

Rushey Green

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

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Decent Homes: what it means to you

Late last year you received a leaseholder Offer Document outlining L&Q's promise to bring all properties in the transfer area up to a decent standard within two years of transfer should tenants vote in favour.

The majority of those who did vote, voted yes, and this means the transfer to L&Q is due to take place in the autumn 2010. For tenants, this means L&Q are starting to survey properties internally for new kitchens, bathrooms and internal electrical upgrades. We're starting now ahead of transfer so that when transfer takes place we can start work immediately.

For leaseholders, we have started to survey windows and external doors, so that we can assess, and group properties for tender, in preparation for restoration, repair or replacement. As the initial surveys are external, we don't need surveyors to come into your homes. However, you may see people wearing high visibility jackets, carrying identification, who are photographing your property.

In Rushey Green, Crofton Park and Lewisham Central areas, L&Q have appointed Martin Associates who are chartered surveyors to undertake the inspections on our behalf. We need to be able to understand the age and condition of your windows and external door to make a decision on what needs restoring, repairing or replacing in preparation for a day one start.

If new windows and external door are needed, we'll consult with you in accordance with Section 20 consultation and discuss designs that satisfy planning and conservation requirements, where applicable.

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Don't forget, that in the mean time, Lewisham Homes are still managing properties on behalf of **Lewisham Council**. You should continue to contact them on **0800 008 6252** for any assistance ●

What's been going on since the ballot?

Since tenants voted yes in January for the stock transfer to go ahead, L&Q have been working hard to make sure it all goes as smoothly as possible. Contracts are being put into place, computer databases have to be prepared, files need to be transferred and we're refurbishing the housing office at Kingswear House on Dartmouth Road so that it will be open to residents on day one of transfer.

We've been keeping residents in touch with regular newsletters, as well as various family events during school holidays.

As autumn and the transfer draws close, we will contact you nearer the time with all the information you need ●

Buy into a new kitchen and bathroom

As part of our promise to leaseholders once we are onsite in your area, you will have the opportunity to buy into the supply, installation and fitting of a new kitchen and/or bathroom should you wish. You will be able to choose your own specification from our range of designs and work with us to upgrade your home.

Don't feel you need to decide now. Remember, this is a two year programme, and we'll be concentrating on refurbishing tenants homes first. It's completely optional, but should you want more information and express an interest, please contact **Grant Blowers** on **0800 988 8242** ●



Graham Jones, Head of Customer Services

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

Our customer service 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 service charge enquiries, conveyancing, anti-social behaviour, payments, compliments and feedback. More detailed enquiries are referred to your local neighbourhood where your Neighbourhood Services Officer is based.

We listen to residents and are always looking at ways of improving our service. As you know, L&Q will be responsible for keeping the structure and outside of your home repaired. Last year our maintenance help desk extended their opening hours and is now available to be contacted **8am to 8pm Monday to Friday, and 9am to 1pm on Saturday.** We have an emergency maintenance service number for outside 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 you and highlights the very important role you play in the way we do things ●



Leaseholder pack

Just before transfer we'll be delivering welcome packs to all leaseholder homes. In these packs, there will be a handbook laying out the services we provide specifically for leaseholders and the things you need to know. We'll also provide other information such as a direct debit form, information sheet and your rights.

We want to make sure that when your property transfers to L&Q, it will be as smooth as possible, and that you have as much information as possible ●

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 Martin 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