

Forest Hill, Sydenham & Perry Vale

Stock transfer news from L&Q



Issue: 06
March 2010

It's a yes!

We are delighted that residents in Forest Hill, Sydenham & Perry Vale have overwhelmingly chosen L&Q to be their new landlord. A massive 79% of those who voted have said "yes" to L&Q.

Now we have the green light from you, we have already begun preparing for your homes to transfer to us around autumn 2010. We will invest £30 million to improve your property and your environment over the next five years. Decent Homes will be completed within two years of transfer.



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Decent Homes update

What happens next? When will the Decent Homes works start?

We have committed to starting the Decent Homes works on day one of transfer. We will shortly be contacting tenants to arrange detailed surveys of your home by the surveyor FFT. **We are working towards the formal transfer to L&Q happening in autumn 2010 ●**

Over the coming months L&Q will be working with the council to finalise the legal arrangements for the transfer which is when you will become an L&Q tenant or leaseholder. We will also be working with the Shadow Board to set up the Forest Hill, Sydenham & Perry Vale Community Board ●



Welcoming you to L&Q

We are looking forward to welcoming you to L&Q later on in the year. Becoming your new landlord will be a new and exciting challenge for us and we want to work with all the residents to improve the services that you receive and should expect from L&Q.

In housing management we are planning how to maximise our impact. We know that there is a lot to be done and are keen to make a start as soon as possible.

In the early days after the transfer, the focus of tenancy services will be:

- To ensure that all residents are signed up onto the new Forest Hill, Sydenham & Perry Vale tenancy agreement.
- That you are able to make your rent and service charge payment correctly.
- You know who your neighbourhood services officer is.
- How to report a repair.
- Provide both tenants and leaseholders with a welcome pack from L&Q.

It will take time to make changes and put in place all the improvements, but we have already made a start. Working with our experienced stock transfer team you will be kept informed throughout the transfer process through regular newsletters and our website (contact details back page) ●

Consultation and events update

Show homes

We would like to thank everyone who visited the show homes to see the fitted kitchens and bathrooms at Highgate House at Sydenham Hill Estate and London Road.

These homes are still open for viewing on appointment. If you would like to book a viewing, please call a member of the stock transfer team on **0800 988 8242** to arrange a convenient time ●



Who can I talk to at L&Q?



Grant Blowers is your dedicated officer from L&Q who will be working with you to ensure a smooth transfer to L&Q. If you have any questions or queries about the transfer you can contact him on freephone number **0800 988 8242** ●



Stock transfer Easter event

We'll be holding a themed Easter arts and crafts kid's event between 2pm - 3.30pm on Wednesday 7 April at the Catford Powerleague. If you would like to book a place please call the stock transfer team on **0800 988 8242** ●



Forest Hill, Sydenham & Perry Vale Shadow Community Board

Throughout this transitional period the steering group will be working as a shadow community board, gearing up to become the Community Board on day one of transfer ●

Apollo selected for Decent Homes works



The shadow board met and agreed that Apollo will be the contractors who will be the contractors for the Decent Homes work. Over the coming months L&Q and group members will work with Apollo to make sure that Decent Homes works can start on day one of transfer ●

Don't forget, Lewisham Homes are still your landlord, until transfer day

Until the date of transfer, you are still managed by Lewisham Homes, so please continue to report all repairs to your home and communal areas to Lewisham Homes on **0800 028 2028** ●

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

Lewisham Council

Steve Couzens 020 8314 8137

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 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 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.



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