

# Forest Hill, Sydenham & Perry Vale

Stock transfer news from L&Q



Issue: 07  
May 2010

## Decent Homes progress

**We are working towards transferring your home from Lewisham to L&Q in autumn 2010; making sure we can provide you with an excellent service from day one.**

In this issue we will update you on our progress so far, including the Decent Homes programme. Each newsletter will feature information on the various services we provide to our tenants and leaseholders so you get to know us and what we do. This issue will focus on our property services department.

**Please note - Lewisham Homes are still your landlord up until the date of transfer in autumn 2010 ●**



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### Decent Homes update

We're working with our contractors Apollo Group, and our surveying partner, FFT, so that we can begin the Decent Homes works in tenants homes on day one of transfer. This will include improvements such as replacing old bathrooms, kitchens, windows and, where needed, rewiring.

**We will complete all this work to homes within two years of transfer ●**

### Surveys to homes

In the last newsletter we told you that both Apollo Group and FFT are working together with L&Q to deliver the Decent Homes programme in your area. Although the actual transfer is likely to take place in autumn 2010 a lot of work is already under way with the project team looking at surveys, programming and specifications to ensure we are ready to start on day one of transfer.

Surveys to your homes are very important as they provide detailed information so we can plan exactly what works are required to each individual home.

**Surveys will be commencing in June 2010 and you will shortly receive a letter from FFT with further information. It will take approximately three months to complete all properties and the surveyor will be in your home on average for an hour to an hour and a half ●**

**WARNING: Do not let anyone into your home without first seeing their identity badge.**

[www.lqgroup.org.uk/foresthill](http://www.lqgroup.org.uk/foresthill)

‘200k turbo boost funding’



Ian Brady, Assistant Director for Property Services in L&Q's south east neighbourhood

# All about L&Q: The Property Services Department

**Our Property Services department is responsible for maintaining your homes into the future and ensuring you live in a home that is warm, secure and decent; a place where you want to live. My team is made up of 40 people managing around 18,000 properties in our south east neighbourhood (altogether there are 60,000 across L&Q), 6,000 of these are in Lewisham borough so our surveyors are already familiar with Forest Hill, Sydenham & Perry Vale.**

We have two sections in Property Services; Asset Management which manages the long term planned maintenance such as regular external redecorations, programme renewals including kitchens, bathrooms, heating, windows and rewiring and gas servicing.



**The other is property Maintenance which manages all our responsive maintenance contractors and carries out pre and post inspections. We want to get it right first time and achieve excellent resident satisfaction with our service. We post inspect 10% of all works and 100% of works costing over £1,000 to ensure our contractors are doing a good job ●**

‘£3.5m to be spent on environmental improvements’

# Reporting a repair

Our Customer Services Centre (L&Q Direct) manages all repairs enquiries from residents and work closely with the Property Services surveyors to ensure you receive an excellent repairs service from the time a repair is reported to the time it is completed. More about L&Q Direct in the next issue ●



## Events update - Easter half term kids arts and crafts event

On 7 April L&Q held an Easter arts and crafts event for the under 12s. Over 20 children came along to make some chicken cones and chicken boxes - perfect for holding their mini eggs! Thanks to everyone who came along and we hope the winners enjoyed their eggs ●

## Visit L&Q at Lewisham Peoples Day

Date: Saturday 10 July 2010

Time: 12pm - 7pm

Venue: Mountsfield Park, Stainton Road, SE6 1AN

Come and meet L&Q staff and the contractors who will be carrying out the Decent Homes works at our stand in the youth village ●



## The L&Q team working for Forest Hill, Sydenham & Perry Vale

We have a dedicated stock transfer team who are working directly with residents throughout the process.



Centre of picture **Caroline Boguzas**, Assistant Director of Economic Regeneration and Stock Transfer; **Nicola Roye**, Stock Transfer Manager and **Grant Blowers**, Stock Transfer Coordinator are here to answer your questions about the stock transfer.

You will be regularly updated through newsletters, our website and events held in your area ●

### L&Q Stock Transfer Team

Call us free on 0800 988 8242  
or email [foresthill@lqgroup.org.uk](mailto:foresthill@lqgroup.org.uk)

### Lewisham Council

Steve Couzens 020 8314 8137

We need more tenants to get involved.  
If you're interested, please fill out the slip below:



### Get involved

Fill in this form if you have any comments or would like to be part of a group of residents planning the future of Forest Hill, Sydenham & Perry Vale.

Name	Telephone	Email
Address		
Comments / Suggestions		

Information provided will be treated in the strictest of confidence.

Return the form to Grant Blowers, London & Quadrant Housing Trust, FREEPOST LON19206, SE18 4ZY

إذا كنت تود الحصول على نسخة مترجمة من أي من تلك المستندات، فنرجو الاتصال بأحد العاملين. ويمكن لخدمة الترجمة التي نقدمها التحدث إليك بلغتك وتوضيح مضمون هذا المستند، ثم يمكنك بعد ذلك أن تقرر ما إذا كنت تحتاج ترجمة تحريرية كاملة.

如果我们的文件中有需要翻译的，请向工作人员询问。我们的翻译服务能用你们语言来交谈，向你解释文件是有关什么事情的。然后你能决定你是否需要一份全的书面翻译文本。

ਜੇ ਤੁਸੀਂ ਸਾਡੇ ਦਸਤਾਵੇਜ਼ਾਂ ਵਿੱਚੋਂ ਕਿਸੇ ਦਾ ਵੀ ਅਨੁਵਾਦ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਅਸਲੇ ਦੇ ਕਿਸੇ ਸੈਂਬਰ ਨੂੰ ਪੁੱਛੋ। ਸਾਡੀ ਅਨੁਵਾਦ ਸੇਵਾ ਤੁਹਾਡੇ ਨਾਲ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਗੱਲ ਕਰ ਸਕਦੀ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਸਮਝਾ ਕਦੀ ਹੈ ਕਿ ਦਸਤਾਵੇਜ਼ ਕਿਸ ਬਾਰੇ ਹੈ। ਤਦ ਤੁਸੀਂ ਫੈਸਲਾ ਕਰ ਸਕਦੇ ਹੋ ਕਿ ਕੀ ਤੁਹਾਨੂੰ ਪੂਰੇ ਅਨੁਵਾਦ ਦੀ ਲੋੜ ਹੈ ਜਾਂ ਨਹੀਂ।

Haddii aad rabto qaar ka mid ah dukumentiyadayada in lagu turjumo, fadlan ka codso mid ka mid ah shaqaalaha. Adeegayaga turjumaadu wuxuu kugula hadli karaa luqadaada waxaanu kuu sharixi karaa waxa dukumentigu yahay. Markaa waxaad go'aan ka gaari kartaa bal in aad u baahantahay turjumaad qoran oo buuxda.

Belgelerimizi tercüme ettirmek isterseniz, lütfen personelden rica ediniz. Tercüme hizmetlerimiz ana dilinizde sizinle konuşarak belgenin ne hakkında olduğunu size açıklayabilir. Ardından tam yazılı tercüme isteyip istemediğinizi karar verebilirsiniz.

আপনি যদি আপনার কোন নথি অনুবাদ আকারে চান, তাহলে অনুগ্রহ করে, একজন কর্মীকে তা বলুন। আমাদের অনুবাদ পরিষেবা আপনার সঙ্গে আপনার ভাষায় কথা বলতে পারে এবং এই বিবরণটি কি সম্বন্ধে তা আপনাকে জানাবে। তখন আপনি স্থির করতে পারেন যে আপনি এই নথির পুরো অনুবাদ চান কিনা।

اگر آپ کو ہمارے کسی بھی دستاویز کا ترجمہ درکار ہو تو، براہ کرم عملے سے طلب کریں۔ ہماری ترجمانی کی خدمت آپ سے آپ کی زبان بات کر سکتی ہے اور اس بات کی وضاحت کر سکتی ہے کہ دستاویز کس چیز کے بارے میں ہے۔ پھر آپ فیصلہ کر سکتے ہیں کہ آیا آپ کو مکمل تحریری ترجمے کی ضرورت ہے۔

Si vous souhaitez obtenir une traduction d'un de nos documents, veuillez contacter un membre du personnel. Notre service de traduction pourra vous parler dans votre langue et vous expliquer le contenu de ce document. Vous pourrez alors décider si vous avez besoin d'une traduction écrite intégrale.