

Rushey Green



Stock transfer news from L&Q for Rushey Green,
Crofton Park and Lewisham Central areas

Issue: 08
August 2010

Decent Homes update

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Richardson Ltd are now well under way with the Decent Homes inspections and have completed nearly 900 surveys in Rushey Green and Catford. This is great news, however we still have a little way to go.

You should have already received a letter from Richardson asking you to contact them to arrange an appointment for a survey. This is an internal survey to inspect your kitchen, bathroom and electrical installations. Windows will be surveyed at a later date and you will be contacted in due course about these. Even if you feel that you don't need any works undertaken, please **make an appointment**, as this may not be the case.

Surveys so far show 96% of the properties require an element of work, so if you haven't yet made contact please call **Charlotte Hone** on **0208 676 7803** to arrange an appointment.

Richardson are very flexible with the appointments and will be able to accommodate most requests, including evening appointments for those working during the day ●

96% of properties surveyed require an element of work





Graham Jones, Head of Customer Services

All about L&Q: Introduction to our customer services department, L&Q Direct

Our customer services department is often the first point of call for people wishing to contact L&Q and we are able to offer solutions to most of your enquiries on your first call. Based in Sidcup with over 200 trained staff we deal with matters such as maintenance repairs, housing issues including anti-social behaviour, rent and service charge enquiries, leasehold enquiries, plus compliments, complaints and feedback. More detailed enquiries are referred to your local neighbourhood where your Neighbourhood Services Officer and other specialist teams are based.

We listen to residents and are always looking at ways of improving our service. Last year our maintenance and housing services help desks extended their opening hours and are now available for you to contact **8am to 8pm, Mon – Fri and 9am to 1pm on Saturday**. We have an emergency maintenance service and hate crime reporting line for outside of normal working hours.

You can contact a member of our team by telephone, email, online or by post and we would encourage any comments you have about our service so we can make possible changes to match your needs. It is this that really shapes the service we offer to you and highlights the very important role you play in the way we do things.

We want to offer you a **right first time solution** where we can, and have staff available that can assist you to get the answers you want. Whether this be fixing that leaking tap, changing a direct debit payment

for rent or assisting you if you want to move via our choice based lettings process.

At L&Q Direct, we take time to listen and make sure that we offer solutions to your housing needs. In the first quarter of this year, we have answered over 133,000 calls with an average of 2,000 being received daily.

We call over 600 residents monthly for feedback on maintenance works orders they have placed with us. **92%** of people told us that we were helpful with their enquiry and **81%** of callers on a recent mystery shopper exercise told us that they got the answer they wanted in just one call.

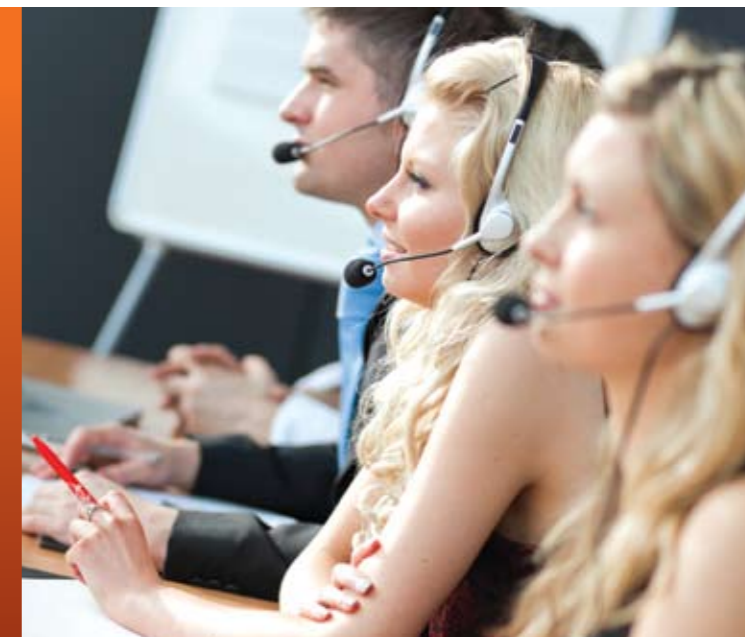
Transfer is due to take place in Autumn and we will be keeping you informed about transferring over to L&Q and what to expect. Remember Lewisham Homes are still responsible for all your housing enquiries until transfer and you should contact them on 0800 008 6252 should you need assistance ●

Paying your rent

We want to make it as simple as we can for you to be able to pay your rent and will be sending information to tenants prior to transfer about the different ways you can pay your rent, including by direct debit, swipecard, phone and post.

The transfer to L&Q will not affect your entitlement to housing benefit.

More about how to pay your rent in the next issue ●



Lewisham People's Day - Lewisham's largest annual community event

Saturday the 10 July 2010 saw 25,000 people descend on Mountsfield Park in Lewisham to celebrate the Borough's largest and longest running annual community event, Lewisham People's Day.

Representatives from L&Q, Richardson Ltd and Martins Associates who are involved in delivering the Decent Homes programme in Rushey Green were there to staff the L&Q marquee which was set up to display a mock up of a new kitchen that will be installed in all properties needing them.

Paul Boughen, Stock Transfer Co-ordinator was in attendance and said: "It was a thoroughly enjoyable day. So many people from the stock transfer areas came along to talk about how excited they are about the forthcoming Decent Homes works" ●



Meet the team working for Rushey Green

We have a dedicated Stock Transfer team who will be working directly with residents at Rushey Green throughout the process.



Centre of picture **Caroline Boguzas**, Assistant Director of Economic Regeneration and Stock Transfer, left of picture **Nicola Roye**, Stock Transfer Manager and **Eve Quarterman**, Stock Transfer Development Co ordinator 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 rusheygreen@lqgroup.org.uk

Lewisham Council

Ger Pokorny 020 8314 7869

إذا كنت تود الحصول على نسخة مترجمة من أي من تلك المستندات، فترجو 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 dokumentiyadayada in lagu turjumo, fadlan ka codso mid ka mid ah shaqaalaha. Adeegayaga turjumaadu wuxuu kugula hadli karaa luqadaada waxaanu kuu sharixi karaa waxa dokumentigu 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 istemediğinize 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.



Get involved

Fill in this form if you have any issues, comments or concerns about the proposed transfer or if you would like to speak to someone over the phone or face to face.

Name	Telephone	Email
Address		
Comments / Suggestions		

Information provided will be treated in the strictest of confidence.

Return the form to Eve Quarterman, L&Q Housing Trust, FREEPOST LON19206, SE18 4ZY