be spending this day each week concentrating on collecting rent from tenants.

The rental income that we collect is our main source of income, and we would therefore like to encourage and ask all residents to pay their rent on time.

Enfield Residents Priority Fund

Enfield council is launching a £2.1million fund for you to help address a social, economic or environmental need in your ward working with your local councillor. The council is looking for ideas from people who live, work, study or do business in Enfield that will help tackle deprivation or vulnerability.

Some ideas include training and education, health screening, immunisation outreach, community cleaning, community events and children's play equipment.

For more information telephone 0208 3791000 to find out how to contact your ward councillor

You can also visit the Enfield website:

enfield.gov.uk/residentsfund

SCRUTINY PANEL

Lee HA is setting up a scrutiny panel which will consist of residents. The panel will monitor Lee HA performance in key areas and make suggestions on how we can improve performance. If you would like a copy of the panels terms of reference or like to be a member of the panel, please contact Anthony Ogbue, Housing Services Manager on 020 8805 0548

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 March 2011 has seen improvements on the previous quarters performance.

Rent arrears were 7.48% at the end of March 2011 which is slightly better than 7.51% at the end of December 2010.

This means that 7.48% of all the rent we could have collected from our current tenants is still owing.

Our **lettings** took an average of 36.5 days to let a property. This is better than the previous quarters performance of 46 days.

Our performance on maintenance has remained good this quarter.

Maintenance Response Times:

Emergency Repairs: 100%

Urgent Repairs: 97.66% Routine Repairs: 100%.

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.

YOU SAID WE DID

Lee Housing Association will improve the service we provide by taking into account the views of our residents. In the last year we have:

- Installed CCTV cameras in Swan House
- Introduced a Caretaker to clean the internal areas of our shared properties and
- Introduced the use of licences for new residents.

<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 magacaanga iyo cinwaankaaga dibna ugu soo dir cinwaanka hoosta lagu nuujiyey.</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 aceasta 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 <input type="text"/></p>	<p>Tape <input type="checkbox"/> 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.

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.

You can also:

- Become a resident board member
- Become a member of the scrutiny panel
- Attend resident panel meetings
- Join the resident annual report working group

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 January and March 2011 Lee HA received 4 formal complaints. These were in relation to:

- Illegal Occupier of property removing tenants belongings at eviction (1)
- Disposal of tenants belongings from communal cupboard (1)
- Anti Social behaviour (1)
- Car parking controls on Swan House (1)

Lee HA officers resolved one complaint 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.

